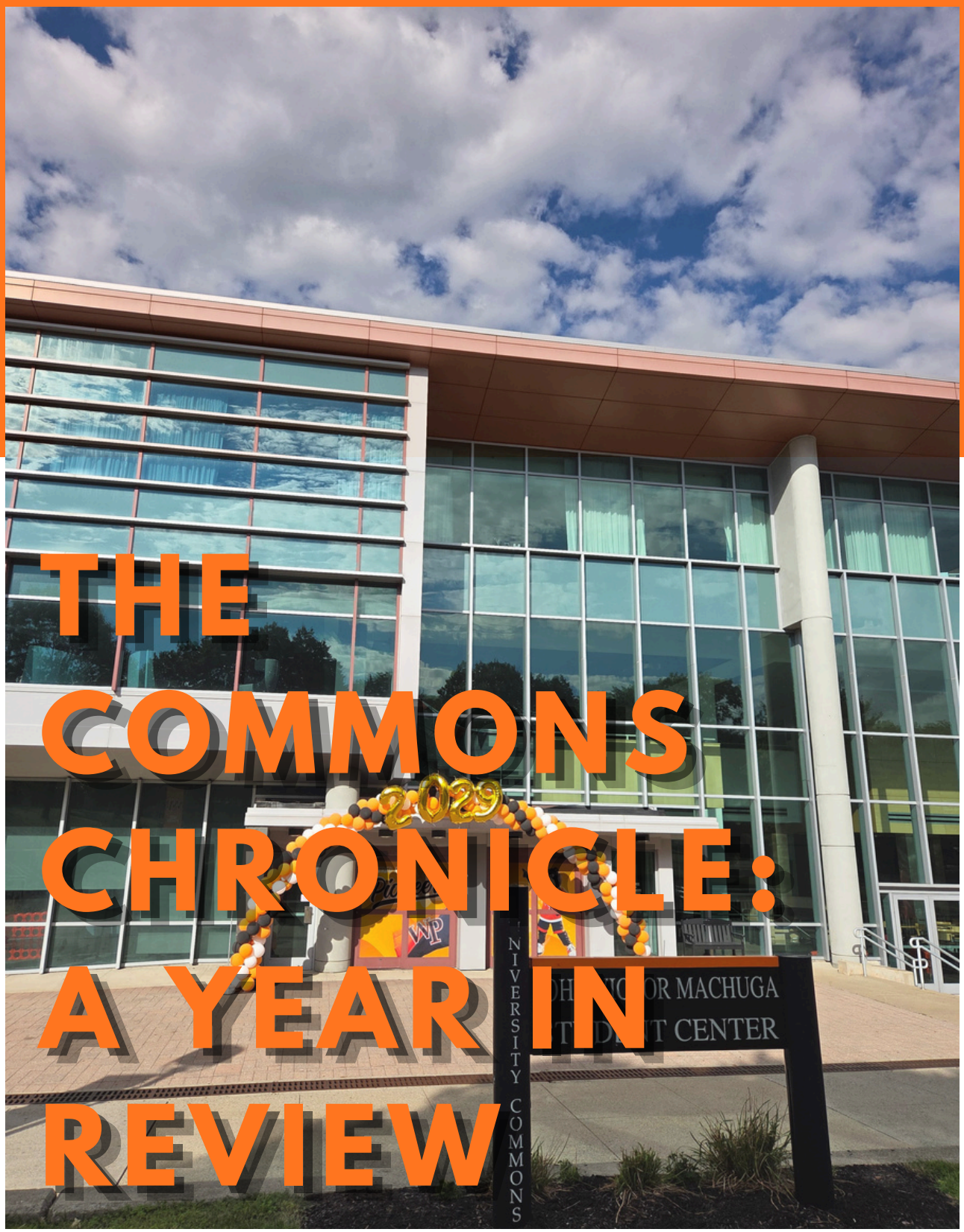


THE COMMONS CHRONICLE: A YEAR IN REVIEW

PREPARED BY:
KAITLYN HOWARTH
MANAGER, UC OPERATIONS

2025 - 2026

TABLE OF CONTENTS

03 About University Commons Operations

06 Operational Overview

10 Monthly Highlight Reel

13 Events & Services

18 Building Improvements

20 Student Staff Statistics

24 Assessment & Feedback

26 Goals for the Upcoming Year

28 Building Map & Floor Plans

32 Contact Information



A WORD FROM THE MANAGER



LIGHTS, CAMERA, COMMUNITY BUILDING!

This year, we set out to reimagine how we bring people together in the University Commons, and we had a lot of fun doing it! From trying new ideas to making better use of our spaces, our focus was all about creating opportunities for connection in unexpected ways.

We transformed lounge areas into gathering spots through our Commons Community Builder programs, giving students new reasons to stay, connect, and engage. We also leaned into student feedback, especially from our Arcade users, by hosting tournaments and interactive events that brought even more energy into the space. Along the way, we partnered with new departments and introduced additional showcase locations to expand our passive programming and reach more students where they are.

