

ANNUAL REPORT 2019-2020

# TRANSFORMING THE STUDENT EXPERIENCE

SINCE 1978

SANTOS MANUEL STUDENT UNION AND  
CSUSB RECREATION & WELLNESS





Santos Manuel  
Student Union

CAL STATE SAN BERNARDINO



**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** 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.

## MISSION

We, the SMSU and RW, through our programs, services, facilities, and employment opportunities, provide safe and inclusive spaces for CSUSB students, the greater campus, and surrounding areas to foster community, promote wellness, develop leaders, and offer enriching co-curricular experiences.

# MESSAGE FROM THE CHAIR

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## **CHAIR, BOARD OF DIRECTORS**

- YUSRA SERHAN

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I have had the pleasure of serving as the chair of the Santos Manuel Student Union Board of Directors for the 2019-2020 academic year. It is impossible for me to show how much I have benefited and grown from this experience in one short letter, but I will say that what I have gained from such a position will follow me into the rest of my life.

As the year began, a strong foundation was set for all the amazing work which was to take place. Before the start of the school year, the leadership team went on a Midwest trip to explore student unions with unique services, thus allowing the group to begin to think about and discuss the amazing services that could be provided at CSUSB. At the annual retreat, I became aware that the team which the SMSU/RW employs is one that genuinely cares about providing the best for CSUSB students. This was a key to build an important connection for the effective collaboration and discussion to come.

This organization is one of the few on campus that cares a great deal about the student experience and shows it by ensuring the student voice is part of all decision-making processes. As a result, all the actions taken by the Board of Directors this year were made with the help of students in order to provide for the best on campus experience. Such decisions included policy review and adoption, the reutilization of space in the current building, and of course decisions about space usage and design in the expansion.

My final year at CSUSB was all the better because of my involvement with the SMSU. I am honored to have led a board who made strides to better the student experience on campus. Thank you all for the opportunity to collaborate and work alongside each and every one of you. I cannot wait to see what the SMSU Board of Directors accomplishes in the coming years.

**Yusra Serhan**

Chair, Board of Directors

# MESSAGE FROM THE SMSU EXECUTIVE DIRECTOR

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**EXECUTIVE DIRECTOR,  
SANTOS MANUEL  
STUDENT UNION**

- AARON BURGESS

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“Creating and supporting a co-active way of working together delivers on the imperative and creates a culture of resilience and resourcefulness “– Henry Kimsey-House.

This past year, which started out very promising, has transformed into a true test of the fortitude of our organization. We have courageously come together to stand up to the many obstacles and challenges facing our campus community. What has made our organization successful is the amazing team of dedicated student assistants and professional staff who have risen to the occasion. We have faced challenges from the COVID-19 pandemic to the civil unrest which has plagued our communities. We have had to reevaluate our financial model, staffing and programs to continue our journey forward. Our facilities closed due to the COVID-19 pandemic; however, we continue to find meaningful ways to provide services to our students.

While we have had our share of challenges, we have also had many positive and memorable moments over the past year. Some highlights include the start of the construction of the Student Union Expansion, which will serve as a focal point for our esteemed university. We have made tremendous progress on the project, reaching the halfway point at the close of the academic year. We also hosted the Topping Out Ceremony for the construction project to acknowledge the installation of the highest beam and recognize the great work of our construction team. In addition, at the Palm Desert Campus (PDC) we have started working on a feasibility study that may eventually result in the construction of a much needed student services building.

The SMSU continues to enhance our professional team in preparation for the expansion. We have added key players and reorganized reporting lines to increase efficiency. Our Board has approved other key positions for the next academic year as we prepare to open the expanded facilities. Other memorable moments included an increased number of programs at both the San Bernardino and the Palm Desert campuses to enhance the student experience. We also capitalized on the closure of our facilities by providing opportunities for student employees and professional staff to participate in online training programs to enhance job related skillsets and professional development.

I would like to thank members of the Santos Manuel Student Union Board of Directors for their hard work and commitment to our organization. I am forever grateful to the professional staff, who have lead by example, creating a culture of care and commitment to the success of our students. I am also very proud of our student employees who carry out the great work we provide to our campus community. Lastly, I would like to thank the leadership of CSUSB for their commitment to student success.

