

ANNUAL REPORT 2020-2021

TRANSFORMING THE STUDENT EXPERIENCE

SINCE 1978

SANTOS MANUEL STUDENT UNION AND
CSUSB RECREATION & WELLNESS



Santos Manuel
Student Union

CAL STATE SAN BERNARDINO



ABOUT THE SMSU AND RECWELL

THE SANTOS MANUEL STUDENT UNION (SMSU), through its programs and facilities is a focal point of the campus where students, faculty, staff, administration, alumni and guests develop an enduring connection to the university. As a campus social hub, the SMSU assists in the retention and development of students, while encouraging a deeper understanding and appreciation of cultural pluralism, gender equity, and ethnic diversity. We accomplish this by providing a variety of cultural, social, educational and recreational activities, which create an environment conducive to personal growth and development. **RECREATION & WELLNESS (RecWell)** provides a variety of safe and enjoyable programs and facilities to meet the diverse needs of the CSUSB community by creating a healthy social environment, enriching the quality of life and enhancing the educational experience. Planned activities also provide students with leadership opportunities and employment, which promotes an active learning experience as well as relaxation, entertainment, and social interaction. As meeting places on campus for students and organizations, the facilities provide a comfortable and relaxing environment that embody the delivery of services important to the university community. As a bridge between formal learning and life experience, co-curricular activities coordinated by the SMSU serve as a training ground for development of student leaders.

MESSAGE FROM THE CHAIR



CHAIR,
BOARD OF DIRECTORS
JULIA JOSEPHINE RUIZ

As we close out 2020 and begin 2021, I would first like to acknowledge the COVID-19 pandemic, racial injustices, and the widened health disparities that have directly brought on pain and suffering to many marginalized communities in the Inland Empire and around the world. The Recreation & Wellness (RECWELL) and Santos Manuel Student Union (SMSU) stand with the survivors of these tragedies and recognize the long road ahead to recover from the lingering effects that these events are having on our campus community. These trials brought many hurdles to this organization. Nevertheless, the dedication of our professional staff in serving our students and their communities while acclimating to these circumstances have prepared us further for a post-COVID world.

I began my journey as a student representative then was elected chairperson following the graduation of chairwoman Elizabeth Corella in the Fall of 2020. Working alongside my RecWell and SMSU colleagues has been one of the most impactful and enriching experiences during my time at CSUSB. Being given the opportunity to serve our students through this amazing organization while nurturing the partnerships both within the campus community and in the greater SoCal communities will always be held close to my heart. These experiences have not only solidified my passion of facilitating safe, sustainable, and generational progress for all who utilize the RecWell and SMSU. As we complete our SMSU expansion, re-envisioning our framework toward equitable services and return to our campus facilities our teams walk with the intention and dedication putting our students, professional staff, and our communities first. It is of the greatest honor to be a vessel for serving our students and we are excited to further these innovations together.

Julia Josephine Ruiz (They/She)

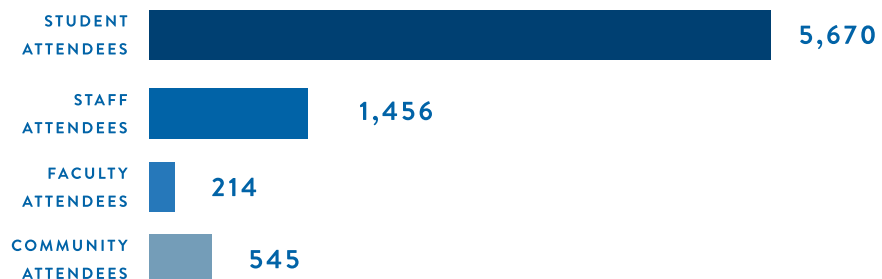
Serving on Kizh, Serrano, and Tongva indigenous land.

