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.

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.
MESSAGE FROM THE CHAIR

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

“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

EXECUTIVE DIRECTOR,
SANTOS MANUEL
STUDENT UNION
- AARON BURGESS
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
29 events, 6021 students

SOCIAL SUPPORT & MAKING CONNECTIONS
4 events, 1462 students
40 staff, 18 faculty

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

SOCIAL SUPPORT & MAKING CONNECTIONS + HEALTH & WELLNESS
63 events, 11,316 students, 187 staff
28 faculty, 50 community members

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 events, 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
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.”

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.).

4,804
STUDENTS
USED SMSU CENTERS TO STUDY

2,723
SCANTRONS GIVEN OUT FROM SMSU CENTERS

27
ATTENDEEES TO C-BEST REVIEW SESSIONS

25
NEW MEMBERS TO THE ADULT STUDENT RE-ENRY ASSOCIATION

57
SMSU AND RECWEll STUDENT EMPLOYEE GRADS

31%
SMSU & RECWEll STUDENT EMPLOYEE’S REPORTED THEIR EMPLOYMENT HAD A POSITIVE IMPACT ON GPA
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.

DIVERSITY AND GLOBAL LEARNING

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

INVESTED IN DIVERSITY AND GLOBAL LEARNING PROGRAMING

$208,941

109 API TASTE OF INDIA ATTENDEES

54 FPC KICKSTART YOUR CAREER ATTENDEES

234 LC HISPANIC HERITAGE MONTH ATTENDEES

91 PASSC BLACK HISTORY MONTH ATTENDEES

150 QTRC DRAG SHOW ATTENDEES

145 WRC VAGINA MONOLOGUES ATTENDEES

ASIAN & PACIFIC ISLANDERS CENTER

FIRST PEOPLES’ CENTER

LATINX CENTER

PAN-AFRICAN STUDENT SUCCESS CENTER

QUEER & TRANSGENDER RESOURCE CENTER

WOMEN’S RESOURCE CENTER
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.
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.

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

62 ADVENTURE TRIPS THIS YEAR INCLUDING YOSEMITE, BLACK CANYON, AND THE GRAND CANYON

41 PARTICIPANTS IN THE AMERICAN RED CROSS/ AED FIRST AID TRAINING
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.

1,131 GROUP-X PARTICIPANTS

24 STUDENTS RECEIVED THEIR PERSONAL TRAINING CERTIFICATION

630 TOTAL AQUATICS CENTER VISITS

2,464 PERSONAL TRAINING SESSIONS
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.

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.
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.

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.

AMOUNT INVESTED IN STUDENT EMPLOYEE SALARIES:

$1,275,000

HOURS SPENT ON FULL-TIME EMPLOYEE PROFESSIONAL DEVELOPMENT

518
“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.”

95% of student employees reported that their experience as an SMSU/Recwell student employee improved the value of their education.

“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.”
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.

**BOD 2019-2020 ACCOMPLISHMENTS**

- Reimagined SMSU Board 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**

**48 HOURS SPENT AT BOD AND SUBCOMMITTEE MEETINGS**

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.

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

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”.

93.2% of employees reported a positive impact on establishing personal and professional relationships.

30,066 people attended SMSU events.

$140,000 invested into social support programming.
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.

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.
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.

### Visitors to the Santos Manuel Student Union

- **422,000**

### Visitors to the Recreation & Wellness Center

- **121,923**

### Total SMSU Bookings:

- **7,366**

**Invested in:**

- **$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%**
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.
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.

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.

