

# THE COMMONS CHRONICLE: A YEAR IN REVIEW

2024-2025

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# A WORD FROM THE MANAGER

Can you believe the Machuga Student Center turned 50 this year? Since opening its doors in 1974, the Student Center has served as a cornerstone of campus life, what we refer to as the heart of the campus. As one-third of the University Commons Complex, the Student Center continues to be a vibrant space where students gather, connect, and build community beyond the classroom.

To honor this milestone, we hosted a variety of celebrations. From a festive birthday party to weekly events that highlighted the spirit and purpose of the Student Center. These moments not only commemorated the building's legacy but also reinforced its role as a welcoming and inclusive environment for all.

In addition to our 50th anniversary celebrations, the University Commons remained a dynamic hub of activity throughout the year. Thanks to the dedication and hard work of our UC Operations student staff, we continue to provide meaningful experiences for students, staff, and visitors alike.

*Kaitlyn Howarth*  
**KAITLYN HOWARTH**

MANAGER,  
UNIVERSITY COMMONS OPERATIONS



# ABOUT UNIVERSITY COMMONS OPERATIONS

The University Commons is the heart of the campus, both geographically and socially, where the community gathers for daily and special events. The University Commons is home to 10 meeting spaces, 10 office suites, three cultural centers, and more. See Appendix A for our building directory. We have something for everyone in the University Commons. Stop by and find your community here!

The University Commons Operations team plays a vital role in the seamless execution of campus events and the daily functioning of the UC. Our department is responsible for a wide range of behind-the-scenes services, including the setup and operation of audiovisual equipment, general building maintenance, and front-line support at the Information Desk. Additionally, staff foster a welcoming environment in the Arcade and coordinate programs that promote student engagement and community building. Through their dedication and professionalism, the UC Operations team ensures that the University Commons remains a dynamic and inclusive hub for student life.

## STAFF VALUES

**Teamwork:** The University Commons Operations staff connects with and supports one another as they work together to problem solve, make decisions, and reach a common goal. Understanding each other's strengths and weaknesses, the University Commons Operations staff make each other stronger through the friendships they develop and the University Commons Operations family they create.

**Respect:** University Commons Operations staff accept and celebrate each other's similarities and differences. They are active members of the diverse campus community, valuing every community member by fostering a welcoming, inclusive environment and understanding that every individual is their own unique person.

**Service Excellence:** University Commons Operations staff makes every effort to provide services to our customers that are timely, efficient, and go above and beyond expectations.

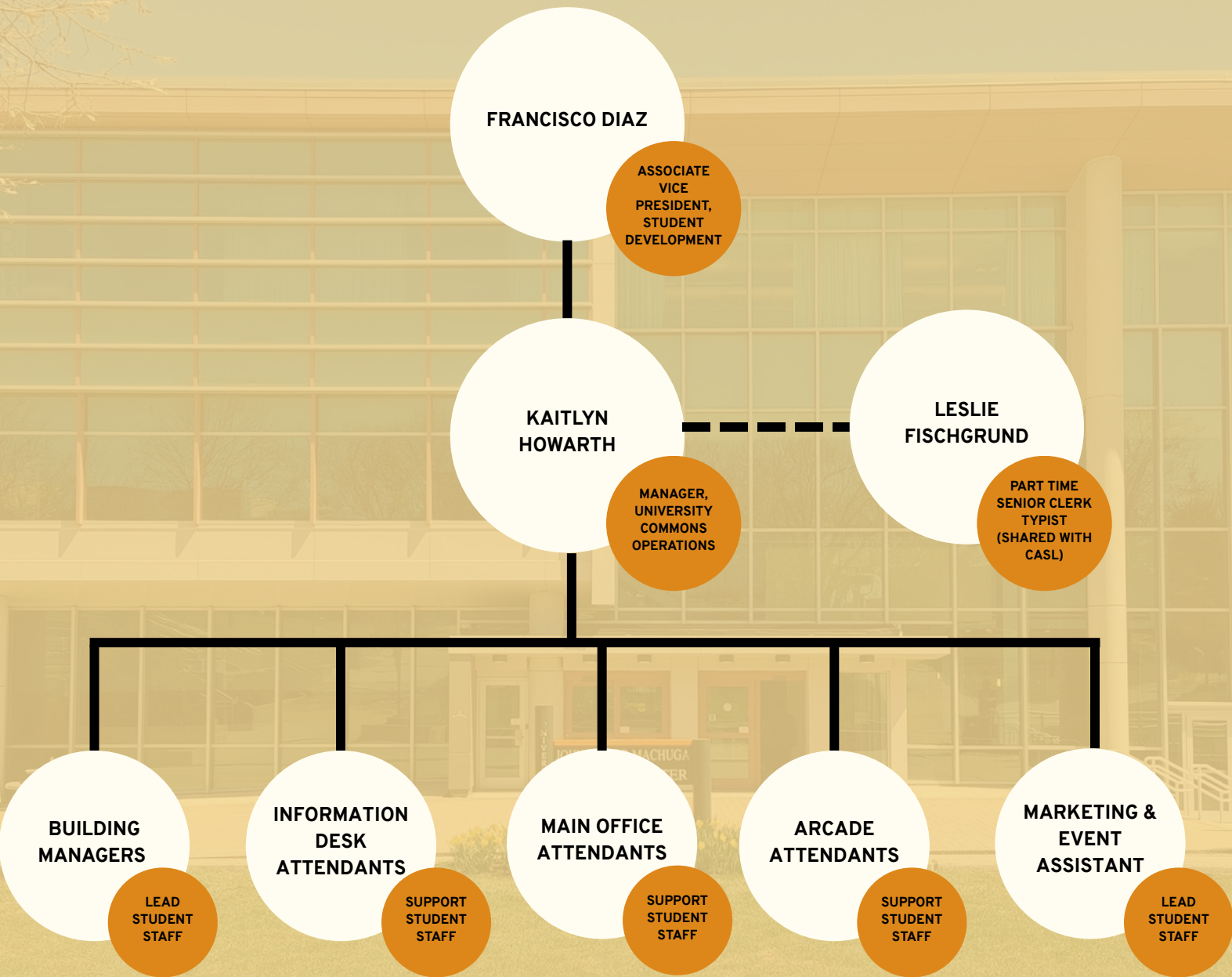
**Building Community:** As the living room of the campus, University Commons Operations staff work to create a warm and welcoming environment for gathering and learning to take place outside of the classroom.

**Dynamic:** University Commons Operations provides innovative services and solutions that are continuously evolving as changes in technology and campus procedures are made.

**Fun:** University Commons Operations staff provides service with a smile. With the events hosted in the University Commons and services provided they create an engaging, fun atmosphere on campus.



# ORGANIZATIONAL STRUCTURE



## STAFF ROLES

### Manager, UC Operations

The Manager is responsible for leading the University Commons department, including overseeing strategic planning, staff supervision, and budget management. The manager oversees the hiring and supervision of a team of 30+ student employees, coordinates audio-visual services, and executes community-building events. The manager maintains facility operations, supports student engagement initiatives, and ensures high-quality service for campus stakeholders and external partners.



### Student Building Managers

The building managers are responsible for running the building, setting up A/V services for events, and are the point of contact for any issues in the building. Building managers can be found at the Information Desk.



### Information Desk Attendants/Main Office Attendants

The Information Desk and main office attendants serve as the hub of information on campus. They provide support to campus community members who have inquiries regarding contacting faculty/staff, general campus questions, and more!



### Arcade Attendants

The arcade attendants oversee the arcade/entertainment center. They are responsible for issuing equipment for billiards, table tennis, and foosball, along with board game check out.



### Marketing & Event Assistant

The Marketing & Event Assistant is responsible for executing Commons Community Builder events, overseeing promotional materials, and maintaining communication channels to ensure effective engagement with campus partners and clients.



# OPERATIONAL OVERVIEW

## HOURS OF OPERATIONS

### SEMESTER HOURS OF OPERATION

|            |                  |
|------------|------------------|
| Sunday:    | 8:00AM - 11:00PM |
| Monday:    | 7:30AM - 11:00PM |
| Tuesday:   | 7:30AM - 11:00PM |
| Wednesday: | 7:30AM - 11:00PM |
| Thursday:  | 7:30AM - 11:00PM |
| Friday:    | 7:30AM - 10:00PM |
| Saturday:  | 8:00AM - 10:00PM |

The University Commons Operations team is committed to hosting and helping the campus execute events in the building. Should an event requestor want to host an event that falls outside of our operating hours, we ask that at least two weeks notice are provided so that we can secure appropriate staffing for your event. All requests for an extension of hours should be submitted with your 25Live room request. Note: student organizations are not charged a fee for extension of hours.

