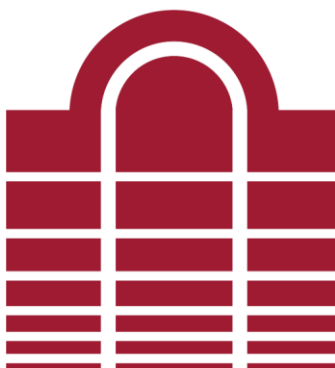


**IUP Division of Student Affairs  
Student Cooperative Association, Inc.**



**Departmental Annual Report  
2020-2021**



## Section 1 – Executive Summary

*What is our impact? What hits hardest? How are we operating impactfully?*

The Student Cooperative Association, Inc. (herein referred to as the Student Co-op) continues to support the academic and cocurricular missions of Indiana University of Pennsylvania (IUP) through the sponsorship and funding of a variety of programs, services, and facilities for the campus community of students, faculty, staff, administrators, alumni, and townspeople. The Student Co-op's current mission statement reaffirms such, stating: "The Student Cooperative Association at Indiana University of Pennsylvania is a non-profit organization owned and operated by a community of activity-fee paying members that provides facilities, activities and services to enhance the social, cultural, recreational, and learning experience for the university community."

During 2020-2021, the Student Co-op evolved as a more integral part of the university's fabric while still maintaining its independence, especially during the COVID-19 global pandemic.

Major areas of emphasis that helped define this academic year include:

- The Student Co-op and all of its associated programs, facilities, and services **adapted quickly and effectively** in transitioning to hybrid-virtual program and service delivery, while also fortifying the Hadley Union Building complex for in-person experiences. The Student Co-op, with the assistance of WTW Architects, drafted an industry-leading COVID response physical plant plan, and refocused efforts on streamlining traffic flow, air-handler efficiency and quality, eliminating potential problem areas (such as high-touch, harder-to-clean furniture), and cordoning off sections of the building from each other for enhanced safety, especially the HawkHUB Food Court.
- IUP Campus Recreation offered a **wildly successful hybrid Group Fitness program** and integrated the Wellbeats fitness application, garnering 16,173 participants, across modalities. Additionally, despite 67% reduction of on-campus population, the HUB Fitness Center and other Campus Recreation facilities only witnessed a 28% usage decline compared to 2019-2020.
- STATIC knew that it had to do everything in its power to **support student engagement** in virtual spaces and reduce whatever barriers to that engagement. To that end, the Executive Board increased programmatic offerings by 90% and offered 70 events throughout this year, yielding 6,020, including three virtual concerts, a successful trivia night and scavenger hunt series, and the 33<sup>rd</sup> annual end-of-the-year Cookout, all for free, to best support our students.
- The Student Co-op staff dedicated a great deal of time to growing and learning about **diversity, equity, inclusion, and social justice** this year through a variety of professional development opportunities and programming. In total, 16 staff members participated in 187 different trainings, educational sessions, events, webinars, etc., centered around this vitally important work. We stand with our minoritized and BIPOC communities.
- The Student Co-op, within its programs, services, and facilities, also focused on strengthening existing and growing new collaborations across the university and across the community. **Nearly 100 different successful collaborations** happened internally amongst Co-op offices, across campus amongst IUP departments and organizations, or with Indiana community partners.
- The Student Co-op and its staff contributed to various campus programs and large-scale initiatives throughout the academic year and served on **42 campus and community committees** and other obligations, such as: University Senate, Student Affairs Assessment Team, Welcome Week and Homecoming Committees, Campus Space and Reservation Committee, Student Support and Engagement Team, subgroups of both UWRPC and UPC, and others.

The Student Co-op celebrated various accomplishments throughout this academic year, including:

- 338,383 people visited the **Hadley Union Building facilities** and 32,879 people visited the Co-op Store throughout the 2020-2021 academic year.
- The Co-op Store recorded **\$2,010,454 in total sales**, \$10,919 in commissions, \$23,340 in royalties, and \$1,446,300 in web sales across 13,177 online transactions.
- The Co-op Store extended lines of credit to 2,206 students, totaling \$306,172 and averaging \$139 per student. Since 2009, this program has **loaned over \$13 million to students**.
- The Co-op Store's textbook rental program accounted 5,700 rentals, **equating to \$101,978 in savings for students** versus outright purchasing their textbooks.
- **\$7,943,200 was budgeted** to 112 different activities and organizations, despite shrinking enrollment and activity fee income.
- 171 different organizations maintained **Central Treasury** accounts with an estimated total of \$20,000 on deposit as of yearend.
- The **HUB Business Office** processed 1,265 checks, 153 procurement services requests, and 269 purchase orders as of May 25, 2021.
- The Student Co-op paid 125 employees from Co-op Payroll, including 31 full-time employees and 94 part-time and student staff, **representing a huge economic impact on the Indiana** and IUP community, estimated at \$11.8 million in long-term growth, \$490,000 in taxes, and \$11.5 million in savings to the university each year.
- STATIC attracted **6,020 participants to 70 events** or programs, averaging \$42.15 per person.
- While completing analysis forms for each event, STATIC Executive Board members critically evaluated their programming, yielding an average program rating of **3.93 out of 5.00**. Additionally, 454 IUP respondents graded STATIC's events as a 'B' (or **10.5 out of 13**) on the 2020-2021 Campus Programming Survey (CPS).

The Student Co-op, much like its university partners, experienced various challenges and potential growth areas throughout this academic year. Some of them include:

- The current strategic plan of the association ended in 2018. Future strategic planning or other guiding document development was not appropriately discussed during the academic year, resulting in the old strategic plan guiding many of the discussions and decision-making processes.
- With falling enrollment came falling student activity fee revenue, which severely impacted the **financial well-being** of the Student Co-op now and moving forward. Beginning on July 1, the Student Co-op made significant changes to the Activity Fee and student fund budget, including cutting the Activity Fee from \$42.00 per credit to \$35.00 per credit while also enacting a 17% budget permanent reduction across the entire Student Fund Budget.
- The COVID-19 global pandemic continued to severely impact the Student Co-op across budgeting, programming, and operations. With regards to **budgeting**, as mentioned, the 17% budget reduction severely limited any capital improvements to the HUB complex physical plant as well as any hot, in-demand artists for STATIC events. With regards to **programming**, virtual event fatigue set in during the Fall 2020 semester, and STATIC struggled to convince IUP students to attend its programs and events en masse. With regards to **operations**, adapting a lively and complex physical plant such as the HUB to the pandemic realities was difficult and resulted in hard choices and, in many ways, a loss of our core identity of being IUP's student-centered hangout.
- The Student Co-op, despite internal efforts, continued to struggle implementing a uniform system of **assessment and evaluation** across its departments and staffs. One area of particular weakness was the lack of a dedicated needs-based assessment system, with staff oftentimes relying on 'gut feelings' or anecdotal data, rather than quantitative or qualitative assessments.

## Section 2 – Departmental Accomplishments

*How do we impact student success, learning, development, and growth?*

### 2020-2021 Student Cooperative Association Business Plan

#### **Action Steps & Key Outcomes, Mapped to ACHIEVE, Student Affairs Keystones, & Strategic Plan Goals**

The Student Co-op is committed to supporting the Division of Student Affairs in the implementation of the Keystone structure through various objectives and corresponding action steps, as outlined here:

ACADEMIC SUCCESS	
Keystone: STUDENT SUCCESS	Mapped to: IUP Strategic Plan, Goals 1 & 2
<b>1.1: Provide experiences that increase positive student learning habits and advance career goals.</b>	
<ul style="list-style-type: none"> <li>The Student Co-op provides internship opportunities to undergraduate and graduate students.</li> <li>The Student Co-op will continue to provide opportunities for student employees for pre-professional training experiences in their chosen fields of study (retail management, marketing, journalism, advertising, information systems, event planning and promotions, hospitality management, student affairs, accounting and finance, customer service, campus recreation, facility and sports management, health and physical education, etc.).</li> <li>The Student Co-op provides students and staff various ‘worldly’ activities that they may not have experienced before arriving at IUP.</li> <li>STATIC provides stress-mitigation programming during high-stress times of the semester, including before Finals Week, such as Spa Night Bro Out in the Fall semester and Finals Study Break in the Spring semester.</li> <li>The Student Co-op provides free-of-charge room reservations to academic departments, classes, and activities (such as the Six O’clock Series) throughout the course of the academic year.</li> </ul>	
<b>1.2: Support and implement elements of the IUP Strategic Enrollment Plan, as feasible.</b>	
<ul style="list-style-type: none"> <li>STATIC provides financial, human, and programming resources to various Welcome Weekend events.</li> <li>STATIC provides human, promotional, and programming resources to IUP Day and Winter Warm-up.</li> <li>STATIC provides IUP students with approximately 40 major events or programs per semester, encouraging them to get involved on campus.</li> <li>The Student Co-op continues to improve the availability of programs and services during the first six weeks of each semester, including increased STATIC programming and Campus Recreation offerings.</li> <li>The HUB Business Office administers the Financial Aid student loan program.</li> <li>The Student Co-op provides a very large number of employment opportunities for IUP students, both in terms of Federal Work Study and internal positions, including hourly, stipend-based, and internship hires.</li> <li>The Co-op Store administers a pre-ordering program for all students purchasing course materials.</li> <li>The Co-op Store permits students to purchase course materials on loan while financial aid packages are processed.</li> <li>As much as possible, although limited by faculty participation and punctuality, the Co-op Store provides course materials for all courses, including linked and online courses.</li> <li>Intramurals and Campus Recreation provides approximately 10 intramural sport options per semester, encouraging them to get involved on campus.</li> <li>Campus Recreation provides the HUB Fitness Center, Gymnasium, Recreational Park, Group Fitness, and more at convenient hours to students, and all associated services within those facilities.</li> </ul>	

- The Co-op Board of Directors provides financial support of initiatives with regards to the Punxsutawney campus.
- The Co-op Board of Directors provides financial support of initiatives with regards to the Athletics program.
- The Co-op Board of Directors provides financial support of initiatives with regards to programming and services from MCSLE.
- The Co-op Board of Directors provides financial support of initiatives with regards to programming from MASS and other organizations.
- The Co-op Board of Directors provides financial support of initiatives with regards to programming from the College of Fine Arts.
- The Co-op Board of Directors provides financial support of initiatives with regards to recognized student organizations.
- The Student Co-op funds the Student Legal Services initiative, which provides legal representation to students engaging in legal disputes with off-campus landlords or other housing providers.

### **1.3: Offer mutually-beneficial, flexible employment opportunities and pre-professional training for students.**

- The Student Co-op provides employment opportunities for non-work study eligible students, such as students disenfranchised by the FAFSA or international students.
- The Student Co-op provides assistantships, practicums, internships, externships, work-study employment, pre-professional employment, and other employment programs to students to extend and reinforce learning opportunities outside of the classroom for Group Fitness instructors, STATIC Executive Board members, Co-op Board of Directors members, the Marketing Team, employees of The PENN, and others.

## **CAMPUS PRIDE**

### **Keystone: INCLUSION & ENGAGEMENT**

**Mapped to: IUP Strategic Plan, Goals 1 & 2**

### **2.1: Provide experiences designed to promote school spirit in students.**

- The Student Co-op's social media pages frequently feature IUP students in IUP apparel across various affinity spots on campus.
- The HUB Fitness Center, Gymnasium, and Campus Recreation areas each leverage use of "Li'l Norm" and clear connections to the IUP brand.
- The Co-op Store sells and donates IUP-branded materials, including apparel, gifts, and supplies
- The Co-op Store supports the design and use of IUP Athletics materials, across all NCAA Division II teams.
- STATIC provides events featuring benchmarks relating to school pride, including locations on campus and various IUP 'celebrities.'
- STATIC provides events featuring nationally-relevant touring artists.

### **2.2: Support the multifaceted rebranding strategy of the Division of Marketing and Communications.**

- The Student Co-op supports the new IUP Brand Strategy, introduced by Marketing and Communications, by way of updated internal décor and design of the HUB Complex, signage, and accoutrements.
- The Co-op Store supports the new IUP Brand Strategy by way of redesigned IUP apparel, gifts, and other branded materials sold.
- The Student Co-op supports the new IUP Brand Strategy by way of placement of the "Class of..." tri-boards and other token, must-visit affinity spots within the HUB Complex.
- STATIC supports the new IUP Brand Strategy by way of co-sponsorships and collaborations of newly designated spirit programs, including pre-game, tailgate concerts and other initiatives.

## HEALTH & WELL-BEING

**Keystone: INDIVIDUAL & COMMUNITY WELL-BEING**

**Mapped to: IUP Strategic Plan, Goals 2 & 3**

### **3.1: Provide adequate resources, training, and processes to address students' mental, emotional, and social health and well-being.**

- The Student Co-op continues to provide in-depth training experiences for its employees, including emotional regulation / self-care training, customer service training, Title IX and Sexual Harassment training, Protection of Minors training, Opioid Intervention training, CPR / First Aid / AED training, Active Shooter / Emergency Management training, forklift operation training, and vehicle safety training.
- The Student Co-op continues to identify students of concern and students at risk and connects those students to the appropriate support offices and personnel as needed.
- The Student Co-op commits to the reevaluation of procedures and trainings to better inform its employees regarding available support systems to students.
- The Student Co-op posts in prominent areas in the Hadley Union Building and link electronically on its website and social media accounts to support systems' websites and contact information.
- The Student Co-op commits full-time staff attendance at Student Affairs Division Professional Development workshops regarding skilled helping and addressing student mental and emotional health concerns.
- STATIC provides stress-mitigation programming during high-stress times of the semester, including before Finals Week, such as Spa Night Bro Out in the Fall semester and Finals Study Break in the Spring semester.

### **3.2: Identify high-risk behaviors and intervene when environments and experiences place students at risk.**

- The Student Co-op maintains and updates its Emergency Action Plan as needed to ensure ongoing student and staff safety and comfort.
- The Student Co-op provides financial resources to send staff members to CPR / First Aid / AED Training through the American Red Cross.
- The Student Co-op enforces the university's positive messaging policy regarding the restriction of t-shirt or other promotional item sales during high-risk celebratory weekends.
- The Student Co-op reinforces official university and divisional social media communications, with particular attention paid to safety and security messaging, through posts, retweets, etc.
- Both STATIC and the Student Co-op plan alternative programming options during high-risk celebratory weekends, while also supporting the alternative programming of other campus offices and organizations.
- STATIC utilizes the EMA / EAP processes and procedures for major campus events, including all concerts, comedy shows, lectures, film screenings, and trips.
- The Student Co-op supports meaningful communication with greater Indiana emergency management teams, including Indiana Borough Police, Indiana Area Fire Association, and Citizens' Ambulance Service.
- The Student Co-op provides staff support and presence when requested at all major university-community event planning meetings, town halls, press conferences, etc.

### **3.3: Support holistic student health and well-being through various programs, services, and facilities.**

- The Student Co-op provides various programs, services, and facilities, including the HUB Fitness Center, Gymnasium, Recreational Park, Group Fitness, Intramural sports, and more, to support student holistic health and well-being.
- The Student Co-op upgrades equipment within the HUB Fitness Center on a three-year lease plan, which occurred at the beginning of 2020-2021 and will occur again at the beginning of 2023-2024.

## INVOLVEMENT

**Keystone: INCLUSION & ENGAGEMENT**

**Mapped to: IUP Strategic Plan, Goals 1 & 2**

#### **4.1: Provide opportunities for involvement in out-of-classroom activities that develop communication, teamwork, problem-solving, and leadership skills.**

- The Student Co-op is led by the Co-op Board of Directors, which is majority-controlled by undergraduate students.
- The STATIC advisor provides opportunities for student experiential learning by engaging students in the event planning process, including brainstorming, planning, promoting, managing, and evaluating events.
- STATIC provides approximately 40 major events or programs per semester, while also supporting other university-wide programming and events hosted by other organizations, including RHA, BACCHUS, MCSLE, and MASS, so as to encourage student involvement.
- STATIC presents about campus programming and leadership opportunities at the Spring and Summer Orientation Programs.
- The Student Co-op supports university-wide marketing and new student initiatives, such as IUP Day, Experience IUP Days, and Orientation programs.
- Group Fitness, Intramurals, and Campus Recreation provides a variety of intramural sports and group fitness class options per semester, so as to encourage student involvement.
- The PENN provides its student editorial board as leaders of a major campus publication.
- The Student Co-op's programs, services, and facilities are majority-managed by student employees, resulting in leadership skill-building.
- The Student Co-op provides free-of-charge table reservations to all recognized student organizations to help support various organizational or charitable causes.

#### **4.2: Encourage students' participation in community service experiences.**

- The Student Co-op encourages organizational involvement in the IUP Leads program.
- STATIC encourages organizational involvement and support of the IUP Leads program.

#### **4.3: Implement processes to improve inter- and intra-divisional collaboration and communication.**

- The Student Co-op holds regularly scheduled Leadership Team and Management Team meetings for staff.
- The Student Co-op participates in regularly scheduled Student Affairs Leadership Team (SALT) meetings.
- The Student Co-op encourages staff participation in divisional and university committees, including but not limited to Five-Year Program Review committees, Search committees, University Senate and its committee assignments, Student Affairs Assessment Team, Student Affairs Professional Development Committee, High Risk Celebratory Planning Committee, Welcome Weekend Committee, Homecoming Committee, I-ACT, Family Weekend Committee, and others.
- The Student Co-op provides support and updates to its revised website, with an emphasis placed on mobile responsiveness.
- The Student Co-op continues to better communicate updates regarding its offerings through various means, including news posts on the IUP website and event updates on the IUP Central Calendar, social media updates via Facebook, Twitter, Instagram, and Snapchat, an updated Student Co-op website, and a comprehensive marketing plan.

### **ENGAGEMENT (IN THE CAMPUS EXPERIENCE)**

#### **Keystone: INCLUSION & ENGAGEMENT**

**Mapped to: IUP Strategic Plan, Goals 1 & 2**

#### **5.1: Develop and provide experiences that increase students' sense of belonging and connection to IUP.**

- The Student Co-op provides time and resources for professionals to participate in the IUP Guide program.
- STATIC provides focused event programming during the first five weeks of each semester so as to connect with first-year and transfer students.



## **5.2: Create opportunities for students' self-identification with affinity groups.**

- The Student Co-op funds various efforts of recognized student organizations, contingent upon the budget allocation process and the adherence to bylaws and governing documents.
- The Student Co-op will provide informational and promotional materials, geared towards first-year and newly-transitioned students, detailing the programs, services, and facilities, both in printed and electronic formats, with an emphasis placed on the updated Co-op website and social media accounts.
- The Student Co-op provides staff members to present to incoming 1st year students during their Orientation program or for HUB facility tours.
- The Student Co-op provides informational and promotional materials to new student orientation staff for inclusion on the online learning environment (via MyIUP, D2L, or Moodle).
- The Student Co-op provides staff members to serve on the campus-wide Orientation and Welcome Weekend committees of the division.
- The Student Co-op, with emphasis placed on STATIC, provides and supports programming offered throughout the New Student Orientation and Welcome Weekend experiences.
- The Co-op Store tracks textbook purchases by student athletes and supports those students while navigating the textbook purchasing process by scheduling early shopping times and pulling pre-order textbooks early.
- The Student Co-op provides reservable programming space within the Hadley Union Building (HUB) and College Lodge for all university offices and programs, including affinity-specific groups.
- The Student Co-op maintains the Hadley Union Building (HUB), including offices, meeting rooms, programming spaces, retail spaces, lounges, computing spaces and infrastructure, and campus recreation facilities, and the Co-op Park on behalf of the student body.

## **5.3: Identify and address barriers to student engagement.**

- The Student Co-op has constructed and utilized a newly revised comprehensive assessment plan that will generate data to help understand which barriers exist and how to remove them to better serve our students.
- The Student Co-op commits to a forthcoming Five-Year Program Review, inspired by the Council for the Advancement of Standards in Higher Education, to uncover beliefs from campus partners and students about our programs, services, and facilities.
- The Student Co-op commits time and resources to explore ongoing concerns and questions pertaining to facility usage and access by recognized student organizations.
- The Student Co-op commits time and resources to evaluating and improving programs and services to become more student-centered.
- The Student Co-op commits time and resources to exploring increased responsiveness to student feedback and concerns.

## **VALUE & RESPECT (FOR ALL MEMBERS OF THE IUP COMMUNITY)**

### **Keystone: INCLUSION & ENGAGEMENT**

**Mapped to: IUP Strategic Plan, Goal 2**

## **6.1: Create a campus community where all members are valued and respected, and where diverse perspectives are encouraged (mapped to IUP Diversity Action Plan objectives).**

- The Student Co-op supports the creation and proliferation of a diversity and inclusion pledge, incorporating it into student and employee on-boarding, codes of conduct, and employment expectations (1d).
- The Student Co-op provides professional development opportunities to students and employees regarding diversity and inclusion, including sending STATIC to the NACA National Convention (4f).
- The Student Co-op incorporates diversity and inclusion as key components in staff evaluations, including STATIC throughout its staff evaluation processes (5c).

- The Student Co-op offers students and employees tools, such as training opportunities, workshops, webinars, and conversations, to support ongoing diversity and inclusion initiatives, including during STATIC Fall and Spring Training for Executive Board members (6a).
- The Student Co-op offers numerous avenues for posting (in either print or electronic means) materials supporting diversity or inclusion events (2c).
- The Student Co-op maintains student office space, open to all recognized student organizations, including those having a multicultural-oriented mission (3c).
- The Student Co-op provides various programming spaces, open to all recognized student organizations and university departments / offices / divisions, including those having a multicultural-oriented mission (3c).
- The Student Co-op commits staff participation in any new or existing design and implementation of diversity and inclusion initiatives (5b).
- The Student Co-op continues to support diversity and inclusion professional development of its staff, including Co-op staff participation in Student Affairs Division Professional Development workshops and STATIC staff participation in the NACA National Convention (6b).
- STATIC continues to offer stand-alone and collaborative programming around Suicide Prevention Awareness Month, Black History Month, Women’s History Month, along with other diversity / multicultural-driven programming (1h).
- The Co-op Board of Directors invites representative students and guests to voice concerns at any scheduled board or committee meetings (4d).
- The Student Co-op provides various event spaces for events, demonstrations, or dialogues pertaining to diversity or inclusion issues or concerns (4d).
- The Student Co-op commits ongoing staff support and participation in any new or existing diversity and inclusion training or on-boarding for employees (5g).
- The Student Co-op provides funding for large campus initiatives across various entities, including MCSLE, MASS, the College of Fine Arts, STATIC, etc., that offer diversity and inclusion content (6d).
- STATIC continues to commit to collaboration efforts with other programmatic entities on and off campus to further discussions and education surrounding diversity and inclusion initiatives (6d).
- The Student Co-op commits support for a unified reporting process for all incidents of concern, especially those regarding diversity and inclusion issues (1b).
- The Student Co-op commits support for a designated ‘point person’ regarding the management and mitigation of incidents of concern (1c).
- The Student Co-op commits staff participation in any developed, university-wide training for timely and appropriate responses to discriminatory incidents (1f).
- The Student Co-op commits support for the publication and easy identification of diversity and inclusion related resources on its homepage (1a).
- The Student Co-op commits to review print and electronic resources for bias and amend such materials accordingly (1g).
- The Student Co-op tracks and publishes all groups receiving financial support from student activity fees, including those focused on diversity and inclusion (2a).
- STATIC continues to market its forthcoming semesters events via print and electronic platforms, across all media (2a).
- The Student Co-op continues to support its bylaws stipulating that recognized student organizations receiving student activity fee funding must support non-restrictive, open membership and access (2b).
- The Student Co-op recognizes staff accomplishments, including those related to diversity and inclusion initiatives (5e).
- The Student Co-op supports the creation and publication of an inventory of all available diversity and inclusion resources for students and staff (6c).

- The Student Co-op commits to the examination of under-represented or minoritized student engagement throughout its programs, services, and facilities (4j).
- The Student Co-op commits to the inclusion of diversity and inclusion questions as part of student and employee exit interviews and other such assessments (5f).

**6.2: Plan, coordinate, and share resources to expand programs and services that support diverse student groups.**

- STATIC provides major events and programs with educational and cultural purposes throughout the academic year.
- STATIC provides inclusive, multicultural, diverse programming to meet the needs of all students, including IUP's under-represented student population.
- STATIC collaborates with other multicultural organizations on campus, including the Office of International Education, MASS, MSCLE, PRIDE, and the Office of Social Equity.
- The Co-op Board of Directors provides financial support of initiatives with regards to multicultural / diversity programming from MASS and other multicultural / diversity organizations.
- STATIC allocates a pre-determined number of tickets for the Break Bus Service to students at the Punxsutawney campus.
- The Student Co-op provides Intramurals programming to all IUP students, noting that students of under-represented population groups are drawn to particular sports and offerings.

**6.3: Contribute to a safer campus community through consistent, unbiased support of the Student Conduct System and through staff participation in ongoing diversity, inclusion, and equity professional development opportunities.**

- The Student Co-op enforces IUP student conduct regulations, as outlined in the Source, and will continue to enforce its own student conduct regulations, as guided by Board policy and applicable law, as well as all applicable Indiana Borough ordinances.
- The Student Co-op provides staff support as required on Conduct and Appeal Board actions.
- The Student Co-op has committed to the reevaluation of procedures and training, based on outcomes addressed by the Campus Climate Survey, Middle States Self-Study / Key Recommendations, Diversity Action Plan, and forthcoming Five-Year Program Review.
- The Student Co-op has committed to the participation by professional staff in ongoing professional development opportunities centered on key topics of diversity, inclusion, and equity (see 7.3).