2020-2021 IN REVIEW

In a time seemingly characterized by division, social unrest, zoom fatigue and uncertainty, the remarkable resilience of the human spirit has simultaneously played out on a global stage and closer to home, on our very own campus. Though this year brought a distinct set of challenges, the SMSU and RecWell, driven by their commitment to student-success, took these challenges as an opportunity to grow, innovate, and improve upon the services we offer to students and redefine what the heart of a campus should entail both in a remote and traditional campus setting.



WHO'S ATTENDING SMSU AND RECWELL EVENTS?



7,885 TOTAL SMSU AND RECWELL EVENT ATTENDEES

TOTAL SMSU AND RECWELL EVENTS HELD THIS YEAR **301**



ACADEMIC SUCCESS
1 EVENT | 14 ATTENDEES

SOCIAL SUPPORT AND MAKING CONNECTIONS
65 EVENTS | 2612 ATTENDEES

PROFESSIONAL AND CAREER DEVELOPMENT
35 EVENTS | 588 ATTENDEES

HEALTH AND WELLNESS
70 EVENTS | 1,433 ATTENDEES



CAMPUS AND COMMUNITY OUTREACH
6 EVENTS | 113 ATTENDEES

DIVERSITY AND GLOBAL LEARNING
113 EVENTS | 2961 ATTENDEES

ESSENTIAL SUPPORT
2 EVENTS | 39 ATTENDEES

GENERALIZED LIFE SKILLS
9 EVENTS | 143 ATTENDEES

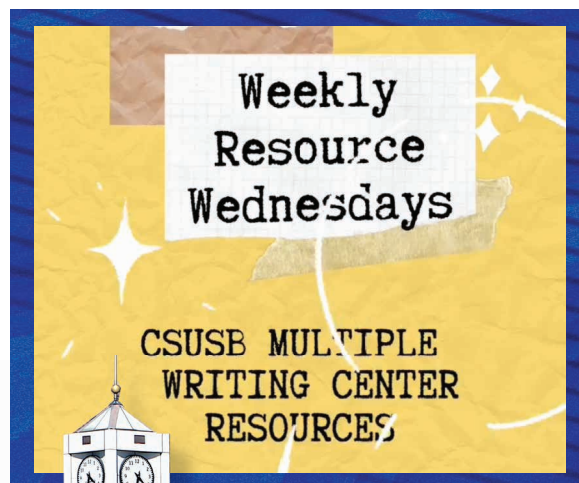
ACADEMIC SUCCESS

Traditionally, the Santos Manuel Student Union partners with students in their educational pursuits by offering referrals to on-campus resources, CBEST review sessions, handing out scantrons, printing services, and passive programming, using our facility as a meeting space to host study sessions, presentation practices, and a space for students to conceptualize and apply what they are learning in the classroom in a practical setting. This year, we traded our campus maps for electronic resource round-ups, our center meeting spaces for virtual hangouts, and our printing services for PDF training sessions, adapting to the needs of our students in understanding academic expectations and institutional navigation in a virtual setting. Some of our efforts to connect students to services and resources that support and enhance learning include our “Applying For Scholarships: CSUSB Online Process” workshop, our “Wednesday Weekly Resources” posts and our “Transfer Tuesday Talks” hosted by our Osher Adult Re-Entry Student Success Center.