I look forward to working with all of you in the upcoming year.

Respectfully,  
**Aaron Burgess**

Executive Director, Santos Manuel Student Union





## 2019-2020 IN REVIEW

Though the 2019-2020 academic year seemed to have brought with it what appeared to be insurmountable challenges, in true coyote fashion, the students at CSUSB demonstrated incredible resilience, determination, and tenacity in overcoming unprecedented challenges. At the Santos Manuel Student Union and Recreation & Wellness department, we remained committed to providing safe and inclusive spaces to foster community, promote wellness, develop leaders, and offer enriching co-curricular experiences even if our spaces took on different forms than they have in the past.

# BY THE NUMBERS

## SMSU & RecWell Events and Attendance

### HEALTH & WELLNESS + SOCIAL SUPPORT & MAKING CONNECTIONS

29 Events, 6021 students

### SOCIAL SUPPORT & MAKING CONNECTIONS + HEALTH & WELLNESS

4 Events | 1,462 students  
40 staff, 18 faculty

### SOCIAL SUPPORT & MAKING CONNECTIONS

63 events | 11,316 students, 187 staff  
28 faculty, 50 community members

### PROFESSIONAL & CAREER DEVELOPMENT + HEALTH & WELLNESS

1 event, 13 students

### PROFESSIONAL & CAREER DEVELOPMENT + GENERALIZED LIFE SKILLS

7 events | 108 students  
13 staff, 1 faculty

### PROFESSIONAL & CAREER DEVELOPMENT + SOCIAL SUPPORT & MAKING CONNECTIONS

2 events | 24 students  
30 staff, 1 faculty

### PROFESSIONAL & CAREER DEVELOPMENT

22 events, 821 students  
109 staff, 4 faculty

### HEALTH & WELLNESS

100 events, 5,758 students

### ACADEMIC SUCCESS

9 events, 394 students  
26 staff, 12 faculty

### CAMPUS / COMMUNITY OUTREACH

6 Events, 22 students

### DIVERSITY & GLOBAL LEARNING

102 events | 1,628 students  
153 staff, 169 faculty

### DIVERSITY & GLOBAL LEARNING + HEALTH & WELLNESS

5 event | 74 students  
1 staff, 1 faculty

### DIVERSITY & GLOBAL LEARNING + SOCIAL SUPPORT & MAKING CONNECTIONS

13 events | 222 students  
99 staff, 31 faculty

### GENERALIZED LIFE SKILLS

8 events, 52 students

### GENERALIZED LIFE SKILLS + SOCIAL SUPPORT & MAKING CONNECTIONS + HEALTH & WELLNESS

23 events | 316 students  
10 staff, 494 community members



# ACADEMIC SUCCESS

This year the Santos Manuel Student Union, Recreation & Wellness, Rancho Mirage Student Success Center, and Palm Desert Campus Student Fitness Center, hereinafter referred to as the SMSU, hosted **9 events** focused specifically on promoting academic success with **394 students, 26 staff, and 12 faculty members in attendance**, notably “Accountability Study Hour” hosted virtually, “CBEST Review Sessions”, and “Tips for Virtual Students.”



# 4,804

## STUDENTS

USED SMSU CENTERS TO STUDY

This year, the Osher Adult Re-Entry Student Success Center celebrated the inauguration of the Adult Student Association, a club for adult students who have returned to their education after a gap. The club focuses on nurturing student retention and social support for adult students who face concurrent roles (student, spouse, parent, etc.).

# 27

ATTENDEES TO  
C-BEST REVIEW  
SESSIONS

# 25

NEW MEMBERS TO  
THE ADULT STUDENT  
RE-ENTRY ASSOCIATION

# 57

SMSU AND  
RECWELL STUDENT  
EMPLOYEE GRADS

# 31%

SMSU & RECWELL STUDENT  
EMPLOYEE'S REPORTED  
THEIR EMPLOYMENT HAD A  
POSITIVE IMPACT ON GPA

# 2,723

SCANTRONS GIVEN OUT  
FROM SMSU CENTERS



# DIVERSITY AND GLOBAL LEARNING

The SMSU engaged in 6 events that foster allocentric values and behaviors and **102 events** with an emphasis on Diversity and Global Learning with **1,650 students, 153 staff, and 169 faculty in attendance**. In a time where the fight for equity and social justice is playing out on the global stage, the SMSU remains committed to celebrating diversity in all its forms while encouraging a deeper understanding and appreciation of cultural pluralism, gender equity, and ethnic diversity.