**EMPOWERMENT (TO REALIZE ONE'S FULL POTENTIAL)**

**Keystone: STUDENT SUCCESS**

**INCLUSION & ENGAGEMENT**

**ACCOUNTABILITY & SUSTAINABILITY**

**Mapped to: IUP Strategic Plan, Goals 1 & 2**

**Mapped to: IUP Strategic Plan, Goal 2**

**Mapped to: IUP Strategic Plan, Goals 3 & 4**

**7.1: Encourage students to recognize and achieve their goals and aspirations and support them in this process.**

- The Student Co-op maintains close supervisory / advisory relationships with students, both in terms of employees / leaders and consumers.
- The Student Co-op provides time and resources for professionals to serve as organizational advisors and as supervisors of student employees.

**7.2: Invest in cost-effective professional development for student, staff, faculty, and paraprofessionals.**

- The Student Co-op participates in all division-wide and university professional development trainings and opportunities, as planned and coordinated by the division or its staff member experts.
- STATIC provides financial resources to send advisor and students to NACA National Convention each year.

- Campus Recreation provides financial resources to send staff members to NIRSA Regional and National Conventions each year.
- The Co-op Store provides financial resources to send staff to various NACS / MACS conventions and educational programs.
- The Student Co-op provides an opportunity for all staff members to attend Active Shooter / Emergency Management Training.
- The Student Co-op provides financial resources to its IT Support staff to attend seminars and webinars related to cybersecurity and future technology development.
- The Student Co-op provides time off to send staff members to Opioid Intervention Training through the Center for Health and Well-Being and The Open Door.
- The Student Co-op provides financial resources to send staff members to CPR / First Aid / AED Training through the American Red Cross.

**7.3: Empower employees to continue growing, learning, and developing in ways that directly and indirectly benefit students through tracking growth experiences (such as books, activities, videos, webinars, etc.).**

- *STUDENT UNION MANAGEMENT (15 employees): best practices / benchmarks / competencies mapped to ACUI's strategic guideposts of social justice, membership, and financial stability*
- *CAMPUS RECREATION (1 employee): best practices / benchmarks / competencies mapped to NIRSA's strategic values of equity, diversity, and inclusion, global perspectives, health & well-being, leadership, service, and sustainability in communities*
- *CAMPUS ACTIVITIES (1 employee): best practices / benchmarks / competencies mapped to NACA's new Research Agenda's foci of impact of involvement in campus activities programs, student learning and development, and the professionalization of campus activities*
- *INFORMATION SYSTEMS (2 employees): adherence to industry best practices and new technologies*
- *BOOKSTORE / AUXILIARY SERVICES (7 employees): best practices / benchmarks / competencies mapped to NACS association values of renewal, reeducation, and reinvention*
- *STUDENT PUBLICATIONS & MARKETING (1 employee): adherence to industry best practices as well as best practices / benchmarks / competencies mapped to ACP / AP's values statements*
- *BUSINESS OFFICE & HUMAN RESOURCES (4 employees): adherence to industry best practices*

**ADDITIONAL DEPARTMENTAL GOALS & OBJECTIVES**

**Keystone: ACCOUNTABILITY & SUSTAINABILITY**

**Mapped to: IUP Strategic Plan, Goals 3 & 4**

**8.1: Use assessment, evaluation, and research to identify student needs, make evidence-informed decisions, gather data of program effectiveness, and continuously improve services and offerings to students.**

- The Student Co-op has constructed and utilized a newly revised comprehensive assessment plan that will generate data to help improve decision-making strategies.
- The Student Co-op, through this assessment plan, gathers data regarding student feedback of the programs, services, and facilities provided by the Student Co-op.
- The Student Co-op commits to a forthcoming Five-Year Program Review, inspired by the Council for the Advancement of Standards in Higher Education, to improve its programs, services, and facilities.
- Campus Recreation is exploring the viability and student interest of an e-sports arena within the HUB Complex.
- STATIC commits to ongoing evaluation and improvement of its programming through individual event analysis forms and campus programming satisfaction surveys.
- STATIC commits to ongoing evaluation and training of its Executive Board staff through individual staff evaluations and holistic group evaluations.

- The Student Co-op explores options for a new scanning system for the Group Fitness Program to better track program and class usage.
- The Student Co-op utilizes new people and traffic-counting systems to better track usage statistics at the Co-op Park and Hadley Union Building (HUB).
- The Student Co-op utilizes recreation technology platforms to track usage and participation statistics for Intramurals participants (IMLeagues.com/IUP) and cardiovascular fitness equipment usage (Preva), of which data is used to make decisions regarding future program offerings and equipment leases.
- The Student Co-op utilizes a Banner-based Icard scanning system to check people into various Co-op sponsored programs, services, and facilities, with particular emphasis placed on STATIC programming and HUB Fitness Center and Gymnasium facilities.
- The Student Co-op utilizes the KCAC Box Office ticketing platform to track individual ticket purchases for Co-op sponsored programming.
- The Student Co-op supports the continuously renovation of spaces as needed, including the Student Office Suite, lounges, meeting rooms, and Computer Lounge and Group Study Room, within the HUB Complex.

**8.2: Provide millions of dollars of student activity fee funding to campus organizations, departments, and initiatives, revising payment and budgeting policies and procedures as influenced by the fiscal and enrollment climate of IUP and the Student Cooperative Association.**

- The Student Co-op makes student activity fee funds available to students, organizations, departments, and administrators across our campuses to support campus life initiatives.
- The Student Co-op makes fiscally-sound decisions as stewards of the student activity fee.
- The Co-op Board of Directors, its associated subcommittees, such as the Finance Committee, and the HUB Business Office staff work one-on-one with all recognized student organizations that have a student fund budget in applying for and managing their organizational finances appropriately.
- The Co-op Board of Directors provides financial support of initiatives with regards to the Punxsutawney campus, Athletics program, MCSLE initiatives, MASS initiatives, College of Fine Arts programming, etc.
- The Co-op Board of Directors provides financial support of initiatives with regards to recognized student organizations.
- The Co-op Board of Directors provides financial contributions to the Foundation of IUP.
- The Co-op Board of Directors provides financial support initiatives with regards to internal Co-op programs, services, and facilities.
- The Student Co-op has discontinued the practice of allowing budget carryovers for all managed budget areas.
- The Student Co-op supports the university's contract procurement payment process for all managed and non-managed budgets.
- The Student Co-op continues to work with the university's fee allocation distribution system in considering the funding of all campus organizations, departments, and initiatives.
- The Co-op Store supports student clubs and organizations through monetary donations.

## **Highlighted Accomplishments**

The Student Co-op is committed to providing the very best programs, services, and facilities to the IUP campus community, measured by collecting utilization and satisfaction data. Detailed usage statistics for the Hadley Union Building and Co-op Recreational Park facilities, Campus Recreation facilities, Group Fitness and Intramurals programs, HUB Computer Lab and Group Study Room, HUB Business Office, Co-op Store, and Co-op Board of Directors Election are featured in Section Four – Assessment. Suffice to say, however, the offerings of the Student Co-op are some of the most heavily utilized on campus, despite the COVID-19 global pandemic and declining enrollment. Highlights of these accomplishments include:

- 338,383 people visited the Hadley Union Building facilities and 32,879 people visited the Co-op Store throughout the 2020-2021 academic year.
- 497 reservations, accounting for 3,360.90 hours, were made in Student Co-op facilities.
- 78,350 uses were recorded at the various Campus Recreation facilities, along with 16,173 participants across 821 group fitness classes and 97 participants across 9 intramural competitions.
- 622 users logged on to equipment in the HUB Computer Lab.
- The Co-op Store recorded \$2,010,454 in total sales, \$10,919 in commissions, \$23,340 in royalties, and \$1,446,300 in web sales across 13,177 online transactions.
- The Co-op Store extended lines of credit to 2,206 students, totaling \$306,172 and averaging \$139 per student. Since 2009, this program has loaned over \$13 million to students.
- The Co-op Store's textbook rental program accounted 5,700 rentals, equating to \$101,978 in savings for students versus outright purchasing their textbooks.
- \$7,943,200 was budgeted to 112 different activities and organizations, despite shrinking enrollment and activity fee income.
- 171 different organizations maintained Central Treasury accounts with an estimated total of \$20,000 on deposit as of yearend.
- The HUB Business Office processed 1,265 checks, 153 procurement services requests, and 269 purchase orders as of May 25, 2021.
- The Student Co-op paid 125 employees from Co-op Payroll, including 31 full-time employees and 94 part-time and student staff, representing a huge economic impact on the Indiana and IUP community, estimated at \$11.8 million in long-term growth, \$490,000 in taxes, and \$11.5 million in savings to the university each year.
- STATIC attracted 6,020 participants to 70 events or programs, averaging \$42.15 per person.
- STATIC made every event during the 2020-2021 academic year completely free to all members of the IUP campus community (and even our sister PASSHE institutions) so as to remove economic hardship barriers to ongoing student engagement.
- STATIC adapted to the permanent 17% budget reduction (representing a loss of over \$61,000 in programming dollars) and closed the year only \$3,233.26 overbudget (or 1.08% of the original allocation) rather than the estimated \$30,000 overage.
- While completing analysis forms for each event, STATIC Executive Board members critically evaluated their programming, yielding an average program rating of 3.93 out of 5.00. Additionally, 454 IUP respondents graded STATIC's events as a 'B' (or 10.5 out of 13) on the 2020-2021 Campus Programming Survey (CPS).
- 290 undergraduate students submitted ballots and cast 751 votes during the 2021 Co-op Board of Directors Election, representing 4.13% of the undergraduate population.
- The PENN continued to implement various cost-savings measures, including the discontinuation of its subscription to the Tribune News Service (TNS) wire service, which resulted in all content appearing in The PENN being staff-produced, a first in recent memory.

### Focused Priority in Collaboration – Inventory of Successful Collaborations

In an effort to define how the Student Co-op plays only a part in ongoing student success, development, and learning on and off campus, in and out of the classroom, a master inventory of successful collaborations amongst the Co-op and various campus and community partners was created. This inventory features prominently not only in Co-op staff daily work, but also in our submitted 2020-2021 Business Plan.



Highlighted successful collaborations included:

- The Student Co-op working with Aramark to adapt traffic flow and access to the HawkHUB Food Court in response to the COVID-19 global pandemic.
- STATIC working with Campus Recreation and Intramurals to host the 2020 Words with Friends Tournament and with RHA to host the April 2021 Drag Queen BINGO featuring Alyssa Edwards.
- STATIC working with ATOD / BACCHUS to offer expanded programming during the unsanctioned IUPatty's high risk celebratory weekend.
- STATIC working with MCSLE to offer Welcome Week and yearend programming.

### Focused Priority in Justice, Equity, Diversity, and Inclusion – Inventory of Staff Experiences

In an effort to define how the Student Co-op advocates for minoritized communities, demands anti-racism in our programs, services, and facilities, and upholds our key values of welcoming all, **16** staff members (52%) participated in **187** professional development opportunities or programs with a specific DEI focus during the 2020-2021 academic year (averaging 12 per staff).

This represents opportunities offered by:

- the Professional Development Committee (including Town Halls and the DiversiDays series),
- workshops and conferences offered by off-campus partners (including the Equity Summit),
- individual sessions at national conferences (including NACA, NACS, the Assessment Institute, etc.),
- and STATIC programming, such as the Issa Rae, Kinks & Curls, Antoni Porowski, and Alyssa Edwards events, amongst others.

### **Student Affairs Learning Outcomes Matrix – Inventory of Contributing Experiences**

In an effort to define how the Student Co-op affects student success, learning, development, and growth, while helping students achieve specific student learning outcomes, a learning outcomes matrix was developed to showcase contributing experiences, mapped to keystone, Student Affairs learning outcome, and IMPROVE database inventory. The full document can be found in Appendix 1.

In this document, the ways in which the Co-op's programs, services, and facilities positively impact students, both in terms of student leadership or employment and student participation, were outlined by keystone and then by learning outcome, as well as with any associated assessment measures. For example, under Student Success and Learning Outcome 1 (Demonstrate and apply critical, reflective, and creative thinking), one would see that students in the Business Office locate and fix errors in bank accounting, general ledgers, and student fund budgets, while also reconciling bank accounts and utilizing sample testing in solving problems related to accounting errors, which then can be subsequently assessed using internal and external audits, staff evaluations, and the Student Learning Outcomes Satisfaction Survey. Furthermore, under Inclusion & Engagement and Learning Outcome 9 (Develop an ability to work collaboratively with others, including those with different or conflicting perspectives), one would see that students on STATIC are expected to disagree in respectful and constructive ways and undergo conflict resolution and communication sessions as part of their training, which then can be subsequently assessed with mid-term and final staff evaluations, the Group Effectiveness Scale, and the Student Learning Outcomes Satisfaction Survey.

### **Support of Various University Priorities and Initiatives – Inventory of Mapping to Guiding Documents**

The Student Co-op continued to look to various university guiding documents, including the University Strategic Plan, University-Wide Retention and Persistence Committee (UWRPC), Diversity Action Plan (DAP), IMPROVE data tracking software, and the Alcohol Strategic Plan, for inspiration in the creation, management, evaluation, and continuous improvement of its programs, services, and facilities.

The objectives and action steps in supporting the Student Affairs keystones are clearly mapped to specific goals outlined in the University Strategic Plan. See above's 2020-2021 Business Plan.

These action steps, by way of programs, services, and facilities, are also clearly mapped to the recommendations and high impact practices as outlined by the Task Force on Undergraduate Retention / Persistence (TOUR), which morphed into UWRPC. See Appendix 2.

Then, the Co-op's offerings were mapped against the subject area recommendations as outlined by the advisory committee of the Diversity Action Plan. See Appendix 3.

Finally, the Co-op's sources of assessment and evaluation data of the Student Affairs Learning Outcomes (SALOs) were mapped to those subsequent SALOs and then inventoried as part of the IMPROVE data tracking software. See Appendix 4.

Finally, the Student Co-op committed to the following ongoing strategies to support the university's Alcohol Strategic Plan, including the use of social media to educate students about Co-op sponsored counter or alternative programs, the promotion of participation in various campus entertainment and recreation programs and facilities, and the funding of various alternative programming organizations.



## Section 3 – Challenges Encountered

*Where has our impact been limited?*

Despite our best efforts, the Student Co-op, much like any organization, experienced various areas of weakness, ongoing and new challenges, and potential growth areas moving forward.

### Needs-Based Self-Evaluation

In completing the student needs-based inventory from Fall 2020, it became evidently clear that the Student Co-op must continue working towards constructing ways by which we can gather more intentional and more impactful student feedback as it pertains to wants, needs, and preferences.

Main Areas of Student Needs	
Co-op Store	<ul style="list-style-type: none"><li>• Access to course material information submitted in a timely manner continues to be a struggle for our campus.</li><li>• Delivery to the store and a sense of urgency are lacking, causing issues and frustration for students and their parents.</li></ul>
Operations & Campus Recreation	<ul style="list-style-type: none"><li>• Reopen HUB Gymnasium and HUB Fitness Center to full use.</li><li>• Reopen HUB Complex to full use.</li><li>• Improve and modernize HUB lounges and common spaces based on industry trends, usage statistics, and feedback.</li><li>• Continue to evolve the Intramural program to better reflect individual needs vs. team sports as trends in industry change.</li><li>• Update the HUB physical plant in areas where upgrades and renovations are needed.</li></ul>
Student Publications & Marketing	<ul style="list-style-type: none"><li>• Electronic / digital readership is up with college students.</li><li>• Demand for a print version did not justify the ever-expanding costs related to the production of a print version.</li><li>• Ongoing demands for greater access to free or cheap, multimodal advertising spaces, both in the Hadley Union Building but also in academic and student life buildings on campus.</li></ul>
Student Activities	<ul style="list-style-type: none"><li>• Offering a comprehensive, diverse, high-quality, affordable event calendar, featuring popular music acts, comedians, speakers, films, etc.</li><li>• Meeting variable needs and disparate preferences in terms of music and entertainment.</li><li>• Providing for ongoing educational and culturally-relevant programming without impinging upon the programming of other organizations.</li><li>• Supporting the campus programming board as a student-led, student-centered programming organization.</li><li>• Developing STATIC into a responsive, nimble programming entity, especially as it produced a 70-event calendar (a 90% increase) featuring 62 virtual events and 8 in-person events.</li></ul>
HUB Business Office	<ul style="list-style-type: none"><li>• Work experience with the Business Office area directly benefits students as they develop skills for use in their future careers.</li></ul>
Information Systems	<ul style="list-style-type: none"><li>• Continue to provide modern, updated technology and information systems infrastructure to support academic and cocurricular success.</li></ul>

<b>Areas Where Student Needs Are Currently Met</b>	
<b>Co-op Store</b>	<ul style="list-style-type: none"> <li>Financial aid access for course materials continues to run smoothly.</li> <li>The Co-op Store had 1,219 transactions using the financial aid module for Fall 2020 (14% of total) and 985 transactions for Spring 2021 (25% of total).</li> <li>The loan program accounts for \$306,172 in purchases for students, so they could have their course materials for the start of the semester.</li> </ul>
<b>Operations &amp; Campus Recreation</b>	<ul style="list-style-type: none"> <li>HUB Complex usage is still strong, despite drops in enrollment.</li> </ul>
<b>Student Publications &amp; Marketing</b>	<ul style="list-style-type: none"> <li>The Penn provides professional experience in journalism, graphic design, sales, and marketing.</li> <li>Now that it's completely digital, the Penn is preparing students with practical and updated experience that will be more useful and applicable to their career in the 21<sup>st</sup> century.</li> <li>Co-op Marketing Team continues to gain experience in marketing, promotions, and event planning.</li> </ul>
<b>Student Activities</b>	<ul style="list-style-type: none"> <li>The increased number of events on the programming calendar helped engage with students during incredibly difficult times.</li> <li>The variety of virtual events offered during this academic year met every possible student demographic and preference.</li> <li>Great care was taken to produce high-quality virtual events compared with our peer institutions.</li> <li>Offering all events for free to the IUP campus community was seen as a strength and removed yet another barrier to student engagement.</li> <li>The addition of the full-time graduate assistant to the STATIC office was a huge win for the Executive Board, for the advisor, and for events.</li> </ul>
<b>HUB Business Office</b>	<ul style="list-style-type: none"> <li>Wide-ranging responsibilities and tasks that directly impact their growth and learning, especially regarding career-applicable tasks.</li> </ul>
<b>Information Systems</b>	<ul style="list-style-type: none"> <li>Provides modern technology in computer lab facility, utilizing the standard IUP public lab image for consistency amongst the campus computer labs.</li> <li>Lab attendants are provided one consistent work schedule for the entire semester.</li> <li>Maintains a current and regularly-updated website with accurate information and hours, while also being mobile-responsive.</li> </ul>
<b>Areas Where Student Needs Are Not Currently Met</b>	
<b>Co-op Store</b>	<ul style="list-style-type: none"> <li>The Co-op Store continues to do the best with what we must work with for having course materials ready for the semester start. We will pull back some pre-order options for course materials not submitted in time.</li> <li>While this will not decrease the level of student frustration with the store not having items in stock, it will allow them to search other alternative purchasing options if they so choose without paying the store and then waiting for materials to arrive.</li> </ul>
<b>Operations &amp; Campus Recreation</b>	<ul style="list-style-type: none"> <li>Reopen HUB Gymnasium and HUB Fitness Center to full use.</li> <li>Reopen HUB Complex to full use.</li> </ul>

	<ul style="list-style-type: none"> <li>• Improve and modernize HUB meeting rooms based on industry trends, usage statistics, and feedback.</li> <li>• Continue to evolve the Intramural program to better reflect individual needs vs. team sports as trends in industry change.</li> <li>• Update the HUB physical plant in areas where upgrades and renovations are needed.</li> </ul>
<b>Student Publications &amp; Marketing</b>	<ul style="list-style-type: none"> <li>• As part of IUP NextGen initiative, the elimination of the Journalism and Public Relations curriculum is a major challenge facing The Penn. Although the editorial staff has traditionally been comprised of students from all majors, the lack of journalism courses impact aspiring reporters and editors could lead to diminished quality for The PENN.</li> <li>• The COVID-19 pandemic eliminated tabling and other in-person marketing initiatives, which negatively impacted the Co-op Marketing Team's ability to connect with students.</li> </ul>
<b>Student Activities</b>	<ul style="list-style-type: none"> <li>• One preference assessment per year is not enough; although, the Fall 2020 CPS provided great feedback.</li> <li>• Students are tired of virtual programming; we must resume in-person programming as soon as possible and safely at that.</li> <li>• The 17% permanent reduction to the STATIC budget was <b>catastrophic</b>.</li> <li>• Limited staff support – just not enough of advisor to go around, and the graduate assistant can only do so much with their limited time.</li> </ul>
<b>HUB Business Office</b>	<ul style="list-style-type: none"> <li>• Hours are limited based on limited work-study resources and even more limited internal Co-op funding.</li> </ul>
<b>Information Systems</b>	<ul style="list-style-type: none"> <li>• Usage statistics for the HUB Computer Lab continue to fall, indicating that student needs have shifted, and those spaces may no longer be required. The space could be utilized for other purposes. Usage during this year was the lowest it has ever been, corresponding with decreased bodies on campus due to low enrollment and the COVID-19 global pandemic.</li> </ul>
<b>Actions Taken or Strategies Developed to Improve Needs-Based Programs and Services</b>	
<b>Co-op Store</b>	<ul style="list-style-type: none"> <li>• Implementation of new verbiage in the course material weekly email to faculty, clearly listing dates three weeks prior to the start of classes, prefacing that materials ordered after this date will likely not arrive on the shelf before the start of classes.</li> <li>• The flow of adoptions for Spring 2021 is even with Spring 2020 adoptions.</li> </ul>
<b>Operations &amp; Campus Recreation</b>	<ul style="list-style-type: none"> <li>• Taking the necessary steps to open safely by following all protocols.</li> <li>• Strategic hiring and staffing shifts over the past 3 years.</li> <li>• Used HUB Gymnasium as a group fitness studio.</li> </ul>
<b>Student Publications &amp; Marketing</b>	<ul style="list-style-type: none"> <li>• As a cost-cutting measure, The PENN cancelled its subscription to the Tribune News Service (TNS) wire service. This resulted in all content being staff-produced, a first in recent memory.</li> <li>• Digital-only edition will significantly improve the cost-effectiveness of the paper, reducing high production costs.</li> <li>• Will also help reach more of the intended readership of the Penn in an all-digital environment.</li> </ul>

<b>Student Activities</b>	<ul style="list-style-type: none"> <li>• Support the forthcoming association-wide assessment plan, which actively seeks out student input and feedback regarding wants, needs, and preferences.</li> <li>• Commit to greater market research on social media and Qualtrics.</li> <li>• Resume typical, in-person marketing and promotions efforts, so as to safeguard the social media brand and to reconnect with students.</li> </ul>
<b>HUB Business Office</b>	<ul style="list-style-type: none"> <li>• Ongoing; discussions taking place at monthly staff meetings.</li> </ul>
<b>Information Systems</b>	<ul style="list-style-type: none"> <li>• Determine outstanding or unmet technology-based “wish-lists” for student organizations pertaining to meeting room equipment.</li> </ul>
<b>Plans to Assess Effectiveness</b>	
<b>Co-op Store</b>	<ul style="list-style-type: none"> <li>• Will evaluate the number of orders and adoptions that arrive after the deadline provided to faculty.</li> <li>• Will adjust date accordingly to jump start increased response level.</li> </ul>
<b>Operations &amp; Campus Recreation</b>	<ul style="list-style-type: none"> <li>• Support the launch of the association-wide, in-depth assessment plan.</li> </ul>
<b>Student Publications &amp; Marketing</b>	<ul style="list-style-type: none"> <li>• Will examine viewability statistics and social media engagement, which can partially be examined historically.</li> </ul>
<b>Student Activities</b>	<ul style="list-style-type: none"> <li>• Support the launch of the association-wide, in-depth assessment plan.</li> <li>• Reconfigure Campus Programming Survey (CPS) to launch in early August so as to help inform the final Fall 2021 event calendar.</li> </ul>
<b>HUB Business Office</b>	<ul style="list-style-type: none"> <li>• Support the launch of the association-wide, in-depth assessment plan.</li> </ul>
<b>Information Systems</b>	<ul style="list-style-type: none"> <li>• Support the launch of the association-wide, in-depth assessment plan.</li> </ul>
<b>Recommendations for Division-wide Emphasis</b>	
<b>Co-op Store</b>	<ul style="list-style-type: none"> <li>• The increased number of emails being distributed by the Division due to the pandemic may have negatively impacted the number of students paying attention to Co-op Store content when featured.</li> </ul>
<b>Operations &amp; Campus Recreation</b>	<ul style="list-style-type: none"> <li>• Foster collaborations amongst Center for Health and Well-Being, KHSS, and Campus Recreation.</li> <li>• Foster collaborations amongst the various programming venues on campus.</li> <li>• Improve working relationship with MCSLE.</li> <li>• Explore impacts of financial constraints (falling enrollment) on facility improvements.</li> <li>• Employ evidence-based decision-making more effectively.</li> </ul>
<b>Student Publications &amp; Marketing</b>	<ul style="list-style-type: none"> <li>• Develop strategies to commit to stronger cooperation across artificial barriers to better serve students and to more easily meet goals.</li> </ul>
<b>Student Activities</b>	<ul style="list-style-type: none"> <li>• Advocate for program review schedule that includes the Co-op in the 2021-2022 academic year.</li> <li>• Continue to bust barriers to meaningful student involvement, engagement, and sense of belonging at IUP; don’t make it so hard to program on campus.</li> </ul>
<b>HUB Business Office</b>	<ul style="list-style-type: none"> <li>• Continue to grow division-wide meetings and professional development opportunities, supporting cohesion and buy-in of division initiatives.</li> </ul>
<b>Information Systems</b>	<ul style="list-style-type: none"> <li>• Continue to grow division-wide meetings and professional development opportunities, supporting cohesion and buy-in of division initiatives.</li> </ul>

## STATIC: SWOT Analyses – Fall 2020, Spring 2021, and Advisor Retreat

As part of its semester trainings and advisor retreat, STATIC tackled SWOT analyses, to help them better conceptualize the pitfalls possible throughout the 2020-2021 academic year. The synthesized information from those analyses follows.