\$110,000 IN SCHOLARSHIPS
GIVEN TO STUDENTS

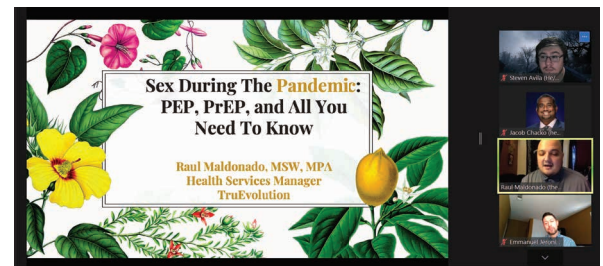
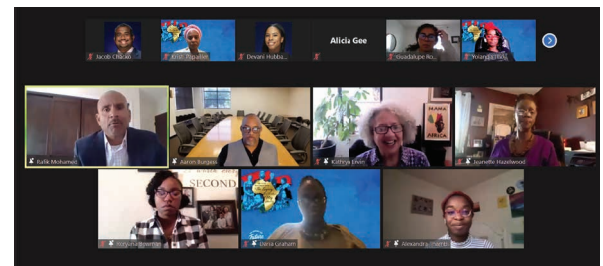
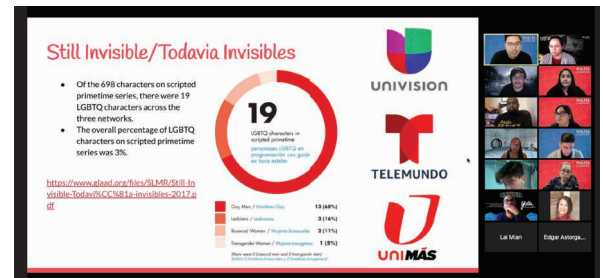
WEDNESDAY WEEKLY RESOURCE
INSTAGRAM POSTS

44



DIVERSITY AND GLOBAL LEARNING

The hiring of our Associate Director of Diversity and Inclusion in the previous academic year has underscored the importance the SMSU places on not only celebrating diversity, but encouraging a deeper understanding and appreciation of cultural pluralism, gender equity, and social justice. The intentional focus on this area has resulted in a revitalization of our affinity centers' purpose to "continually challenge personal experiences and viewpoints to foster a great perspective of different heritages, identities, and lived experiences". This year, the SMSU has focused its attention on the organizational structure and success of our affinity centers by hiring 3 new coordinators to provide individualized attention to our Pan African Student Success Center, our Queer and Transgender Resource Center, and our Women's Resource Center. Of the 113 programs focused on diversity and inclusion in this academic year **82 were new programs** not previously offered on campus, including "Sexual Assault and the Impact on Immigrants," "Engaging Arab & Muslim Students in Social Justice," "Decolonizing Higher Education Panel" and "Intersectional Feminism".



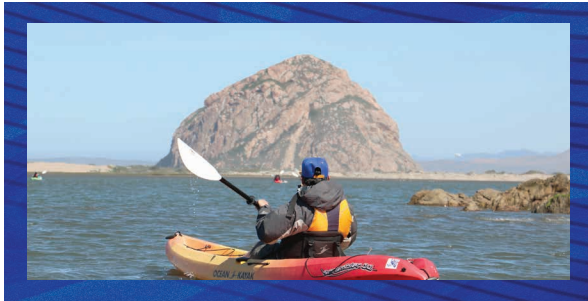
2691 TOTAL EVENT ATTENDEES

STUDENT EMPLOYEES THAT REPORTED THEIR EMPLOYMENT ENHANCED THEIR ABILITY TO CONSIDER ALTERNATE POINTS OF VIEW

97.4%

3 DIVERSITY AND INCLUSION COORDINATORS HIRED THIS YEAR

HEALTH AND WELLNESS



VIRTUAL GROUPX
EVENT PARTICIPANTS

237

92% OF HEALTH & WELLNESS
PROGRAMS WERE NEW

COLLECTIVE MILES IN
FITNESS CHALLENGES

2,225



We are committed to students having access to programs, activities, and environments that promote wellness across multiple dimensions - physical, social, emotional, occupational, multicultural, environmental, and spiritual. Health and Wellness programming throughout the pandemic created opportunities for virtual fitness challenges, mental health awareness through social media, and a collection of resources detailing how to incorporate physical activity and wellness at home. Of the 70 Health and Wellness events offered in the 2020/2021 academic year, 64 were new from the previous year, resulting from our commitment to provide access to health and wellness resources in spite of the need to temporarily take our onsite facilities offline.



HEALTH AND WELLNESS

As we optimistically look towards the future with our eyes fixed on returning to a vibrant repopulated campus, not only will our facilities be reopening and offering the traditional services our campus community anticipates, we will also continue working towards revitalizing a new space that will further expand the wellness opportunities and experiences of our student, faculty, staff, and campus community. The \$100,000 secured in grant funds related to mental health and basic needs will assist with all elements related to the “Wellness Center” project including, but not limited to: facility layout, mission and vision, facility naming, preliminary budget, preliminary staffing plan, and more.