ASIAN & PACIFIC  
ISLANDERS CENTER



**109**

API TASTE  
OF INDIA  
ATTENDEES

FIRST PEOPLES'  
CENTER



**54**

FPC KICKSTART  
YOUR CAREER  
ATTENDEES

LATINX  
CENTER



**234**

LC HISPANIC  
HERITAGE MONTH  
ATTENDEES

PAN-AFRICAN STUDENT  
SUCCESS CENTER



**91**

PASSC BLACK  
HISTORY MONTH  
ATTENDEES

QUEER & TRANSGENDER  
RESOURCE CENTER



**150**

QTRC  
DRAG SHOW  
ATTENDEES

WOMEN'S RESOURCE  
CENTER



**145**

WRC VAGINA  
MONOLOGUES  
ATTENDEES

## \$208,941

INVESTED IN DIVERSITY AND  
GLOBAL LEARNING PROGRAMING

These events support the SMSU's goals to "maintain spaces that foster a sense of belonging", "foster exploration of diversity and self-acceptance", and "educate the campus community and enhance their experiences through diverse and inclusive programming".

STUDENTS ENTERED  
SMSU CENTERS

# 25,708







# DIVERSITY AND GLOBAL LEARNING CAMPUS COLLABORATIONS

Alongside hosting various events that promote social justice, inclusion, and intersectional education, the SMSU is a proud partner of our cultural student, staff, and faculty associations which “seek to eliminate discrimination based on gender, class, economic status, ethnicity, sexual orientation, age, physical ability and cultural and religious background.” The SMSU was proud to collaborate with the campus to explore issues of identity, ethic, and cultural diversity and address sexism, racism, and discrimination in all its forms. Noteworthy events included “El Grito”, the “Pioneer Breakfast”, “Lunar New Year Celebration”, “PowWow”, “Palentine’s Day”, the “Women’s Leadership Conference”, “Lavender Graduation”, “First People’s Coyote Rising”, and “Fall Latino Graduation” to name a few.



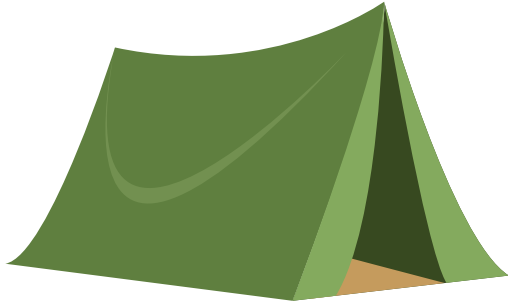
# 58

## SMSU AND RECWELL COLLABORATIONS



# HEALTH AND WELLNESS

Our commitment to the health and wellness of our students was exemplified by a wide array of adventure trips, aquatic programs, GroupX classes, fitness floor activities, intramural sports, sports club leagues, climbing wall and leadership challenge center offerings with **170 events, 13,696 students, 61 staff, 23 faculty, and 794 community members** in attendance. Adventure trips included local hiking, climbing, backpacking, kayaking, rafting, snorkeling, surfing, snowboarding, and cycling excursions as well as trips to Yosemite, Black Canyon, and the Grand Canyon.



# 62

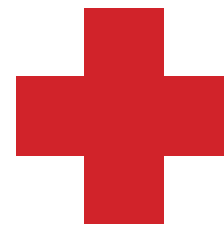
## ADVENTURE TRIPS THIS YEAR

INCLUDING YOSEMITE, BLACK CANYON, AND  
THE GRAND CANYON

At the Leadership Challenge Center, a program designed to help and teach a person how to appropriately build trust in others; empower a person to develop skills necessary to be part of a healthy community; and increase individual interpersonal skills, social skills and physical abilities, the SMSU and RecWell hosted **23 events** supporting the “Generalized Life Skills”, “Social Support and Making Connections”, and “Health and Wellness” Engagement Pathways with **316 students, 10 staff, and 494 community members** in attendance.