<p><b>Strengths</b></p> <ul style="list-style-type: none"> <li>• Variety and number of events offered*</li> <li>• Support of the graduate student staff</li> <li>• Strong leadership, especially Executive Chair</li> <li>• Built a core group of virtual event supporters</li> <li>• Positive relationships amongst E-Board</li> <li>• Problem-solvers / flexibility</li> <li>• Technical skills across platforms</li> <li>• Hardworking / diligent staff</li> <li>• Social media presence</li> <li>• High quality event experiences</li> <li>• STATIC's positivity is infectious</li> <li>• Support of one another</li> <li>• Recognized as a successful organization at IUP</li> <li>• Adaptations to new circumstances</li> </ul>	<p><b>Weaknesses</b></p> <ul style="list-style-type: none"> <li>• Budget*</li> <li>• Marketing &amp; promotions in virtual spaces*</li> <li>• Attendance during virtual events</li> <li>• Student ownership and oversight*</li> <li>• Board persistence of care / task completion</li> <li>• COVID stress / Zoom fatigue</li> <li>• Difficulty in securing Zoom events</li> <li>• Actualizing plans once made*</li> <li>• Reaching out to advisors for assistance, input, or guidance without expecting them to do the work for me instead</li> <li>• Delegation responsibilities / asking for help</li> <li>• Participating during meetings</li> <li>• Brainstorming / sharing new ideas</li> </ul>
<p><b>Opportunities</b></p> <ul style="list-style-type: none"> <li>• Collaborations (both old and new)*</li> <li>• Returning asset of a graduate assistant</li> <li>• New SAHE graduate interns</li> <li>• Innovations pertaining to virtual events</li> <li>• Working as a team</li> <li>• Resolving past problems and moving forward</li> <li>• Excitement of returning students</li> <li>• Excitement for return of in-person events</li> <li>• Reenergized Board members*</li> <li>• Converting popular virtual events to in-person experiences</li> <li>• Training (both Fall and Spring)</li> <li>• Obtaining a social media management system</li> <li>• Relaxing COVID restrictions in Action Plan</li> <li>• Better understanding student wants / needs</li> </ul>	<p><b>Threats</b></p> <ul style="list-style-type: none"> <li>• Recruitment in virtual spaces*</li> <li>• Safety concerns pertaining to in-person programming*</li> <li>• Budget</li> <li>• Marketing &amp; promotions limitations at IUP*</li> <li>• Overall uncertainty of the health of IUP and PASSHE</li> <li>• Uncertain IUP planning / COVID responsiveness*</li> <li>• Lack of in-person events</li> <li>• Indiana weather when outdoor events are safest</li> <li>• Failing to resolve ongoing issues</li> <li>• The heavy stuff (social justice / social unrest / political turmoil)</li> </ul>

\* denotes central theme, as in multiple people expressed the same point

Throughout this year, STATIC harkened back to these SWOT analyses, and engaged in deep, meaningful discussions and brainstorming sessions regarding how to overcome them. Success was very much mixed, as some weaknesses were addressed (technical problems from virtual events) and some were not (budget and recruitment, namely). Moving forward, STATIC will continue to explore these potential growth areas, incorporating this activity, but with current feedback, in Fall 2021 trainings and beyond.

## Section 4 – Assessment

*How are we representing our impact?*

### Comprehensive Assessment Plan – Ongoing Revisions in 2020-2021

The Student Cooperative Association is committed to providing high-quality programs, services, and facilities to the stakeholders of Indiana University of Pennsylvania, including its students, faculty, staff, alumni, and community members. The Association stands by this commitment by continuously assessing its offerings to ensure programmatic excellence and ever-improving outcomes. This assessment plan outlines, defines, and coordinates all assessment-related activities through the definition of six specific goals (and associated objectives), as well as assessment activities to meet those goals and objectives.

This Assessment Plan comes from an identified need to more efficiently and effectively generate data, based on documents such as the Association’s Divisional Business Plan and University Strategic Plan, to help guide the day-to-day operations of the Association and to aid in the formulation of the Association’s Annual Report to both the Board of Directors and University leadership.

Overall, the methodology of this plan looks at which assessment and evaluation processes the Association is already engaged, and explores where the Association would like to expand, in both assessment activities and data generation. The plan encompasses various types of assessment, including tracking, satisfaction, needs and preferences, financial stewardship and return on investment, learning outcomes, benchmarking, and professional standards. Assessment types are mapped to individual goals, objectives, and activities, as follows:

	Tracking	Satisfaction	Needs	Stewardship	Learning	Benchmarking	Standards
Goal 1	X						
Goal 2		X	X				
Goal 3	X			X			
Goal 4					X		
Goal 5	X	X	X	X	X		
Goal 6							X
Goal 7						X	

The execution of this plan will be coordinated by the Association’s Director of Student Activities and Assessment, under the supervision of the Executive Director.

The Director of Student Activities and Assessment will produce a semester overview document to update the core leadership team on the state of the Department Assessment Plan. These documents will be submitted to the Executive Director by January for the previous Fall and June for the previous Spring. This data will also be synthesized and fed into the Association’s Annual Report, due to the Office of the Vice President for Student Affairs by mid-June.

All final documents will be made available to the Association core leadership team, the Association’s managers, the Association’s Board of Directors, and the University President’s Cabinet.

The Association is committed to continuous improvement and plans to utilize the data and outcomes generated by this Department Assessment Plan to inform decisions and offerings regarding its programs,

services, and facilities. Although the Association is constricted by falling enrollment, which yields less student activity fee income, and cannot realistically expand or add offerings at this time, the plan's resultant data and outcomes may help staff reflectively manage resources in different ways as necessary.

The Department Assessment Plan is a one-year document that covers all assessment activities conducted by the Association during the 2020-2021 academic year. Upon its termination with the publication of the final overview document, the plan will then be scrutinized by the Director of Student Activities and Assessment, the Executive Director, and the core leadership team and evaluated for effectiveness and sustainability. Afterwards, the 2020-2021 document will undergo revisions. Once revisions are complete, the 2021-2022 Department Assessment Plan will emerge, and so on.

The Association, utilizing three years of assessment plan data and outcomes, aims to undergo a full program review beginning in the spring of 2022.

The Assessment Plan will have the following goals:

- Goal 1:** The Student Cooperative Association will more accurately **track** the number of students and other community members that attend, utilize, and visit its programs, services, and facilities.
- Goal 2:** The Student Cooperative Association will more precisely gather feedback from its student and community constituents regarding **satisfaction** with its current offerings and **needs** or **preferences** for future offerings.
- Goal 3:** The Student Cooperative Association will remain an accountable steward of both natural and financial **resources** that are entrusted to it.
- Goal 4:** The Student Cooperative Association will help students **learn and develop** through its programs, services, and facilities.
- Goal 5:** The Student Cooperative Association will support the Division of Student Affairs in the assessment of its **Focused Initiatives** related to the University Strategic Plan.
- Goal 6:** The Student Cooperative Association will incorporate **standards** from various national and state-wide professional organizations in its operation and assessment.
- Goal 7:** The Student Cooperative Association will examine the offerings of other privately-held, student union associations at similar peer institutions, and **benchmark** those offerings against its own programs, services, and facilities.

### **Utilization and Satisfaction Data**

The Student Co-op devoted a great deal of time and effort in assessing its programs, services, and facilities throughout this academic year, most notably in the areas of usage tracking and program evaluation.

**For complete assessment documentation, data, and program evaluation, please see Appendix 5.**

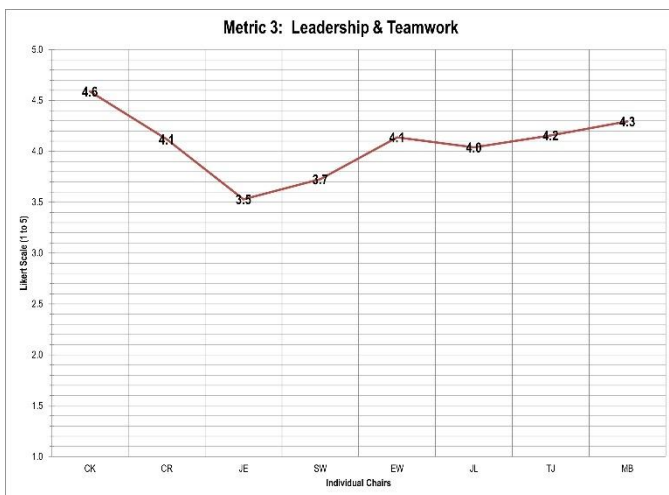
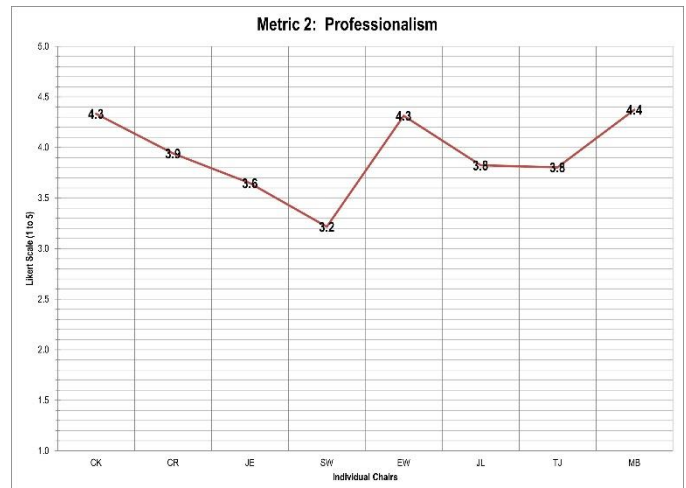


## STATIC Executive Board Staff Evaluations – Mid-term and Final

Each year, the STATIC staff advisor facilitates reflective evaluation of the Executive Board staff. Students receive three evaluations: one from themselves, one from a peer, and one from the advisor. The metrics are mapped to Executive Board Expectations, as found in the STATIC Operations Manual, and the Student Affairs Learning Outcomes and Keystones. The scale is a five-point Likert, from strongly disagree to strongly agree. Individual metrics are then aggregated, as are individual student evaluations per area. These evaluations are invaluable in student growth and development throughout their involvement.

STATIC Executive Board Evaluation Analysis - OVERALL - 2020-2021									
	CK	CR	JE	SW	EW	JL	TJ	MB	AV
<b>Event Management</b>									
I actively participated in brainstorming possible events for campus.	4.7	4.0	4.0	4.0	4.0	4.0	4.3	4.0	4.1
I conducted and referenced market research to help inform decisions.	4.0	3.3	3.3	3.3	3.0	4.0	3.7	4.3	3.6
I actively assisted in the planning of and preparing for campus events.	5.0	4.7	4.3	4.0	4.7	4.3	4.7	4.3	4.5
I understood and referenced contracts and riders for campus events.	3.0	1.0	3.0	4.0	3.3	2.7	0.0	0.0	2.1
I completed and submitted all necessary paperwork on time.	4.3	4.7	4.0	4.3	4.7	4.7	4.3	4.7	4.5
I actively assisted in the promoting and advertising of campus events.	5.0	3.3	3.7	3.7	3.7	4.0	4.3	5.0	4.1
I designed effective and creative advertisements for campus events.	4.3	2.0	2.0	2.0	3.0	0.0	4.7	5.0	2.9
I actively assisted in the management of campus events.	5.0	5.0	4.3	3.7	4.7	4.7	3.3	4.7	4.4
I actively assisted in preparing hospitality (meals, dressing rooms, vehicles).	0.0	0.0	1.3	1.3	1.7	0.0	0.0	0.0	0.5
I actively participated in evaluating campus events once completed.	5.0	3.7	4.0	4.7	5.0	4.7	4.7	5.0	4.6
<b>AVERAGE</b>	<b>4.0</b>	<b>3.2</b>	<b>3.4</b>	<b>3.5</b>	<b>3.8</b>	<b>3.3</b>	<b>3.4</b>	<b>3.7</b>	
<b>Professionalism</b>									
I arrived to meetings, office hours, events, and promotions on time.	5.0	4.0	3.7	2.3	4.7	4.7	3.7	4.7	4.1
I managed my time well, and balanced all of my responsibilities and roles.	5.0	4.7	3.3	3.0	5.0	4.3	4.3	4.0	4.2
I completed assigned tasks quickly and on time.	4.7	5.0	3.3	3.3	5.0	4.7	4.3	4.3	4.3
I completed assigned tasks accurately, responsibly, and reliably.	5.0	5.0	3.7	3.7	5.0	4.3	4.3	4.7	4.5
I showed great attention to detail, and avoided mistakes.	4.3	4.7	3.7	3.7	4.7	4.3	4.3	4.7	4.3
I never let personal concerns, problems, or issues interfere with my work.	4.3	2.0	2.0	2.7	3.7	3.7	4.3	2.3	3.1
I exercised sound judgment, and made responsible decisions.	5.0	4.7	4.0	3.7	4.3	4.7	4.7	4.7	4.5
I approached this position with an open mind, and readily learned.	5.0	4.7	4.7	3.7	4.7	4.7	5.0	4.7	4.6
I was pleasant, welcoming, and hospitable to guests and patrons.	5.0	4.7	5.0	4.3	5.0	5.0	5.0	5.0	4.9
I was professional while working with guests and patrons.	5.0	5.0	5.0	4.3	5.0	5.0	5.0	5.0	4.9
If a guest or patron approached me with an issue, I attempted to resolve it.	2.7	5.0	3.3	3.0	4.0	3.0	2.3	5.0	3.5
I knew the resources on campus to help guests or patrons if I could not.	2.7	4.3	3.0	4.0	2.7	2.7	3.7	4.0	3.4
I exercised good manners while working with others in an office environment.	5.0	3.3	5.0	3.0	4.7	5.0	5.0	5.0	4.5
I kept the office clean and organized, and picked up after myself.	3.3	0.0	3.3	1.3	3.3	0.0	0.0	3.3	1.8
I avoided using the computers and printers inappropriately.	3.3	0.0	3.3	1.3	3.3	0.0	0.0	3.3	1.8
I fostered a safe and comfortable work environment for others.	3.3	5.0	4.3	4.3	4.7	4.7	5.0	5.0	4.5
I completed all assigned office hours, and made arrangements if I could not.	5.0	5.0	1.3	3.0	3.7	4.3	3.7	4.7	3.8
<b>AVERAGE</b>	<b>4.3</b>	<b>3.9</b>	<b>3.6</b>	<b>3.2</b>	<b>4.3</b>	<b>3.8</b>	<b>3.8</b>	<b>4.4</b>	
<b>Leadership &amp; Teamwork</b>									
I felt like a member of the team, in and out of the office.	5.0	4.3	4.3	4.3	5.0	4.7	4.7	4.7	4.6
I shared responsibilities with the entire board.	4.0	4.3	4.0	3.3	4.7	4.3	5.0	4.7	4.3
I set goals for myself, others, and the organization, and worked to meet them.	4.3	4.3	2.7	3.7	4.7	4.0	4.0	4.7	4.0
I participated fully at meetings, sharing my opinions and concerns.	5.0	3.7	4.3	3.7	3.3	3.7	4.3	4.3	4.0
I participated fully at promotions and events, even if it was not my job.	5.0	4.3	4.3	3.3	3.7	3.7	4.3	4.7	4.2
I helped facilitate meaningful and open discussions with the entire group.	5.0	3.7	3.7	3.7	3.7	3.7	4.0	3.7	3.9
I employed effective decision-making strategies.	4.7	4.3	3.7	3.7	4.7	4.3	4.0	4.0	4.2
I solved problems effectively when presented with them.	5.0	4.3	3.7	3.7	5.0	4.3	4.0	4.0	4.3
I asked for help from others when I needed it.	4.0	4.3	2.0	3.7	4.0	3.3	3.7	4.0	3.6
I offered help to others when they needed it.	4.7	4.3	4.0	3.7	3.7	3.7	4.0	4.3	4.0
I encouraged others to share their ideas and opinions.	4.7	3.7	2.0	3.3	3.0	2.3	4.0	4.3	3.4
I celebrated diversity and individuality.	5.0	4.3	3.3	4.7	4.7	5.0	5.0	5.0	4.6
I communicated well with others, and listened actively to others.	5.0	4.0	4.0	4.0	4.7	4.3	4.7	4.3	4.4
I effectively and maturely managed conflict with others.	4.7	4.3	4.0	3.7	4.7	4.7	4.3	4.3	4.3
I gave constructive feedback to others.	4.3	3.0	3.7	3.7	4.0	4.3	4.0	4.0	3.9
I gave respect to my peers, advisors, guests, patrons, and others.	5.0	5.0	4.7	5.0	5.0	5.0	5.0	5.0	5.0
I assisted in the recruitment and supervision of general members.	2.7	3.7	1.7	2.3	2.0	3.3	1.7	3.0	2.5
<b>AVERAGE</b>	<b>4.6</b>	<b>4.1</b>	<b>3.5</b>	<b>3.7</b>	<b>4.1</b>	<b>4.0</b>	<b>4.2</b>	<b>4.3</b>	
<b>Final Thoughts</b>									
Describe the chair's strengths. What should he or she continue to do and expand?	(open response)								
Describe the chair's weaknesses. What should he or she improve or avoid?	(open response)								
What are some opportunities for future growth?	(open response)								
What are some threats to the expected or continued success of the chair?	(open response)								
This chair successfully served the Executive Board.	5.0	4.7	4.0	3.7	5.0	4.7	4.7	4.3	4.5
I would recommend that this chair return to the Executive Board next year.	Y	Y	YR	YR	Y	Y	Y	YR	

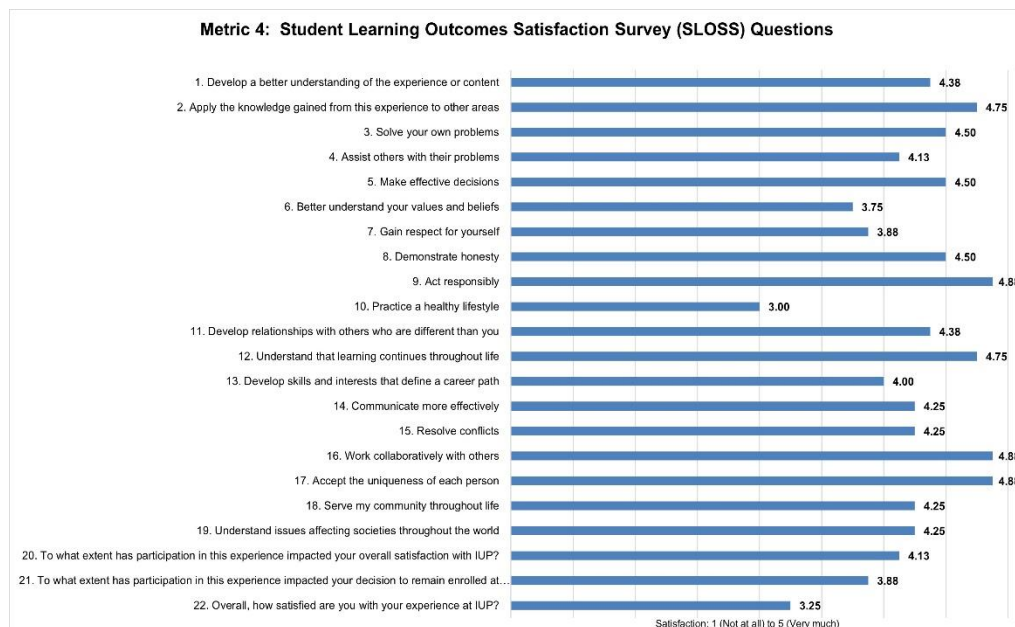




Overall, STATIC Executive Board members were assessed regarding progress and abilities pertaining to event management skills (averaged 3.5 out of 5.0), professionalism (averaged 3.9 out of 5.0), and leadership and teamwork competencies (averaged 4.1 out of 5.0), representing an overall average of 4.5 out of 5.0 in terms of skillset and effectiveness.

Also included in this year's iteration of the STATIC Executive Board Staff Evaluations were the questions from the Student Learning Outcomes Satisfaction Survey (SLOSS), a homegrown survey developed by the Student Affairs Division at IUP to help assess the extent to which offerings help our

students learn and develop based on the divisional learning outcomes. The questions ask students to rank how much STATIC helped them attain each individual metric on a five-point Likert, from not at all to very much. STATIC responded overall very positively towards their experience, averaging 4.24 out of 5.00.



## **Closing the Loop: Using Assessment in Decision-Making**

Throughout the 2020-2021 academic year, the Student Cooperative Association made informed, sound decisions that directly impacted the experience of our campus community and utilized assessment data and anecdotal evidence in that decision-making. By doing so, we closed the loop in various areas of operations, programming, and staffing, including in the following areas:

- **In the Co-op Store:**
  - Decreased Store hours of operation for walk-in business; subsequently decreased student staff payroll due to limited store traffic.
  - Decreased merchandise purchasing by 64% across all general merchandise departments.
  - Textbook purchases increased due to lack of used textbooks in the marketplace through our vendors. Used textbook purchases down 47% - so the Store offset with eBooks and new textbook purchases increased by 17%, with the majority of the increase in eBooks.
  - Decreasing gross margin percentages, based on a variety of factors, including merchandise markdowns with limited store traffic for non-IUP items & IUP fashion apparel, continual online sales events, increased shipping costs in the virtual environment, and decreased impulse item purchasing due to no in-store shopping.
  - Implementing firm expense controls through the COVID-19 global pandemic.
  - Continued reducing floor space based on sales figures and inventory projections.
  - Increasing reliance upon MailChimp and departmental mailing lists to sustain additional sales prior to the COVID-19 pandemic, and transitioning reliance upon social media and email blasts through the KCAC, Alumni & Friends, and Student Affairs.
  - Responding to increases in online transactions (a 43% increase) with online sales accounting for 72% of the store's sales for fiscal 2020-2021.
  - Implemented online Textbook Department and Free Shipping for Textbook Promotion, to help curb store traffic in accordance with university initiatives.
  - Actualizing COVID-19 contingency plan including limiting capacity, enhanced cleaning, widening aisles, closing certain departments and registers, mandating pre-orders for textbooks, installing screens or barriers, etc.
- **In Operations and Campus Recreation:**
  - Increasing collaborations with peer programming organizations, such as STATIC.
  - Responding to the COVID-19 pandemic by offering improved virtual Group Fitness classes.
  - Continue virtual Group Fitness classes as a permanent fixture of forthcoming schedules.
  - Continue to improve and evolve the Intramural program to better reflect individual needs versus team sports as trends in industry change.
  - Exploring options for virtual Intramurals programs including the E-sports program.
  - Utilizing the people counters to analyze traffic trends and shifting available marketing spaces to maximize marketing impact, especially for Campus Recreation offerings.
  - Remaining vigilant in response to the COVID-19 pandemic by placing sanitizing wipes at all entrances along with spraying down Fitness Center and Group Fitness equipment daily.
  - Used Gymnasium as Group Fitness Studio due to pandemic to gain more capacity and lack of ability to use it for intramurals and pickup games.
  - Implemented traffic signs and floor markers for improved traffic flow throughout the complex; installed new air quality scrubbers for enhanced air quality.
  - Offered Wellbeats fitness app and installed Wellbeats touchscreen kiosk for in-person virtual fitness classes and gave students the opportunity to personally reserve Studio C, all for free.

- **In Student Publications and Marketing:**

- Instead of producing two weekly issues, as it had been since Fall 2006, The PENN produced just one weekly issue. This move was made out of necessity for the following reasons: limited student staff availability and students' hesitancy to return to campus, lack of in-person events to cover on campus, and a cost-cutting measure to reduce operating costs and payroll as advertising revenue dried up due to a lack of students in Indiana.
- The PENN published just 31 issues, in addition to two special supplements covering the Black Lives Matter movement in the summer of 2020.
- This marked the first time The PENN published once a week or less frequently since the 1963-1964 academic year, when it was printed either twice or three times per week.
- The PENN temporarily halted production of podcasts and the documentary series on the IUP Athletic teams due to limited student staff availability and as a COVID-19 safety precaution. However, The PENN is fully committed to returning to a twice-a-week publication schedule and resuming production of podcasts, videos, and sports documentaries.
- With the help of Co-op Information Systems, The PENN updated its computer equipment in late 2020, replacing outdated Apple products that were no longer supported with leased, Windows-based, high-performance PCs that have central management solution software.
- The Co-op Marketing team refrained from holding any tabling or in-person marketing events, relying solely on social media to promote the variety of events under the Co-op umbrella, such as STATIC programming, Intramural sports and group fitness classes, and sales/promotions at The Co-op Store.
- Restructured the Marketing Photographer position to include responsibilities and assignments for The PENN as time permits.

- **In Student Activities:**

- Participating in the virtual Orientation and Experience IUP programs throughout the academic year, with emphasis placed on new first-year and transfer students.
- Citing a lack of guidance and support from the university, drafting a homegrown, multiphasic action plan in response to the COVID-19 global pandemic to help plan events on campus and transition STATIC's event calendar to one that features predominantly virtual events.
- Increasing the number of events offered, from 15 per semester or 30 per year to 35 per semester or 70 per year, to increase the opportunities for students to engage.
- Offering all programming for free to remove an additional barrier to student engagement, more difficult in virtual spaces, compounded by ticket sales and a tight economic climate.
- Relying on social media marketing and other virtual promotional means (including the IUP and STATIC websites, as well as the PENN's marketing presence) versus in-person marketing.
- On-boarding a full-time Graduate Assistant to assist with the management and advisement of STATIC and the functions of the Student Activities office.
- Temporarily discontinuing the Break Bus Service, citing health and safety concerns from the COVID-19 pandemic as well as economic infeasibility due to reduced busing capacities.
- Increasing opportunities for collaborative programming with other campus programming entities, such as ATOD, MCSLE, RHA, Campus Rec, and others, based on feedback regarding the streamlining of offerings and addressing overlap of mission and financial constraints.
- Relocating the Director of Student Activities & Assessment's office from the HUB Business Office to the Student Office Suite to provide more direct supervision of his area.
- Discontinuing our paid movie programs in the Spring 2021 semester based on feedback in the CPS from Fall 2020, citing poor experiences and per-person costs.