### WINTER BREAK

|            |                 |
|------------|-----------------|
| Sunday:    | CLOSED          |
| Monday:    | 8:00AM - 5:00PM |
| Tuesday:   | 8:00AM - 5:00PM |
| Wednesday: | 8:00AM - 5:00PM |
| Thursday:  | 8:00AM - 5:00PM |
| Friday:    | 8:00AM - 5:00PM |
| Saturday:  | CLOSED          |

### SUMMER

|            |                 |
|------------|-----------------|
| Sunday:    | CLOSED          |
| Monday:    | 8:00AM - 5:30PM |
| Tuesday:   | 8:00AM - 5:30PM |
| Wednesday: | 8:00AM - 5:30PM |
| Thursday:  | 8:00AM - 5:30PM |
| Friday:    | CLOSED          |
| Saturday:  | CLOSED          |



## INFORMATION DESK

### SEMESTER HOURS OF OPERATION

|            |                  |
|------------|------------------|
| Sunday:    | 8:00AM - 11:00PM |
| Monday:    | 7:30AM - 11:00PM |
| Tuesday:   | 7:30AM - 11:00PM |
| Wednesday: | 7:30AM - 11:00PM |
| Thursday:  | 7:30AM - 11:00PM |
| Friday:    | 7:30AM - 10:00PM |
| Saturday:  | 8:00AM - 10:00PM |

### WINTER BREAK

|            |                 |
|------------|-----------------|
| Sunday:    | CLOSED          |
| Monday:    | 8:00AM - 5:00PM |
| Tuesday:   | 8:00AM - 5:00PM |
| Wednesday: | 8:00AM - 5:00PM |
| Thursday:  | 8:00AM - 5:00PM |
| Friday:    | 8:00AM - 5:00PM |
| Saturday:  | CLOSED          |

### SUMMER

|            |                 |
|------------|-----------------|
| Sunday:    | CLOSED          |
| Monday:    | 8:00AM - 5:30PM |
| Tuesday:   | 8:00AM - 5:30PM |
| Wednesday: | 8:00AM - 5:30PM |
| Thursday:  | 8:00AM - 5:30PM |
| Friday:    | CLOSED          |
| Saturday:  | CLOSED          |

## ARCADE

### SEMESTER HOURS OF OPERATION

|            |                  |
|------------|------------------|
| Sunday:    | CLOSED           |
| Monday:    | 11:00AM - 9:30PM |
| Tuesday:   | 11:00AM - 9:30PM |
| Wednesday: | 11:00AM - 9:30PM |
| Thursday:  | 11:00AM - 9:30PM |
| Friday:    | 11:00AM - 9:30PM |
| Saturday:  | CLOSED           |

### WINTER BREAK & SUMMER

|            |        |
|------------|--------|
| Sunday:    | CLOSED |
| Monday:    | CLOSED |
| Tuesday:   | CLOSED |
| Wednesday: | CLOSED |
| Thursday:  | CLOSED |
| Friday:    | CLOSED |
| Saturday:  | CLOSED |





## USAGE STATISTICS

The University Commons is equipped with Traf-Sys people counting sensors at the main entrance doors, which track the number of individuals entering and exiting the building. These sensors provide valuable data that help us understand building usage patterns, assess peak traffic times, and make informed decisions about staffing, programming, and facility management.

Below is a summary of the annual foot traffic data collected through these sensors.

**716,326** Users between July 2024 to June 2025.  
This is a **20% INCREASE**  
from last year.

### Average Number of Users Per Day

Monday **12,161**  
Tuesday **14,477**  
Wednesday **13,705**  
Thursday **12,453**  
Friday **6,172**  
Saturday **2,959**  
Sunday **1,938**

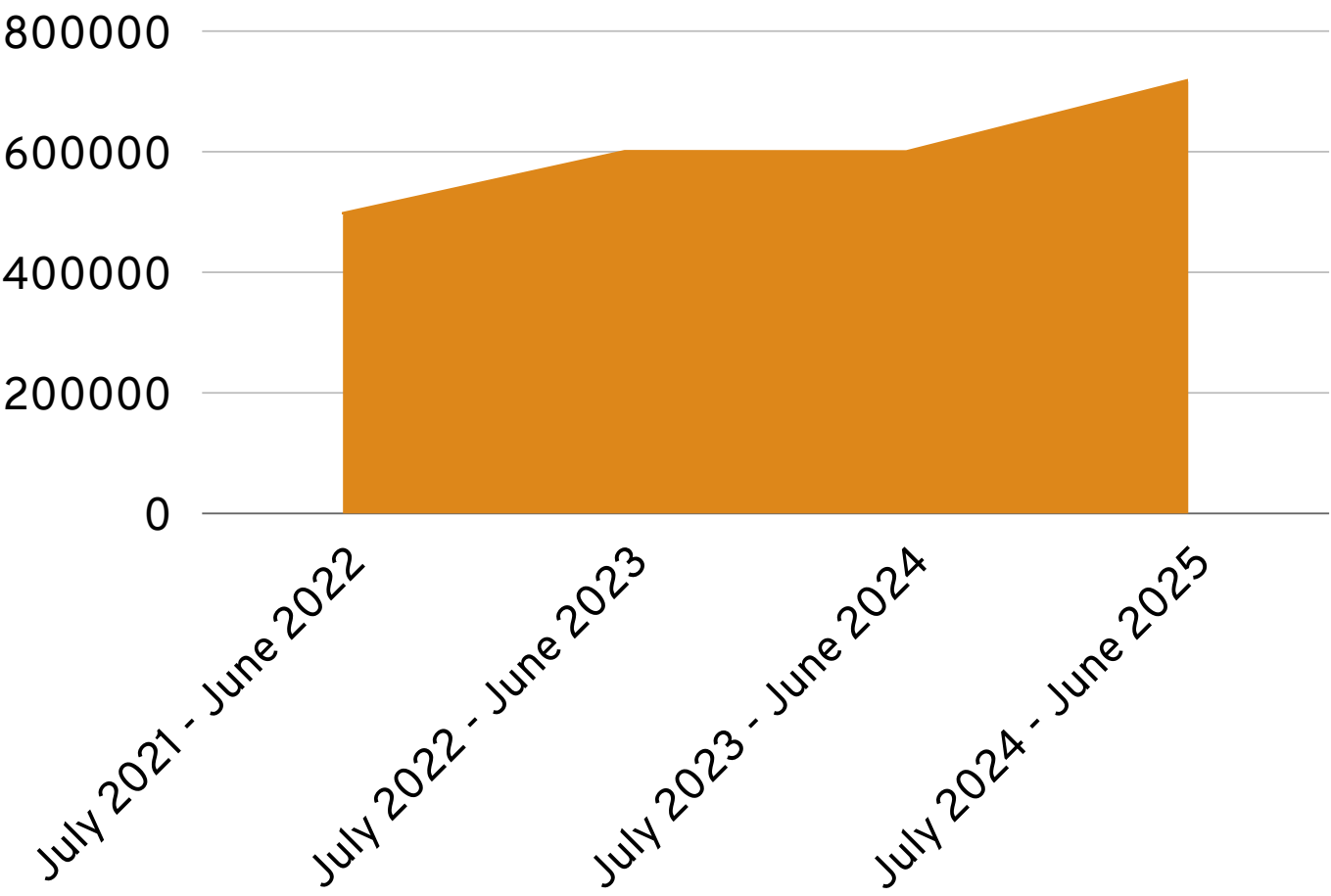
### Common Hour Information

Average Number of Users between  
12:00PM - 2:00PM

Tuesdays **2,146**  
Thursdays **1,805**



# 4 Year Trend Usage

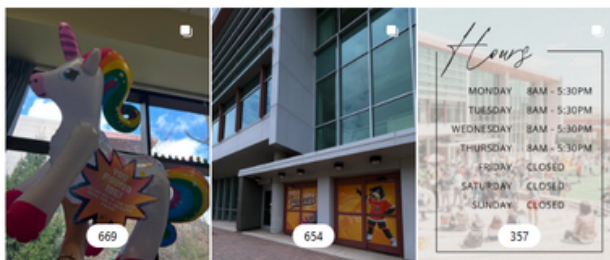


## Platform Presence

## Follower Growth

## Engagement Metrics

### Top Performing Content



## Campaign Highlights

- What's Inside the University Commons Wednesdays
- Throwback Thursday - a History of the UC
- Weekly posts about our Commons Community Builders
- Semester & break building hours
- Highlights featuring new additions to the building and upcoming events





# MONTHLY HIGHLIGHT REEL

## JULY 2024



In July, we are always excited to welcome our newest Pioneers to campus for First-Year Orientation! To help introduce them to all that the University Commons has to offer, we created a fun and informative list: The Top Ten Reasons to Visit the University Commons. From must-see spaces to can't-miss services, this list is designed to showcase why the UC is the heart of student life. See appendix B for complete list.