# 842

LEADERSHIP  
CHALLENGE  
CENTER  
PARTICIPANTS



# 41

PARTICIPANTS IN  
THE AMERICAN  
RED CROSS/  
AED FIRST AID  
TRAINING







**1,131** GROUP-X  
PARTICIPANTS

**24** STUDENTS RECEIVED THEIR  
PERSONAL TRAINING  
CERTIFICATION

From GroupX classes such as Yoga, Zumba, Self-Defense, Coyote-Fit, and Meditation to physical training, intramural sports, the climbing wall, and the fitness floor, the SMSU and Recreation & Wellness team are committed to providing facilities and programs that encourage the seven dimensions of wellness, educating students on how to incorporate the seven dimensions of wellness into their daily lives, and fostering wellness within the workplace by participating in activities that help promote work-life balance.

**630** PERSONAL  
TRAINING  
SESSIONS

**2,464** TOTAL AQUATICS  
CENTER VISITS





# PROFESSIONAL AND CAREER DEVELOPMENT

Employing **225 students** throughout the academic year, the SMSU is committed to providing leadership and professional development opportunities at every level. Through this year's annual paraprofessional training, "A Journey to Excellence", focusing on career readiness, conflict resolution, programming, Title IX training, team building, report writing, documentation, and department-specific training, students increased their knowledge of transferable skills and gained leadership development from attending conferences and workshops.

# 225

SMSU AND  
RECWELL STUDENT  
EMPLOYEES

# 57

SMSU AND RECWELL  
STUDENT EMPLOYEE  
GRADUATES

# 183

NEW STUDENT  
EMPLOYEES HIRED  
THIS YEAR

The training included updates from each program area, focusing on strengthening student assistants' understanding of the mission, vision, and purpose of the SMSU and its programs and services. In addition, the training focused on reinforcing emergency action planning skills through program-specific EAP sessions.

HOURS INVESTED  
IN PROFESSIONAL  
DEVELOPMENT  
OPPORTUNITIES BY  
DEPARTMENT



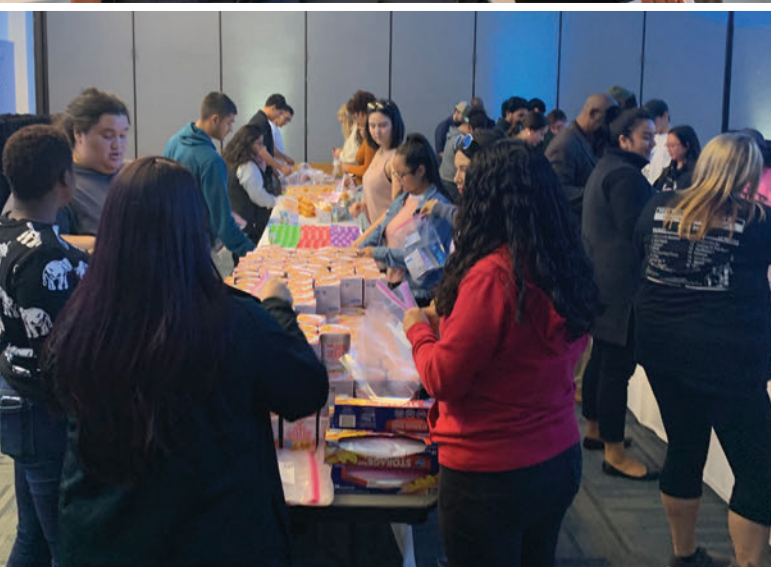
RECWELL STUDENTS: 1,452

RECWELL STAFF: 217

SMSU STUDENTS: 221

SMSU STAFF: 301





## AMOUNT INVESTED IN STUDENT EMPLOYEE SALARIES:

# \$1,275,000

Alongside our annual team training, students had the opportunity to participate in a variety of career development opportunities such as the American Red Cross Adult CPR/AED and First Aid Training, Red Alert Drills, Strengths Training, AOA Leadership Meetings, Accruent Insights Conference, Coyote Cross Up Presentations, San Marcos Retreat, and Certified Personal Training Preparation Workshops.

