

UISG

SERVICE REPORT

FALL 2018



BACKGROUND

WHAT IS THE SERVICE REPORT?

This report is intended to summarize UISG's Comprehensive Service Audit as completed by the Director of Student Services. The service report will give a general background on individual services; but moreover, share general goals and progress on services. This report will be issued once a semester in order keep students up-to-date. Student input and feedback is both welcome and desired; we are here to represent you, let us know what you think!

STUDENT ACTIVITIES FEE

Each year, all undergraduate and graduate students pay a \$72 Student Activity Fee. The University of Iowa Student Government and the Graduate and Professional Student Government are responsible for allocating this pool of money. UISG uses this money to fund student organizations, student services, and campus initiatives. The UISG Student Allocation, Budgeting, and Auditing Committee (SABAC) allocates these funds to undergraduate groups and ensures student organizations are supported in their financial endeavors. All unused Student Activity Fee money is put into a contingency account. UISG is required to keep a contingency balance of between \$60,000 and \$120,000, and the purpose of this account is to have money set aside for financial emergencies.

DID YOU KNOW?

UISG helps fund both Contracted Organizations and Collaboratively Funded Organizations (CFOs). Contracted organizations are institutionalized services offered to students. Examples include the Food Pantry, the Rape Victim Advocacy Program (RVAP), and Student Legal Services. CFOs are groups with significant, wide-reaching campus impact and typically provide a service to students. Examples include the student radio station KRUI, Student Video Productions, and SCOPE. Furthermore, UISG works directly with organization treasurers to help facilitate the earning & spending of revenue.

IMU SERVICES



Lockers

After receiving close to 150 responses in a 2016 outreach survey, UISG passed legislation to install lockers across from Student Legal Services. The outreach survey demonstrated that existing lockers already operate at maximum capacity, are located in spaces with limited accessibility, require payment, are reserved for specific membership, or exhibit a combination of these limiting factors

Lockers are limited to daily use only and are emptied every night. Items removed from lockers will be moved to the lost & found.

Cost to students: free to use
Allocations: \$10,048.74 (one time)

Survey: [Bit.ly/imulockers](https://bit.ly/imulockers)
Goals: promote locker use/availability, continue receiving feedback, periodically check usage for data retrieval.



Checkouts

The checkout program is sponsored by UISG and can be found in both the IMU & Main Library. Students can check out umbrellas, iPhone, android, and laptop chargers, and recreation equipment at the Iowa Memorial Union Welcome Center on the 1st floor. Students may rent umbrellas or chargers for a 24-hour period.

A flat \$15 fee is applied to a student's UBill if the rented charger or umbrella is late, lost, or stolen. Daily fines are charged if not returned.

Cost to students: free; if returned intact/on time
Allocations: \$969.18 (one time)
Survey: https://uiowa.qualtrics.com/jfe/form/SV_ordSZKX6SLWatKt
Goals: update inventory; purchase new equipment; gather equipment suggestions via survey; make inventory available online; increase marketing within IMU.



24-HR IMU

UISG provides funding for the Iowa Memorial Union to remain open 24 hours a day. The 24 hour IMU provides students with a place to study at any time, allowing them to use the River Room seating area, Hubbard Commons seating area, 2nd floor Student Activity Center area, and 3rd floor ITC and seating area.

The Union Market convenience store is open Sunday - Thursday until 1:00 am and on Fridays/Saturdays until 11:00 pm.

Allocations: \$13,000 (FY19).

SHUTTLE SERVICES



CORAL RIDGE MALL SHUTTLE

For 8+ years UISG has supported rides on Thursday and Friday nights for UI students to and from the Coral Ridge Mall in Coralville. To ride, board Coralville Transit's Night route and show the driver your current University of Iowa student ID card.

Cost to students: free to use

Allocations: \$0.75 per ride - \$1,029 (FY18) | \$434.25 (FY17).

Goals: create a survey for feedback; gradually increase awareness of the service; update website with contact info & data to improve transparency.

>>**SCHEDULE**<<



AIRPORT SHUTTLE

The primary goal of the UISG airport shuttle is to provide students with a low-cost alternative to transportation during peak travel times. Currently, UISG is redeveloping this service in conjunction with Parking & Transportation to move to University Fleet Service vehicles operated by certified student drivers. Parking and Transportation works to collect cost data, student usage data, and feedback survey data on the Airport Shuttle program and provide a report to UISG. It is expected that all students who ride the airport shuttle will be provided the opportunity to take the feedback survey digitally. Last year, this service aided 130+ students in their transportation needs.

Allocations: \$12,500 (\$6,900 spent FY18).