## AUGUST 2024



For the first time in the Division of Student Development, student employees from Residential Life, Campus Recreation, University Commons Operations, and Community Policing came together for a collaborative training experience. This unique day of training focused on developing leadership skills, understanding campus diversity initiatives, and enhancing customer service practices. By uniting student staff across departments, the training fostered a shared commitment to creating a welcoming, inclusive, and service-oriented campus environment.

## SEPTEMBER 2024



In September 1974, the Student Center opened its doors after five years of planning and construction. To kick off a year-long celebration of its 50th anniversary, we hosted a vibrant birthday party that brought the spirit of the '70s back to campus. The event featured themed prizes, Student Center trivia, and the unveiling of the new Student Center History Lounge on the 2nd floor, a dedicated space honoring the legacy and evolution of this campus landmark.





## OCTOBER 2024

On October 1st, we proudly celebrated National Coffee Day with Coffee and Consent, in collaboration with the campus Social Worker and Victims Advocate. Held at the Information Desk, the event offered students free coffee, each cup accompanied by important messaging about the value and necessity of consent. The initiative was a tremendous success, with over 125 cups distributed



## NOVEMBER 2024

In November, the Office of Campus Activities, Service, and Leadership hosted the Ballot Bowl in the University Commons Ballroom, an award-winning civic engagement initiative. This high-profile event welcomed the Lieutenant Governor and two members of the New York Giants, drawing delegates from multiple universities across the region. The Ballot Bowl was a resounding success, energizing student involvement in the democratic process and showcasing our campus as a hub for leadership and civic responsibility.



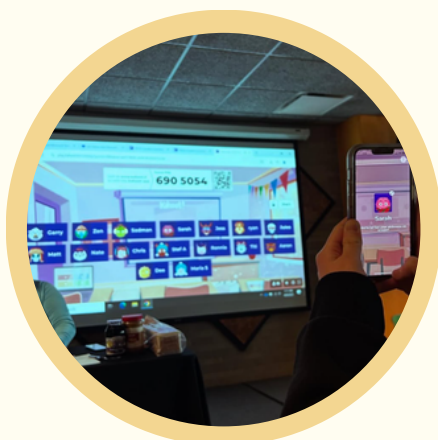
## DECEMBER 2024

December marked the end of the fall semester and the finalization of our Student Art Competition, created in celebration of the Student Center's 50th Anniversary. Although promotion officially began in January, planning efforts concluded in December, laying the groundwork for student participation. While we received four submissions, the competition served as a meaningful opportunity to spotlight student creativity and build momentum for future artistic initiatives.



## JANUARY 2025

To kick off the spring semester, we hosted a free thrift store event, offering students a chance to “shop” sustainably and stylishly at no cost. Entirely sourced through generous donations from the campus community, the thrift store featured over 750 items, each one finding a new home with a student. The event not only promoted sustainability and affordability but also fostered a strong sense of community care and support.



## FEBRUARY 2025

As part of our continued efforts to enhance audiovisual services in the University Commons, the Arcade received a much-needed sound system upgrade. The large speakers in the space were repaired, allowing us to play music and use microphones, perfect for energizing the space and supporting events like our monthly Trivia Tuesdays. This upgrade has significantly improved the atmosphere and functionality of the Arcade, making it a more dynamic and engaging venue for students.



## MARCH 2025

In celebration of Women’s History Month and in alignment with this year’s theme, “Moving Forward Together! Women Educating & Inspiring Generations,” we proudly featured inspiring biographies of women in our senior leadership. These stories highlighted their personal journeys, the challenges they’ve overcome, and the individuals who inspired them along the way.



## APRIL 2025

To celebrate National Peanut Butter & Jelly Day, students were invited to make a sandwich for themselves and one for someone in need. This hands-on civic engagement event combined fun with purpose, resulting in the donation of 168 sandwiches to the Good Shepherd Mission in Paterson, NJ.



## MAY 2025

The Ballroom 1st Floor Lounge received a fresh update this May with new fabric upholstery on the soft seating. This enhancement has transformed the space into a more visually appealing and comfortable environment, offering students an inviting place to relax, study, or connect with peers.



## JUNE 2025

As part of a branding initiative, Marketing and Public Relations identified areas along the Admissions tour that could use a little Pioneer Pride. As a result, the UC recieved new wall enhancements in five locations!



# EVENTS & SERVICES

## EVENTS BY THE NUMBER

The University Commons supported **2,562** event occurrences, a 3.2% increase from last year. This breaks down as follows:

### Event Requestors by Type:

**66** Student Organizations  
**59** Departments  
**6** Outside Rentals



### Most Reservations for the Year : Student Organizations

**37** Lamda Theta Alpha  
**37** Theta Phi Alpha  
**26** Student Government Association  
**25** Groove Phi Groove  
**24** Greek Senate

### Most Reservations for the Year : Departments

Campus Activities, Service, & Leadership **77**  
 VP Student Development **48**  
 EOF Program **47**  
 Career Development Center **44**  
 Student Diversity & Inclusion **29**





## COMMONS COMMUNITY BUILDERS (CCB)

In celebration of the Student Center's 50th Anniversary, we set an ambitious goal: to host 50 or more unique Commons Community Builder events throughout the year. From Arcade Craft Corners to trivia nights and thrift store pop-ups, this initiative brought our community together like never before. The result? Our most successful year of programming to date filled with creativity, connection, and celebration.



## CCB'S BY THE NUMBER

### Activity Type:



### Location:



### Collaborations:

As part of our ongoing efforts to introduce more people to the University Commons, we reached out to a variety of departments and student organizations to see if they would be interested in collaborating on events. As a result of our outreach, we collaborated with **9** departments and **2** student organizations!

## ARCADE/ENTERTAINMENT CENTER

The Arcade/Entertainment Center, located on the ground floor of the Machuga Student Center, is a place where students can hang out and relax on campus. All of our services in the Arcade are free of charge and available to anyone with a WP ID card. Housing six billiards tables, two table tennis tables, air hockey, and foosball, the Arcade has something for everyone. Foot traffic reveals a 12% gain in visitors to the Arcade between Fall '23-Spring '24 and Fall '24-Spring '25.

Below is a glimpse into how our students utilize the Arcade:

**50,039 VISITORS**

Compared to 44,558 visitors last year.

**2,384 HOURS**

Playing billiards on one of our six billiards tables.

**489 HOURS**

Playing table tennis on one of our two table tennis tables.

**68 GAMES**

Available for community members to check-out and use in the Arcade.

**9 EVENTS**

Hosted by campus departments and student organizations.



# BUILDING IMPROVEMENTS

## TECHNOLOGY

As a result of funding from A/V fees, we were able to make several key investments in equipment to enhance our event and facility capabilities:

### New Equipment Acquisitions:

- Two podiums to support speaker presentations
- Three gooseneck microphones for improved audio clarity at the podiums
- Three laptops dedicated to event operations

### Equipment Replacements:

- Upgraded the audio mixer in the Arcade
- Replaced the camera rack monitor in the Ballroom
- Installed nine new wireless microphones in the Ballroom
- Replaced gaming TVs in the Arcade for a better user experience
- Updated Food Court TVs to enhance the lounge experience



## FURNITURE & EQUIPMENT

With the generous support of Capital Planning, we successfully completed several key facility upgrades aimed at enhancing comfort, accessibility, and safety across our spaces:

### Ballroom & Lounge Enhancements:

- Reupholstered soft seating in the Ballroom 1st Floor Lounge (10 chairs total)
- Replaced damaged coffee tables in the Ballroom 1st Floor Lounge
- Acquired a stage ramp for the Ballroom, improving accessibility for all users

### Recreational Area Upgrades:

- Replaced the damaged air hockey table
- Reupholstered all six billiards tables (three funded by Capital Planning, three by UC Operations)

### Safety & Outdoor Improvements:

- Installed a custom 35-foot runner on the MPR stage to reduce tripping hazards
- Replaced the entrance foot grilles at all four entrance doors with branded WP mats (funded source unknown)
- Replaced and added 20 umbrellas across the four outdoor patios to improve comfort and usability





## AESTHETIC

University Commons Operations supported a series of aesthetic improvements across the buildings, aimed at creating a more vibrant, welcoming, and engaging environment for students and visitors:

### Student Center Updates:

- Ground Floor: Introduced a creative and nostalgic design element by incorporating upcycled WP yearbooks into the main hallway, adding both color and historical context.
- 1st Floor: Refreshed the main hallway with a new coat of paint and added bold “Will.Power.” branding alongside the WP logo. Replaced deteriorating plants with low-maintenance artificial trees to maintain a clean and inviting atmosphere.
- 2nd Floor: Installed new directional signage to improve navigation to the cultural centers and ID card center. Celebrated the 50th anniversary of the Student Center by curating historical photos of the building in the newly designated Student Center History Lounge.

