<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Letters from the Chairs</td>
</tr>
<tr>
<td>4</td>
<td>Letter from the Executive Director</td>
</tr>
<tr>
<td>6</td>
<td>Assessments</td>
</tr>
<tr>
<td>11</td>
<td>Professional Highlights</td>
</tr>
<tr>
<td>14</td>
<td>Featured Departments</td>
</tr>
<tr>
<td>16</td>
<td>Events</td>
</tr>
<tr>
<td>18</td>
<td>Collaborations</td>
</tr>
<tr>
<td>20</td>
<td>Awards</td>
</tr>
<tr>
<td>22</td>
<td>Financial Statements</td>
</tr>
<tr>
<td>24</td>
<td>Student Recreation Center</td>
</tr>
</tbody>
</table>
THE MILLENNIUM USHERED IN NEW TECHNOLOGICAL ADVANCEMENTS FOR INFORMATION SHARING, AND IN THE 2009-2010 SCHOOL YEAR, THE UNIVERSITY STUDENT UNION (USU) RAISED THE BAR.

TO ACCOMMODATE STUDENTS’ BUSY LIFESTYLES, THE USU DESIGNED NINE DOWNLOADABLE SKILL-BUILDING PODCASTS TO REPLACE IN-PERSON WORKSHOPS. THESE PODCASTS GAVE STUDENTS 24-HOUR ACCESS TO MINI-AUDIO WORKSHOPS ABOUT TOPICS SUCH AS STRESS MANAGEMENT. PARTICIPATION ROSE 45% IN THE FIRST YEAR!

TO UPGRADE MARKETING EFFORTS, THE USU LAUNCHED E-MAIL BLASTS AND MASS TEXT MESSAGES TO STUDENTS IN ADDITION TO FACEBOOK AND TWITTER POSTS. ADS POPPED UP IN USU COMPUTER LABS TO REMIND STUDENTS ABOUT VARIOUS RESOURCES AND PROGRAMS THAT ARE AVAILABLE TO THEM.

ENORMOUS PAVEMENT STICKERS DIRECTED FOOT TRAFFIC TO USU PROGRAMS, AND AD BANNERS HUNG OVER THE HUB BUILDING’S BALCONIES TO ANNOUNCE EVENTS AND SERVICES.

ALL OF THESE INNOVATIONS SERVE TO DEMONSTRATE THE USU’S MISSION TO CREATE THE ULTIMATE COLLEGE EXPERIENCE DESPITE DRASTIC BUDGET CUTS.

THE 2009-2010 ACADEMIC YEAR WAS A COMPLETE SUCCESS FOR THE UNIVERSITY STUDENT UNION (USU) AND THE STUDENTS AT CALIFORNIA STATE UNIVERSITY, NORTH RIDGE (CSUN).

AN EXCITING MOMENT WAS THE GROUNDBREAKING FOR THE STUDENT RECREATION CENTER AS THE EVENT MARKED A MILESTONE FOR THE USU AND A PROMISING FUTURE FOR RECREATION AND WELLNESS AT CSUN.

WE HOSTED DISTINGUISHED CELEBRITIES, EACH OF WHOM INSPIRED US. THERE WAS A WONDERFUL CONCERT WITH INDIAD, ARIE, A FILLED-TO-CAPACITY MATADOME FOR DR. MAYA ANGELOU, AND AN INSPIRATIONAL EVENING WITH DR. MICHAEL BERNARD BECKWITH. WHEN THE WORLD CALLED FOR UNITY, THE USU ALSO WAS PRESENT AT THE HANDS FOR HAITI FUNDRAISER CO-SPONSORED WITH THE MATADOR INVOLVEMENT CENTER AND OTHER CAMPUS GROUPS.

THE BOARD OF DIRECTORS APPROVED THE LEASE OF ADDITIONAL FACILITIES FOR THE ASSOCIATED STUDENTS EXPANSION, AND TO OPEN AN ADDITIONAL STUDENT ACTIVITY LOUNGE.

THANKS TO OUR VOLUNTEERS, STUDENT LEADERS, STUDENT EMPLOYEES, STAFF, AND MATADORS — OUR INSPIRATION FOR SUCCESS.
By the numbers

When the Vice President of Student Affairs announced that the division would start proving the impact of its programs and services on students, a shockwave hit the University Student Union (USU). Nine years later, after honing and refining the ongoing practice of assessment, the USU can chronicle its impact – by the numbers.