120,000 ADDITIONAL SQUARE FEET TO THE EXPANDED STUDENT UNION

36,000 ADDITIONAL SQUARE FEET TO THE NEW MEETING CENTER

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

<table>
<thead>
<tr>
<th>Source</th>
<th>Total 2019/2020</th>
<th>Total 2018/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Return of Surplus (Student Union Fee)</td>
<td>$5,735,504</td>
<td>$5,467,806</td>
</tr>
<tr>
<td>Local Reserves</td>
<td>$301,291</td>
<td>$584,153</td>
</tr>
<tr>
<td><strong>Total Operating Revenue</strong></td>
<td><strong>$6,596,889</strong></td>
<td><strong>$7,086,626</strong></td>
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## Sales and Services

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<tr>
<th>Source</th>
<th>Total 2019/2020</th>
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<tr>
<td>Program Revenue</td>
<td>$267,944</td>
<td>$295,581</td>
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<tr>
<td>Facility Lease and Rental</td>
<td>$144,394</td>
<td>$213,348</td>
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<tr>
<td>Personnel Services Reimbursement</td>
<td>$59,403</td>
<td>$434,625</td>
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<tr>
<td>Miscellaneous Reimbursements</td>
<td>$88,353</td>
<td>$91,113</td>
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<tr>
<td><strong>Total Operating Revenue</strong></td>
<td><strong>$6,596,889</strong></td>
<td><strong>$7,086,626</strong></td>
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## Operating Expenses

<table>
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<tr>
<th>Source</th>
<th>Total 2019/2020</th>
<th>Total 2018/2019</th>
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</thead>
<tbody>
<tr>
<td>Administration</td>
<td>$620,508</td>
<td>$554,354</td>
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<tr>
<td>Central</td>
<td>$1,735,374</td>
<td>$1,672,011</td>
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<tr>
<td>Board of Directors</td>
<td>$45,020</td>
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<tr>
<td>Maintenance</td>
<td>$192,107</td>
<td>$223,103</td>
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<tr>
<td>Marketing</td>
<td>$138,737</td>
<td>$131,848</td>
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<td>Operations</td>
<td>$188,708</td>
<td>$161,115</td>
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<tr>
<td>Audio Visual</td>
<td>$107,725</td>
<td>$99,001</td>
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<td>Technology</td>
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<td>$43,289</td>
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<tr>
<td><strong>Total Operating Expenses</strong></td>
<td><strong>$5,735,504</strong></td>
<td><strong>$5,467,806</strong></td>
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</table>
### Operating Expenses

<table>
<thead>
<tr>
<th>Student Services</th>
<th>Total 2019/2020</th>
<th>Total 2018/2019</th>
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</thead>
<tbody>
<tr>
<td>Program Board</td>
<td>$98,536</td>
<td>$110,004</td>
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<tr>
<td>Women’s Resource Center</td>
<td>$58,190</td>
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<tr>
<td>Queer and Transgender Resource Center</td>
<td>$42,373</td>
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<tr>
<td>Rancho Mirage Student Center</td>
<td>$104,172</td>
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<td>Gamers Lounge</td>
<td>$77,020</td>
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<td>Cross Cultural Center</td>
<td>$132,246</td>
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<tr>
<td>Osher Adult Re-entry Center</td>
<td>$127,612</td>
<td>$121,742</td>
</tr>
<tr>
<td>Recreation &amp; Wellness</td>
<td>$2,450,553</td>
<td>$2,513,163</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>$6,165,826</strong></td>
<td><strong>$6,149,340</strong></td>
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<tr>
<td>Operating Income (Loss)</td>
<td>$431,063</td>
<td>$937,286</td>
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### Non-Operating Revenue

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<tr>
<th></th>
<th>Total 2019/2020</th>
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</thead>
<tbody>
<tr>
<td>Investment Income</td>
<td>$105,959</td>
<td>$63,783</td>
</tr>
<tr>
<td>Change in Net Position</td>
<td>$537,022</td>
<td>$1,001,069</td>
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<tr>
<td>Net Position Beginning of Year</td>
<td>$2,492,504</td>
<td>$1,955,482</td>
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</tbody>
</table>

**Net Position, End of Year**

|                                | $3,029,526      | $2,956,551      |