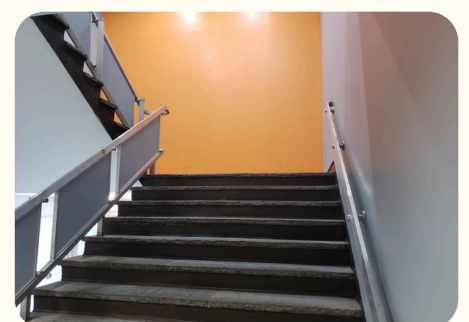
### Speert Hall Enhancements:

- 1st Floor: Repainted the hallway adjacent to the Accessibility Resource Center, brightening the space and improving visibility.
- Stairwell: Completed a full repaint of the stairwell, providing a much-needed refresh. The Electric Shop also upgraded the lighting to energy-efficient LED bulbs, enhancing both sustainability and illumination.

Marketing and Public Relations led several impactful updates across the University Commons to strengthen branding, enhance visual appeal, and celebrate Pioneer pride along the Admissions tour route:

### Student Center Updates:

- Ground Floor: Added “Pio” to the main stairwell.
- 1st Floor: Rebranded the Paterson Court to the Pioneer Food Court by repainting the walls and showcasing imagery of all 13 WP sports teams. The MPR’s red accent wall was refreshed with WP orange and a clean coat of white paint. Plexiglass photo displays were added to both the MPR and the main hallway adjacent to the food court, adding visual interest and school spirit.
- 2<sup>nd</sup> Floor: Powerhouse of Progress posters hung in the 2<sup>nd</sup> Floor Hallway and 211 Lounge. Designed by Marketing & Public Relations, funded by the Office of Student Diversity & Inclusion.





**Ballroom Enhancements:**

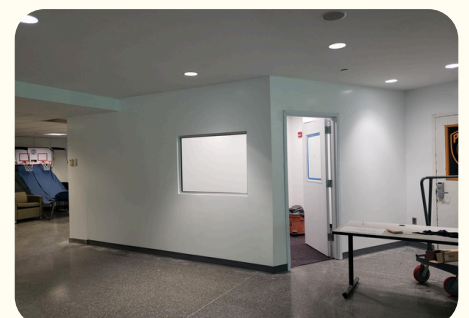
- Added WP branding to the corridor wall leading from the Ballroom to Speert Hall.

**Speert Hall Updates:**

- Painted the 1st Floor Metro Lounge wall in WP orange and added branded elements to energize the space.

**Entrance Door Branding:**

- Installed branded vinyl wraps on entrance doors at the Student Center 1st Floor and Speert Hall entrance doors.



## PHYSICAL SPACE UPDATES

Throughout the year, several campus spaces received physical upgrades and repairs, funded by their respective departments. These improvements focused on expanding functionality, enhancing accessibility, and addressing maintenance needs.

**Student Center Enhancements:**

- The Michelle and Alan Gorab Alumni Center (SC 302) expanded into SC 301, adding two offices for a total of seven within the suite.
- Physical Plant Operations completed structural repairs to the Center Café entrance wall following damage from a roof leak. Additional repairs were made to the roof, the SC 211 patio wall, and the Food Court patio to improve water management and prevent future issues.

**Speert Hall Improvements:**

- The Community Policing Office is currently under construction, expanding its footprint with the addition of two new offices. Completion is expected in July.
- The Accessibility Resource Center received a new wheelchair-accessible entrance door equipped with a push-button system.
- The Pioneer Pantry/Veterans & Military Affairs Office is receiving a wheelchair-accessible entrance ramp, with installation scheduled for completion in July.

# STUDENT STAFF STATISTICS

## NUMBER OF EMPLOYEES

The University Commons provided employment opportunities for 30 students, including 26 undergraduates and 4 graduate students.

## DEMOGRAPHICS

### RACE/ETHNICITY

- Asian: 25%
- Black/African American: 22%
- Latinx/Hispanic/Mexican/Chicanx/Spanish Origin: 13%
- White: 38%
- Biracial/Multiracial: 3%
- Prefer not to answer: 3%
- Other: 6%

### CREDIT LEVEL

- Freshman: 2 students
- Sophomore: 5 students
- Junior: 5 students
- Senior: 14 students
- Graduate: 4 students

### LANGUAGES SPOKEN

- Bengali
- Hindi
- Djoula
- Mooré
- Filipino
- Punjabi
- French
- Spanish
- Hiligaynon
- Tagalog



## GPA

The average cumulative GPA for student employees at the end of Spring 2025, or at the conclusion of their employment, was **3.56**.

## STAFF IDENTITIES

### HOUSING STATUS

- Commuter: 20 students
- Residential: 11 students

### ENROLLMENT CHARACTERISTICS

- Transfer: 4 students
- First Generation: 5 students
- International: 6 students

## 360 EVALUATIONS

All UC Operations staff are required to complete a 360 degree evaluation at the end of the Fall semester. As part of this evaluation, they evaluate themselves, up to two peers evaluate them, and they receive a supervisor evaluation. The evaluation is broken down into seven sections that focus on: job performance and knowledge, customer service, problem solving, attitude, teamwork, attendance, and community standards.

### **A total of 90 evaluations were submitted, including:**

- 41 Peer evaluations
- 28 Supervisee evaluations
- 21 Self-evaluations

### **Top Strengths Identified**

The following areas received the highest average ratings (out of 5):

- Understands job responsibilities
- Shows respect for all customers and guests
- Keeps workspace clean and free from personal belongings
- Wears proper work uniform
- Demonstrates ability to perform assigned tasks
- These results reflect strong performance in professionalism, customer service, and job knowledge.

### **Areas for Improvement**

The lowest-rated areas suggest opportunities for growth in:

- Cell phone use at work
- Limiting visitor time at the desk
- Being available and easy to reach
- Shift coverage and communication
- Maintaining professional posture and visibility

These insights highlight the need for continued emphasis on community standards, accountability, and workplace presence.

## LEARNING OUTCOME ASSESSMENT

UC Operations has identified seven learning outcomes for student staff. During their time with our department, students will benefit from many learning opportunities related to teamwork, autonomy, customer service, and responsibility. These learning outcomes enhance the college experience for students. Each year we assess one component of each learning outcome. Below are the results of the Spring 2025 assessment:

**Critical Thinking**

Students often encountered conflicts related to time management or responsibilities at the desk. Many resolved issues by staying calm, communicating clearly, and stepping in to help others.

**Respect for Diversity**

Cultural awareness was demonstrated through respectful communication and learning from others. Language and cultural sensitivity were common strategies for bridging gaps.

**Leadership**

Mentorship often involved guiding new hires through their early days, offering reassurance, and sharing personal experiences to build confidence and competence.

**Personal Responsibility**

Effective time management strategies included using planners, setting reminders, and balancing work with academics. Students emphasized the importance of structure and planning.

**Customer Service**

Students frequently helped customers by identifying their needs, directing them to the right departments, and ensuring satisfaction through clear communication and follow-up.

**Community Connection**

There was a strong sense of responsibility and pride in representing UC Ops. Students recognized their role in maintaining the building, supporting events, and being a helpful presence.

**Well-Being**

Health-related decisions included prioritizing sleep, managing stress, and setting boundaries. Students linked these choices to improved well-being and productivity.

**Additional Comments**

Many students expressed gratitude, reflected on personal growth, and acknowledged the positive impact of their work environment and mentorship.

## EXIT INTERVIEWS

All staff that graduated or chose not to return to employment were asked to complete an exit interview. Of the fourteen invited to complete the interview, only four responded for a response rate of 28.6%. Highlights of the interviews are shared below.