\$100,000

SECURED RELATED TO MENTAL HEALTH AND BASIC NEED SUPPORT IN THE “WELLNESS CENTER” SPACE



WELLNESS CENTER FACILITIES



ACTIVITY ROOM WITH SMART CLASSROOM CAPABILITIES.



WORKSHOP ROOM WITH SMART CLASSROOM TECHNOLOGY.



MIND/BODY ROOM FOR MEDITATION AND YOGA.



LOUNGE FOR STUDYING AND RELAXING WITH 5 MASSAGE CHAIRS.

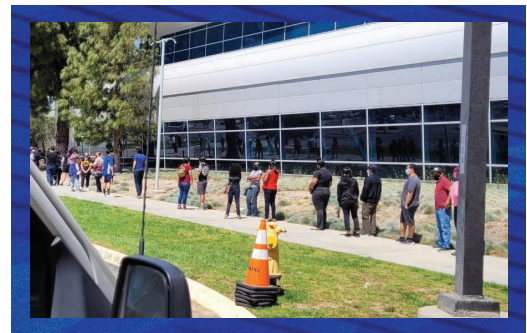
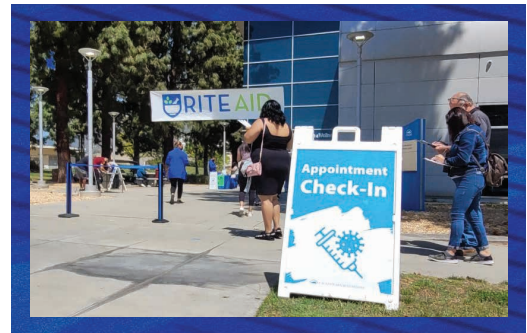


CONSULTATION ROOM
For exercise in medicine consultations, nutrition assessment, peer health educator appts., Cal Fresh enrollment, and personal trainer consultations.



CAMPUS AND COMMUNITY OUTREACH

While the virtual modality connected us to unique opportunities and experiences, creating equal access to professional networks, events, and each other despite the physical distance between us, we longed to return to a world where we were not relying on the technology at our disposal to connect and build community. Alongside our Adventure Service Trips to Lytle Creek and Big Bear where students contribute to the community through service, a major way we built mutually beneficial relationships and partnerships within the community was through our COVID Vaccination Clinics. RecWell's partnership with CSUSB's Emergency Operations Center and Rite Aid resulted in the ability to provide the campus community with 4 COVID Vaccination Clinics during April and May of 2021. The clinics were held in the Student Recreation & Wellness Center on Saturdays from 10am-5pm and resulted in over 1500 individuals receiving vaccinations. Campus volunteers from the Division of Student Affairs Leadership helped with staffing the event and the RecWell full-time team provided facility support including logistics, set-up, breakdown, and general facility support throughout the events. We strive to continue being partners in the effort to repopulate our campus and provide a safe environment for our students, staff, faculty, and campus population to learn, grow, build community, and thrive.



4 VACCINE CLINICS

PEOPLE VACCINATED AT THE
STUDENT RECREATION &
WELLNESS CENTER:

1,500+



PROFESSIONAL AND CAREER DEVELOPMENT

A primary focus for the SMSU and RecWell has always been to provide leadership and professional development opportunities that increase our paraprofessionals' knowledge of transferable skills and how to articulate the skills, strengths, knowledge and experience they gained as a result of having worked with our organization relative to their professional goals. Workshops ranged from career preparedness, elevating your network, creative writing, working with designers, Strengths workshops, to assessment basics.

SELF KNOWLEDGE AND SKILL



89.5%

TO THINK
CRITICALLY



86.9%

TO PROBLEM
SOLVE



89.2%

TO EFFECTIVELY
MANAGE THEIR TIME



94.8%

TO COMMUNICATE
EFFECTIVELY

"I like how the student assistant positions are flexible and put our student responsibilities above our staff positions: school first. This job has also allowed me to feel closer to my campus community and value my academic experience more."