- **In the HUB Business Office:**

- Transitioning payment processing (payment request, purchase requisition, service contract, etc.) systems to electronic signature and transmission due to the COVID-19 pandemic.
- Communicating fiscal year payment deadlines more clearly.
- Processing a permanent, across-the-board 17% budget reduction to all Student Fund budgets, based on enrollment shortfalls and COVID-19 impacts.
- Providing in-depth human resource policy reminders to staff proactively rather than reactively regarding a number of paperwork processes.

- **In Information Systems:**

- Increasing the Store's website capacity for additional products available for online purchases.
- Managing the Store's email marketing campaigns based on industry trends and skillsets.
- Continued to replace outdated monitors with new widescreen monitors in the Computer Lab.
- Planned for the E-sports gaming arena in the Group Study Room, involving input from Co-op staff, IUP staff, students, and outside vendors, but was put on hold due to COVID-19.
- Installed new Windows computers & a server in The Penn so they can be centrally managed by Co-op staff and files can be shared effectively among Penn employees. Installed the IUP Standard Image so computers are uniformly configured.
- Worked with IT Services to complete the telephone system migration to VOIP in HUB complex.
- Transitioned from a decades old impact printer to a laser printer for accounting forms (payroll advices, checks, purchase orders).
- Implemented work from home capabilities for employees due to the COVID-19 pandemic.

## **Major Quantitative Assessment Projects**

The Student Co-op continued to explore student and institutional needs, preferences, and trends through a variety of high-impact, quantitative assessment and research projects. Please contact the Director of Student Activities & Assessment for any full reports or further information about projects below.

The Director of Student Activities & Assessment continues to serve with distinction on the **Student Affairs Assessment Team**, leading the charge in research pertaining to the **National Survey for Student Engagement (NSSE)** and **Generation Z**. Additionally, he continues to work with various campus partners on a variety of projects including with MCSLE on the ongoing **Campus Space Assessment Project (CSAP)** and with IUP Food & Nutrition on the ongoing **Dietetic Internship / Preceptor Project (DIPP)**. He also concluded his term with **NACA's Research & Scholarship Group**, and spearheaded four major projects, including the **Student Activity Fee Monograph**, **Student Engagement Impact Project**, **Research Agenda Revision Project**, and **partnership with the Assessment Institute of IUPUI**.

The **Welcome Week Impact (WWI) Survey** was sent to all first-year students and explored experiences and opinions pertaining to the Welcome Week program. The survey was launched on September 29, 2020, and closed on October 30, 2020. Panel size was 1,934. 161 responses were collected (8.32%).

The **STATIC Campus Programming Survey (CPS)** was sent to all preregistered attendees from Fall 2020 virtual events; an anonymous QR code was also promoted on social media. The survey was launched on November 20, 2020, and closed on January 2, 2021. Panel size for email distribution was 717. 454 responses were collected (63.3%). This survey provided detailed feedback on Fall 2020 programming as well as suggestions for Spring 2021 and the resumption of in-person programming in Fall 2021.

## Section 5 – Planning for 2021-2022

*How will we increase our impact?*

### Major Program Objectives for 2021-2022

For the upcoming 2021-2022 academic year, the Student Co-op must continue to plan innovatively, act cooperatively, and think positively in order to keep moving forward and to meet the needs of all students. This has been the case for six years now, and it has no end in sight.

The leadership team of the Co-op has defined a few major program objectives for this upcoming year:

1. **Respond effectively and nimbly, while focusing on safety and engagement**, in response to the university's resumption of in-person instruction and campus life for the 2021-2022 academic year. We acknowledge that nobody has 100% of the answers; however, we will work tirelessly to fully reopen the HUB complex and Co-op Recreational Park to the IUP campus community, resume in-person STATIC and Campus Recreation offerings, and serve students as they return to campus.
2. Continue to **refine goals and strategies** for the four theme components of **the 2013-2018 Strategic Plan**, which were defined as critical to the continued success of the Association:
  - a. Facilities and property expansion: leverage negotiations with community and campus partners to better position the association for long-term success; examine the physical footprint of the HUB complex for development, both internally and externally.
  - b. Funding and allocation: clearly communicate the funding policies and procedures of the Association to students, organizations, staff, faculty, and all key stakeholders; strengthen financial contingencies of the Co-op; find the new normal with the 17% budget reduction.
  - c. Technology: update and modernize the technology offered by the Association to our students and staff; work with the university to safeguard our networks.
  - d. Bookstore and media: fortify the Co-op Store's financial future; innovate product lines and new revenue streams; reduce wasted expense and payroll.
3. Work closely with the Co-op Operations Committee and Board of Directors in **addressing deficiencies in the physical plant of the Hadley Union Building complex**, including structural upgrades, aesthetic facelifts, and signage updates.
4. Collaborate with the appropriate parties at the State System and the university to develop a new **Memorandum of Understanding** between the Co-op and IUP for 2021-2022.
5. Launch a CAS-inspired **Five-Year Program Review** and the **association-wide comprehensive assessment plan**.

These major objectives will be met through the work of our 2021-2022 Business Plan, available in Appendix 6, and informed by our 2021-2022 Assessment Plan and Five-Year Program Review.

With optimism and excitement, the Student Cooperative Association, Inc. looks to the future, knowing that we will continue supporting the work of IUP, enriching the lives of our students, and improving our programs, services, and facilities for years to come.

## Appendices

### Appendix 1:

#### Student Affairs Learning Outcomes Matrix – Contributing Experience Inventory

Student Affairs Learning Outcome	Contributing Student Affairs Experience	Assessment Measures
<b>STUDENT SUCCESS</b>		
1. <b>Demonstrate and apply critical, reflective, and creative thinking.</b>	<ul style="list-style-type: none"> <li>Students in the <b>Business Office</b> locate and fix errors in bank accounting, general ledgers, and student fund budgets.</li> <li>Students in the <b>Business Office</b> reconcile bank accounts, balance the general ledger, and help in the preparation of the student fund budgeting process.</li> <li>Students in the <b>Business Office</b> utilize sample testing in solving problems related to accounting errors.</li> <li>The <b>Business Office and Finance Committee</b> provide a Student Fund Budget training session at the beginning of each semester to teach students about the proper procedures relating to organization budgets.</li> <li>Students on the <b>Finance Committee</b> utilize old decisions or procedures in exploring an issue, but then also adapt new information, perspectives, or evidence for new challenges.</li> <li>Students on the <b>Finance Committee</b> deliberate on budget requests, cite and explore questionable requests, and make decisions based on sound reasoning.</li> <li>Students on the <b>Finance Committee</b> make fair and justifiable decisions based upon group requests, regardless of a group's composition, while accounting for personal bias.</li> <li>Students in the <b>Fitness Center and Intramural Program</b> maintain the day-to-day operation of both programs and implement policies of the association.</li> <li>Staff members in the <b>Fitness Center and Intramural Program</b> provide students with ongoing and consistent feedback and recommendations for improvement, and students are expected to incorporate these evaluations in their job performance.</li> <li>Students in the <b>Fitness Center and Intramural Program</b> interact with a variety of different users every day, including peer students and faculty members, and meet the needs of these diverse groups. These students adapt to new situations and updated policies quickly and routinely.</li> <li>Students in the <b>Fitness Center and Intramural Program</b> participate actively in mandatory training sessions for all staff and evaluate such trainings to continuously improve.</li> <li>Students on <b>STATIC</b> institute updated procedures or policies regarding events and operations to adapt to new issues.</li> <li>Students on <b>STATIC</b> plan and promote events and use resources entrusted to them in ethical and responsible ways.</li> <li><b>STATIC</b> routinely offers culturally-relevant, or educational events based on exploring racial, religious, or lifestyle tension in communities.</li> <li>Students on <b>STATIC</b> work closely together and collaborate in the planning, promoting, and managing of events.</li> <li>Students at the <b>PENN</b> utilize a number of resources while troubleshooting problems, including the staff handbook and production guides, Associated</li> </ul>	<ul style="list-style-type: none"> <li>Internal and external audits</li> <li>Programming surveys (CPS, EAF, and P/PSS)</li> <li>SWOT Analysis</li> <li>Personnel / staff evaluations</li> <li>SLOSS</li> <li>Environment surveys</li> <li>Focus groups</li> <li>Satisfaction / preference surveys</li> <li>Usage statistic tracking</li> <li>Training evaluations</li> </ul>



	<p>Press style books, prior experiences, and departmental managers or the advisor.</p> <ul style="list-style-type: none"> <li>• Students at the <b>PENN</b> express their thoughts and opinions on the paper's opinion page, including both the editors' articles and letters to the editor, appearing in each issue.</li> <li>• Students at the <b>PENN</b> produce two issues of the student newspaper per week and are responsible for simple tasks (including formatting layouts, meeting deadlines, setting schedules, and performing secretarial and administrative tasks) and complex tasks (including meeting advertising quotas, creating and managing advertisements, solving layout mistakes, writing staff and editorial columns, providing exceptional customer service, and billing).</li> <li>• Students at the <b>PENN</b> write articles about topics that interest them and their audience and encourage readers to form opinions. Additionally, editors are solely responsible for the production of the opinion page of the paper.</li> <li>• Students at the <b>PENN</b> learn by 'doing' in a variety of ways, including formal training sessions, on-the-job training and experiences, and investigative reports.</li> <li>• Students at the <b>Co-op Store</b> confront and troubleshoot issues, as well as making decisions regarding policy and procedures.</li> <li>• Students at the <b>Co-op Store</b> complete a variety of simple (including register operation and floor maintenance) and complex (including merchandise, vending, and textbook ordering and customer service) tasks.</li> <li>• Students at the <b>Co-op Store</b> continuously interact with customers and improve upon their skills through training sessions as well as being mentored by staff and long-standing student workers. Additionally, staff utilize focus groups of student workers in making decisions and solving problems.</li> <li>• Students in the <b>Computer Lab</b> troubleshoot computer issues (both simple and difficult) pertaining to network issues, printing, and hardware malfunction.</li> <li>• Students at the <b>Front Desk</b> tackle simple tasks (such as exceptional customer service to guests) and complex tasks (such as a room reservation's setup or technical needs).</li> <li>• By instituting a variety of programs, services, and facilities to encourage healthy living for college students, the <b>Student Cooperative Association</b> encourages students to explore their own attitudes towards health, as healthy living spans all parts of a student's lifestyle.</li> <li>• The <b>Student Cooperative Association</b> encourages students to adapt new structures of thinking into daily life by providing space for symposiums or expositions, as well as specific educational events from STATIC or other organizations.</li> </ul>	
<p>2. <b>Nurture a curiosity and desire for lifelong learning.</b></p>	<ul style="list-style-type: none"> <li>• Students in the <b>Business Office</b> receive guidance from professional staff members regarding graduate school options and possibilities.</li> <li>• Staff members in the <b>Fitness Center and Intramural Program</b> provide students a variety of pre-professional aids (such as brochures and development opportunities), offer on-the-job teachable moments, and encourage students to explore graduate school options.</li> <li>• Students on <b>STATIC</b> develop and utilize a practical, adaptable, and generalizable skill set.</li> <li>• Students at the <b>PENN</b> continuously develop news stories prudent to IUP community members, involving a large amount of research, investigation, and professional development.</li> </ul>	<ul style="list-style-type: none"> <li>• SLOSS</li> </ul>

	<ul style="list-style-type: none"> <li>• Staff members at the <b>Co-op Store</b> encourage interested students to explore retail as a professional possibility, including information about job opportunities, internships, and expanded education programs for business.</li> <li>• Students in the <b>Computer Lab</b> receive guidance from professional staff members regarding graduate school options and possibilities.</li> </ul>	
<p>3. <b>Identify and cultivate skills, education, and interests that advance professional aspirations.</b></p>	<ul style="list-style-type: none"> <li>• Staff members in the <b>Business Office</b> strive to hire students from specific majors (including Accounting and Finance).</li> <li>• Students in the <b>Business Office</b> receive guidance from professional staff members regarding graduate school options and possibilities.</li> <li>• Students on the <b>Finance Committee</b> utilize experiences in business processes and community politics in future, professional settings.</li> <li>• Staff members in the <b>Fitness Center and Intramural Program</b> provide students a variety of pre-professional aids (such as brochures and development opportunities), offer on-the-job teachable moments, and encourage students to explore graduate school options.</li> <li>• Students on <b>STATIC</b> apply for chair positions due to interest and the pre-professional experiences the organization offers in music production and event planning.</li> <li>• Staff members in Student Activities provide students on <b>STATIC</b> with advice and information regarding careers in individual settings, tailored to their interests and aspirations.</li> <li>• Students at the <b>PENN</b> are encouraged to develop a career plan much like the development of the newspaper. This is done through one-on-one counseling with staff members.</li> <li>• Students at the <b>PENN</b> are hired based on experience and education, and explore their own pre-professional development, such as writers, editors, photographers, sales representatives, and other management roles.</li> <li>• The <b>PENN</b> routinely publishes articles about university or community initiatives and programs related to career development, such as career fairs, internship opportunities, and how-to guides.</li> <li>• Staff members at the <b>Co-op Store</b> encourage interested students to explore retail as a professional possibility, including information about job opportunities, internships, and expanded education programs for business.</li> <li>• Students in the <b>Computer Lab</b> receive guidance from professional staff members regarding graduate school options and possibilities.</li> <li>• Staff members in the <b>Computer Lab</b> strive to hire students from specific majors (including Computer Science or Business Technology Support and Training).</li> </ul>	<ul style="list-style-type: none"> <li>• SLOSS</li> <li>• One-on-one meetings</li> <li>• Personnel / staff evaluations</li> </ul>
<p>4. <b>Communicate effectively and responsibly across all forms of media.</b></p>	<ul style="list-style-type: none"> <li>• Students in the <b>Business Office</b> communicate clearly across media with organizations and advisors alike.</li> <li>• Students in the <b>Fitness Center and Intramural Program</b> communicate with peers and professional staff across media, including email, phone calls, mobile messaging, and face-to-face conversations.</li> <li>• Students on the <b>Finance Committee</b> defend their opinions during budgeting and decision-making processes.</li> <li>• Students on <b>STATIC</b> promote each event, requiring exceptional communication skills across all media.</li> <li>• Students on <b>STATIC</b> manage each event, requiring exceptional, respectful communication skills while giving directions to guests, artists, and staff across all media.</li> </ul>	<ul style="list-style-type: none"> <li>• SLOSS</li> <li>• One-on-one meetings</li> <li>• Personnel / staff evaluations</li> </ul>



	<ul style="list-style-type: none"> <li>• The <b>PENN</b> produces an end-product of communication. Students at the PENN abide by Associated Press style in their writing and utilize software and technical applications.</li> <li>• Staff members at the <b>Co-op Store</b> encourage students to communicate clearly in a variety of ways, including verbally with customers in order to best serve them, technically with the point-of-sale systems and text purchasing systems, and written with to do lists and record-keeping.</li> <li>• Students in the <b>Computer Lab</b> communicate clearly across media with users and technical support.</li> <li>• Students at the <b>Front Desk</b> provide guests with exceptional customer service, including the ability to communicate information, directions, or corrections efficiently and clearly.</li> </ul>	
5. <b>Demonstrate ethical reasoning and action.</b>	<ul style="list-style-type: none"> <li>• Students in the <b>Business Office</b> adhere to established policies regarding professional conduct, workplace expectations, and standards of dress and decorum.</li> <li>• Students in the <b>Fitness Center and Intramural Program</b> adhere to established policies and procedures within the staff handbook and agree to abide by a zero-tolerance policy for serious offenses.</li> <li>• Students in <b>STATIC</b> are guided by accountability (personal and group), honesty (to self and others), and good-faith dealings (especially with guests and artists).</li> <li>• Students on <b>STATIC</b> plan and promote events and use resources entrusted to them in ethical and responsible ways.</li> <li>• Students at the <b>PENN</b> abide by a number of professional standards within newspaper publication, including the Associated College Press and the Society of Professional Journalists, as any repercussions may result in litigation for libel and other long-term professional damages.</li> <li>• Students at the <b>PENN</b> uphold and protect the tenants of the First Amendment of the United States Constitution.</li> <li>• Student workers and shoppers or guests at the <b>Co-op Store</b> are held accountable by a strict conduct code, including a zero-tolerance policy with regards to theft, which is addressed in the student manual and staff training. Theft is adjudicated in the university judicial system and the criminal court system.</li> <li>• Students in the <b>Computer Lab</b> adhere to established policies regarding professional conduct, workplace expectations, and standards of dress and decorum.</li> <li>• Students at the <b>Front Desk</b> abide by a strict zero-tolerance for serious offenses (such as theft), as well as the Civility Code regarding respect of others.</li> </ul>	<ul style="list-style-type: none"> <li>• Shrinkage / loss statistics</li> <li>• Offense statistic tracking</li> <li>• OSC referral statistics</li> <li>• SLOSS</li> </ul>
<b>INDIVIDUAL &amp; COMMUNITY WELL-BEING</b>		
6. <b>Develop an integrated sense of identity, awareness, esteem, and respect.</b>	<ul style="list-style-type: none"> <li>• Staff members in the <b>Business Office</b> host various student employee appreciation events throughout the year.</li> <li>• Students in the <b>Business Office</b> complete tasks with minimal supervision from Student Cooperative management staff.</li> <li>• Staff members empower students on the <b>Finance Committee</b>, which is a predominantly student-run, student-centered endeavor, to guide discussions and make decisions.</li> </ul>	<ul style="list-style-type: none"> <li>• Personnel / staff evaluations</li> <li>• One-on-one meetings</li> <li>• SLOSS</li> </ul>

	<ul style="list-style-type: none"> <li>• Staff members recognize students on the <b>Finance Committee</b> in both informal and formal (recognition programs, yearly service awards, and banquets) ways.</li> <li>• Students in the <b>Fitness Center and Intramural Program</b> undergo important pre-professional training in sports administration and management, which in turn better prepares them for a professional job.</li> <li>• Students in the <b>Fitness Center and Intramural Program</b> obtain highly coveted jobs on campus and treat their hiring with respect.</li> <li>• Staff members recognize students on <b>STATIC</b> in both informal and formal (recognition programs, yearly service awards, and banquets) ways.</li> <li>• Staff members empower students of <b>STATIC</b>, which is a predominantly student-run, student-centered endeavor, to guide discussions and make decisions.</li> <li>• Students at the <b>PENN</b> are driven by internal satisfaction through the production of two newspapers per week and by external recognition through the various Keystone Press Awards by the Pennsylvania Newspaper Association.</li> <li>• Students at the <b>PENN</b> are solely responsible for the artistic creation of paper covers, advertisements, and articles, the journalistic creation of gripping and interesting articles, and the maintenance of viewership statistics of 15,000.</li> <li>• Staff members at the <b>Co-op Store</b> provide a variety of awards and reward incentives for their students, including Rush overtime, discounts, and the Student of the Year award.</li> <li>• Staff members at the <b>Co-op Store</b> empower students by assigning vital operations to them, including invoicing, service desk operations, and shipping and receiving.</li> <li>• Staff members in the <b>Computer Lab</b> host various student employee appreciation events throughout the year.</li> <li>• Staff members at the <b>Front Desk</b> host various student employee appreciation events throughout the year.</li> </ul>	<ul style="list-style-type: none"> <li>• Programming surveys (MHF)</li> </ul>
7. Engage in behaviors that advance the well-being of self and others.	<ul style="list-style-type: none"> <li>• The <b>Student Cooperative Association</b> Campus Recreation office provides a variety of programs, services, and facilities to support healthy living in college students' lives, including the HUB Fitness Center and Gymnasium, the Intramurals program, the Co-op Recreational Park, Yellow Creek State Park, group fitness classes, and health awareness events.</li> <li>• <b>STATIC</b> routinely offers educational events to campus to encourage students in making healthy decisions, including the Mental Health Fair with suicide prevention awareness materials and community counseling resources, or Finals Study Break with massage tables and stress relief stations.</li> <li>• <b>STATIC</b> offers evening and weekend programming to encourage students to make alternative decisions to alcohol.</li> <li>• The <b>PENN</b> routinely publishes newspaper articles related to making healthy decisions, including nutrition, alcohol and drug use, and health-related serves in the Indiana community.</li> </ul>	<ul style="list-style-type: none"> <li>• SLOSS</li> <li>• Programming surveys (MHF, CPS, NEPS)</li> </ul>
8. Identify and mitigate risk factors to help safeguard the individual and the community.	<ul style="list-style-type: none"> <li>• The <b>Student Cooperative Association</b> requires all employees (both staff and student) to complete the Title IX - Students of Concern - Protection of Minors training.</li> <li>• The <b>Student Cooperative Association</b> continues to provide services, programs, and facilities to students as an alternative to the culture of alcohol overuse and abuse.</li> </ul>	<ul style="list-style-type: none"> <li>• SLOSS</li> <li>• Training evaluations</li> <li>• OSC referral statistics</li> </ul>

	<ul style="list-style-type: none"> <li>• The <b>Student Cooperative Association</b> reaffirms the support of the Office of Student Conduct and student code of conduct as outlined in the <i>Source</i>.</li> <li>• The <b>Student Cooperative Association</b> continues to formulate the rules and regulations of use of the HUB Complex, Co-op Park, and campus recreation facilities.</li> <li>• Students attending <b>STATIC</b> events must adhere to posted behavior regulations or be subject to removal from the event and possible litigation.</li> </ul>	<ul style="list-style-type: none"> <li>• Offense statistic tracking</li> <li>• Environment surveys</li> <li>• Programming surveys (MHF, CPS, EAF, P/PSS)</li> <li>• SWOT Analysis</li> </ul>
<b>INCLUSION &amp; ENGAGEMENT</b>		
<p>9. <b>Develop an ability to work collaboratively with others, including those with different or conflicting perspectives.</b></p>	<ul style="list-style-type: none"> <li>• Students in the <b>Business Office</b> assist staff members in work or tasks that need to be done and are part of a team that works towards one goal in serving the IUP campus community.</li> <li>• Students on the <b>Finance Committee</b> work together towards the central goal of meeting the mission of the association while also funding the various student organizations at IUP.</li> <li>• Students on the <b>Finance Committee</b>, when deliberating on a particularly difficult or unclear situation, uphold professional decorum and respectful interactions with each other and representatives from organizations.</li> <li>• Students in the <b>Fitness Center and Intramural Program</b> complete a session during staff training dedicated to resolving conflict in constructive and mutually beneficial ways.</li> <li>• Students on <b>STATIC</b> are expected to disagree in respectful and constructive ways and undergo conflict resolution and communication sessions as part of their training.</li> <li>• Students on <b>STATIC</b> must work together and cooperate seamlessly in order to manage an event successfully.</li> <li>• Students on <b>STATIC</b> work together towards the central goal of meeting the mission of the association while also serving a diverse student body at IUP.</li> <li>• <b>STATIC</b> requires sessions regarding diversity, multiculturalism, and inclusion at the beginning of semester trainings for all student members.</li> <li>• Structurally, <b>STATIC</b> incorporates a number of work teams on its Executive Board, so as to encourage collaboration, teamwork, diversity, and inclusion, including Music, Entertainment, Cultural, and Marketing.</li> <li>• Students at the <b>PENN</b>, in order to produce two newspapers per week, actively participate in a symbiotic relationship at the newspaper as each disparate part cannot survive without the other parts.</li> <li>• Students at the <b>PENN</b> meet all deadlines, which in turn drive conflict mediation (regarding interpersonal conflict and technological conflict). Additionally, the professional staff member aids in the resolution of large-scale conflict.</li> <li>• Students at the <b>Co-op Store</b> attend training sessions regarding preventative conflict resolution.</li> <li>• Students at the <b>Co-op Store</b> continue their education about the job beyond training, including hands-on learning and training with more experienced students.</li> <li>• Students in the <b>Computer Lab</b> defuse potentially caustic situations with users regarding payment issues or discourteous behavior.</li> </ul>	<ul style="list-style-type: none"> <li>• SLOSS</li> <li>• One-on-one meetings</li> <li>• Personnel / staff evaluations</li> </ul>