Initial motivations for seeking employment:

- Gain work experience
- Earn money
- Meet people

Most satisfying aspect of employment:

- Flexibility in hours
- Quality of work environment

Least satisfying aspect of employment:

- Salary and incentives
- Quality of coworkers



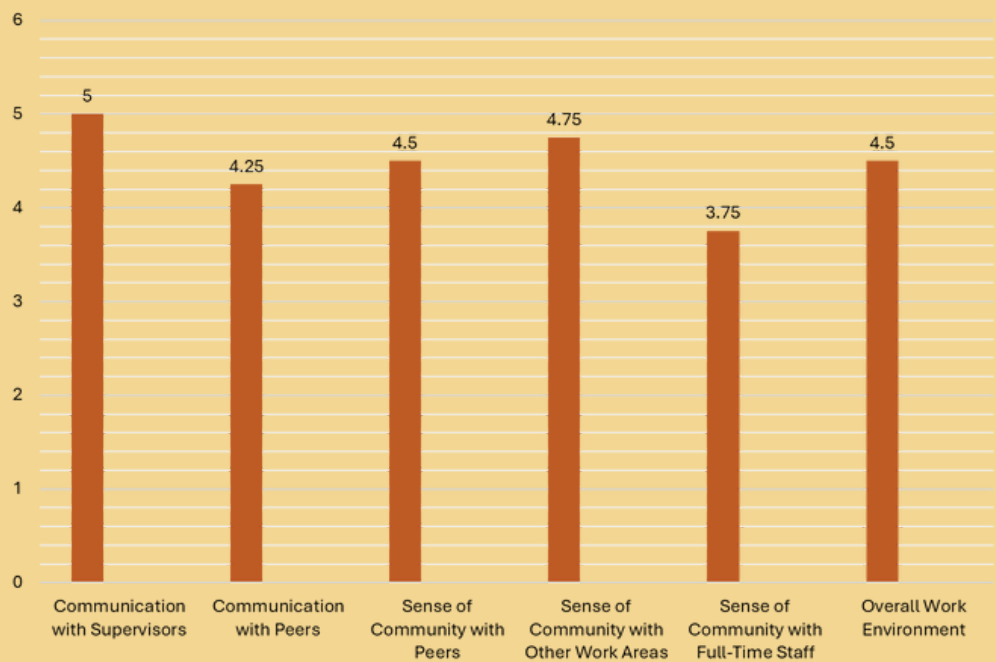
All respondents (100%) indicated that their experience working with UC Operations enhanced their understanding of individuals from diverse backgrounds. The most common way they reported gaining this knowledge was through embracing differences and learning about various cultures.

Top life skills gained as a result of employment:

- Professionalism
- Verbal communication
- Training skills
- Assertiveness
- Organizational skills
- Customer service
- Teamwork skills
- Time management
- Adaptability
- Relationship building
- Initiative
- Follow-through
- Conflict resolution
- Tolerance for stress

All respondents (100%) indicated that they feel more connected to the university as a result of their employment. This outcome strongly affirms that we are successfully achieving the goals outlined in the Community Connection learning outcome.

Satisfactory Ratings (1-5 Scale)



# ASSESSMENT & FEEDBACK

## STUDENT SATISFACTION SURVEY

During Spring 2025, UC Operations conducted a satisfaction survey of the University Commons. The data for overall satisfaction with the University Commons is highly positive. A large majority of respondents strongly agree that the UC has all the necessary facilities to assist students, provides quality services, and maintains a friendly and welcoming atmosphere that fosters vibrant campus life. These findings indicate strong confidence and satisfaction among the student body regarding the UC's offerings and environment.

The following provides a summary of each category included in the survey:

### **CUSTOMER SERVICE**

Overall, the data indicates a generally positive perception of the UC staff's performance, training, and customer service quality, with the majority of responses falling into the "Strongly Agree" and "Somewhat Agree" categories.

### **SERVICES PROVIDED**

The data shows strong student satisfaction with services provided at the UC and the Arcade/Entertainment Center. A majority of respondents agreed that the hours of operation are adequate, and services like billiards, table tennis, and lounge areas meet student needs. Additionally, community-building activities were well-received, with 138 students strongly agreeing they are enjoyable and diverse.

### **MEETING ROOMS/SPACES IN THE UC**

The data indicates that students generally feel the UC provides sufficient and comfortable meeting spaces, with high satisfaction in room size, availability of support materials, and areas for relaxation. Most students also agree that the Prayer & Meditation Room and cultural centers contribute positively to community and well-being. Overall, the UC is viewed as a supportive and inclusive environment for student engagement.

### **LOOK AND FEEL OF THE BUILDING**

Students generally view the University Commons positively in terms of cleanliness, accessibility, and school spirit, with the majority strongly agreeing the building is well-maintained and showcases WP pride. It is important to note that while most strongly agreed that the building is clean and well maintained, 44% somewhat agree to strongly disagree. Signage and marketing materials are also seen as clear and relevant. While most find the furniture comfortable and attractive, a small portion expressed some dissatisfaction, indicating minor room for improvement.

**STUDENT ACTIVITIES IN THE UC**

The survey results indicate strong positive feedback for student activities at the University Commons. A significant majority of respondents agree that there are a variety of activities available, events are held at convenient times, and promotional methods are effective. Additionally, most students feel that UC spaces are well-utilized, events positively impact campus morale and provide opportunities for community engagement.

**OPEN ENDED RESPONSES****AREAS FOR IMPROVEMENT**

Underutilized Spaces:

- The Center Café is currently unused—students suggest it should be repurposed or stocked with products.

Outdated Info Boards:

- Digital and bulletin boards are often not up to date, which limits their usefulness.

Facilities:

- Microwaves on campus are in poor condition, symbolizing a broader issue with campus amenities.
- Students suggest adding lockers to store personal items securely.
- More electronic charging stations are needed, especially for laptops.

Campus Media:

- Requests to play music and TV from the university's own departments.
- Strong desire to revive and showcase the university radio station (and WPTV), which was once a vibrant part of campus life.

**CLEANLINESS**

- Unpleasant Smells: Complaints about bad odors in the arcade room and UC (University Center), with one student describing it as smelling like “something died.”
- Need for Regular Cleaning: Requests for more frequent and thorough cleaning, especially of tables, cushioned seats, and furniture.
- Dirty Common Areas: Several mentions of areas looking like they haven't been cleaned for months—even after long breaks.
- General Campus Cleanliness: Suggestions that cleanliness improvements should extend beyond the UC to study rooms and lounges across campus.
- Positive Note: At least one student acknowledged that some areas are being “taken care nicely.”



**LOUNGE SPACES**

## Comfort &amp; Furniture:

- Add more comfortable seating (sofas and chairs).
- Fix uncomfortable seating issues.
- Increase the number of outlets for device charging.

## Privacy &amp; Functionality:

- Provide more private lounge areas and study zones.
- Suggestion to add a relaxation room like the one in the library.

## Maintenance:

- Tune the piano to improve the lounge experience.

## Positive Note:

- One comment appreciated the lounge as a calming and well-furnished space.

**ARCADE**

## Positive Feedback:

- The arcade is considered relaxing and cool.
- Students enjoy hanging out there and find it a good social space.

## Suggestions for Improvement:

- Add more arcade-style games like Pac-Man, Mario, racing games, etc.
- Increase the overall number of games to enhance the experience.
- One suggestion to redefine the space—make it less of a general game room and more authentically arcade-themed.

**OVERALL SENTIMENT**

Highly Positive - The majority of students really enjoy the University Commons (UC), describing it as:

- A relaxing and lovely space
- A great spot to study, hang out, eat, and socialize
- Well-designed and visually appealing
- A cool and calming environment that helps after a hectic day

## Specific Praise:

- Students appreciate its versatility—it supports studying, socializing, and attending events.
- Several comments commend the atmosphere and overall layout of the UC.

## Constructive Suggestions:

- Some find the UC a bit dull outside of Common Hour and suggest:
  - Adding visual elements like recorded WPU content on monitors
  - Hosting more ongoing or background activities to liven the space

### SURVEY DEMOGRAPHICS

The demographics data for students at the University Commons (UC) reveals a diverse and engaged student body. A total of 311 individuals started the survey. Freshmen make up the largest group at 36%, followed by seniors at 22%. Most students are aged 19 (25%) and 23 or older (20%). The majority of students attend classes on the main campus (96%) and live off-campus within a 10-minute drive (42%). The College of Science and Health has the highest number of majors (161), and students spend varying amounts of time at the UC, with many attending meetings or events (150) and meeting friends (127).

## ONLINE SUGGESTION BOX

UC Operations has an online suggestion box available under the *Contact Us* page of the website. We encourage visitors to share any comments, concerns, or suggestions they might have. This year, we recieved 8 responses. Responses ranged from requesting additional microwaves to dining services operations suggestions. All responses were shared with appropriate departments.



### University Commons Suggestions

If you have any comments, concerns, or suggestions regarding the University Commons including the Machuga Student Center, Ballroom, and Speert hall, we encourage you to share them with us. We at UC Operations, strive to provide excellence and we appreciate your feedback.

Please enter your suggestion below.

If you would like to be contacted about your submission, please enter your name and email address below.