Cost to students: \$5-10 per ride

Goals: open reservation portal by October 2nd; develop new marketing materials; fortify connection with CID; decrease cost-per-rider 35-50%; double ridership



>>**2017/'18 UISG Shuttle Report**<<



STUDENT ORGANIZATIONS

UISG and Student Organizations go hand-in-hand. We are continuously striving to make student orgs more affordable, sustainable, and fulfilling to the UIOWA community. Two services offered by UISG which are entirely dedicated to student orgs are the IMU Materials Bank, & the Student Leadership Training Incentive Program.

Student Leadership Training Incentive Program

Student leaders contribute to the culture of student life at the University of Iowa. They make decisions that define student priorities, help determine institutional values, and serve as role models for thousands of their peers. If well-trained, student leaders can be a resource for improving campus culture and climate. The goal of the Student Leader Training Incentive Program is to increase the number of student leaders who are trained in skills that promote the well-being of the student body. Diversity and inclusion, sexual assault prevention and education, and mental health and wellness have been identified as priority issues to address through this program.

There are three incentive tiers which vary after determining satisfactory participation, completion, and reflection requirements. Student organizations will start with Tier I and progress to Tier III. The financial payout will be deposited in the oo accounts of student organizations so they may have the most flexibility with its expenditure.

Tier I – \$75 reward

Tier II – \$100 reward

Tier III – \$125 reward; Recognition at the Hawkeye Awards in the spring

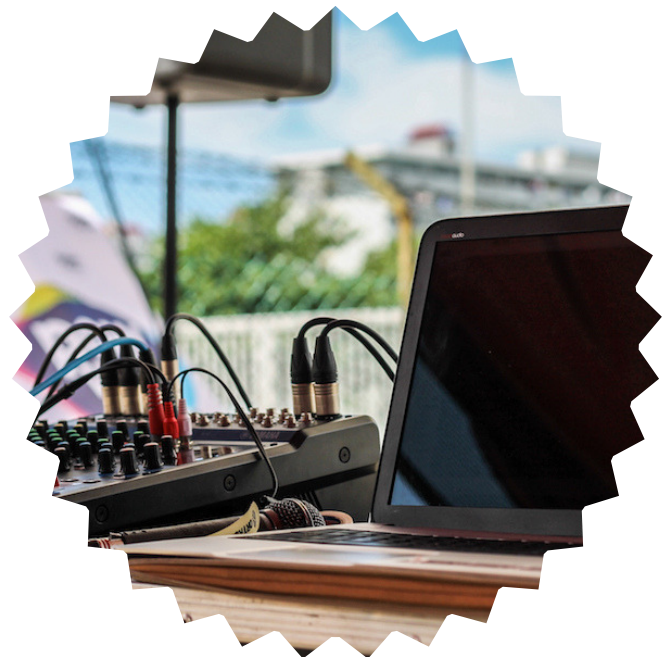
Allocations: \$6,000 (FY18)

Cost to student: additional student org income (negative cost)

Goals: streamline review process, introduce digital forms, potentially expand trainings available.

Materials Bank (Developing)

UISG is currently working in conjunction with IMU Event Services for the development of a student organization materials bank for decorations, equipment, and other materials that may be needed by student organizations on campus. This equipment is generally rented by student orgs from 3rd party retailers. But by purchasing our own equipment we will help make running student organizations at the University of Iowa more affordable, as well as more environmentally sustainable.



SAFERIDE

319-467-HOME(4663)

Saferide is an emergency transportation option provided to UI students in partnership with Yellow Cab of Iowa City.

The purpose of Saferide is to provide a strictly last-resort transportation option for students in crisis. When a student may feel as if they are in a dangerous situation with no way out – Saferide is available.

SafeRide will bring you from your current location to your local address as listed in MyUI, or a medical facility. The program runs 7 days a week, 7pm-7am. Call the number, and they will verify address and student status. Prove yourself by a photo id, and sign a slip.

Students may use this service up to twice a year, with the exception of hospital discharge/intake – which do not count against ride limits. Students are limited to one passenger per ride.

Allocations: \$3,000 (\$1,209.75 spent FY18)

Cost to students: free to use

Goals: develop feedback options, enforce ride caps, evaluate necessity of service, explore digital alternatives to forms



EMERGENCY (911)
NITERIDE (319-384-1111)



• GOT AN IDEA? •

STUDENT SERVICES IDEA FORM

PASS IT ON

CONTACTING UISG

SOCIAL MEDIA



NEWSLETTER/TEXT UPDATES

<https://goo.gl/forms/lCs5ULgLG6I6J1EB02>

WEBSITE

<https://uisg.uiowa.edu/>

MEMBERS

<https://uisg.uiowa.edu/about/members/>

GETTING INVOLVED

Senate Meetings: Tuesday @ 7:00pm
Black Box Theater IMU

AUTHOR'S EMAIL

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