EMPATHY AND DIVERSE INTERACTIONS



63.9%

TO MANAGE
CONFLICT



86.8%

TO SUCCESSFULLY
ESTABLISH PROFESSIONAL
RELATIONSHIPS



84.2%

TO CONSIDER
ALTERNATE
POINTS OF VIEW



89.5%

TO WORK
COLLABORATIVELY
WITH OTHERS



88.9%

TO VALUE AND RESPECT
PEOPLE WHO ARE
DIFFERENT THAN THEM

OVERALL

"This position provided me a lot of room to grow. I have become a much better public speaker, event planner, and collaborative worker. I have also formed strong bonds with current and past coworkers and supervisors. Additionally, I have gained a lot of tools and knowledge to enhance and continue being an activist for my community after I leave this position."

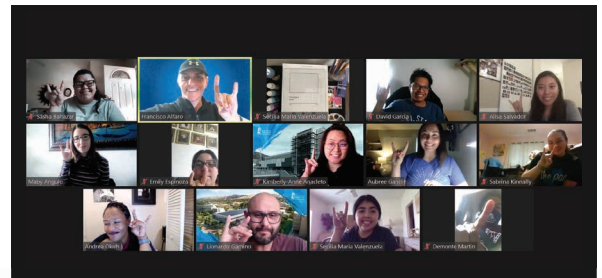
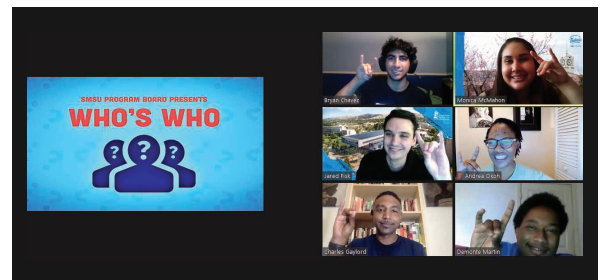
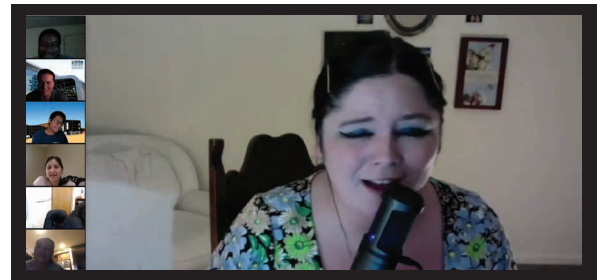
88.6%

REPORTED THAT THEIR EXPERIENCE AS AN SMSU/RECWELL STUDENT EMPLOYEE IMPROVED THE VALUE OF THEIR EDUCATION



SOCIAL SUPPORT AND MAKING CONNECTIONS

As a large social hub on campus, the SMSU is intentional about fostering a sense of belonging and strengthening campus identity by offering a wide array of entertainment-driven and community-focused activities. While the temporary cease of operations in our physical space presented obstacles in developing mutually supportive relationships with peers, faculty, and staff, it did not deter from the commitment we have to providing opportunities for engagement and connection. We believe that true community is born in the space between formal learning and a sustained connection with the campus. Events such as our PDC Fall Mixer, Creativity Challenges, Team Building events, and Discord Gaming Platform allowed students to “be exposed to a variety of leadership, networking, support, and connection opportunities” even in a virtual modality.