Name

Email

NEXT

# GOALS FOR THE COMING YEAR

## STRATEGIC OBJECTIVES

1. Enhance Student Engagement and Belonging
  - Foster a welcoming and inclusive environment through programming, space design, and student-centered services.
  - Increase student participation in Commons Community Builder events and initiatives by leveraging targeted outreach.
2. Improve Facility Accessibility and Safety
  - Continue to identify and implement accessibility upgrades across all spaces.
3. Strengthen Brand Identity and Campus Presence
  - Utilize social media and digital signage to promote events, services, and student achievement
4. Optimize Space Utilization and Functionality
  - Assess and adapt facility layouts to better support evolving student needs and event demands.
  - Maximize the use of underutilized spaces through creative redesign and repurposing.
  - Use data (e.g., foot traffic, event attendance) to inform staffing, scheduling, and resource allocation.
5. Foster Cross-Departmental Collaboration
  - Collaborate on events, campaigns, and facility improvements that benefit the broader campus .

## UPCOMING PROJECTS AND RENOVATIONS

During FY26, we are exploring updates to Room UC 211, which currently houses outdated audiovisual equipment. Pending available funding, our goal is to:

- Fully upgrade the AV system
- Reconfigure the room layout for improved functionality
- Install new window treatments to enhance the overall environment

These projects reflect our ongoing commitment to creating inclusive, modern, and engaging spaces that support student success and community connection.

FY27 is expected to bring exciting developments with the planned renovations of the Center Café and the Arcade/Entertainment Center. As part of our commitment to student-centered design, we aim to conduct listening sessions and focus groups to gather input on what students and community members would like to see in these revitalized spaces. This feedback will help guide conversations with architects and designers, ensuring the final plans reflect the needs and preferences of our users.



# APPENDICES

## APPENDIX A

### UNIVERSITY COMMONS BUILDING DIRECTORY

#### STUDENT CENTER GROUND FLOOR

ARCADE/ENTERTAINMENT CENTER  
CAMPUS STORE & WP MARKETPLACE  
CENTER CAFE  
PRINTING STATION

#### STUDENT CENTER 1ST FLOOR

CAMPUS ACTIVITIES, SERVICE & LEADERSHIP  
INFORMATION DESK  
MULTIPURPOSE ROOM  
PATERSON FOOD COURT  
UNIVERSITY COMMONS OPERATIONS  
VP OF STUDENT DEVELOPMENT

#### STUDENT CENTER 2ND FLOOR

ALL GENDER RESTROOM  
BLACK CULTURAL CENTER  
CENTER FOR DIVERSITY & INCLUSION  
CENTER FOR LATINIDAD  
CONFERENCE ROOMS 202, 211, & 216  
HOSPITALITY SERVICES ID CENTER

#### STUDENT CENTER 3RD FLOOR

ALLAN AND MICHELE GORAB ALUMNI CENTER  
CAREER DEVELOPMENT CENTER  
CAREER CLOSET  
CLUB OFFICES & CLUB HUB  
CONFERENCE ROOMS 315, 325, & 327  
LACTATION ROOM  
PRAYER & MEDITATION ROOM  
STUDENT DIVERSITY & INCLUSION  
STUDENT GOVERNMENT ASSOCIATION (SGA)

#### BALLROOM 1ST FLOOR

CONFERENCE ROOMS 168A/B & 171A/B  
EXIT TO LOT 5 AND RESIDENCE HALLS

#### BALLROOM 2ND FLOOR

BALLROOM  
WAYNE DINING HALL

#### SPEERT HALL 1ST FLOOR

ACCESSIBILITY RESOURCE CENTER  
COMMUNITY POLICING  
PIONEER PANTRY  
(OUTSIDE ENTRANCE NEAR BUS STOP)  
VETERAN & MILITARY AFFAIRS  
(OUTSIDE ENTRANCE NEAR BUS STOP)

#### SPEERT HALL 2ND FLOOR

CAMPUS RESTAURANT  
DINING SERVICES OFFICE

Need help finding a location in the University Commons? Stop by the Information Desk on the 1st Floor of the Student Center or give the Information Desk a call at 973-720-2292.

## APPENDIX B

### Top Ten Reasons to Visit the UNIVERSITY COMMONS

**1****GET INVOLVED ON CAMPUS**

Looking to make new friends, start your own club, or join an already existing club? The 3rd floor of the Student Center is home to the Student Government Association, Club Hub, and Student Organization offices.

**2****GRAB FOOD & FUEL UP**

With two main dining options, the Paterson Food Court and the Wayne Dining Hall, the University Commons has a variety of food options for every taste bud. Grab a quick coffee or enjoy a sit down meal in between classes.

**3****HANGOUT WITH FRIENDS**

From billiards to table tennis, board games, and more, the Arcade is a great place to meet new friends and socialize with your besties. Added bonus - all games are free!

**4****ATTEND AN EVENT**

With an abundance of meeting spaces, the University Commons has space for a wide variety of events. Attend one of our many campus-wide events, a student organization meeting, or plan your own event and take advantage of our centralized location.

**5****STUDY IN OUR LOUNGES**

Looking for a unique place to study? We have lounges in the hustle and bustle of the building or lounges that are off the beaten path. Study by yourself or meet with your study buddy in one of our many lounge spaces.

**6****CONNECT WITH DIFFERENT CULTURES**

The 2nd Floor of the Student Center is home to the Black Cultural Center, Center for Latinidad, and the Center for Diversity & Inclusion. Looking for more resources? Visit the Office of Student Diversity & Inclusion on the 3rd Floor of the Student Center.

**7****RELAX IN BETWEEN CLASSES**

Looking for a quiet place on campus? Look no further than the Prayer & Meditation Space on the 3rd Floor of the Student Center. The Prayer & Meditation Space serves and supports all students and the holistic wellness of the university community.

**8****CONNECT WITH CAMPUS RESOURCES**

Open whenever the University Commons is open, the Information Desk is available to answer questions you have about campus departments, events, and campus directions. You can also visit one of the many offices that call the University Commons home.

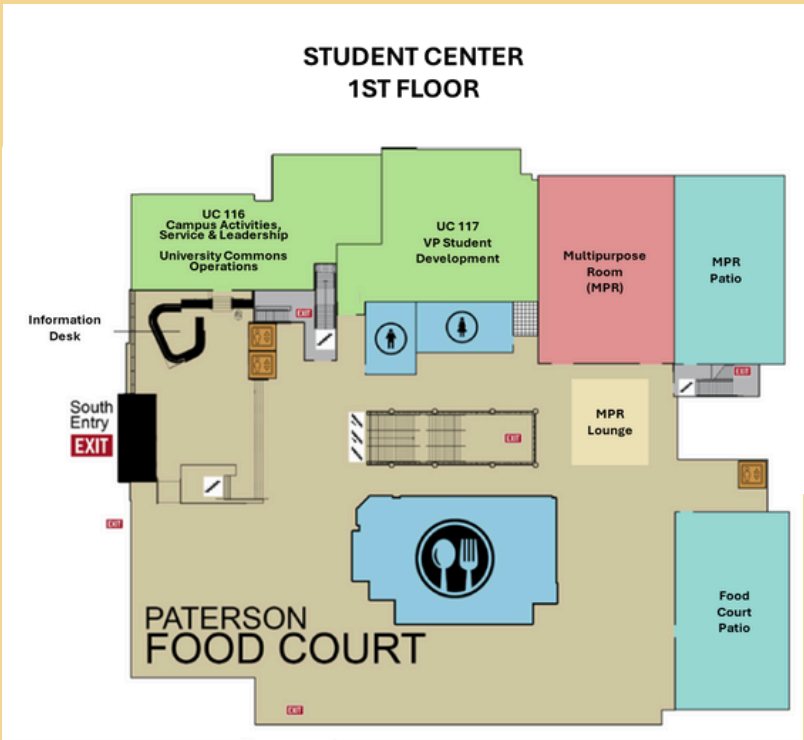
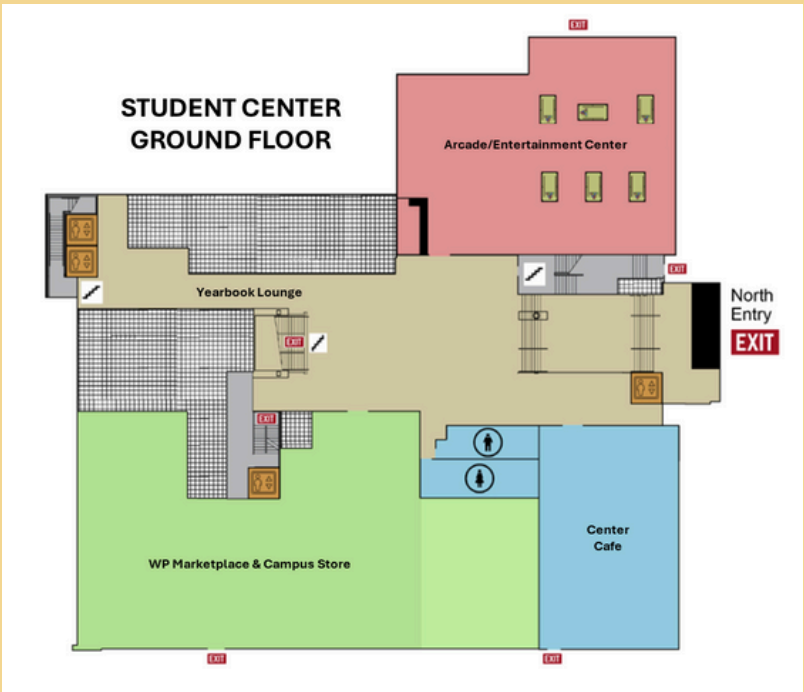
**9****REP YOUR UNIVERSITY**

a. Visit the WP Marketplace & Bookstore on the Ground Floor of the Student Center for all of your shopping needs. In the Bookstore you can rent or purchase textbooks and pick up school supplies. In the WP Marketplace you'll find snacks and drinks, essential toiletries, and more!