## TOTAL NUMBER OF EMPLOYEES JULY 1, 2019 – JUNE 15, 2020



Furthermore student leads are afforded the opportunity to train fellow students on policies and procedures and gain transferable skills by planning, preparing, and delivering relevant content for workshops to their peers. In total, the SMSU offered **32 events** related to professional and career development with **966 students**, **152 staff**, and **6 faculty members** in attendance.

# 518

## HOURS SPENT ON FULL-TIME EMPLOYEE PROFESSIONAL DEVELOPMENT



# STUDENT EMPLOYEE ASSESSMENT

STUDENT EMPLOYEES REPORTED THAT THEIR EXPERIENCE AS AN SMSU/RECWELL EMPLOYEE HAD A POSITIVE IMPACT ON THEIR ABILITY:

## SELF KNOWLEDGE AND SKILL



**95.5%**

TO THINK  
CRITICALLY



**93.1%**

TO PROBLEM  
SOLVE



**88.4%**

TO EFFECTIVELY  
MANAGE THEIR TIME



**93.1%**

TO COMMUNICATE  
EFFECTIVELY

“The fact that I get to interact with so many people from different backgrounds and make friends with fellow student employees, work collaboratively with them and understand their needs has been an incredible experience for me. It allows for personal growth alongside learning about the technicalities of a particular career path.”

## EMPATHY AND DIVERSE INTERACTIONS



**88.6%**

TO MANAGE  
CONFLICT



**93.2%**

TO SUCCESSFULLY  
ESTABLISH PROFESSIONAL  
RELATIONSHIPS



**93.2%**

TO CONSIDER  
ALTERNATE  
POINTS OF VIEW



**97.7%**

TO WORK  
COLLABORATIVELY  
WITH OTHERS



**93.2%**

TO VALUE AND RESPECT  
PEOPLE WHO ARE  
DIFFERENT THAN THEM

## OVERALL

“I will always remember the great connections I built throughout the years and the ability to try something to continue to grow personally and professionally through this experience.”

**95%**

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





# 48 HOURS SPENT AT BOD AND SUBCOMMITTEE MEETINGS

The SMSU also promotes leadership via student, faculty, and staff positions on the SMSU Board of Directors, wellness committee, and additional committees with students gaining valuable knowledge about meeting procedures and fiscal vitality.



## HOW ARE STUDENT REPRESENTATIVES DESCRIBING THE VALUE OF THEIR EXPERIENCE ON THE SMSU BOARD?

Student Board Representatives enhance their resumes by running a multimillion dollar non-profit corporation before college graduation and review and recommend policies that ensure the fiscal viability and effective operation of the Student Union, Recreation & Wellness, and their programs and services.

## BOD 2019-2020 ACCOMPLISHMENTS

- REIMAGINED SMSU BOD SUBCOMMITTEE STRUCTURE
- APPROVED \$4.6 MILLION FOR STUDENT UNION EXPANSION ADD ALTERNATES
- RELEASED THE SMSU STATEMENT OF SOLIDARITY WITH NATIONAL SOCIAL JUSTICE MOVEMENT
- APPROVED \$54,825 FOR FITNESS EQUIPMENT REPLACEMENT
- APPROVED \$26,887.76 IN TECHNOLOGICAL IMPROVEMENTS

## THE SMSU BOARD OF DIRECTORS MANAGED A MULTIMILLION DOLLAR BUDGET



# 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. We believe that true community is born in the space between formal learning and co-curricular programming.