The late Dr. Terry Piper, Vice President for Student Affairs, introduced assessments as an ongoing practice for student affairs practitioners at California State University, Northridge (CSUN) in 2001. Today, assessments drive USU programs and activities and stand as a new aspect of our culture. Everyone is involved, from employees to volunteers, and the numbers prove that the USU is doing its part to advance student learning and programming on campus.

This year’s annual report is dedicated to that effort. We invite you to take a look inside at the collaborations and team efforts that have resulted from an assessment mindset.
ASSESSMENTS

Providing more of what they want
Operating from the premise of continuous quality improvement, the University Student Union (USU) partnered with the Educational Benchmarking Institute (EBI), which is a national benchmarking firm, to review its programs. Findings were compared with results from a similar 2008-09 survey.

TechNO LEARNING

What better way to revamp the low turnouts of the Leadership Development skill workshops than to make them click-and-go podcasts! With students embracing new technologies, the USU designed nine downloadable online podcasts about stress management, money management, networking, and more. The USU then watched participation rates rise.

45
The percent increase in students who participated in leadership development podcasts as compared to the percentage of students who participated in 2008-09 leadership workshops.

64
The percent of students that preferred the podcast format over in-person workshops.

SCHOOL SPIRIT

The percent of students who rated the extent to which nighttime events such as Matador Nights increased school spirit. The number represents a 6% increase when compared to the 2008-09 rating (75%).

81
The percent of students who rated Matador Nights a "4" or "5" on a 5-point scale for meeting their expectations. The number represents a 7% increase over the 2008-09 rating (74%).

82
The percent of students that agreed they would likely listen to additional podcasts on other leadership topics.

96
The percent of students that agreed the content of the podcasts was useful.
One goal for the 100 plus students who work and volunteer for the University Student Union, (USU) and serve as its leaders, is to become skilled in the professional standards for sending, retrieving, and responding to e-mail messages. No texting shortcuts here! The USU answered the call by creating a Web-based tutorial and learning survey that was given to all USU-affiliated students.

The percent of students who scored 80% or above on the knowledge survey.

All assessment is a perpetual work in progress

Linda Suske, BENZON ASSESSMENT AUTHOR AND SPEAKER

The USU continued to enhance the use of technology and online communities to increase student knowledge of USU programs, services, and facilities by increasing participation rates in its Mobile Club, e-mail notification system, and Facebook community. The goal of increasing participation rates by 55% from levels reached in 2008-09 was surpassed.

The percent increase of student users on the USU e-mail event notification list.

The percent increase of respondents who were satisfied with the extent to which the USU promotes programs of interest to students (EBI survey).

The percent increase of students added to the USU’s Facebook friend list.

The percent increase in text message recipients.

The percent increase for student participation in all USU online communities.
ASSESSMENTS (continued)

THE 411
The number of people assisted via the USU Information Counter or by calling the Information line.

FOOT TRAFFIC
Construction of the Student Recreation Center to the east of the USU redirected foot traffic to other areas of the facility between 9 a.m. and 6 p.m.

SOUTHWEST ENTRANCE
(ASSOCIATED STUDENTS QUAD)

<table>
<thead>
<tr>
<th>Year</th>
<th>Foot Traffic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring 2009</td>
<td>2,246</td>
</tr>
<tr>
<td>Spring 2010</td>
<td>3,124</td>
</tr>
</tbody>
</table>

NORTH ENTRANCE
(NORTHRIDGE CENTER/PERFORMANCE HALL)

<table>
<thead>
<tr>
<th>Year</th>
<th>Foot Traffic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring 2009</td>
<td>863</td>
</tr>
<tr>
<td>Spring 2010</td>
<td>1,593</td>
</tr>
</tbody>
</table>

PROFESSIONAL HIGHLIGHTS

Jeremy Hamlett, commercial services manager, continued his role as Regional Director of the Association of College Unions International (ACUI) Region 15.

Debra L. Hammond, executive director, served as a panelist on the Budget Crisis – Enrollment Reductions and Impacts Seminar for the Auxiliary Organizations Association (AOA).