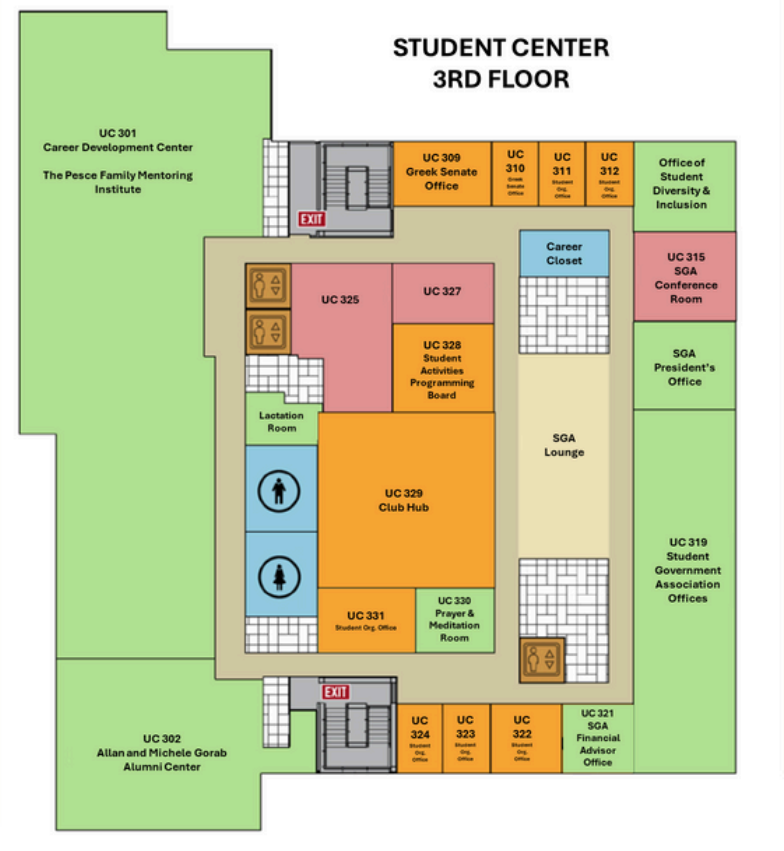
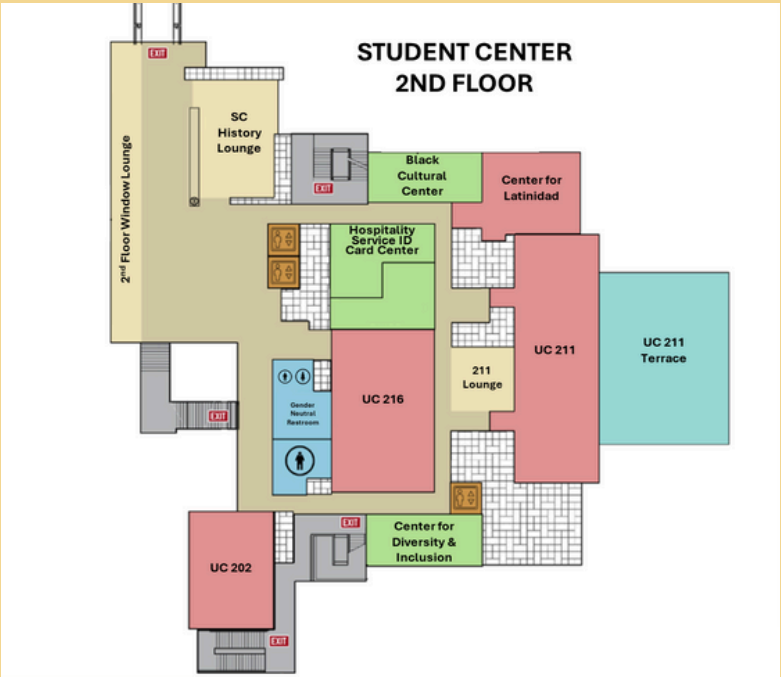
**10****HAVE FUN!**

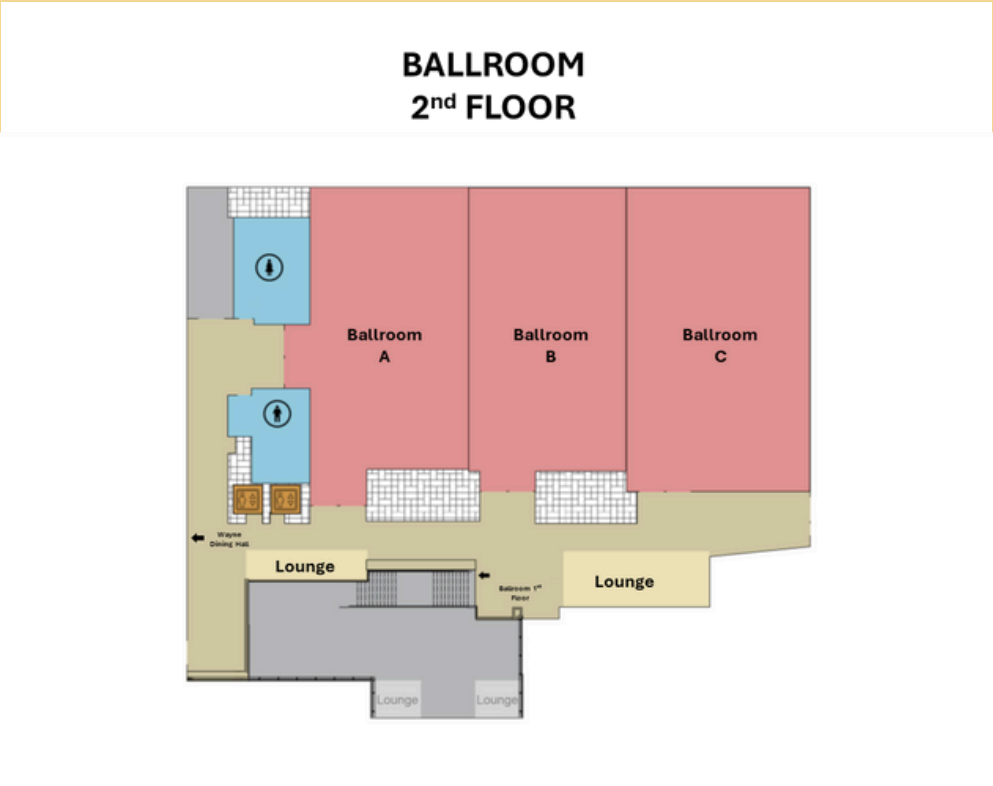
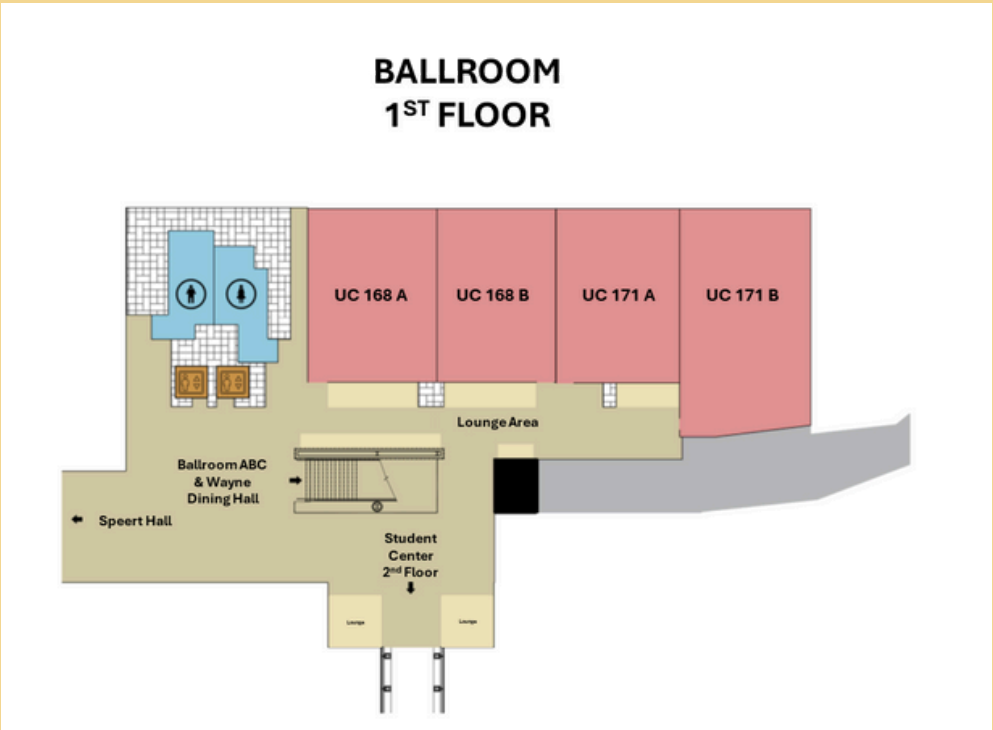
The University Commons is the heart of the campus, both geographically and socially, where the community gathers for daily and special events. We have something for everyone in the University Commons. Stop by and find your community here!