## 93.2%

OF EMPLOYEES REPORTED A POSITIVE IMPACT ON ESTABLISHING PERSONAL AND PROFESSIONAL RELATIONSHIPS

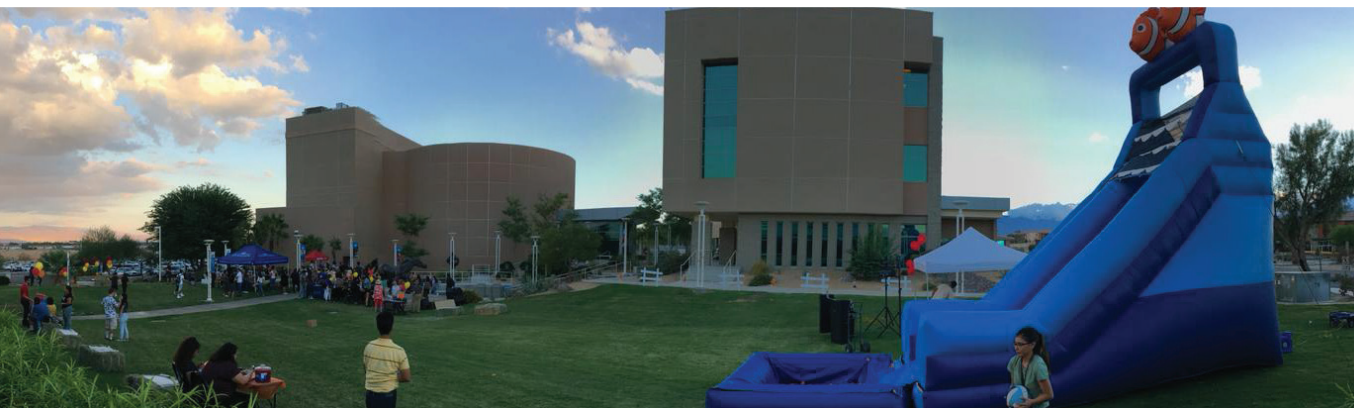
The SMSU nurtured an enriching college experience by offering **63 events** focused on “Social Support and Making Connections” with **11,316 students**, **187 staff**, **28 faculty**, and **50 community** members in attendance. These events included “Roller Disco”, our “Student Union Block Party”, “Speed Friending”, “Fall Fest”, “Snow Day”, and “Late Night”.

## 30,066

PEOPLE ATTENDED SMSU EVENTS

## \$140,000

INVESTED INTO SOCIAL SUPPORT PROGRAMMING



# PROGRAMING IN A PANDEMIC

In response to the evolving situation with Covid-19, the SMSU was diligent about communicating that the temporary cease of operations in our physical space did not mean a complete absence of opportunities for engagement and resources available for our students. With **35 events** hosted virtually and attended by **541 students, 26 staff, and 32 faculty members**, the SMSU was proud to continue creating a space that fosters a sense of belonging and community despite the challenging situation unfolding globally.

**13** STRESS REDUCING ACTIVITIES  
DONE VIRTUALLY

**121** COYOTE AWARDS  
PARTICIPANTS  
ATTENDED VIRTUALLY

A video from our Executive Director which garnered **928 views** on Twitter and **380 views** on Instagram announced that spring programming would include #SMSUStaysHome social media campaign, Feel the Heal – Crystal Healing, Multi-Faiths One Friendship Series, Trivia Tuesdays, comedy shows, Jackbox games, professional/personal workshops, virtual hangouts, Paint N Sips, identity dialogues, GroupX classes, Sexual Assault Awareness Month programming, International Denim Day, How to be Better Trans Ally, Wake up with the RMSC, Home Scavenger Hunts, affinity graduation celebrations, and our annual student employee recognition ceremony.

 **747** TOTAL GROUP-X SPRING  
QUARTER YOUTUBE VIEWS





# FACILITIES AND OPERATIONS

The **Santos Manuel Student Union** facilities include a spacious lobby, relaxation and study lounge areas, meeting rooms, a state of the art theater, multi-purpose Events Center used for major events, an Automatic Teller Machine, graphics services, and Student Union scheduling. Our newest addition to assist our students academically is the laptop checkout program. Other services and departments located within the SMSU are the Coyote Cafe, the Blue Coyote Pub, Yotie Drinkz, Coyote Express convenience store, the Associated Students, Inc., Undocumented Student Success Center, Title IX & Gender Equity, Orientation and First Year Experience, and the Office of Student Engagement. **The Student Recreation & Wellness Center** includes an expansive Fitness Floor, two multi-use studios, an indoor multi-purpose gymnasium, and a climbing/bouldering wall featuring an auto belay. For outdoor sports enthusiasts, there are tennis courts, basketball courts, grass fields, and sand volleyball courts available in close proximity to the SRWC.