Sharon S. Kinard, manager of administration and communications, served as a member of the Council for the Advancement of Standards’ (CAS) Review Committee for Campus Information and Visitor Services (CIVS).

Kevin Lizárraga, marketing manager, served on the ACUI Region 15 Conference Planning Committee.

Debra L. Hammond and Anthony Sherrill, information services and special projects coordinator, served as members of ACUI’s Community of Practice for Multi-ethnic Professionals and Allies.
PRESENTATIONS

Bryanne Knight, recreation center project coordinator, co-presented the Facilities Roundtable at the National Intramural Recreation Sports Association’s (NIRSA) National School of Recreational Sports Management (Level 1) in Knoxville, TN.

Debra L. Hammond, executive director, co-presented a workshop for the CSUN Leadership Forum on Women’s Issues entitled “Perceptive, Well Informed and Understood: Enhancing Your Leadership Effectiveness.”

Jason Wang, associate executive director, presented an educational session entitled Recreation Law & Liability at the 40th Annual Southern California Municipal Athletic Federation (SCMAF) Institute.

USU Staff presented/co-presented educational sessions at the Association of College Unions International (ACUI) Annual Conference in New York City:

Debra L. Hammond, executive director:
• Career Mapping
• Take a Bite Out of Learning Outcomes
• Getting to the Core of Diversity and Multiculturalism in Your Union or Activities Program

Jeremy Hamlett, commercial services manager:
• The Core of On-Campus Summer Camp
• Add Salsa Without Losing Your Flavor

Anthony Sherrill, information services & special projects coordinator:
• Our Core: Developing the Future Professional

Staff and student assistants presented educational sessions at the ACUI Region 15 Conference in San Bernardino:

Anthony Sherrill:
• Our Core: Developing the Future Professional

Jason Wang, associate executive director, and Grant Rockfellow, facilities projects and services technician:
• Project Management Tools for Minor Renovations

Kevin Lizárraga, marketing manager:
• Technology is Key 2 Ur Marketing Mix
• ACUI Graphic Design Contest

Matthew Eickhoff, program coordinator, training and development and Monika Babiszkwicz, graduate assistant, Board of Directors:
• The Albatross

Michal Jankowski, operations coordinator, and Monika Babiszkwicz:
• What About the “I” in ACUI?

Cecilia Ortiz, USU reservations and events services manager, and Jeremy Hamlett:
• Auxiliary – Networking Session

Samantha Liu, customer service supervisor:
• Student Track Closing & iPod Raffle
% of students who agreed that the Student Retreat helped them understand the core concepts of effective teamwork

% of students who agreed that the Student Retreat helped them improve communication skills

% of students who agreed that the Student Retreat provided training in skills that are transferrable to their lives post-graduation

At the start of each semester, Student Assistant Employees attend the University Student Union (USU) Student Retreat. This year’s one-day training, coordinated by the Training & Development Department, included educational workshops, teambuilding exercises and group activities such as an Amazing Race-style scavenger hunt across campus where students completed tasks at nine different stations that were themed around each of the nine USU values. Educational workshops centered on goal setting, networking, online and e-mail etiquette, multiculturalism, and career planning.

Retreats are planned and executed by a committee of Student Assistant Employees from various USU departments who gain leadership and event planning skills from the experience.

Sunny Days Camp operated during the course of eight weeks, from June 22, 2009 to August 14, 2009. Experiences from summer 2008 helped to make summer 2009 successful, both fiscally and operationally. Here are some of the highlights of summer 2009:

The average of campers per week attended half-day, and an average of 93 campers per week attended full day. This is an increase of average enrollment from 2008, which had an average of 78 half-day campers and 89 full-day campers.

Staff successfully coordinated with the Summer Academic Enrichment Program, ensuring the daily safe transfer of more than 95 campers from Sierra Hall to the USU for the half-day program.

CSUN students were employed and gained valuable work experience.
**EVENTS**

**An Evening with Dr. Maya Angelou (Lecture)**
More than 2,300 students, faculty, staff, and community members filled the Matadome to spend an evening with one of the most renowned and influential voices of our time. The celebrated poet, memoirist, novelist, educator, dramatist, producer, actress, historian, filmmaker, and civil rights activist shared reflections and poetry as part of the free event.