	<ul style="list-style-type: none"> <li>Students at the <b>Front Desk</b> work together towards the central goal of meeting the mission of the association while also serving a diverse student body at IUP.</li> <li>Students at the <b>Front Desk</b> are driven by exceptional customer service, especially when dealing with difficult or disrespectful guests or customers.</li> </ul>	
10. <b>Demonstrate understanding, acceptance, fairness, and respect for all individuals.</b>	<ul style="list-style-type: none"> <li>The <b>Student Cooperative Association</b> provides its programs, services, and facilities to campus and community members or entities without regard to an individual or group's racial, political, religious, or ethnic affiliations.</li> <li>Students in the <b>Business Office</b> adhere to strict rules (the most important being respect) governing exceptional customer service, especially with a diverse campus community.</li> <li>Students in the <b>Fitness Center and Intramural Program</b> adhere to strict rules (the most important being respect) governing exceptional customer service, especially with a diverse campus community.</li> <li>Students on <b>STATIC</b> adhere to strict rules (the most important being respect) governing exceptional customer service, especially with a diverse campus community.</li> <li>The <b>PENN</b> must serve all populations of students and community members on campus while conveying multiple points of view and interests.</li> <li>Students at the <b>Co-op Store</b> interact with every customer in the same way while also approaching each customer in a unique way. For example, non-English speaking or disabled / other-abled customers will receive more assistance to ensure a positive shopping experience.</li> <li>Students at the <b>Computer Lab</b> adhere to strict rules (the most important being respect) governing exceptional customer service, especially with a diverse campus community.</li> </ul>	<ul style="list-style-type: none"> <li>SLOSS</li> <li>One-on-one meetings</li> <li>Personnel / staff evaluations</li> </ul>
11. <b>Demonstrate civic knowledge, responsibility, and engagement across communities.</b>	<ul style="list-style-type: none"> <li>The <b>Student Cooperative Association</b> encourages all students to vote in elections or referendums on campus as members of the IUP campus community across all media.</li> <li>Staff members at the <b>Student Cooperative Association</b> routinely donate both time and money to volunteer activities participated in by students and encourage other students to get involved as well.</li> <li>Students in the <b>Fitness Center and Intramural Program</b> are responsible and respectful community members while in the HUB and on campus.</li> <li><b>STATIC</b> routinely offers educational events that address social justice or civic engagement issues, including Point-Counterpoint, To Write Love on Her Arms, and The Free Hugs Project.</li> <li><b>STATIC</b> requires sessions regarding diversity, multiculturalism, and inclusion at the beginning of semester trainings for all student members.</li> <li>The <b>PENN</b> provides an opinion page and themed articles relating to civic responsibility in each edition of the paper.</li> <li>The <b>PENN</b> routinely publishes articles concerning social justice or civic engagement issues on campus. Additionally, the <b>PENN</b> strives to be environmentally conscious by collecting and recycling old issues of the paper.</li> <li>The <b>Co-op Store</b> supports hundreds of volunteer, charitable, or non-profit initiatives every year.</li> <li>Students at the <b>Co-op Store</b> prevent or report crime, especially shoplifting, and ensure the safety and comfort of every customer.</li> <li>The <b>Co-op Store</b> commits to operating in socially-just and environmentally-conscious ways, and has instituted policies to reflect such values, including</li> </ul>	<ul style="list-style-type: none"> <li>SLOSS</li> <li>One-on-one meetings</li> <li>Personnel / staff evaluations</li> <li>Usage / participation statistics</li> <li>Programming surveys (CPS)</li> </ul>

	implementing a no sweatshop or child labor policy and a green policy that has cut down on paper, cardboard, and plastic waste.	
12. Understand, value, and incorporate diverse individuals, perspectives, and experiences in strengthening community.	<ul style="list-style-type: none"> <li>• The <b>Student Cooperative Association</b> provides office space to student groups that request such space, such as PRIDE, NAACP, BSL, LASO, BACCHUS, STATIC, SGA, and GSA.</li> <li>• Students in the <b>Business Office</b> work with many different student groups with a variety of missions and purposes and, due to proximity, interact with very diverse individuals.</li> <li>• Students on the <b>Finance Committee</b> make fair and justifiable decisions regarding group requests, regardless of a group's composition, while coming to terms with personal bias.</li> <li>• The <b>Fitness Center and Intramural Program</b> are melting pots of diverse populations from the Indiana and IUP communities, with guests and staff alike.</li> <li>• <b>STATIC</b> routinely offers culturally-relevant, or educational events based on exploring racial, religious, or lifestyle tension in communities.</li> <li>• <b>STATIC</b> requires sessions regarding diversity, multiculturalism, and inclusion at the beginning of semester trainings for all student members.</li> <li>• Students on <b>STATIC</b> work together in order to collaborate in the planning, promoting, and managing of events.</li> <li>• The <b>PENN</b> attracts a variety of student employees and serves a variety of readers across campus. Students at the <b>PENN</b> work together and serve students regardless of differences in gender, race, religion, or lifestyle.</li> <li>• The <b>PENN</b> routinely publishes newspaper articles related to tolerance and acceptance in communities, as well as other sociological studies of gender, race, religion, and lifestyle.</li> <li>• Staff members at the <b>Co-op Store</b> encourage students to remember that a retail environment requires respect for each customer, regardless of personal biases and tolerances.</li> <li>• Students in the <b>Computer Lab</b> work with majority and minority student populations, users and staff alike.</li> <li>• Students at the <b>Front Desk</b> are driven by exceptional customer service, regardless of a person's race, religion, or lifestyle.</li> </ul>	<ul style="list-style-type: none"> <li>• SLOSS</li> <li>• Personnel / staff evaluations</li> <li>• Environment surveys</li> <li>• Programming surveys (CPS)</li> </ul>

**Appendix 2:**

**Inventory of Student Retention and Success Practices by the Student Co-op**

Title	Description	Timeframe	Methodology	Findings
<b>STATIC collaboration with / support of Welcome Week programming</b>	STATIC provides financial, human, and programming resources to BINGO, DJ Battle, Outdoor Movie, and Happening at the HUB.	Annually	Attendance / interaction data Event accounting / event analysis forms Per person cost accounting Satisfaction data	STATIC (in typical years) contributes over \$5,000 per year to Welcome Week programming, which account for 2,000 participants.
<b>STATIC collaboration with / support of IUP Day</b>	STATIC provides human, promotional, and programming resources to IUP Day.	Annually	Attendance / interaction data Event accounting / event analysis forms Per person cost accounting Satisfaction data	STATIC (in typical years) interacts with over 1,000 students at each IUP Day and provides inflatable games and other activities.
<b>STATIC programming</b>	<p>STATIC provides 15* major events or programs per semester, so as to get students involved.</p> <p><i>* during a typical programming year</i></p>	Ongoing	Attendance / interaction data Event accounting / event analysis forms Per person cost accounting Satisfaction data	<p>In 2019-2020, STATIC attracted 19,376 participants at 37 events at \$11.75 per person. STATIC sold \$173,345 worth of tickets and saw an average program rating of 3.54 out of 5.00.</p> <p>In 2020-2021, STATIC attracted 6,020 participants at 70 events at \$42.15 per person. STATIC sold no tickets, and instead offered all programming for free to encourage greater involvement. STATIC's average program ratings was 3.93 out of 5.00.</p>
<b>HUB Business Office administers student loans</b>	The HUB Business Office administers the Financial Aid student loan program.	Ongoing	Process tracking	In 2020-2021, the HUB Business Office processed 11 university loans, accounting for \$5,250 loaned to students.
<b>Student employment opportunities, and pre-professional development, across the Student Co-op</b>	The Student Co-op provides a huge number of employment opportunities for IUP students, both Federal Work Study and internal positions.	Ongoing	Payroll tracking	In 2020-2021, the Student Co-op provided 94 employment opportunities for IUP students, accounting for about \$400,000 in payroll. These students, spread across all areas of the Co-op, develop invaluable pre-professional skills that connects their in-classroom learning to real-world experiences. Many of our student employees pursue careers in the fields of their pre-professional experiences.
<b>Co-op Store textbook pre-ordering</b>	The Co-op Store administers a pre-	Semesterly	Sales tracking	In both Fall 2020 and Spring 2021, the Co-op Store processed 100% of

	ordering program for all students purchasing course materials.			all textbook orders as pre-orders to mitigate congestion and occupancy requirements due to the COVID-19 global pandemic.
<b>Co-op Store financial aid loans</b>	The Co-op Store permits students to purchase course materials on loan while financial aid packages are processed.	Semesterly	Sales tracking	During 2020-2021, the Co-op Store extended 2,206 students credit, valued at \$306,172. Since 2009, over \$13 million has been loaned to students while financial aid processing occurs.
<b>Co-op Store course materials</b>	As much as possible (due to faculty participation), the Co-op Store provides course materials for all courses, including linked courses and online courses, as well as rental materials.	Semesterly	Sales tracking Faculty order tracking	In Fall 2020, the Co-op Store processed 1,946 faculty orders, representing course materials for 1,252 different classes. In Spring 2021, the Co-op Store processed 1,754 faculty orders, representing course materials for 1,224 different classes. Additionally, the Co-op Store offers a variety of low-cost options to IUP students, such as rentals, which during 2020-2021, accounted for \$101,978 in savings across 5,700 rental requests processed.
<b>Intramurals programming</b>	Intramurals and Campus Recreation provides 10 intramural sports options per semester, so as to get students involved.	Ongoing	Attendance / interaction data Satisfaction data	In 2019-2020 (a typical year), Intramurals attracted 499 participants across 116 teams in 9 sports and 155 total games.
<b>Campus Recreation facilities and services</b>	The Co-op provides the HUB Fitness Center, Gymnasium, Recreational Park, Group Fitness, and more at convenient hours to students, and all associated services within those facilities.	Ongoing	Attendance / interaction data Satisfaction data	In 2019-2020 (a typical year), Campus Recreation attracted 108,205 participants.
<b>Financial support of Punxsutawney initiatives</b>	The Co-op Board of Directors provides financial support of initiatives with regards to the Punxsutawney campus.	Annually	Budget tracking	In 2020-2021, the Co-op provided \$60,590 to the Punxsutawney campus (including Culinary Arts).
<b>Financial support of Athletics initiatives</b>	The Co-op Board of Directors provides financial support of initiatives with regards to the Athletics program.	Annually	Budget tracking	In 2020-2021, the Co-op provided \$905,451 to the Athletics program.

<b>Financial support of Campus Life initiatives</b>	The Co-op Board of Directors provides financial support of initiatives with regards to programming from MCSLE.	Annually	Budget tracking	In 2020-2021, the Co-op provided \$82,132 to various campus life programming.
<b>Financial support of Multicultural initiatives</b>	The Co-op Board of Directors provides financial support of initiatives with regards to programming from MASS and other organizations.	Annually	Budget tracking	In 2020-2021, the Co-op provided \$52,761 to various multicultural organizations and offices.
<b>Financial support of College of Fine Arts initiatives</b>	The Co-op Board of Directors provides financial support of initiatives with regards to programming from the College of Fine Arts.	Annually	Budget tracking	In 2020-2021, the Co-op provided \$210,070 to College of Fine Arts programming.
<b>Financial support of recognized student organizations</b>	The Co-op Board of Directors provides financial support of initiatives with regards to recognized student organizations.	Annually	Budget tracking	In 2020-2021, the Co-op provided \$474,466 to recognized student organizations on campus, as part of the \$7.7 million total allocation to campus organizations and initiatives for the year.



**Appendix 3:**

**Inventory of Accomplishments by the Student Co-op – Mapped to Diversity Action Plan Recommendations**

SUMMARY OF RECOMMENDATIONS BY SUBJECT AREA		Accomplishments, 2019-20	Accomplishments, 2020-21
<b>EDUCATION AND TRAINING</b>			
1d.	Develop and publish a statement whereby IUP constituents commit to adopting “The IUP Pledge” (similar to the “Pitt Promise”) and incorporate it into student and employee orientations/on-boarding as well as connect it to student conduct codes and expectations of employees.	✓ - FORTHCOMING	✓ - FORTHCOMING
3a.	Commit funding to be used for diversity and inclusion training for the entire university. Develop a collaborative leadership group responsible for allocating these funds.	N/A	N/A
3b.	Utilize funds to institute training for students violating the civil rights of diverse groups or violating the Code of Conduct; incorporate this consequence into the IUP Pledge statement.	N/A	N/A
4a.	Include more interactive and intentional diversity education in orientation and first-year experience.	N/A	N/A
4b.	Enhance and incentivize diversity components available in the Liberal Studies curriculum.	N/A	N/A
4f.	Provide professional development for advisors and mentors around diversity and inclusion, identifying key issues for retention.	✓ (STATIC: participation in NACA National Convention, February 2020)	✓ (STATIC: participation in NACA National Convention, February 2021)
5c.	Include diversity engagement as part of the employee evaluation process. Provide all employees, regardless of bargaining unit, time to participate in diversity and inclusion events. Create internal rewards for participation.	✓ (STATIC: Staff Evaluations – Spring 2020)	✓ (STATIC: Staff Evaluations – Spring 2021)
6a.	Offer all new employees tools to understand and support diversity and inclusion initiatives (for example, make available cross-cultural training opportunities and offer new employee workshops on diversity and inclusion issues as part of the onboarding experience).	✓ (STATIC: Training – Fall 2019 & Spring 2020)	✓ (STATIC: Training – Fall 2020 & Spring 2021)
<b>INFRASTRUCTURE/SYSTEMS</b>			
1e.	Develop a system that allows students to easily acquire academic, personal, and financial aid and career placement.	N/A	N/A
2c.	Designate a variety of open areas around campus to post diversity and inclusion-related posters/ads.	✓ (Co-op: open posting & electronic marquees available in HUB complex)	✓ (Co-op: open posting & electronic marquees available in HUB complex)

3c.	Examine existing spaces that support diversity and inclusion, including the fit with short-term and long-term plans and the need for expansion. Identify and communicate locations throughout campus for diverse groups in addition to MCSLE.	✓ (Co-op: student offices available to multicultural organizations in HUB complex Student Office Suite) ✓ (Co-op: event spaces available to multicultural organizations in HUB complex reservable spaces)	✓ (Co-op: student offices available to multicultural organizations in HUB complex Student Office Suite) ✓ (Co-op: event spaces available to multicultural organizations in HUB complex reservable spaces)
3d.	Create a new office with the explicit goal of institutionalizing, leading, and coordinating all diversity and inclusion-related policy development, implementation, training, and intervention.	N/A	N/A
5a.	Create a permanent committee that focuses on the recruitment and retention of diverse faculty and staff; identify ways by which campus units are empowered to increase diversity of faculty and staff hires. Schedule regular meetings with the president and assistant to the president for social equity. Encourage greater diversity on IUP governing boards such as the Council of Trustees and the Foundation for IUP Board.	N/A	N/A
5b.	Design, implement and institutionalize a structure for leading and coordinating all diversity-and-inclusion-related entities at IUP.	✓ (Co-op: commitment of staff participation / representation within any structure as established by the university)	✓ (Co-op: commitment of staff participation / representation within any structure as established by the university)
6b.	Develop a policy that emphasizes, supports and rewards ongoing professional development related to diversity and inclusion for all employees.	✓ (STATIC: participation in NACA National Convention, February 2020)	✓ (STATIC: participation in NACA National Convention, February 2021)
<b>PROGRAMMING</b>			
1h.	University programs and events should be scheduled in a way that recognizes and honors the needs of multicultural histories, norms, and celebrations.	✓ (STATIC: offering stand-alone and collaborative programming around Suicide Prevention Awareness Month, Black History Month, and Women's History Month, amongst other diversity / cultural programming)	✓ (STATIC: offering stand-alone and collaborative programming around Suicide Prevention Awareness Month, Black History Month, and Women's History Month, amongst other diversity / cultural programming)
4d.	Create venues for regular dialogues about equity and inclusion for student voices to be heard.	✓ (Co-op Board of Directors: representative students and guests may voice concerns at any scheduled monthly board meeting) ✓ (Co-op: event spaces available to dialogues in HUB complex reservable spaces)	✓ (Co-op Board of Directors: representative students and guests may voice concerns at any scheduled monthly board meeting) ✓ (Co-op: event spaces available to dialogues in HUB complex reservable spaces)

5g.	Create a committee to welcome new employees and their families by hosting semi-annual welcome receptions, introducing new members to colleagues and providing a welcome guide/packet of materials. Monitor employee experiences in the local community and provide support.	✓ (Co-op: commitment of staff participation / representation within any structure as established by the university)	✓ (Co-op: commitment of staff participation / representation within any structure as established by the university)
6d.	Implement a sustainable, university-wide program that emphasizes diversity and inclusion across disciplines and throughout the greater community (similar to: Six O'clock Series; examples are Courageous Conversations, Intergroup Dialogues).	✓ (Co-op Board of Directors: provide funding for large campus initiatives including diversity and inclusion content, such as SOS) ✓ (STATIC: support and collaborate with existing large campus initiatives, such as SOS)	✓ (Co-op Board of Directors: provide funding for large campus initiatives including diversity and inclusion content, such as SOS) ✓ (STATIC: support and collaborate with existing large campus initiatives, such as SOS)
<b>SUPPORT</b>			
1b.	Develop an easy online reporting form and designate a person/office to respond to reports of diversity/inclusion issues and widely publicize this resource to the university community.	✓ (Co-op: commitment of staff participation / representation within any structure as established by the university)	✓ (Co-op: commitment of staff participation / representation within any structure as established by the university)
1c.	Develop a network of individuals for reporting concerns related to diversity and inclusion. Direct each college and division to designate an employee trained to serve in this capacity and share this information with the person/office from 1b.	✓ (Co-op: commitment of staff participation / representation within any structure as established by the university)	✓ (Co-op: commitment of staff participation / representation within any structure as established by the university)
1f.	Create and train a university-wide team to develop and implement a protocol for timely responses to discriminatory incidents that occur. The president or his designee should be prepared to issue a statement immediately following an adverse event.	✓ (Co-op: commitment of staff participation / representation within any structure as established by the university)	✓ (Co-op: commitment of staff participation / representation within any structure as established by the university)
4c.	Hire an independent ombudsman to handle mediation and dispute resolution, including addressing instances of harassment and intimidation.	N/A	N/A
4e.	Develop/enhance early academic warning reporting system to identify struggling students.	N/A	N/A
<b>COMMUNICATIONS</b>			
1a.	Provide a link on IUP's home page that makes diversity and inclusion information and resources easily accessible (see WVU's, VCU's, and Pitt's as examples).	✓ - FORTHCOMING	✓ - FORTHCOMING
1g.	Review language in all university publications, websites, social media and change as needed to eliminate biases (example: replace freshman with first-year student).	✓ - FORTHCOMING	✓ - FORTHCOMING

2a.	Showcase the many diverse groups at IUP through a variety of media.	✓ (Co-op Board of Directors: publishes list of groups receiving funding from Co-op) ✓ (STATIC: marketing of all events, including diverse artists and programs, across media)	✓ (Co-op Board of Directors: publishes list of groups receiving funding from Co-op) ✓ (STATIC: marketing of all events, including diverse artists and programs, across media)
2b.	Publicize the fact that recognized student organizations are open to all students.	✓ (Co-op Board of Directors: funding for RSOs available contingent upon non-restrictive membership / access)	✓ (Co-op Board of Directors: funding for RSOs available contingent upon non-restrictive membership / access)
5e.	Publicly recognize employees who demonstrate significant diversity and inclusion engagement at IUP.	✓ - FORTHCOMING	✓ - FORTHCOMING
6c.	Create and publicize an inventory of currently available diversity and inclusion development resources.	✓ - FORTHCOMING	✓ - FORTHCOMING
<b>RECRUITMENT, RETENTION, AND PERSISTENCE</b>			
4g.	Examine D/F/W rates for courses by indicators-gender, minority status, etc., and work to improve completion rates.	N/A	N/A
4h.	Collect and examine total university withdrawal data to identify reasons for leaving.	N/A	N/A
4i.	Examine potential factors affecting retention, including: per-credit tuition model; admission of First-Year Experience group to Indiana campus; SAT-optional admission policy.	N/A	N/A
4j.	Examine the engagement of under-represented groups with university services and high-impact practices, including but not limited to: Career and Professional Development Center, Office of International Education, internship, and research experiences.	✓ - FORTHCOMING	✓ - FORTHCOMING
5d.	Norm student evaluations of faculty to reflect the impact that race, gender, etc., may have on faculty seeking tenure and/or promotion. Recognize the increased mentoring load borne by faculty and staff who work with minority students from outside their department. Ensure that all faculty and staff members have equal access to professional development opportunities of all kinds (not only those related to diversity and inclusion).	N/A	N/A
5f.	Include questions related to diversity and inclusion as part of employee exit interviews	✓ - FORTHCOMING	✓ - FORTHCOMING

**Appendix 4:**

**Inventory of Student Co-op Experiences Contributing to Student Affairs Learning Outcomes – Mapped to IMPROVE Metrics**

Division of Student Affairs Student Learning Outcome	Addressed by Department?	Source of Data	Indicator Category	Assessment Years
<b>Student Success</b>				
1. Demonstrate and apply critical, reflective, and creative thinking.	✓	Internal / external audits Programming surveys (CPS, EAF, P/PSS) SWOT Analysis Personnel / staff evaluations SLOSS Environment surveys Focus group feedback Satisfaction / preference surveys Usage statistic tracking Training evaluations	Archival Data Focus Group Ind. Interview Ind. Observation Internal Survey Reflection	2013-2021
2. Nurture a curiosity and desire for lifelong learning.	✓	SLOSS	Archival Data Ind. Observation Internal Survey	2013-2021
3. Identify and cultivate skills, education, and interests that advance professional aspirations.	✓	SLOSS One-on-one meetings Personnel / staff evaluations	Archival Data Ind. Interview Ind. Observation Internal Survey Reflection	2013-2021
4. Communicate effectively and responsibly across all media.	✓	SLOSS One-on-one meetings Personnel / staff evaluations	Archival Data Ind. Interview Ind. Observation Internal Survey Reflection	2013-2021
5. Demonstrate ethical reasoning and action.	✓	SLOSS OSC referral statistics Offense statistic tracking Shrinkage / loss statistic tracking	Archival Data Ind. Interview Ind. Observation Internal Survey Reflection	2013-2021
<b>Individual and Community Well-Being</b>				
6. Develop an integrated sense of identity, awareness, esteem, and respect.	✓	SLOSS Personnel / staff evaluations One-on-one meetings Programming surveys (MHF)	Archival Data Ind. Interview Ind. Observation Internal Survey Reflection	2013-2021
7. Engage in behaviors that advance the	✓	SLOSS Programming surveys (MHF, CPS, NEPS)	Archival Data Ind. Interview Ind. Observation	2013-2021

well-being of self and others.			Internal Survey Reflection	
8. Identify and mitigate risk factors to help safeguard the individual and the community.	✓	SLOSS Training evaluations OSC referral statistics Offense statistic tracking Environment surveys Programming surveys (MHF, CPS, EAF, P/PSS) SWOT Analysis	Archival Data Ind. Interview Ind. Observation Internal Survey Reflection	2013-2021
<b>Inclusion and Engagement</b>				
9. Develop an ability to work collaboratively with others, including those with different or conflicting perspectives.	✓	SLOSS One-on-one meetings Personnel / staff evaluations	Archival Data Ind. Interview Ind. Observation Internal Survey Reflection	2013-2021
10. Demonstrate understanding, acceptance, fairness, and respect for all individuals.	✓	SLOSS One-on-one meetings Personnel / staff evaluations	Archival Data Ind. Interview Ind. Observation Internal Survey Reflection	2013-2021
11. Demonstrate civic knowledge, responsibility, and engagement across communities.	✓	SLOSS One-on-one meetings Personnel / staff evaluations Usage / participation statistics Programming surveys (CPS)	Archival Data Ind. Interview Ind. Observation Internal Survey Reflection	2013-2021
12. Understand, value, and incorporate diverse individuals, perspectives, and experiences in strengthening community.	✓	SLOSS Personnel / staff evaluations Environment surveys Programming surveys (CPS)	Archival Data Ind. Interview Ind. Observation Internal Survey Reflection	2013-2021

**Appendix 5:**  
**Detailed Utilization and Satisfaction Data – 2020-2021**

**Hadley Union Building and Co-op Store Visitor Statistics**  
**Door Counts by Month by Entrance (Reporting Period: 7/1/2020 through 5/25/2021)**

HUB	July	August	September	October	November	December	January	February	March	April	May	June	Total per entrance
HUB 1, Entrance 1 (Front Desk, PNC Bank)	636	2489	2602	3112	1921	536	1054	2486	3608	3997	1521	*	23962
HUB 1, Entrance 2 (Co-op Store, One-Hour Lot)	96	2911	1817	1064	908	534	1090	1016	1299	1149	446	*	12330
HUB 1, Entrance 3 (Co-op Store, HUB Lot)	302	5572	3258	2157	1772	1388	2108	1481	1992	2303	2138	*	24471
HUB 2, Entrance 1 (Delaware, Einstein's)	694	13795	31430	29069	18372	5819	9470	23628	27354	22405	5189	*	187225
HUB 2, Entrance 2 (Fitness Ctr, HUB Lot)	116	4787	8597	9147	5991	1918	5056	9182	9708	7047	425	*	61974
HUB 2, Entrance 3 (Fitness Ctr, HUB Gym)	236	1665	3228	3615	2557	1017	2087	3526	3979	3348	1121	*	26379
HUB 3, Entrance 1 (HUB Gym Desk)	0	181	507	380	152	16	120	279	240	135	32	*	2042
Total per month	2080	31400	51439	48544	31673	11228	20985	41598	48180	40384	10872	*	Grand Total: 338,383**
% Change	-78.53%	-21.97%	-32.77%	-47.85%	-55.09%	-73.62%	-58.77%	-55.48%	+108.73%	+100.00%	+100.00%	*	-32.33%***

Co-op Store	July	August	September	October	November	December	January	February	March	April	May	June	Total per entrance
Co-op Store Inside (Service Desk)	66	1694	962	587	678	452	1170	581	680	774	764	*	8408
HUB 1, Entrance 3 (Co-op Store, HUB Lot)	302	5572	3258	2157	1772	1388	2108	1481	1992	2303	2138	*	24471
Total per month	368	7266	4220	2744	2450	1840	3278	2062	2672	3077	2902	*	Grand Total: 32,879**
% Change	-90.52%	-54.54%	-68.91%	-67.09%	-56.71%	-78.58%	-68.84%	-72.18%	+31.76%	+100.00%	+100.00%	*	-56.73%

\*With the new Annual Report deadline of end of May rather than end of June, June data cannot be captured in time for publication.

\*\* Throughout the year, various hardware and software glitches resulted in nominal data loss.

\*\*\* Any comparisons between in-person and pandemic usage statistics should be viewed carefully.