STUDENT EVENT
ATTENDEES

2,402

NEW ENGAGEMENT
OPPORTUNITIES

44



STUDENT UNION EXPANSION

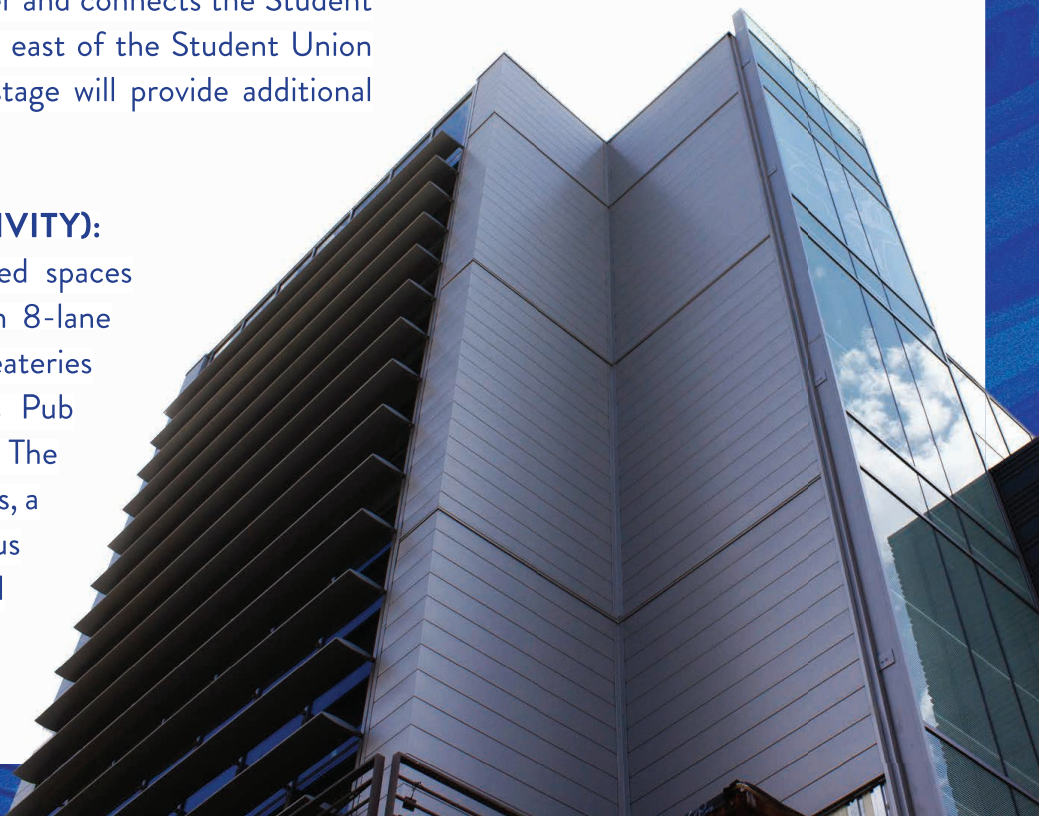
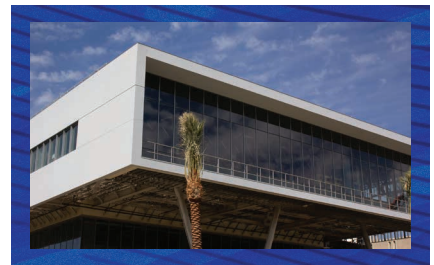
As the construction project for the expanded student union nears completion, we reflect on the fact this expansion project is the result of the vision and insight of our students who worked to guide the programming and development of the project which will provide additional collaboration spaces, food options, and employment opportunities for the 20,000 students that we serve. Intentional emphasis throughout the project was placed on sustainability and preservation of natural resources. The project is following the US Green Building Council's requirements for Leadership in Energy & Environmental Design (LEED) to ensure that the new building will be environmentally friendly at many levels.

OUTDOOR SPACES:

The project includes the addition of three outdoor plazas as well as an outdoor amphitheater for student events. The Pub on the first floor exits onto the Student Union Plaza that will serve to connect the North and South Santos Manuel Student Union buildings. Along Coyote Walk is a second plaza that will provide outdoor seating for first floor eateries. On the second floor an outdoor plaza provides pre-function space for the Conference Center and connects the Student Union to Coyote Walk. Finally, east of the Student Union building, an amphitheater and stage will provide additional space for student events.