**India.Arie (Concert)**
Grammy Award-winning artist India.Arie gave a free, live performance to the CSUN community in front of the Oviatt Library. Arie has sold more than eight million albums worldwide, and received 17 Grammy nominations, two Grammy Awards, and four NACCP Image Awards.

**Matador Nights**
More than 6,400 students and their guests brought the jungle and the funny pages to life during two of the iconic late-night programs. Matador Nights — A Night at the Comics opened the year with students donned in costume as Wonder Woman, Superman, and Spider Man among others. Next, Matador Nights — Jungle featured lemurs, ocelots, armadillos, and toucans as the backdrop to a woody night of fun. Both jam-packed events overflowed with food, indoor/outdoor games, and dancing.
Hands For Haiti (a benefit concert)
The USU joined forces with CSUN departments and organizations to raise relief funds for the victims of a devastating earthquake that struck Haiti in January. More than $4,000 was collected in less than a month and donated to the Hope For Haiti Now Fund. Organizers of the night of music included: the Associated Students, Matador Involvement Center, Residence Halls Association, Athletics, Faculty Senate, Black Student Union, CSUN Students For Israel, Town & Country, Chipotle, Best Buy, and The University Corporation.
AWARDS

USU 2009-2010 YEAR-END AWARDS

- Student Assistant of the Year Award
  Carlos Flores, Information Services and Special Projects

- Staff Member of the Year Award
  Hamid Jahangard, Major Events

- Most Resourceful Student Assistant
  Caroline Mayengo, Administration

- Most Inspirational Student Assistant
  Brittany Brooks, Information Services and Special Projects

- Union Program Council (UPC) Program of the Year
  Student Showcase

- Proctor Award
  Jonathan Navarro, Business Services

- BOD Achievement Award
  Elmer Solis, Board of Directors

- Alda C. Salazar Award
  Elmer Solis, Board of Directors

- USU Spirit Award
  Lila Tejada, Union Program Council (UPC)

- USU Commitment Award
  Megan Dominguez, Board of Directors and Farzad Jalilvand, Maintenance

ACUI ANNUAL CONFERENCE (NEW YORK CITY)

- First Place
  Two-color poster Professional Category: Griffith Observatory Trip (designed by James Matzen, staff graphic designer)

- Second Place
  Signs/Banners Category: Student Recreation Center Construction Banners (designed by Jared Kennedy, student graphic artist)

- Honorable Mention
  Four-color Posters Professional Category: A Black Man’s Odyssey into the KKK (designed by James Matzen, staff graphic designer)

ACUI REGION 15 AWARDS

- Samantha Liu, customer service supervisor at the Satellite Student Union, was awarded the Carol Burke Memorial Scholarship for exemplary performance in college union/student activities work and commendable service to the Association.

- Ariene Vargas, USU graduate assistant, received the Bob Alexander Memorial Scholarship Award for exemplary performance in college union work on the individual’s campus.

- Jeremy Hamlett, commercial services manager, was recognized for his contributions to the development of the students on the Regional Leadership Team.

- Second Place
  Card/Invitations/ Postcards Category:
  USU Reunion “There’s No Place Like Home” (designed by James Matzen, staff graphic designer)

- Second Place
  Brochures Category:
  Leadership and Life Skills Institute (designed by Eric Wilkinson, student graphic artist)

- Third Place
  Logo/Brand Identity: Games Room Logo (designed by Monique Herrera, student graphic artist, and James Matzen, staff graphic designer)

- First Place
  T-Shirt Category:
  CSUN T-Shirt (designed by Randall Loui, student graphic artist)
## Statements of Financial Position

### Assets

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and cash equivalents</td>
<td>$3,003,581</td>
<td>$2,543,625</td>
</tr>
<tr>
<td>Accounts receivable, net</td>
<td>38,952</td>
<td>28,530</td>
</tr>
<tr>
<td>Prepaid expenses and deposits</td>
<td>37,378</td>
<td>57,885</td>
</tr>
<tr>
<td><strong>Total current assets</strong></td>
<td><strong>3,079,911</strong></td>
<td><strong>2,630,040</strong></td>
</tr>
<tr>
<td>Equipment and software</td>
<td>1,146,316</td>
<td>1,134,094</td>
</tr>
<tr>
<td>Leasehold improvements</td>
<td>952,360</td>
<td>756,597</td>
</tr>
<tr>
<td>Accumulated depreciation</td>
<td>(1,077,327)</td>
<td>(1,027,492)</td>
</tr>
<tr>
<td><strong>Total property and equipment, net</strong></td>
<td><strong>1,021,349</strong></td>
<td><strong>863,199</strong></td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$4,110,260</strong></td>
<td><strong>$3,493,239</strong></td>
</tr>
</tbody>
</table>