### HUB Meeting Rooms and Co-op Park Facilities Usage Statistics

**Facility Use by Event Type** (Reporting Period: 7/1/2020 through 6/30/2021)

Customer Type	Number of Bookings	Event Hours	Attendance	% of Hours	% Change
Academic Event	18	37.25	668	1.11%	*
Awards	1	7.50	70	0.22%	*
Ceremony	8	110.00	66	3.27%	*
Conference	3	10.00	32	0.30%	*
Film / Movie	1	4.00	50	0.12%	*
Fundraising	10	34.00	180	1.01%	*
Group Activity	58	93.67	583	2.79%	*
Meeting	225	823.98	5,918	24.52%	*
Reception	1	6.50	25	0.19%	*
Speaker / Lecture	24	67.50	509	2.01%	*
Special Event	5	11.50	152	0.34%	*
Testing	143	2,155.00	927	64.12%	*
<b>Grand Totals</b>	<b>497**</b>	<b>3,360.90</b>	<b>9,180</b>	<b>100.00%</b>	<b>-72.84%</b>
<b>% Change</b>	<b>-72.84%**</b>	<b>-75.09%**</b>	<b>*</b>		

\* The Student Co-op adopted IUP's movement towards 25Live, which changed reporting figures; ergo, comparisons cannot be made yet.

\*\* Any comparisons between in-person and pandemic usage statistics should be viewed carefully.

### HUB Meeting Rooms and Co-op Park Facilities Usage Statistics

**Facility Use by Room** (Reporting Period: 7/1/2020 through 6/30/2021)

Room	Total Bookings	Total Attendance	% of Total Bookings	% Change
Allegheny	22	244	4.15%	-88.72%
Atrium	0	0	0.00%	-100.00%
College Lodge	33	725	6.23%	-53.52%
Conemaugh	22	206	4.15%	-86.67%
Knowlton	52	398	9.81%	-60.90%
Monongahela	83	790	15.66%	-58.91%
Ohio	162	5,764	30.57%	-23.22%
Patio	0	0	0.00%	-100.00%
Rec Center Studio	39	67	7.36%	**
Schuylkill	36	278	6.79%	-68.97%
Susquehanna	81	1,414	15.28%	-57.14%
Tables	0	0	0.00%	-100.00%
Other (non-specified)	0	0	0.00%	-100.00%
<b>Grand Totals</b>	<b>530*</b>	<b>9,886</b>	<b>100.00%</b>	<b>-71.04%*</b>

\* Any comparisons between in-person and pandemic usage statistics should be viewed carefully.

\*\* This is a new reservable space and no comparison data yet exists.

### Student Co-op Campus Recreation Usage Statistics

Attendance by Service or Facility (Reporting Period: 7/1/2020 through 5/20/2021)

Month	Fitness Center***	Gym	Group Fitness	Cert. Classes	Racquet-ball	College Lodge	Totals	% Change
July	*	*	*****	*****	****	*	0	+0.00%*
August	4,298	181	*****	*****	****	70	4,549	-29.34%*
September	7,750	507	*****	*****	****	0	8,257	-53.22%*
October	8,551	380	*****	*****	****	115	9,046	-49.97%*
November	5,293	152	*****	*****	****	100	5,545	-58.23%*
December	1,629	16	*****	*****	****	0	1,645	-72.51%*
January	4,649	120	*****	*****	****	25	4,794	-58.95%*
February	9,220	279	*****	*****	****	75	9,574	-52.83%*
March	9,530	240	*****	*****	****	55	9,825	+133.15%*
April	7,084	135	*****	*****	****	115	7,334	+100.0%*
May	1,364	32	*****	*****	****	145	1,541	+100.0%*
June	N/A	N/A	*****	*****	****	25	25	+100.0%*
<b>Grand Totals</b>	<b>59,368*</b>	<b>2,042*</b>	<b>16,173</b>	<b>42</b>	<b>0 (0 users)</b>	<b>725 **</b>	<b>78,350*</b>	<b>-27.47%*</b>
<b>% Change</b>	<b>-28.33%</b>	<b>-85.68%</b>	<b>+82.70%</b>	<b>+2.44%</b>	<b>-100.00%</b>	<b>-60.38%</b>	<b>-27.47%*</b>	

\* Any comparisons between in-person and pandemic usage statistics should be viewed carefully.

\*\* The ROTC Program and Biology utilize grounds routinely, and the disc golf course is popular. These statistics are not recorded.

\*\*\* Guest passes were not sold due to the COVID-19 global pandemic.

\*\*\*\* The HUB Fitness Center Racquetball Courts were completely closed due to the COVID-19 pandemic.

\*\*\*\*\* See below for a breakdown of group fitness participation per class.

### Student Co-op Intramurals Program Participation Statistics

Participation by Sport (Reporting Period: 7/1/2020 through 5/21/2021)

Sport	Total Participants	Total Teams	Men Teams	Women Teams	Co-ed Teams	% Change
Rocket League	8	4	3	0	1	*
NBA 2K21	4	4	4	0	0	*
Words with Friends	6	6	2	4	0	*
UFC 4	2	2	2	0	0	*
Chess	7	7	7	0	0	*
Call of Duty	14	7	7	0	0	*
March Madness	20	20	17	3	0	*
Ax Throwing	25	25	14	11	0	*
NHL 21	11	11	11	0	0	*
<b>Grand Totals</b>	<b>97**</b>	<b>86</b>	<b>67</b>	<b>18</b>	<b>1</b>	<b>-80.56%</b>
<b>% Change</b>	<b>-80.56%</b>	<b>-25.86%</b>	<b>-26.37%</b>	<b>+125.00%</b>	<b>-94.12%</b>	

<b>Total Games Played</b>	<b>**</b>	<b>**</b>
<b>Total Participants in Total Games Played</b>	<b>**</b>	<b>**</b>

\* Was not offered as an intramural sport during the 2019-2020 academic year, so percent change cannot be calculated.

\*\* No in-person intramural games were played during this academic year, so approach all comparisons carefully.

**Student Co-op Group Fitness Program Participation Statistics**  
**Participation by Class (Reporting Period: 7/1/2020 through 5/21/2021)**

**In-Person Classes**

Group Fitness Class	Total Classes	Total Participants	Total Cert'	% Change
BodyPump™	178	840	4	-25.27%
BodyStep™	69	240	3	-41.46%
BodyFlow™	31	98	2	-67.00%
BodyCombat™	47	181	2	-34.42%
CXWorx™	31	86	2	-74.33%
Barre	15	36	1	-76.00%
GRIT	88	305	2	+48.78%
Spinning	83	491	1	-49.12%
Insanity	29	107	1	-58.85%
Hawk HIIT 20	15	80	4	-12.09%
Strength x Spin	31	138	4	-63.78%
MOVE IT	33	93	3	-71.03%
<b>Grand Totals</b>	<b>650</b>	<b>2,695*</b>	<b>29</b>	<b>-42.62%</b>
<b>Percent Change</b>	<b>-31.07%</b>	<b>-53.33%</b>	<b>-29.27%</b>	

<b>Average classes per week</b>	21.67	-56.66%
<b>Average participants per class</b>	4.15	-30.83%
<b>Total number of instructors</b>	20	+11.11%

<b>Total Participants (In-person, virtual, and Wellbeats)</b>	<b>16,173</b>
	<b>+82.70%</b>

\* The COVID-19 global pandemic severely impacted capacities for any in-person group fitness class or program.

**Virtual Classes**

Group Fitness Class	Total Classes	Total Participants	Total Cert'	% Change
SWEAT	32	3,038	1	+384.53%
REEBOK GRIT	1	138	1	+176.00%
HIIT Beyond	3	223	1	-25.67%
All-Levels Yoga	30	1,991	1	*
BodyPump™	15	2,882	2	*
All-Levels Vinyasa	22	1,742	1	+1271.65%
BodyCombat™	16	2,334	2	+454.39%
CXWORX™	1	152	1	*
BodyStep™	5	800	2	*
HIIT with Weights	1	65	1	*
<b>Grand Totals</b>	<b>126</b>	<b>13,365</b>	<b>13</b>	<b>+334.35%</b>
<b>Percent Change</b>	<b>+223.08%</b>	<b>+334.35%</b>	<b>+0.00%</b>	

<b>Average classes per week</b>	4.2	-16.00%
<b>Average participants per class</b>	106.07	+35.99%
<b>Total number of instructors</b>	10	+66.67%

\* Class was not offered as a group fitness class during the 2019-2020 academic year, so percent change cannot be calculated.

**Wellbeats Kiosk Studio C Usage**

Wellbeats Class	Total Classes	Total Participants	% Change
Rev Cycling	17	47	*
Fusion Yoga	11	34	*
Express	7	7	*
TKO	3	6	*
Zumba	2	12	*
Kinetics	4	5	*
Stomp Step	1	2	*
<b>Grand Totals</b>	<b>45</b>	<b>113</b>	<b>*</b>
<b>Percent Change</b>	<b>*</b>	<b>*</b>	

<b>Average classes per week</b>	1.5	*
<b>Average participants per class</b>	2.51	*
<b>Total Reservations – Classes</b>	38	*
<b>Total Reservations – Participants</b>	59	*

\* Class was not offered as a group fitness class during the 2019-2020 academic year, so percent change cannot be calculated.

**HUB Computer Lab & Group Study Room Usage Statistics**

**Usage by Month** (Reporting Period: 8/1/2020 through 5/25/2021)

<b>Month</b>	<b>Total Users</b>	<b>% Change</b>
July**	<closed>	+0.00%
August	36	-55.00%
September	89	-77.75%
October	83	-84.49%
November	56	-84.27%
December	24	-90.94%
January	29	-85.50%
February	83	-84.88%
March	101	-23.48%
April	98	+100.00%***
May	23	+100.00%***
June**	<closed>	+0.00%
<b>Grand Totals</b>	<b>622*</b>	<b>-75.29%****</b>

\* Note: these figures represent IUP user log-ins. Sometimes, students will not properly log out and another student will use the computer under the same log-in. Figures shown likely skew lower than actual use.

\*\* The HUB Computer Lab & Group Study Room is closed every July and June, as well as every Saturday and Sunday.

\*\*\* HUB facilities, including the Computer Lab, were closed during March, April, and May 2020, so any percent change between 2020 and 2021 should be examined in the appropriate context.

\*\*\*\* Due to the COVID-19 global pandemic, the HUB Computer Lab & Group Study Room hours were further reduced, exasperating percent change comparisons.

**STATIC and Break Bus Service Program Evaluation**

**Report by Event** (Reporting Period: 8/1/2020 through 5/25/2021)

<b>Event</b>	<b>Total Cost</b>	<b>Attendance</b>	<b>Per Person Cost</b>	<b>Analysis (out of 5)</b>
<b>Outdoor Movie ft. <i>Onward</i></b> Saturday, August 22	\$3,055.16	190	\$16.08	4.00
<b>Netflix Watch Party ft. Kevin Hart's <i>Irresponsible</i></b> Thursday, August 27	\$0.00	13	\$0.00	3.33
<b>Netflix Watch Party ft. <i>Jurassic Park</i></b> Thursday, September 3	\$0.00	14	\$0.00	3.83
<b>Fall Campus Scavenger Hunt</b> September 5 through September 12	\$470.01	320	\$1.47	4.88
<b>Campus Creativity Board – Fall</b> Tuesday, September 8	\$0.00	28	\$0.00	2.83
<b>Masterpieces &amp; Mocktails – Fall</b> Thursday, September 10	\$2,735.45	94	\$29.10	4.75
<b>Netflix Watch Party ft. <i>Patriots Day</i></b> Friday, September 11	\$0.00	13	\$0.00	3.50
<b>Virtual Escape Room</b> Tuesday, September 15	\$700.00	25	\$28.00	3.63
<b>Netflix &amp; Chill ft. <i>The King of Staten Island</i></b> Thursday, September 17	\$900.00	100	\$9.00	4.25
<b>Fall Trivia Night 1</b> Tuesday, September 22	\$679.20	47	\$14.45	4.50
<b>Netflix Watch Party ft. <i>The Social Network</i></b> Wednesday, September 23	\$0.00	13	\$0.00	4.00
<b>Live at IUP: An Evening with Issa Rae</b> Thursday, September 24	\$34,007.75	122	\$278.75	4.25
<b>Netflix &amp; Chill ft. <i>The Photograph</i></b> Friday, September 25	\$790.00	100	\$7.90	4.38
<b>Stargazing with STATIC</b> Tuesday, September 29	\$0.00	23	\$0.00	4.00
<b>IUP Family Feud</b> Thursday, October 1	\$535.00	42	\$12.74	4.71
<b>Netflix Watch Party ft. Hasan Minhaj's <i>Homecoming King</i></b> Wednesday, October 7	\$0.00	12	\$0.00	4.00
<b>IUP Homecoming 2020 ft. D Smoke &amp; Flawless Real Talk</b> Thursday, October 8	\$32,597.83	173	\$188.43	4.00
<b>Virtual HUB Party ft. DJ Beatstreet &amp; DJ YE</b> Saturday, October 10	\$109.90	42	\$2.62	3.63
<b>Netflix &amp; Chill ft. <i>Good Boys</i></b> Thursday, October 15	\$770.00	100	\$7.70	4.13
<b>Words with Friends Tournament</b> Monday, October 19	\$0.00	6	\$0.00	2.60
<b>Fall Trivia Night 2</b> Tuesday, October 20	\$699.20	39	\$17.93	4.38

<b>IUP Masked Singer – Part 1</b> Thursday, October 22	\$183.54	37	\$4.96	3.86
<b>Fall Fest: DIY Craft Kits &amp; Pumpkin Carving</b> Sunday, October 25	\$2,080.25	67	\$31.05	3.57
<b>Netflix Watch Party ft. <i>Sinister II</i></b> Monday, October 26	\$0.00	12	\$0.00	3.00
<b>Netflix &amp; Chill ft. <i>Invisible Man</i></b> Tuesday, October 27	\$790.00	100	\$7.90	4.13
<b>Netflix &amp; Chill ft. <i>It</i></b> Wednesday, October 28	\$770.00	100	\$7.70	4.13
<b>Netflix &amp; Chill ft. <i>It 2</i></b> Thursday, October 29	\$790.00	100	\$7.90	4.13
<b>Halloween DJ Dance Party ft. DJ QRX</b> Friday, October 30	\$1,461.37	80	\$18.27	4.00
<b>Netflix Watch Party ft. <i>The Karate Kid</i></b> Thursday, November 5 <b>*CANCELLED*</b>	\$0.00	0	\$0.00	1.00
<b>IUP Conquer the Mic</b> Friday, November 6	\$450.00	188	\$2.39	4.00
<b>IUP Chopped – Part 1</b> Sunday, November 8	\$232.40	72	\$3.23	3.00
<b>Netflix Watch Party ft. Taylor Tomlinson's <i>Quarter Life Crisis</i></b> Wednesday, November 11	\$0.00	13	\$0.00	3.67
<b>IUP Living Room Concert ft. AJR</b> Thursday, November 12	\$27,549.74	238	\$115.76	4.57
<b>Fall Trivia Night 3</b> Tuesday, November 17	\$639.20	54	\$11.84	4.13
<b>IUP Spelling Bee</b> Wednesday, November 18 <b>*POSTPONED*</b>	\$0.00	0	\$0.00	2.75
<b>Netflix &amp; Chill ft. <i>Won't You Be My Neighbor?</i></b> Thursday, November 19	\$790.00	100	\$7.90	4.00
<b>DIY Spa Tutorials – Fall</b> Wednesday, December 2	\$76.84	164	\$0.47	4.00
<b>Netflix Watch Party ft. <i>The Lorax &amp; The Grinch</i></b> Thursday, December 3	\$40.00	13	\$3.08	3.57
<b>Live at IUP: An Evening with Josh Peck</b> Saturday, December 5	\$20,008.50	523	\$38.26	4.71
<b>Campus Creativity Board – Spring</b> Friday, January 29	\$0.00	118	\$0.00	3.67
<b>Netflix &amp; Chill: Drama</b> Friday, February 5	\$75.00	18	\$4.17	3.57
<b>Campus Scavenger Hunt – Day 1</b> Saturday, February 6	\$25.00	30	\$0.83	4.88
<b>Among Us Tournament</b> Tuesday, February 9	\$400.00	61	\$6.56	4.00
<b>Masterpieces &amp; Mocktails – Spring</b> Thursday, February 11	\$2,363.00	100	\$23.63	4.70
<b>Valentine's Day Cookie Decorating Class</b> Sunday, February 14	\$620.00	70	\$8.86	4.63

<b>Spring Trivia Night 1</b> Tuesday, February 16	\$470.00	57	\$8.25	4.29
<b>Live at IUP: An Evening with Brittany Broski &amp; Sarah Schauer</b> Friday, February 19	\$22,015.90	165	\$133.43	4.11
<b>IUP Spelling Bee</b> Wednesday, February 24	\$80.00	16	\$5.00	3.71
<b>Kinks &amp; Curls: A Celebration of Natural Hair</b> Friday, February 26	\$583.67	71	\$8.22	4.63
<b>IUP Price Is Right</b> Wednesday, March 3	\$612.76	117	\$5.24	4.75
<b>Netflix &amp; Chill: Horror</b> Friday, March 5	\$25.00	15	\$1.67	3.86
<b>Virtual Field Trip</b> Tuesday, March 9	\$70.91	22	\$3.22	4.00
<b>IUP Chopped – Part 2</b> Thursday, March 11	\$570.65	155	\$3.68	4.43
<b>Spring Trivia Night 2</b> Tuesday, March 16	\$260.00	49	\$5.31	4.14
<b>A Virtual Cooking Class with Antoni Porowski from Netflix's <i>Queer Eye</i></b> Thursday, March 18	\$22,033.97	125	\$176.27	4.13
<b>Campus Scavenger Hunt – Day 2</b> Saturday, March 20	\$245.19	40	\$6.13	4.00
<b>IUP Masked Singer – Part 2</b> Wednesday, March 24	\$80.00	51	\$1.57	3.86
<b>Netflix &amp; Chill: Comedy 1</b> Friday, March 26	\$50.00	15	\$3.33	3.86
<b>Spring Fling: DIY Craft Kits &amp; Egg Dyeing</b> Sunday, March 28	\$1,176.72	65	\$18.10	3.86
<b>Virtual Art Gallery</b> Tuesday, March 30 <b>*CANCELLED*</b>	\$0.00	0	\$0.00	1.00
<b>Live at IUP: Hippo Campus</b> Thursday, April 1	\$22,007.95	110	\$200.07	4.00
<b>IUP Deal or No Deal</b> Wednesday, April 7	\$712.00	27	\$26.37	4.50
<b>Netflix &amp; Chill: Action</b> Friday, April 9	\$75.00	17	\$4.41	3.71
<b>Campus Scavenger Hunt – Day 3</b> Saturday, April 10	\$338.55	32	\$10.58	3.86
<b>Drag Queen BINGO ft. Alyssa Edwards from <i>RuPaul's Drag Race</i></b> Wednesday, April 14	\$6,007.95	215	\$27.94	4.00
<b>Netflix &amp; Chill: Comedy 2</b> Friday, April 16	\$75.00	15	\$5.00	3.57
<b>Spring Trivia Night 3</b> Tuesday, April 20	\$355.00	56	\$6.34	4.14
<b>Earth Day: DIY Planters &amp; Stuff-a-Plush Kits</b> Thursday, April 22	\$1,081.01	95	\$11.38	4.14
<b>Campus Scavenger Hunt – Day 4</b> Saturday, April 24	\$263.56	28	\$9.41	3.86



<b>Drive-in Netflix &amp; Chill ft. Soul</b> Sunday, April 25	\$1,241.67	57	\$21.78	3.50
<b>DIY Spa Tutorials – Spring</b> Wednesday, April 28	\$487.77	74	\$6.59	4.14
<b>Cookout 2021: Food Trucks, Yard Games, Tie-Dye</b> Friday, April 30	\$2,431.91	414	\$5.87	4.70
<b>Live at IUP: An Evening with Bill Nye the Science Guy</b> Saturday, May 1	\$33,007.95	143	\$230.82	4.11
<b>Average STATIC-only Event Rating (out of 5.00)</b>				<b>3.95</b>
<b>Average Comprehensive Programming Rating (out of 5.00)</b>				<b>3.93</b>
<b>% Change, 2019-2020 to 2020-2021*</b>				<b>+11.02%</b>

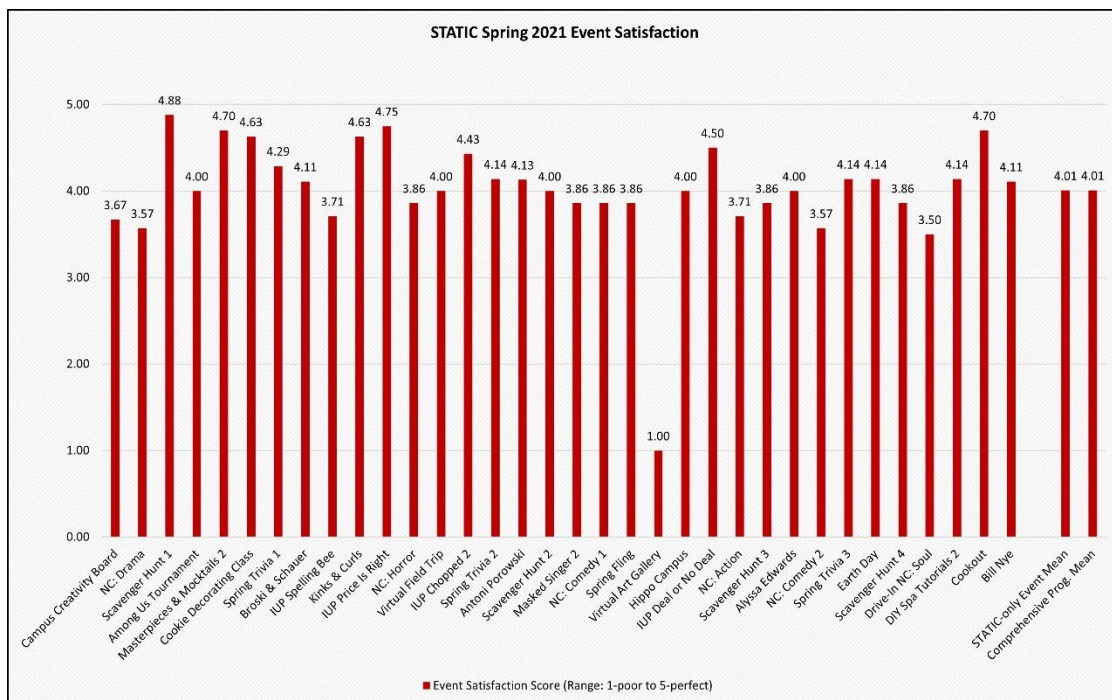
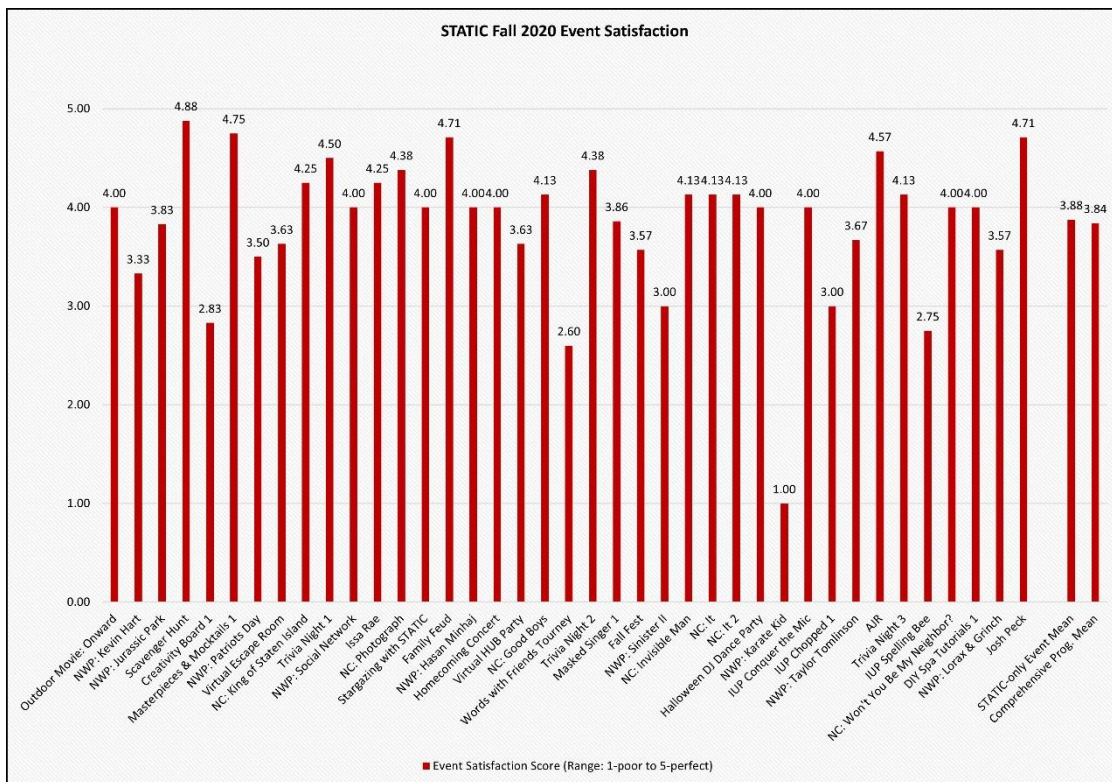
\* Comparisons between in-person events and virtual events are difficult, so approach data with some latitude.