**422,000** VISITORS TO THE  
SANTOS MANUEL  
STUDENT UNION

**121,923** VISITORS TO THE  
RECREATION &  
WELLNESS CENTER

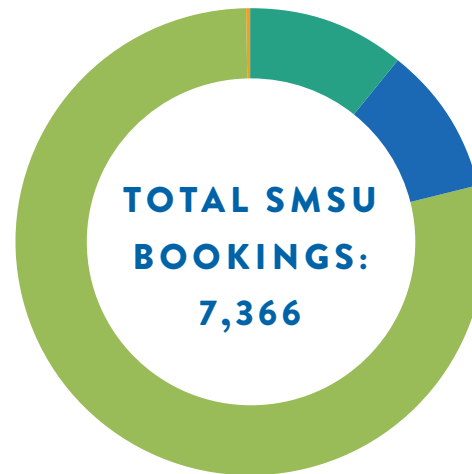
**\$104,902** INVESTED IN  
FACILITIES REPAIRS

**\$112,569** INVESTED IN  
FACILITIES REMODELING

**\$388,014** INVESTED IN  
FACILITIES UTILITIES

**1,634** LAPTOPS LENT FROM SMSU  
LAPTOP LENDING SERVICE

**9,584** USES FOR SMSU  
PRINTING SERVICES



STUDENT CLUBS/ ORGS:  
812 | 11%

DIVISION OF STUDENT AFFAIRS:  
761 | 10.3%

CAMPUS DEPARTMENTS:  
5,788 | 78.6%

OFF-CAMPUS ENTITIES:  
5 | 0.1%



# RANCHO MIRAGE STUDENT CENTER AND STUDENT FITNESS CENTER

The Rancho Mirage Student Center enhances the student experience while serving as a resource that emphasizes student success, retention and graduation rates through student engagement in co-curricular activities. The RMSC aims to enrich the university experience and campus life through entertaining and educational events and activities for students. Programming includes seasonal events, dances, indoor and outdoor activities and game nights. In addition, the Student Fitness Center at PDC invites students to reach their personal fitness goals by creating a healthy social environment that enriches quality of life and enhances their educational experience.

**4,712** VISITORS TO THE  
RANCHO MIRAGE  
STUDENT CENTER

## RANCHO MIRAGE STUDENT CENTER EVENTS



SOCIAL SUPPORT AND MAKING CONNECTIONS: 12

ACADEMIC SUCCESS: 1

HEALTH AND WELLNESS: 2

**1,065** VISITORS TO THE  
PDC STUDENT  
FITNESS CENTER

## PDC STUDENT FITNESS CENTER EVENTS

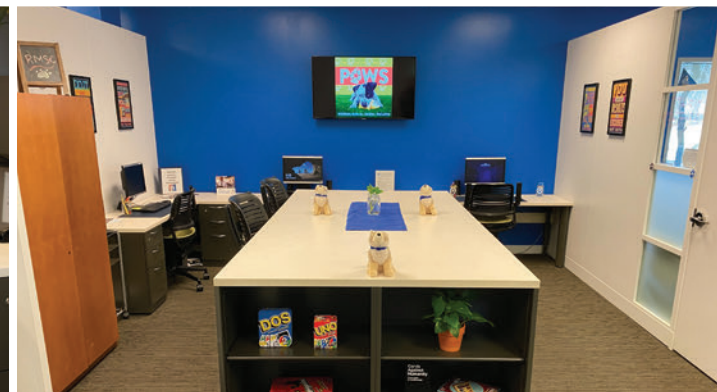


ACADEMIC SUCCESS: 1

GENERALIZED LIFE SKILLS: 1

HEALTH AND WELLNESS: 2

SOCIAL SUPPORT AND MAKING CONNECTIONS: 2





# LOOKING TO THE FUTURE

As we look ahead during these uncertain times, we at the SMSU are certain that our resilience as a campus, our strength as a community, and our ability to keep our eyes fixed on the possibilities that lie ahead will sustain and motivate us to continue growing and expanding the opportunities we create to serve our students. Over 150 students, staff, and faculty attended the Student Union Expansion Topping Out Ceremony to celebrate the placement of the highest beam in the expanded building. The event not only celebrated the incredible collaboration amongst each division on campus, exemplary student leadership, but also the construction team's diligent efforts to complete the project on schedule.