### Liabilities and Net Assets

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts payable</td>
<td>$328,006</td>
<td>$539,222</td>
</tr>
<tr>
<td>Accrued liabilities</td>
<td>245,898</td>
<td>294,276</td>
</tr>
<tr>
<td>Deferred revenue</td>
<td>126,445</td>
<td>117,472</td>
</tr>
<tr>
<td><strong>Total current liabilities</strong></td>
<td><strong>700,349</strong></td>
<td><strong>950,970</strong></td>
</tr>
<tr>
<td>Noncurrent liabilities</td>
<td>1,159,080</td>
<td>769,421</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td><strong>1,859,429</strong></td>
<td><strong>1,720,391</strong></td>
</tr>
</tbody>
</table>

### Net Assets

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unrestricted net assets</td>
<td>2,241,831</td>
<td>1,772,848</td>
</tr>
<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td><strong>$4,110,260</strong></td>
<td><strong>$3,493,239</strong></td>
</tr>
</tbody>
</table>

## Statements of Activities

### Revenues

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student activity fees</td>
<td>$6,400,000</td>
<td>$6,250,000</td>
</tr>
<tr>
<td>Program revenue</td>
<td>249,111</td>
<td>229,728</td>
</tr>
<tr>
<td>Rental income</td>
<td>666,572</td>
<td>719,866</td>
</tr>
<tr>
<td>Commission income</td>
<td>110,356</td>
<td>85,369</td>
</tr>
<tr>
<td>Other income</td>
<td>51,889</td>
<td>46,884</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>7,477,928</strong></td>
<td><strong>7,331,847</strong></td>
</tr>
</tbody>
</table>

### Expenses

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program services</td>
<td>5,225,592</td>
<td>5,258,504</td>
</tr>
<tr>
<td>General and administrative</td>
<td>1,588,101</td>
<td>1,726,305</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>6,813,693</strong></td>
<td><strong>6,984,809</strong></td>
</tr>
</tbody>
</table>

### Operating Income

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pension related changes other than net periodic pension costs</td>
<td>(203,944)</td>
<td>67,992</td>
</tr>
<tr>
<td>Interest income</td>
<td>8,692</td>
<td>51,052</td>
</tr>
<tr>
<td>Investment income</td>
<td>6,006</td>
<td></td>
</tr>
<tr>
<td><strong>Net nonoperating revenues (expenses)</strong></td>
<td><strong>(195,252)</strong></td>
<td><strong>125,050</strong></td>
</tr>
</tbody>
</table>

### Change in Unrestricted Net Assets

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net Assets at Beginning of Year</strong></td>
<td>1,772,848</td>
<td>1,300,760</td>
</tr>
<tr>
<td><strong>Net Assets at End of Year</strong></td>
<td>$2,241,831</td>
<td>$1,772,848</td>
</tr>
</tbody>
</table>
Construction of the new 118,000 square foot Student Recreation Center (SRC) facility is now underway and set to be completed in 2012. The SRC will feature a gymnasium and multi-activity courts, weight and fitness space, multi-purpose rooms, an indoor jogging track, a rock climbing wall, boxing studio, drop-in baby-sitting services, office space for sport clubs, racquetball court, Outdoor Adventures, and an outdoor pool and field complex.

The facility’s Groundbreaking Ceremony was held on December 2, 2009, featuring speeches by CSUN President Dr. Jolene Koester, Associate Vice President for Student Affairs and Dean of Students Dr. William Watkins, USU Executive Director Dr. L. Hammond, Associated Students President Abel Pacheco, and USU Board of Directors Chair Piero Procida. The event featured free access to the Fitness Centre for students, faculty and staff, and free Wii Fitness challenges were held in the Games Room all day.

The CSU Board of Trustees approves the recreation center financial plan in November.

Contractor C.W. Driver received the official notice to proceed with construction on December 21, 2009.

Concrete foundations were poured and set during the spring semester. Hot and cold water lines also were installed.