<b>Fall 2020 – Total Statistics (and Percent Change, Fall 2019 to Fall 2020*)</b>		
<b>Total Number of Events:</b>	<b>37</b> (39 planned, 2 cancelled)	<b>+85.00%</b>
<b>Total Budget Impact for Events:</b>	<b>\$133,911.34</b>	<b>-40.71%</b>
<b>Total Attendees at Events:</b>	<b>3,377</b>	<b>-81.29%</b>
<b>Average Per Person Costs:</b>	<b>\$39.65</b>	<b>+216.69%</b>
<b>Average Event Score:</b>	<b>3.84</b>	<b>+4.92%</b>

<b>Spring 2021 – Total Statistics (and Percent Change, Spring 2020 to Spring 2021*)</b>		
<b>Total Number of Events:</b>	<b>33</b> (34 planned, 1 cancelled)	<b>+94.12%</b>
<b>Total Budget Impact for Events:</b>	<b>\$119,843.09</b>	<b>+6386.28%</b>
<b>Total Attendees at Events:</b>	<b>2,643</b>	<b>+99.02%</b>
<b>Average Per Person Costs:</b>	<b>\$45.34</b>	<b>+3161.87%</b>
<b>Average Event Score:</b>	<b>4.01</b>	<b>+16.23%</b>

<b>2020-2021 – Total Statistics (and Percent Change, 2019-2020 to 2020-2021*)</b>		
<b>Total Number of Events:</b>	<b>70</b> (73 planned, 3 cancelled)	<b>+89.19%</b>
<b>Total Budget Impact for Events:</b>	<b>\$253,754.43</b>	<b>+11.43%</b>
<b>Total Attendees at Events:</b>	<b>6,020</b>	<b>-68.93%</b>
<b>Average Per Person Costs:</b>	<b>\$42.15</b>	<b>+258.72%</b>
<b>Average Event Score:</b>	<b>3.93</b>	<b>+11.02%</b>

\* Comparisons between in-person events and virtual events are difficult, so approach data with some latitude.



**DEPARTMENT NAME: STUDENT COOPERATIVE ASSOCIATION, INC.**

ACADEMIC SUCCESS			HIP / ACHIEVE	Summer (online, in person, hybrid)	Fall (online, in person, hybrid)	Spring (online, in person, hybrid)	Collaborators (offices/departments)
<b>1.1. Provide experiences that increase positive student learning habits and advance career goals.</b>							
Departmental Action Steps	Success Indicator	Timeline for Completion					
<ul style="list-style-type: none"> <li>The Student Co-op provides internship opportunities to undergraduate and graduate students.</li> </ul>	Job placement; Staff evaluations	Ongoing	INT; I	HYBRID	HYBRID	HYBRID	EBERLY, COMM. MEDIA, JOURNALISM & PUBLIC RELATIONS, HOSPITALITY MANAGEMENT, SAHE, HHS, ETC.
<ul style="list-style-type: none"> <li>The Student Co-op will continue to provide opportunities for student employees for pre-professional training experiences in their chosen fields of study (retail management, marketing, journalism, advertising, information systems, event planning and promotions, hospitality management, student affairs, accounting and finance, customer service, campus recreation, facility and sports management, health and physical education, etc.).</li> </ul>	Job placement; Staff evaluations	Ongoing	EXP; I	HYBRID	HYBRID	HYBRID	EBERLY, COMM. MEDIA, JOURNALISM & PUBLIC RELATIONS, HOSPITALITY MANAGEMENT, SAHE, HHS, ETC.
<ul style="list-style-type: none"> <li>The Student Co-op provides students and staff various 'worldly' activities that they may not have experienced before arriving at IUP.</li> </ul>	SLOSS	Ongoing	DIV; V	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
<ul style="list-style-type: none"> <li>STATIC provides stress-mitigation programming during high-stress times of the semester, including before Finals Week, such as Spa Night Bro Out in the Fall semester and Finals Study Break in the Spring semester.</li> </ul>	Satisfaction surveys	Ongoing	EXP; H/E	N/A	HYBRID	HYBRID	CAMPUS-WIDE
<ul style="list-style-type: none"> <li>The Student Co-op provides free-of-charge room reservations to academic departments, classes, and activities (such as the Six O'clock Series) throughout the course of the academic year.</li> </ul>	Usage tracking; Attendance tracking	Ongoing	CIE; E	IN-PERSON	IN-PERSON	IN-PERSON	CAMPUS-WIDE
<b>1.2. Support and implement elements of the IUP Strategic Enrollment Plan, as feasible.</b>							
Departmental Action Steps	Success Indicator	Timeline for Completion					
<ul style="list-style-type: none"> <li>STATIC provides financial, human, and programming resources to various Welcome Week events.</li> </ul>	Attendance tracking; Event accounting / per person cost accounting; Event analysis forms; Welcome Weekend Impact Survey	Annually	FYE; C/I/E	N/A	HYBRID	HYBRID	MCSLE, ORIENTATION

<ul style="list-style-type: none"> <li>• STATIC provides human, promotional, and programming resources to IUP Day and Winter Warm-up.</li> </ul>	Attendance tracking; Event accounting / per person cost accounting; Event analysis forms	Annually	FYE; C/I/E	N/A	HYBRID	HYBRID	MCSLE
<ul style="list-style-type: none"> <li>• STATIC provides IUP students with approximately 40 major events or programs per semester, encouraging them to get involved on campus.</li> </ul>	Attendance tracking; Event accounting / per person cost accounting; Event analysis forms; Semester & annual reports; Campus Programming Survey; NACA benchmarks	Ongoing	EXP; C/I/E	N/A	HYBRID	HYBRID	CAMPUS-WIDE; CAMPUS RECREATION; RHA; MCSLE; MASS
<ul style="list-style-type: none"> <li>• The Student Co-op continues to improve the availability of programs and services during the first six weeks of each semester, including increased STATIC programming and Campus Recreation offerings.</li> </ul>	Attendance tracking; Event accounting / per person cost accounting; Event analysis forms	Semesterly	FYE; E	N/A	HYBRID	HYBRID	CAMPUS-WIDE
<ul style="list-style-type: none"> <li>• The HUB Business Office administers the Financial Aid student loan program.</li> </ul>	Process / usage tracking	Ongoing	A	HYBRID	HYBRID	HYBRID	FINANCIAL AID; BURSAR
<ul style="list-style-type: none"> <li>• The Student Co-op provides a very large number of employment opportunities for IUP students, both in terms of Federal Work Study and internal positions, including hourly, stipend-based, and internship hires.</li> </ul>	Payroll tracking; SLOSS; Staff evaluations	Ongoing	EXP/INT; I/E	HYBRID	HYBRID	HYBRID	EBERLY, COMM. MEDIA, JOURNALISM & PUBLIC RELATIONS, HOSPITALITY MANAGEMENT, SAHE, HHS, ETC.
<ul style="list-style-type: none"> <li>• The Co-op Store administers a pre-ordering program for all students purchasing course materials.</li> </ul>	Sales tracking	Semesterly	A	HYBRID	HYBRID	HYBRID	ACADEMIC AFFAIRS
<ul style="list-style-type: none"> <li>• The Co-op Store permits students to purchase course materials on loan while financial aid packages are processed.</li> </ul>	Sales tracking	Semesterly	A	HYBRID	HYBRID	HYBRID	FINANCIAL AID; BURSAR
<ul style="list-style-type: none"> <li>• As much as possible, although limited by faculty participation and punctuality, the Co-op Store provides course materials for all courses, including linked and online courses.</li> </ul>	Sales tracking; Faculty order tracking	Semesterly	A	HYBRID	HYBRID	HYBRID	ACADEMIC AFFAIRS
<ul style="list-style-type: none"> <li>• Intramurals and Campus Recreation provides approximately 10 intramural sport options per semester, encouraging them to get involved on campus.</li> </ul>	Attendance tracking; satisfaction data	Ongoing	I/E/H	N/A	HYBRID	HYBRID	STATIC
<ul style="list-style-type: none"> <li>• Campus Recreation provides the HUB Fitness Center, Gymnasium, Recreational Park, Group Fitness, and more at convenient hours to students, and all associated services within those facilities.</li> </ul>	Attendance tracking; satisfaction data	Ongoing	I/E/H	HYBRID	HYBRID	HYBRID	INTERNAL
<ul style="list-style-type: none"> <li>• The Co-op Board of Directors provides financial support of initiatives with regards to the Punxsutawney campus.</li> </ul>	Budget tracking / usage	Annually	A/C/E	HYBRID	HYBRID	HYBRID	REGIONAL CAMPUSES
<ul style="list-style-type: none"> <li>• The Co-op Board of Directors provides financial support of initiatives with regards to the Athletics program.</li> </ul>	Budget tracking / usage	Annually	A/C/H	HYBRID	HYBRID	HYBRID	INTERCOLLEGIATE ATHLETICS

• The Co-op Board of Directors provides financial support of initiatives with regards to programming and services from MCSLE.	Budget tracking / usage	Annually	I/E	HYBRID	HYBRID	HYBRID	MCSLE
• The Co-op Board of Directors provides financial support of initiatives with regards to programming from MASS and other organizations.	Budget tracking / usage	Annually	DIV; I/E/V	HYBRID	HYBRID	HYBRID	MASS
• The Co-op Board of Directors provides financial support of initiatives with regards to programming from the College of Fine Arts.	Budget tracking / usage	Annually	I/E	HYBRID	HYBRID	HYBRID	CFA
• The Co-op Board of Directors provides financial support of initiatives with regards to recognized student organizations.	Budget tracking / usage	Annually	EXP; E/I	HYBRID	HYBRID	HYBRID	MCSLE; VARIOUS STUDENT ORGANIZATIONS
• The Student Co-op funds the Student Legal Services initiative, which provides legal representation to students engaging in legal disputes with off-campus landlords or other housing providers.	Usage statistics; Billable hours tracking	Annually	A/E	HYBRID	HYBRID	HYBRID	COMMUNITY PARTNERS
<b>1.3. Offer mutually-beneficial, flexible employment opportunities and pre-professional training for students.</b>							
Departmental Action Steps	Success Indicator	Timeline for Completion					
• The Student Co-op provides employment opportunities for non-work study eligible students, such as students disenfranchised by the FAFSA or international students.	Usage tracking	Ongoing	EXP; A/I/E	HYBRID	HYBRID	HYBRID	FINANCIAL AID; CDPC
• The Student Co-op provides assistantships, practicums, internships, externships, work-study employment, pre-professional employment, and other employment programs to students to extend and reinforce learning opportunities outside of the classroom for Group Fitness instructors, STATIC Executive Board members, Co-op Board of Directors members, Marketing Team members, employees of The PENN, and others.	Usage tracking; Staff evaluations; SLOSS	Ongoing	EXP/INT; A/I/E	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE

CAMPUS PRIDE			HIP / ACHIEVE	Summer (online, in person, hybrid)	Fall (online, in person, hybrid)	Spring (online, in person, hybrid)	Collaborators (offices/departments)
<b>2.1. Provide experiences designed to promote school spirit in students.</b>							
Departmental Action Steps	Success Indicator	Timeline for Completion					
• The Student Co-op's social media pages frequently feature IUP students in IUP apparel across various affinity spots on campus.	Attendance tracking	Ongoing	C	HYBRID	HYBRID	HYBRID	CO-OP STORE; INTERNAL; MARCOMM
• The HUB Fitness Center, Gymnasium, and Campus Recreation areas each leverage use of "Lil' Norm" and clear connections to the IUP brand.	Attendance tracking	Ongoing	C	HYBRID	HYBRID	HYBRID	ATHLETICS; MARCOMM



• The Co-op Store sells and donates IUP-branded materials, including apparel, gifts, and supplies.	Sales tracking	Ongoing	C	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
• The Co-op Store supports the design and proliferation of IUP Athletics materials, across all NCAA Division II teams.	Sales tracking	Ongoing	C	HYBRID	HYBRID	HYBRID	ATHLETICS
• STATIC provides events featuring benchmarks relating to school pride, including locations on campus and various IUP ‘celebrities.’	Attendance tracking	Ongoing	C	N/A	HYBRID	HYBRID	CAMPUS-WIDE
• STATIC provides events featuring nationally-relevant touring artists.	Attendance tracking	Ongoing	C	N/A	HYBRID	HYBRID	CAMPUS-WIDE
<b>2.2. Support the multifaceted rebranding strategy of the Division of Marketing and Communications.</b>							
Departmental Action Steps	Success Indicator	Timeline for Completion					
• The Student Co-op supports the new IUP Brand Strategy, introduced by Marketing and Communications, by way of updated internal décor and design of the HUB Complex, signage, and accoutrements.	Budget tracking; Satisfaction surveys	Ongoing	C	HYBRID	HYBRID	HYBRID	MARCOMM
• The Co-op Store supports the new IUP Brand Strategy by way of redesigned IUP apparel, gifts, and other branded materials sold.	Sales tracking	Ongoing	C	HYBRID	HYBRID	HYBRID	MARCOMM
• The Student Co-op supports the new IUP Brand Strategy by way of placement of the “Class of...” tri-boards and other token, must-visit affinity spots within the HUB Complex.	Attendance tracking	Ongoing	C	IN-PERSON	IN-PERSON	IN-PERSON	MARCOMM
• STATIC supports the new IUP Brand Strategy by way of co-sponsorships and collaborations of newly designated spirit programs, including pre-game, tailgate concerts and other initiatives.	Attendance tracking; Event accounting / per person cost accounting; Event analysis forms	Ongoing	C	HYBRID	HYBRID	HYBRID	ATHLETICS; MARCOMM

<b>HEALTH and WELL-BEING</b>			<b>HIP / ACHIEVE</b>	<b>Summer (online, in person, hybrid)</b>	<b>Fall (online, in person, hybrid)</b>	<b>Spring (online, in person, hybrid)</b>	<b>Collaborators (offices/departments)</b>
<b>3.1. Provide adequate resources, training, and processes to address students’ mental, emotional, and social health and well-being.</b>							
Departmental Action Steps	Success Indicator	Timeline for Completion					
• The Student Co-op continues to provide in-depth training experiences for its employees, including emotional regulation / self-care training, customer service training, Title IX and Sexual Harassment training, Protection of Minors training, Opioid Intervention training, CPR / First Aid / AED training, Active Shooter / Emergency Management training, forklift operation training, and vehicle safety training.	Attendance tracking	Ongoing	<i>DIV/EXP; H/I/V</i>	HYBRID	HYBRID	HYBRID	SOCIAL EQUITY; ATOD; AHA; IUP POLICE / BORO POLICE

• The Student Co-op continues to identify students of concern and students at risk, and connects those students to the appropriate support offices and personnel as needed.	Referrals made	Ongoing	<i>DIV/EXP; H/I/V</i>	HYBRID	HYBRID	HYBRID	CART
• The Student Co-op commits to the reevaluation of procedures and trainings to better inform its employees regarding available support systems to students.	Internal / external reviews	Ongoing	<i>DIV/EXP; H/I/V</i>	HYBRID	HYBRID	HYBRID	SOCIAL EQUITY; CART
• The Student Co-op posts in prominent areas in the Hadley Union Building and link electronically on its website and social media accounts to support systems' websites and contact information.	Internal / external reviews	Ongoing	<i>DIV/EXP; H/I/V</i>	HYBRID	HYBRID	HYBRID	SOCIAL EQUITY; CART
• The Student Co-op commits full-time staff attendance at Student Affairs Division Professional Development workshops regarding skilled helping and addressing student mental and emotional health concerns.	Attendance tracking	Ongoing	<i>DIV/EXP; H/I/V</i>	HYBRID	HYBRID	HYBRID	VPSA
• STATIC provides stress-mitigation programming during high-stress times of the semester, including before Finals Week, such as Spa Night Bro Out in the Fall semester and Finals Study Break in the Spring semester.	Satisfaction surveys	Ongoing	<i>DIV/EXP; H/I/V</i>	N/A	HYBRID	HYBRID	CHWB; ATOD; PRIDE

### 3.2. Identify high-risk behaviors and intervene when environments and experiences place students at risk.

Departmental Action Steps	Success Indicator	Timeline for Completion					
• The Student Co-op maintains and updates its Emergency Action Plan as needed to ensure ongoing student and staff safety and comfort.	Internal / external review	Ongoing	<i>H/E</i>	HYBRID	HYBRID	HYBRID	IUP POLICE / BORO POLICE; CART
• The Student Co-op provides financial resources to send staff members to CPR / First Aid / AED Training through the American Red Cross.	Attendance tracking	Ongoing	<i>H/E</i>	HYBRID	HYBRID	HYBRID	IUP POLICE / BORO POLICE; CART
• The Student Co-op enforces the university's positive messaging policy regarding the restriction of t-shirt or other promotional item sales during high-risk celebratory weekends.	Request / referral tracking; Reservation tracking	Ongoing	<i>H/E/V</i>	HYBRID	HYBRID	HYBRID	MCSLE
• The Student Co-op reinforces official university and divisional social media communications, with particular attention paid to safety and security messaging, through posts, retweets, etc.	Social media review	Ongoing	<i>H/E/V</i>	HYBRID	HYBRID	HYBRID	VPSA; MARCOMM
• Both STATIC and the Student Co-op plan alternative programming options during high-risk celebratory weekends, while also supporting the alternative programming of other campus offices and organizations.	Attendance tracking; Event accounting / per person cost accounting; Event analysis forms	Ongoing	<i>H/E/V</i>	N/A	HYBRID	HYBRID	ATOD
• STATIC utilizes the EMA / EAP processes and procedures for major campus events, including all concerts, comedy shows, lectures, film screenings, and trips.	Internal / external review	Ongoing	<i>H/E/V</i>	N/A	HYBRID	HYBRID	IUP POLICE / BORO POLICE
• The Student Co-op supports meaningful communication with greater Indiana emergency	Internal / external review	Ongoing	<i>H/E</i>	HYBRID	HYBRID	HYBRID	IUP POLICE / BORO POLICE; CITIZEN'S AMBULANCE; IAFA



management teams, including Indiana Borough Police, Indiana Area Fire Association, and Citizens' Ambulance Service.							
<ul style="list-style-type: none"> <li>The Student Co-op provides staff support and presence when requested at all major university-community event planning meetings, town halls, press conferences, etc.</li> </ul>	Attendance tracking	Ongoing	<i>DIV/EXP; C/H/E/V</i>	HYBRID	HYBRID	HYBRID	VPSA; CAMPUS-WIDE
<b>3.3. Support holistic student health and well-being through various programs, services, and facilities.</b>							
Departmental Action Steps	Success Indicator	Timeline for Completion					
<ul style="list-style-type: none"> <li>The Student Co-op provides various programs, services, and facilities, including the HUB Fitness Center, Gymnasium, Recreational Park, Group Fitness, Intramural sports, and more, to support student holistic health and well-being.</li> </ul>	Attendance tracking; Usage tracking; Reservation tracking	Ongoing	<i>H/E</i>	HYBRID	HYBRID	HYBRID	INTERNAL
<ul style="list-style-type: none"> <li>The Student Co-op upgrades equipment within the HUB Fitness Center on a three-year lease plan, which will again occur in the summer of 2020.</li> </ul>	Usage tracking; Satisfaction surveys	Ongoing	<i>H/E</i>	IN-PERSON	IN-PERSON	IN-PERSON	INTERNAL

INVOLVEMENT			HIP / ACHIEVE	Summer (online, in person, hybrid)	Fall (online, in person, hybrid)	Spring (online, in person, hybrid)	Collaborators (offices/departments)
<b>4.1. Provide opportunities for involvement in out-of-classroom activities that develop communication, teamwork, problem-solving, and leadership skills.</b>							
Departmental Action Steps	Success Indicator	Timeline for Completion					
<ul style="list-style-type: none"> <li>The Student Co-op is led by the Co-op Board of Directors, which is majority-controlled by undergraduate students.</li> </ul>	Attendance tracking; SLOSS	Ongoing	<i>EXP; I/E</i>	HYBRID	HYBRID	HYBRID	INTERNAL
<ul style="list-style-type: none"> <li>The STATIC advisor provides opportunities for student experiential learning by engaging students in the event planning process, including brainstorming, planning, promoting, managing, and evaluating events.</li> </ul>	SLOSS; Staff evaluations	Ongoing	<i>EXP; I/E</i>	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
<ul style="list-style-type: none"> <li>STATIC provides approximately 15 major events or programs per semester, while also supporting other university-wide programming and events hosted by other organizations, including RHA, BACCHUS, MCSLE, and MASS, so as to encourage student involvement.</li> </ul>	Attendance tracking; Event accounting / per person cost accounting; Event analysis forms	Ongoing	<i>EXP; I/E</i>	N/A	HYBRID	HYBRID	RHA; BACCHUS; MCSLE; MASS; VARIOUS STUDENT ORGANIZATIONS
<ul style="list-style-type: none"> <li>STATIC presents about campus programming and leadership opportunities at the Spring and Summer Orientation Programs.</li> </ul>	Attendance tracking	Ongoing	<i>EXP; I/E</i>	HYBRID	HYBRID	HYBRID	ORIENTATION / WW
<ul style="list-style-type: none"> <li>The Student Co-op supports university-wide marketing and new student initiatives, such as IUP Day, Experience IUP Days, and Orientation programs.</li> </ul>	Attendance tracking	Ongoing	<i>EXP; I/E</i>	HYBRID	HYBRID	HYBRID	ADMISSIONS; ORIENTATION / WW

<ul style="list-style-type: none"> <li>Group Fitness, Intramurals, and Campus Recreation provides a variety of intramural sports and group fitness class options per semester, so as to encourage student involvement.</li> </ul>	Attendance tracking	Ongoing	EXP; H/I/E	HYBRID	HYBRID	HYBRID	INTERNAL
<ul style="list-style-type: none"> <li>The PENN provides its student editorial board as leaders of a major campus publication.</li> </ul>	SLOSS; Staff evaluations	Ongoing	EXP; I/E	HYBRID	HYBRID	HYBRID	JOURNALISM; MARCOMM
<ul style="list-style-type: none"> <li>The Student Co-op's programs, services, and facilities are majority-managed by student employees, resulting in leadership skill-building.</li> </ul>	SLOSS; Staff evaluations	Ongoing	EXP; I/E	HYBRID	HYBRID	HYBRID	INTERNAL
<ul style="list-style-type: none"> <li>The Student Co-op provides free-of-charge table reservations to all recognized student organizations to help support various organizational or charitable causes.</li> </ul>	Usage tracking	Ongoing	I/E	IN-PERSON	IN-PERSON	IN-PERSON	CAMPUS-WIDE / COMMUNITY-WIDE
<b>4.2. Encourage students' participation in community service experiences.</b>							
Departmental Action Steps	Success Indicator	Timeline for Completion					
<ul style="list-style-type: none"> <li>The Student Co-op encourages organizational involvement in the IUP Leads program.</li> </ul>	Attendance tracking	Ongoing	EXP; H/I/E	N/A	N/A	HYBRID	ATOD; MCSLE
<ul style="list-style-type: none"> <li>STATIC encourages organizational involvement in the IUP Leads program.</li> </ul>	Attendance tracking	Ongoing	EXP; H/I/E	N/A	N/A	HYBRID	ATOD; MCSLE
<b>4.3. Implement processes to improve inter- and intra-divisional collaboration and communication.</b>							
Departmental Action Steps	Success Indicator	Timeline for Completion					
<ul style="list-style-type: none"> <li>The Student Co-op holds regularly scheduled Leadership Team and Management Team meetings for staff.</li> </ul>	Attendance tracking	Ongoing	I/E	HYBRID	HYBRID	HYBRID	INTERNAL
<ul style="list-style-type: none"> <li>The Student Co-op participates in regularly scheduled Student Affairs Leadership Team (SALT) meetings.</li> </ul>	Attendance tracking	Ongoing	I/E	HYBRID	HYBRID	HYBRID	VP SA
<ul style="list-style-type: none"> <li>The Student Co-op encourages staff participation in divisional and university committees, including but not limited to Five-Year Program Review committees, Search committees, University Senate and its committee assignments, Student Affairs Assessment Team, Student Affairs Professional Development Committee, High Risk Celebratory Planning Committee, Welcome Weekend Committee, Homecoming Committee, I-ACT, Family Weekend Committee, and others.</li> </ul>	Attendance tracking	Ongoing	C/I/E	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
<ul style="list-style-type: none"> <li>The Student Co-op provides support and updates to its revised website, with an emphasis placed on mobile responsiveness.</li> </ul>	Clicks / hits tracking	Ongoing	I/E	VIRTUAL	VIRTUAL	VIRTUAL	MARCOMM
<ul style="list-style-type: none"> <li>The Student Co-op continues to better communicate updates regarding its offerings through various means, including news posts on the IUP website and event updates on the IUP Central Calendar, social media updates via Facebook, Twitter, Instagram, and Snapchat, an updated Student Co-op website, and a comprehensive marketing plan.</li> </ul>	Clicks / hits tracking	Ongoing	I/E	HYBRID	HYBRID	HYBRID	VP SA; MARCOMM