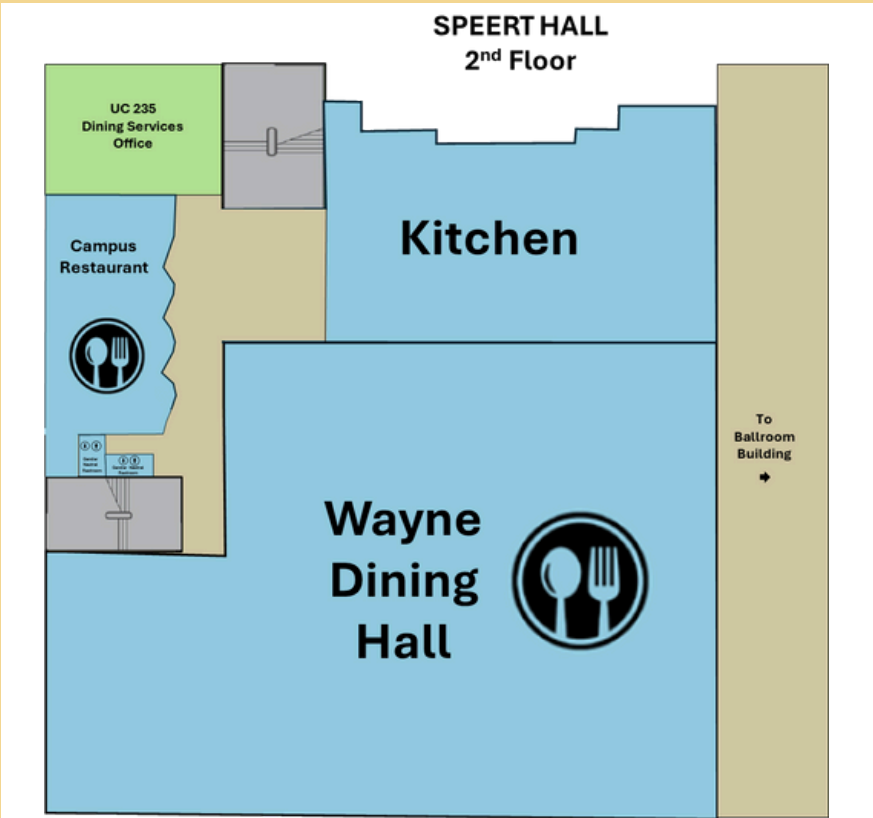
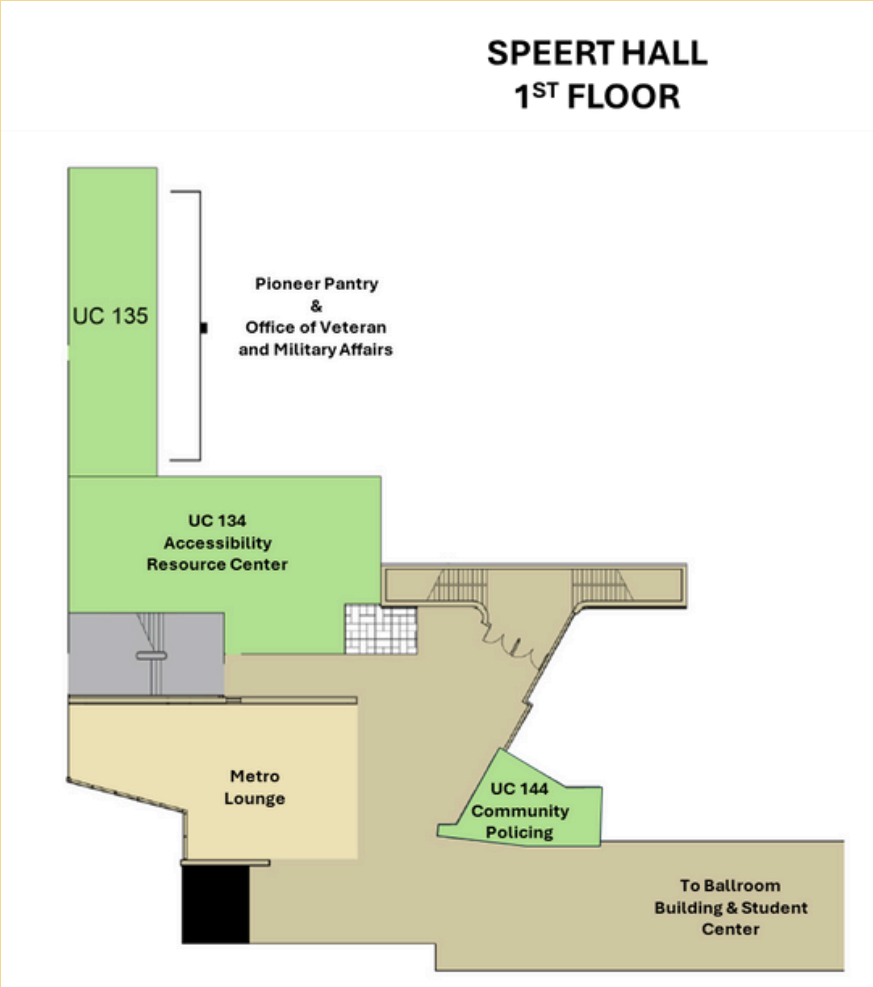
# BUILDING MAP AND FLOOR PLANS











# CONTACT INFORMATION

## Welcome to the UNIVERSITY COMMONS

WELCOME TO THE UNIVERSITY COMMONS! THE UNIVERSITY COMMONS SERVES AS THE FOCAL POINT FOR SOCIAL, CULTURAL, AND DINING/ENTERTAINMENT ACTIVITIES FOR THE ENTIRE CAMPUS COMMUNITY. STUDENTS, FACULTY, STAFF, VISITORS, AND ALUMNI GATHER HERE FOR A WIDE RANGE OF EVENTS AND TO USE THE SERVICES OFFERED. IT IS OUR GOAL TO PROVIDE AND MAINTAIN A FRIENDLY FACILITY THAT FOSTERS A WARM AND WELCOMING ATMOSPHERE FOR A VIBRANT CAMPUS LIFE.

### UNIVERSITY COMMONS OPERATIONS

#### VISIT US

University Commons Operations is located in UC Suite 116 in the Student Center, behind the Information Desk on the first floor.

#### EMAIL US

General building inquiries - [UC-Opse@wpunj.edu](mailto:UC-Opse@wpunj.edu)

Flyer posting and marketing questions - [UCPosting@wpunj.edu](mailto:UCPosting@wpunj.edu)

#### CALL US

973-720-2292 (Information Desk)

#### SUGGESTIONS

If you have any comments, concerns, or suggestions, we encourage you to share them with us. At UC Operations, we strive to provide excellence and appreciate your feedback. Please complete our online suggestion box found here: <https://wpunj.edu/University-Commons/about-us/contact-us>



## A Note About this Report

This report was lovingly created to chronicle the epic tale of the University Commons - a tale of teamwork, time management, and the occasional AV emergency. It was developed by the Manager of the University Commons (a.k.a. the Manager of Sudden Discoveries and Unexpected Construction), with a little help from Copilot (a.k.a. the friendly neighborhood supercomputer brain), because sometimes you just need a digital sidekick to help turn your thoughts into eloquent, report-worthy sentences. If you've made it this far, thank you for reading. I hope you learned about the many things we do in the UC and why our building is integral to the campus community!