FIRST FLOOR (RETAIL/ACTIVITY):

The first floor provides activated spaces for student life and includes an 8-lane bowling alley and game lounge, eateries including an expanded campus Pub with outdoor covered patio, The Habit Burger Grill, Panda Express, a Coffee Kiosk, an expanded campus book/technology store, and social stair and lounge space.



STUDENT UNION EXPANSION

SECOND FLOOR (COMMUNITY EVENTS):

The second floor includes a state of the art conference center with a ballroom that can accommodate over 1,100 people and can be divided into 5 meeting spaces (twice the size of the existing Student Union event center), catering, green room and support space.

THIRD FLOOR (STUDENT SUCCESS):

The third floor was designed to promote student engagement and to foster student involvement. Third floor spaces include an expanded space and a Board Room for Associated Students Inc. and the Student Union Board of Directors. Affinity Centers, including the Pan African Student Success Center, the First Peoples' Center, the Latin X Center, the Asian Pacific Islander Center, the Osher Adult Re-Entry Center, the Undocumented Student Success Center, the Queer and Transgender Resource Center, the Gender Equity Center, and the Women's Resource Center will be individual spaces with approximately 1,000 square feet with study space, programmable space, comfortable seating, office space for the respective center coordinator, and resources for students. The Club Hub where students will learn about student organizations and connect with peers, will serve as a space for clubs and organizations to have meetings, prepare for events, and work collaboratively with each other.



FINANCIAL REPORT

OPERATING REVENUE

TOTAL 2020/2021

RETURN OF SURPLUS (STUDENT UNION FEE)

\$5,471,212

LOCAL RESERVES

\$325,959

SALES AND SERVICES

TOTAL 2020/2021

PROGRAM REVENUE

\$4,567

FACILITY LEASE AND RENTAL

\$47,022

PERSONNEL SERVICES REIMBURSEMENT

\$173

MISCELLANEOUS REIMBURSEMENTS

\$55

TOTAL OPERATING REVENUE

\$5,848,988

OPERATING EXPENSES

TOTAL 2020/2021

SMSU SUPPORT SERVICES

ADMINISTRATION

\$575,956

CENTRAL

\$1,277,034

BOARD OF DIRECTORS

\$22,508

MAINTENANCE

\$133,783

MARKETING

\$131,326

OPERATIONS

\$113,687

AUDIO VISUAL

\$48,638

TECHNOLOGY

\$33,582

PROGRAM BOARD

\$59,663

WOMEN'S RESOURCE CENTER

\$25,865

QUEER AND TRANSGENDER RESOURCE CENTER

\$21,708

RANCHO MIRAGE STUDENT CENTER

\$79,756

GAMERS LOUNGE

\$10,552

CROSS CULTURAL CENTER

\$135,132

OSHER ADULT RE-ENTRY CENTER

\$98,249

SMSU TOTAL OPERATING EXPENSES

\$2,767,439

FINANCIAL REPORT

OPERATING EXPENSES

TOTAL 2020/2021

RECWELL SUPPORT SERVICES

ADMINISTRATION	\$475,616
OFFICE	\$129,886
MEMBERSHIP SERVICES	\$32,844
MARKETING	\$84,812
OPERATIONS	\$299,199
PERSONAL TRAINING & GROUP EXERCISE	\$72,382
FITNESS	\$7,110
PDC RECWELL PROGRAMS	\$77,670
CLIMBING WALL	\$74,789
ADVENTURE TRIPS	\$44,790
AQUATICS	\$4,420
INTRAMURAL SPORTS	\$82,729
SPORTS CLUBS	\$300
LEADERSHIP CHALLENGE CENTER	\$13,516
RECWELL TOTAL OPERATING EXPENSES	\$1,400,063

TOTAL OPERATING EXPENSES

GRAND TOTAL	\$4,167,502
OPERATING INCOME (LOSS)	\$1,681,486

NON-OPERATING REVENUE

TOTAL 2020/2021

INVESTMENT INCOME	\$67,981
CHANGE IN NET POSITION	\$2,049,506
NET POSITION BEGINNING OF YEAR	\$3,493,863
NET POSITION, END OF YEAR	\$5,543,369