ENGAGEMENT (in the campus experience)			HIP / ACHIEVE	Summer (online, in person, hybrid)	Fall (online, in person, hybrid)	Spring (online, in person, hybrid)	Collaborators (offices/departments)
<b>5.1. Develop and provide experiences that increase students' sense of belonging and connection to IUP.</b>							
Departmental Action Steps	Success Indicator	Timeline for Completion					
<ul style="list-style-type: none"> <li>The Student Co-op provides time and resources for professionals to participate in the IUP Guide program.</li> </ul>	Attendance tracking; communication tracking	Ongoing	FYE; C/I/E/E	HYBRID	HYBRID	HYBRID	CSSE
<ul style="list-style-type: none"> <li>STATIC provides focused event programming during the first five weeks of each semester so as to connect with first-year and transfer students.</li> </ul>	Attendance tracking	Ongoing	FYE/EXP; C/I/E/E	HYBRID	HYBRID	HYBRID	ORIENTATION / WW; MCSLE
<b>5.2. Create opportunities for students' self-identification with affinity groups.</b>							
Departmental Action Steps	Success Indicator	Timeline for Completion					
<ul style="list-style-type: none"> <li>The Student Co-op funds various efforts of recognized student organizations, contingent upon the budget allocation process and the adherence to bylaws and governing documents.</li> </ul>	Budget tracking; Submission tracking	Ongoing	EXP; I/E	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
<ul style="list-style-type: none"> <li>The Student Co-op will provide informational and promotional materials, geared towards first-year and newly-transitioned students, detailing the programs, services, and facilities, both in printed and electronic formats, with an emphasis placed on the updated Co-op website and social media accounts.</li> </ul>	Clicks / hits tracking; Material distribution tracking	Ongoing	FYE; I/E	HYBRID	HYBRID	HYBRID	ORIENTATION / WW; ADMISSIONS
<ul style="list-style-type: none"> <li>The Student Co-op provides staff members to present to incoming 1st year students during their Orientation program or for HUB facility tours.</li> </ul>	Attendance tracking	Ongoing	FYE; I/E	HYBRID	HYBRID	HYBRID	ORIENTATION / WW; ADMISSIONS
<ul style="list-style-type: none"> <li>The Student Co-op provides informational and promotional materials to new student orientation staff for inclusion on the online learning environment (via MyIUP, D2L, or Moodle).</li> </ul>	Clicks / hits tracking	Ongoing	FYE; C/I/E	VIRTUAL	VIRTUAL	VIRTUAL	ORIENTATION / WW; ADMISSIONS; VPSA; MCSLE
<ul style="list-style-type: none"> <li>The Student Co-op provides staff members to serve on the campus-wide Orientation and Welcome Weekend committees of the division.</li> </ul>	Attendance tracking	Ongoing	FYE; I/E/E	HYBRID	HYBRID	HYBRID	ORIENTATION / WW; ADMISSIONS
<ul style="list-style-type: none"> <li>The Student Co-op, with emphasis placed on STATIC, provides and supports programming offered throughout the New Student Orientation and Welcome Weekend experiences.</li> </ul>	Attendance tracking; Event accounting / per person cost accounting; Event analysis forms	Ongoing	FYE; I/E/E	HYBRID	HYBRID	HYBRID	ORIENTATION / WW; MCSLE
<ul style="list-style-type: none"> <li>The Co-op Store tracks textbook purchases by student athletes and supports those students while navigating the textbook purchasing process by scheduling early shopping times and pulling pre-order textbooks early.</li> </ul>	Usage tracking	Semesterly	A/E	HYBRID	HYBRID	HYBRID	ATHLETICS; FINANCIAL AID; BURSAR
<ul style="list-style-type: none"> <li>The Student Co-op provides reservable programming space within the Hadley Union Building (HUB) and</li> </ul>	Usage tracking	Ongoing	EXP/DIV; C/I/E/E	IN-PERSON	IN-PERSON	IN-PERSON	CAMPUS-WIDE

College Lodge / Ski Hut for all university offices and programs, including affinity-specific groups.							
<ul style="list-style-type: none"> <li>The Student Co-op maintains the Hadley Union Building (HUB), including offices, meeting rooms, programming spaces, retail spaces, lounges, computing spaces and infrastructure, and campus recreation facilities, and the Co-op Park on behalf of the student body.</li> </ul>	Usage tracking; Satisfaction surveys	Ongoing	EXP/DIV; C/I/E/E	IN-PERSON	IN-PERSON	IN-PERSON	CAMPUS-WIDE
<b>5.3. Identify and address barriers to student engagement.</b>							
Departmental Action Steps	Success Indicator	Timeline for Completion					
<ul style="list-style-type: none"> <li>The Student Co-op has constructed and utilized a newly revised comprehensive assessment plan that will generate data to help understand which barriers exist and how to remove them to better serve our students.</li> </ul>	Usage tracking; Satisfaction surveys	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
<ul style="list-style-type: none"> <li>The Student Co-op commits to a forthcoming Five-Year Program Review, inspired by the Council for the Advancement of Standards in Higher Education, to uncover beliefs from campus partners and students about our programs, services, and facilities.</li> </ul>	Internal / external review	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
<ul style="list-style-type: none"> <li>The Student Co-op commits time and resources to explore ongoing concerns and questions pertaining to facility usage and access by recognized student organizations.</li> </ul>	Internal / external review	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
<ul style="list-style-type: none"> <li>The Student Co-op commits time and resources to evaluating and improving programs and services to become more student-centered.</li> </ul>	Internal / external review	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
<ul style="list-style-type: none"> <li>The Student Co-op commits time and resources to exploring increased responsiveness to student feedback and concerns.</li> </ul>	Internal / external review	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE

<b>VALUE and RESPECT (for all members of the IUP community)</b>			<b>HIP / ACHIEVE</b>	<b>Summer (online, in person, hybrid)</b>	<b>Fall (online, in person, hybrid)</b>	<b>Spring (online, in person, hybrid)</b>	<b>Collaborators (offices/departments)</b>
<b>6.1. Create a campus community where all members are valued and respected, and where diverse perspectives are encouraged (mapped to IUP Diversity Action Plan).</b>							
Departmental Action Steps	Success Indicator	Timeline for Completion					
<ul style="list-style-type: none"> <li>The Student Co-op supports the creation and proliferation of a diversity and inclusion pledge, incorporating it into student and employee on-boarding, codes of conduct, and employment expectations (1d).</li> </ul>	Creation and posting of pledge	Ongoing	DIV; V/E	HYBRID	HYBRID	HYBRID	SOCIAL EQUITY; VPSA
<ul style="list-style-type: none"> <li>The Student Co-op provides professional development opportunities to students and employees regarding diversity and inclusion,</li> </ul>	Attendance tracking; Per person cost	Annually	DIV; E/V/E	HYBRID	HYBRID	HYBRID	INTERNAL

including sending STATIC to the NACA National Convention (4f).	accounting; Staff evaluations						
• The Student Co-op incorporates diversity and inclusion as key components in staff evaluations, including STATIC throughout its staff evaluation processes (5c).	Staff evaluations	Semesterly	<i>DIV; E/V/E; ASSESS</i>	HYBRID	HYBRID	HYBRID	INTERNAL
• The Student Co-op offers students and employees tools, such as training opportunities, workshops, webinars, and conversations, to support ongoing diversity and inclusion initiatives, including during STATIC Fall and Spring Training for Executive Board members (6a).	Attendance tracking; Staff evaluations	Ongoing	<i>DIV/EXP; E/V/E</i>	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
• The Student Co-op offers numerous avenues for posting (in either print or electronic means) materials supporting diversity or inclusion events (2c).	Posting review	Ongoing	<i>DIV; E/V/E</i>	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
• The Student Co-op maintains student office space, open to all recognized student organizations, including those having a multicultural-oriented mission (3c).	Usage tracking	Ongoing	<i>DIV; E/V/E</i>	IN-PERSON	IN-PERSON	IN-PERSON	CAMPUS-WIDE
• The Student Co-op provides various programming spaces, open to all recognized student organizations and university departments / offices / divisions, including those having a multicultural-oriented mission (3c).	Usage tracking; Attendance tracking	Ongoing	<i>DIV; E/V/E</i>	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
• The Student Co-op commits staff participation in any new or existing design and implementation of diversity and inclusion initiatives (5b).	Committee participation	Ongoing	<i>DIV; E/V/E</i>	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
• The Student Co-op continues to support diversity and inclusion professional development of its staff, including Co-op staff participation in Student Affairs Division Professional Development workshops and STATIC staff participation in the NACA National Convention (6b).	Attendance tracking; Staff evaluations	Ongoing	<i>DIV/EXP; E/V/E</i>	HYBRID	HYBRID	HYBRID	INTERNAL
• STATIC continues to offer stand-alone and collaborative programming around Suicide Prevention Awareness Month, Black History Month, Women's History Month, along with other diversity / multicultural-driven programming (1h).	Attendance tracking; Event accounting / per person cost accounting; Event analysis forms; SLOSS	Ongoing	<i>DIV/EXP; C/E/V/E</i>	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
• The Co-op Board of Directors invites representative students and guests to voice concerns at any scheduled board or committee meetings (4d).	Attendance tracking; Meeting minutes	Ongoing	<i>DIV; E/V/E</i>	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
• The Student Co-op provides various event spaces for events, demonstrations, or dialogues pertaining to diversity or inclusion issues or concerns (4d).	Usage tracking; Attendance tracking	Ongoing	<i>DIV/EXP; E/V/E</i>	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
• The Student Co-op commits ongoing staff support and participation in any new or existing diversity and inclusion training or on-boarding for employees (5g).	Attendance tracking; Staff evaluations	Ongoing	<i>DIV/EXP; E/V/E</i>	HYBRID	HYBRID	HYBRID	INTERNAL
• The Student Co-op provides funding for large campus initiatives across various entities, including MCSLE,	Budget tracking / usage	Ongoing	<i>DIV/EXP; E/V/E</i>	HYBRID	HYBRID	HYBRID	MCSLE; MASS; CFA; STATIC; CAMPUS-WIDE

MASS, the College of Fine Arts, STATIC, etc., that offer diversity and inclusion content (6d).							
• STATIC continues to commit to collaboration efforts with other programmatic entities on and off campus to further discussions and education surrounding diversity and inclusion initiatives (6d).	Attendance tracking; Event accounting / per person cost accounting; Event analysis forms; SLOSS	Ongoing	<i>DIV/EXP; E/V/E</i>	HYBRID	HYBRID	HYBRID	CAMPUS / COMMUNITY-WIDE
• The Student Co-op commits support for a unified reporting process for all incidents of concern, especially those regarding diversity and inclusion issues (1b).	Usage tracking	Ongoing	<i>DIV; E/V/E</i>	HYBRID	HYBRID	HYBRID	SOCIAL EQUITY; VPSA
• The Student Co-op commits support for a designated 'point person' regarding the management and mitigation of incidents of concern (1c).	Staff evaluations	Ongoing	<i>DIV; E/V/E</i>	HYBRID	HYBRID	HYBRID	SOCIAL EQUITY; VPSA; CART
• The Student Co-op commits staff participation in any developed, university-wide training for timely and appropriate responses to discriminatory incidents (1f).	Committee participation; Attendance tracking	Ongoing	<i>DIV; E/V/E</i>	HYBRID	HYBRID	HYBRID	SOCIAL EQUITY; VPSA
• The Student Co-op commits support for the publication and easy identification of diversity and inclusion related resources on its homepage (1a).	Usage tracking	Ongoing	<i>DIV; E/V/E</i>	VIRTUAL	VIRTUAL	VIRTUAL	INTERNAL
• The Student Co-op commits to review print and electronic resources for bias and amend such materials accordingly (1g).	Internal / external reviews	Ongoing	<i>DIV; E/V/E; ASSESS</i>	HYBRID	HYBRID	HYBRID	INTERNAL
• The Student Co-op tracks and publishes all groups receiving financial support from student activity fees, including those focused on diversity and inclusion (2a).	Budget tracking / usage	Ongoing	<i>DIV; E/V/E</i>	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
• STATIC continues to market its forthcoming semesters events via print and electronic platforms, across all media (2a).	Budget tracking / usage; Attendance tracking	Ongoing	<i>DIV/EXP; E</i>	HYBRID	HYBRID	HYBRID	INTERNAL
• The Student Co-op continues to support its bylaws stipulating that recognized student organizations receiving student activity fee funding must support non-restrictive, open membership and access (2b).	Meeting minutes	Ongoing	<i>DIV; E/V/E</i>	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
• The Student Co-op recognizes staff accomplishments, including those related to diversity and inclusion initiatives (5e).	Internal / external reviews	Ongoing	<i>DIV; E/V/E</i>	HYBRID	HYBRID	HYBRID	INTERNAL
• The Student Co-op supports the creation and publication of an inventory of all available diversity and inclusion resources for students and staff (6c).	Internal / external reviews	Ongoing	<i>DIV; E/V/E</i>	HYBRID	HYBRID	HYBRID	INTERNAL
• The Student Co-op commits to the examination of under-represented or minoritized student engagement throughout its programs, services, and facilities (4j).	Association-wide Assessment Plan tactics	Ongoing	<i>DIV; E/V/E</i>	HYBRID	HYBRID	HYBRID	SOCIAL EQUITY; VPSA
• The Student Co-op commits to the inclusion of diversity and inclusion questions as part of student and employee exit interviews and other such assessments (5f).	Staff evaluations	Ongoing	<i>DIV; E/V/E; ASSESS</i>	HYBRID	HYBRID	HYBRID	INTERNAL

## 6.2. Plan, coordinate, and share resources to expand programs and services that support diverse student groups.

Departmental Action Steps	Success Indicator	Timeline for Completion					
<ul style="list-style-type: none"> <li>STATIC provides major events and programs with educational and cultural purposes throughout the academic year.</li> </ul>	Attendance tracking; Event accounting / per person cost accounting; Event analysis forms	Ongoing	DIV/EXP; E/V/E	N/A	HYBRID	HYBRID	CAMPUS-WIDE
<ul style="list-style-type: none"> <li>STATIC provides inclusive, multicultural, diverse programming to meet the needs of all students, including IUP's under-represented student population.</li> </ul>	Attendance tracking; Event accounting / per person cost accounting; Event analysis forms	Ongoing	DIV/EXP; E/V/E	N/A	HYBRID	HYBRID	CAMPUS-WIDE
<ul style="list-style-type: none"> <li>STATIC collaborates with other multicultural organizations on campus, including the Office of International Education, MASS, MSCLE, PRIDE, and the Office of Social Equity.</li> </ul>	Attendance tracking; Event accounting / per person cost accounting; Event analysis forms	Ongoing	DIV/EXP; E/V/E	N/A	HYBRID	HYBRID	OIE; MASS; MCLSE; PRIDE; SOCIAL EQUITY
<ul style="list-style-type: none"> <li>The Co-op Board of Directors provides financial support of initiatives with regards to multicultural / diversity programming from MASS and other multicultural / diversity organizations.</li> </ul>	Budget tracking	Ongoing	DIV/EXP; E/V/E	HYBRID	HYBRID	HYBRID	MCSLE; MASS; VARIOUS OTHER ORGANIZATIONS
<ul style="list-style-type: none"> <li>STATIC allocates a pre-determined number of tickets for the Break Bus Service to students at the Punxsutawney campus.</li> </ul>	Usage tracking	Ongoing	DIV/EXP; E/V/E	N/A	N/A	N/A	REGIONAL CAMPUSES
<ul style="list-style-type: none"> <li>The Student Co-op provides Intramurals programming to all IUP students, noting that students of under-represented population groups are drawn to particular sports and offerings.</li> </ul>	Attendance tracking	Ongoing	DIV/EXP; E/V/E	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE

## 6.3. Contribute to a safer campus community through consistent, unbiased support of the Student Conduct System and through staff participation in ongoing diversity, inclusion, and equity professional development opportunities.

Departmental Action Steps	Success Indicator	Timeline for Completion					
<ul style="list-style-type: none"> <li>The Student Co-op enforces IUP student conduct regulations, as outlined in the Source, and will continue to enforce its own student conduct regulations, as guided by Board policy and applicable law, as well as all applicable Indiana Borough ordinances.</li> </ul>	Referral tracking	Ongoing	H/V/E	HYBRID	HYBRID	HYBRID	CSSE; IUP POLICE / BORO POLICE; VPSA
<ul style="list-style-type: none"> <li>The Student Co-op provides staff support as required on Conduct and Appeal Board actions.</li> </ul>	Attendance tracking	Ongoing	H/V/E	HYBRID	HYBRID	HYBRID	CSSE; IUP POLICE / BORO POLICE; VPSA
<ul style="list-style-type: none"> <li>The Student Co-op has committed to the reevaluation of procedures and training, based on outcomes addressed by the Campus Climate Survey, Middle States Self-Study / Key Recommendations, Diversity Action Plan, and forthcoming Five-Year Program Review.</li> </ul>	Internal / external review	Ongoing	H/V/E	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
<ul style="list-style-type: none"> <li>The Student Co-op has committed to the participation by professional staff in ongoing professional development opportunities centered on key topics of diversity, inclusion, and equity.</li> </ul>	Attendance tracking	Ongoing	H/V/E	HYBRID	HYBRID	HYBRID	SOCIAL EQUITY; VPSA



EMPOWERMENT (to realize one's full potential)			HIP / ACHIEVE	Summer (online, in person, hybrid)	Fall (online, in person, hybrid)	Spring (online, in person, hybrid)	Collaborators (offices/departments)
<b>7.1. Encourage students to recognize and achieve their goals and aspirations and support them in this process.</b>							
Departmental Action Steps	Success Indicator	Timeline for Completion					
<ul style="list-style-type: none"> <li>The Student Co-op maintains close supervisory / advisory relationships with students, both in terms of employees / leaders and consumers.</li> </ul>	Attendance tracking; SLOSS	Ongoing	<i>DIV/EXP; I/V/E</i>	HYBRID	HYBRID	HYBRID	INTERNAL
<ul style="list-style-type: none"> <li>The Student Co-op provides time and resources for professionals to serve as organizational advisors and as supervisors of student employees.</li> </ul>	Attendance tracking; communication tracking	Ongoing	<i>EXP; C/I/E/E</i>	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
<b>7.2. Invest in cost-effective professional development for student, staff, faculty, and paraprofessionals.</b>							
Departmental Action Steps	Success Indicator	Timeline for Completion					
<ul style="list-style-type: none"> <li>The Student Co-op participates in all division-wide and university professional development trainings and opportunities, as planned and coordinated by the division or its staff member experts.</li> </ul>	Attendance tracking; Staff evaluations	Ongoing	<i>EXP; A/H/I</i>	HYBRID	HYBRID	HYBRID	VPSCA
<ul style="list-style-type: none"> <li>STATIC provides financial resources to send advisor and students to NACA National Convention each year.</li> </ul>	Attendance tracking; Staff evaluations	Ongoing	<i>EXP; A/H/I</i>	HYBRID	HYBRID	HYBRID	NACA
<ul style="list-style-type: none"> <li>Campus Recreation provides financial resources to send staff members to NIRSA Regional and National Conventions each year.</li> </ul>	Attendance tracking; Staff evaluations	Ongoing	<i>EXP; A/H/I</i>	HYBRID	HYBRID	HYBRID	NIRSA
<ul style="list-style-type: none"> <li>The Co-op Store provides financial resources to send staff to various NACS / MACS conventions and educational programs.</li> </ul>	Attendance tracking; Staff evaluations	Ongoing	<i>EXP; A/H/I</i>	HYBRID	HYBRID	HYBRID	NACS / MACS
<ul style="list-style-type: none"> <li>The Student Co-op provides an opportunity for all staff members to attend Active Shooter / Emergency Management Training.</li> </ul>	Attendance tracking; Staff evaluations	Ongoing	<i>EXP; A/H/I</i>	HYBRID	HYBRID	HYBRID	IUP POLICE / BORO POLICE
<ul style="list-style-type: none"> <li>The Student Co-op provides financial resources to its IT Support staff to attend seminars and webinars related to cybersecurity and future technology development.</li> </ul>	Attendance tracking; Staff evaluations	Ongoing	<i>EXP; A/H/I</i>	HYBRID	HYBRID	HYBRID	INTERNAL
<ul style="list-style-type: none"> <li>The Student Co-op provides time off to send staff members to Opioid Intervention Training through the Center for Health and Well-Being and The Open Door.</li> </ul>	Attendance tracking; Staff evaluations	Ongoing	<i>EXP; A/H/I</i>	HYBRID	HYBRID	HYBRID	ATOD / CHWB; OPEN DOOR
<ul style="list-style-type: none"> <li>The Student Co-op provides financial resources to send staff members to CPR / First Aid / AED Training through the American Red Cross.</li> </ul>	Attendance tracking; Staff evaluations	Ongoing	<i>EXP; A/H/I</i>	HYBRID	HYBRID	HYBRID	YMCA; ARC
<b>7.3. Empower employees to continue growing, learning, and developing in ways that directly and indirectly benefit students through tracking growth experiences (such as books that have been read, professional development activities, videos—YouTube, webinars, conversations had, etc.).</b>							
Functional Area Breakdown	Success Indicator	Timeline for Completion					

<i>STUDENT UNION MANAGEMENT (15 employees)</i>	Attendance tracking; Staff evaluations	Ongoing	<i>EXP; A/V/I</i>	HYBRID	HYBRID	HYBRID	VP SA
<i>CAMPUS RECREATION (1 employee)</i>	Attendance tracking; Staff evaluations	Ongoing	<i>EXP; A/V/I</i>	HYBRID	HYBRID	HYBRID	VP SA
<i>CAMPUS ACTIVITIES (1 employee)</i>	Attendance tracking; Staff evaluations	Ongoing	<i>EXP; A/V/I</i>	HYBRID	HYBRID	HYBRID	VP SA
<i>INFORMATION SYSTEMS (2 employees)</i>	Attendance tracking; Staff evaluations	Ongoing	<i>EXP; A/V/I</i>	HYBRID	HYBRID	HYBRID	VP SA
<i>BOOKSTORE (7 employees)</i>	Attendance tracking; Staff evaluations	Ongoing	<i>EXP; A/V/I</i>	HYBRID	HYBRID	HYBRID	VP SA
<i>STUDENT PUBLICATIONS &amp; MARKETING (1 employee)</i>	Attendance tracking; Staff evaluations	Ongoing	<i>EXP; A/V/I</i>	HYBRID	HYBRID	HYBRID	VP SA
<i>BUSINESS OFFICE &amp; HUMAN RESOURCES (4 employees)</i>	Attendance tracking; Staff evaluations	Ongoing	<i>EXP; A/V/I</i>	HYBRID	HYBRID	HYBRID	VP SA

ADDITIONAL DEPARTMENTAL GOALS AND OBJECTIVES			HIP / ACHIEVE	Summer (online, in person, hybrid)	Fall (online, in person, hybrid)	Spring (online, in person, hybrid)	Collaborators (offices/departments)
<b>8.1. Use assessment, evaluation, and research to identify student needs, make evidence-informed decisions, gather data of program effectiveness, and continuously improve services and offerings to students.</b>							
Departmental Action Steps	Success Indicator	Timeline for Completion					
<ul style="list-style-type: none"> <li>The Student Co-op has constructed and utilized a newly revised comprehensive assessment plan that will generate data to help improve decision-making strategies.</li> </ul>	Internal / external review	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	INTERNAL
<ul style="list-style-type: none"> <li>The Student Co-op, through this assessment plan, gathers data regarding student feedback of the programs, services, and facilities provided by the Student Co-op.</li> </ul>	Satisfaction survey	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	INTERNAL
<ul style="list-style-type: none"> <li>The Student Co-op commits to a forthcoming Five-Year Program Review, inspired by the Council for the Advancement of Standards in Higher Education, to improve its programs, services, and facilities.</li> </ul>	Internal / external review	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
<ul style="list-style-type: none"> <li>Campus Recreation is exploring the viability and student interest of an e-sports arena within the HUB Complex.</li> </ul>	Interest survey	Fall 2019	ASSESS	HYBRID	HYBRID	HYBRID	INTERNAL
<ul style="list-style-type: none"> <li>STATIC commits to ongoing evaluation and improvement of its programming through individual event analysis forms and campus programming satisfaction surveys.</li> </ul>	Attendance tracking; Event accounting / per person cost accounting; Event analysis forms; Campus Programming Surveys	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	INTERNAL
<ul style="list-style-type: none"> <li>STATIC commits to ongoing evaluation and training of its Executive Board staff through individual staff evaluations and holistic group evaluations.</li> </ul>	Staff evaluations; SLOSS; Group Effectiveness Scale	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	INTERNAL

• The Student Co-op explores options for a new scanning system for the Group Fitness Program to better track program and class usage.	Internal / external review	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	INTERNAL
• The Student Co-op utilizes new people and traffic-counting systems to better track usage statistics at the Co-op Park and Hadley Union Building (HUB).	Internal / external review	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	INTERNAL
• The Student Co-op utilizes recreation technology platforms to track usage and participation statistics for Intramurals participants (IMLeagues.com/IUP) and cardiovascular fitness equipment usage (Preva), of which data is used to make decisions regarding future program offerings and equipment leases.	Internal / external review	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	INTERNAL
• The Student Co-op utilizes a Banner-based Icard scanning system to check people into various Co-op sponsored programs, services, and facilities, with particular emphasis placed on STATIC programming and HUB Fitness Center and Gymnasium facilities.	Internal / external review	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	INTERNAL
• The Student Co-op utilizes the KCAC Box Office ticketing platform to track individual ticket purchases for Co-op sponsored programming.	Internal / external review	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	INTERNAL; KCAC
• The Student Co-op supports the continuously renovation of spaces as needed, including the Student Office Suite, lounges, meeting rooms, and Computer Lounge and Group Study Room, within the HUB Complex.	Internal / external review	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	INTERNAL
<b>8.2. Provide millions of dollars of student activity fee funding to campus organizations, departments, and initiatives, revising payment and budgeting policies and procedures as influenced by the fiscal and enrollment climate of IUP and the Student Co-op.</b>							
<b>Departmental Action Steps</b>	<b>Success Indicator</b>	<b>Timeline for Completion</b>					
• The Student Co-op makes student activity fee funds available to students, organizations, departments, and administrators across our campuses to support campus life initiatives.	Budget tracking	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
• The Student Co-op makes fiscally-sound decisions as stewards of the student activity fee.	Audit	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
• The Co-op Board of Directors, its associated subcommittees, such as the Finance Committee, and the HUB Business Office staff work one-on-one with all recognized student organizations that have a student fund budget in applying for and managing their organizational finances appropriately.	Budget tracking; Usage tracking	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
• The Co-op Board of Directors provides financial support of initiatives with regards to the Punxsutawney campus, Athletics program, MCSLE initiatives, MASS initiatives, College of Fine Arts programming, etc.	Budget tracking	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
• The Co-op Board of Directors provides financial support of initiatives with regards to recognized student organizations.	Budget tracking	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE

• The Co-op Board of Directors provides financial contributions to the Foundation of IUP.	Budget tracking	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
• The Co-op Board of Directors provides financial support initiatives with regards to internal Co-op programs, services, and facilities.	Budget tracking	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
• The Student Co-op has discontinued the practice of allowing budget carryovers for all managed budget areas.	Budget tracking; Usage tracking	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
• The Student Co-op supports the university's contract procurement payment process for all managed and non-managed budgets.	Budget tracking; Usage tracking	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
• The Student Co-op continues to work with the university's fee allocation distribution system in considering the funding of all campus organizations, departments, and initiatives.	Budget tracking; Audit	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE
• The Co-op Store supports student clubs and organizations through monetary donations.	Request tracking; Budget tracking	Ongoing	ASSESS	HYBRID	HYBRID	HYBRID	CAMPUS-WIDE