**120,000** ADDITIONAL SQUARE FEET TO THE EXPANDED STUDENT UNION

**36,000** ADDITIONAL SQUARE FEET TO THE NEW MEETING CENTER

Dr. Morales affirmed that the expanded building will “expand upon the growth opportunities we afford our students and offer increased resources.” ASI President, Adonis Galarza spoke to how his experience at the Santos Manuel Student Union piqued his interest in student leadership and afforded him the opportunity to gain valuable transferable skills throughout his employment with the organization. SMSU BOD Chair, Yusra Serhan spoke to the student collaboration aspect of the project which led to the realization of creating a space future students could be proud of and define their own journeys at CSUSB. The event exemplified the SMSU's mission to “provide safe and inclusive spaces for CSUSB students, the greater campus, and surrounding areas to foster community, promote wellness, develop leaders, and offer enriching co-curricular experiences” through programs, services, facilities, and employment opportunities. We keep our eyes fixed to the bright future ahead.

**10**  
ADDITIONAL  
MEETING ROOMS

**134**  
ADDITIONAL STUDENT  
STAFF ARE ESTIMATED  
TO BE HIRED

**8**  
LANES IN THE NEW  
BOWLING ALLEY  
WITH COSMIC BOWLING

**400**  
SEATS IN THE  
NEW OUTDOOR  
AMPHITHEATER

**11,664**  
ADDITIONAL SQUARE FEET TO  
THE SMSU EVENTS CENTER





# FINANCIAL REPORT

## OPERATING REVENUE

### TOTAL 2019/2020

### TOTAL 2018/2019

RETURN OF SURPLUS (STUDENT UNION FEE)

\$5,735,504

\$5,467,806

LOCAL RESERVES

\$301,291

\$584,153

## SALES AND SERVICES

### TOTAL 2019/2020

### TOTAL 2018/2019

PROGRAM REVENUE

\$267,944

\$295,581

FACILITY LEASE AND RENTAL

\$144,394

\$213,348

PERSONNEL SERVICES REIMBURSEMENT

\$59,403

\$434,625

MISCELLANEOUS REIMBURSEMENTS

\$88,353

\$91,113

**TOTAL OPERATING REVENUE**

**\$6,596,889**

**\$7,086,626**

## OPERATING EXPENSES

### TOTAL 2019/2020

### TOTAL 2018/2019

### SUPPORT SERVICES

ADMINISTRATION

\$620,508

\$554,354

CENTRAL

\$1,735,374

\$1,672,011

BOARD OF DIRECTORS

\$45,020

\$29,828

MAINTENANCE

\$192,107

\$223,103

MARKETING

\$138,737

\$131,848

OPERATIONS

\$188,708

\$161,115

AUDIO VISUAL

\$107,725

\$99,001

TECHNOLOGY

\$46,943

\$43,289

**OPERATING EXPENSES****TOTAL 2019/2020****TOTAL 2018/2019***STUDENT SERVICES*

PROGRAM BOARD	\$98,536	\$110,004
WOMEN'S RESOURCE CENTER	\$58,190	\$68,792
QUEER AND TRANSGENDER RESOURCE CENTER	\$42,373	\$101,852
RANCHO MIRAGE STUDENT CENTER	\$104,172	\$100,954
GAMERS LOUNGE	\$77,020	\$91,370
CROSS CULTURAL CENTER	\$132,246	\$126,914
OSHER ADULT RE-ENTRY CENTER	\$127,612	\$121,742
RECREATION & WELLNESS	\$2,450,553	\$2,513,163
<b>GRAND TOTAL</b>	<b>\$6,165,826</b>	<b>\$6,149,340</b>
<b>OPERATING INCOME (LOSS)</b>	<b>\$431,063</b>	<b>\$937,286</b>

**NON-OPERATING REVENUE****TOTAL 2019/2020****TOTAL 2018/2019**

INVESTMENT INCOME	\$105,959	\$63,783
CHANGE IN NET POSITION	\$537,022	\$1,001,069
NET POSITION BEGINNING OF YEAR	\$2,492,504	\$1,955,482
<b>NET POSITION, END OF YEAR</b>	<b>\$3,029,526</b>	<b>\$2,956,551</b>