Our award-winning Commons Community Builder program continued to grow, with favorites like the Silent Book Club, monthly trivia, and Arcade Craft Corners turning everyday moments into meaningful experiences.

And as if that wasn't exciting enough, the University Commons also took center stage, literally. We hosted two Netflix productions that transformed our spaces into everything from an Olympic training facility to an LAX airport and even a karaoke bar! While it added some complexity to our day-to-day operations, it was an incredible opportunity to see our building in a whole new light.

As we wrap up the year, we're excited by what we've learned and can't wait to keep pushing the boundaries of how our spaces can bring people together. The work continues, and we can't wait to see what's next.

Kaitlyn Howarth

KAITLYN HOWARTH
MANAGER,
UNIVERSITY COMMONS OPERATIONS



ABOUT UNIVERSITY COMMONS OPERATIONS

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

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

STAFF VALUES

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

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

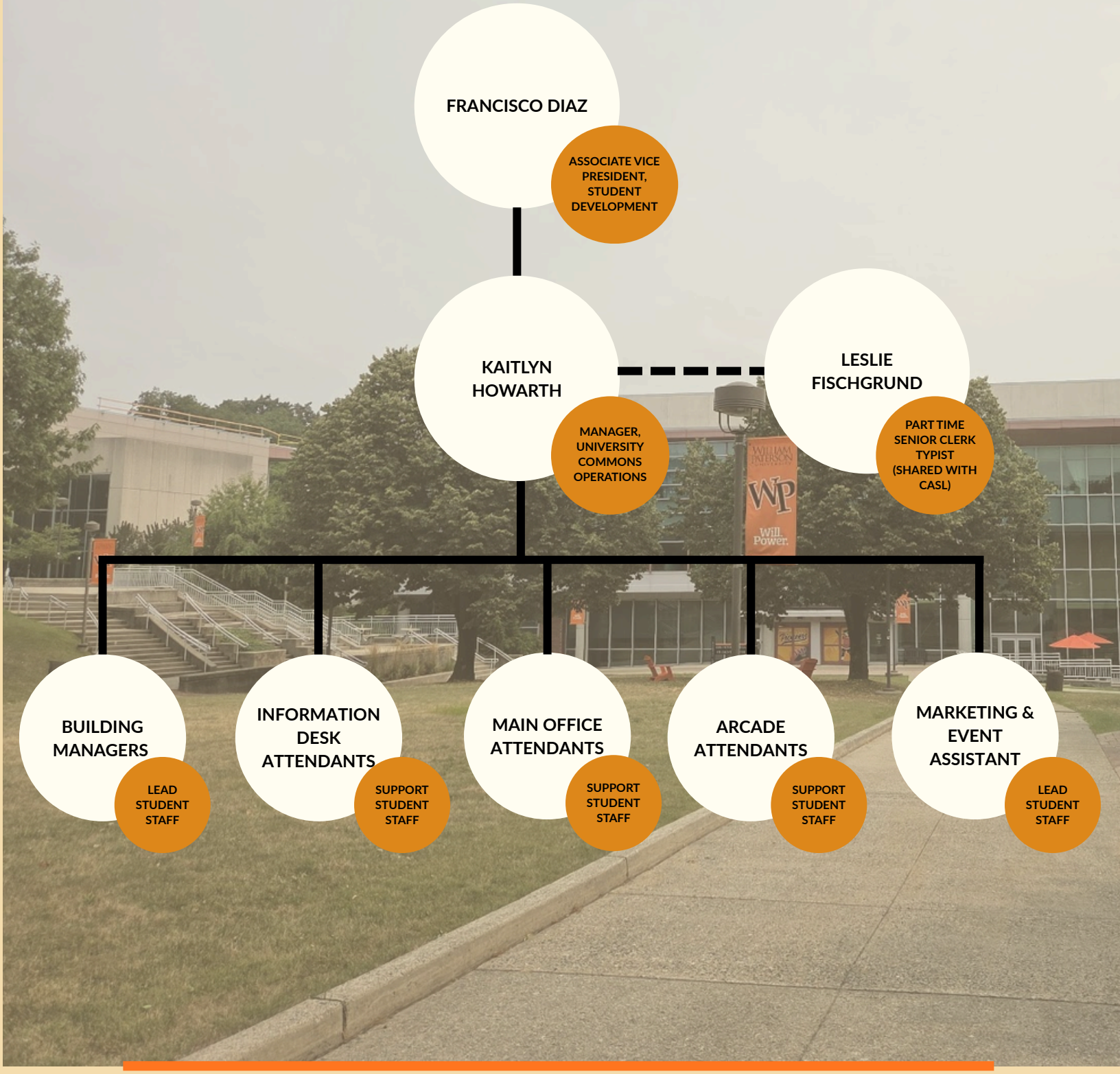
Service Excellence: University Commons Operations staff makes every effort to provide services to our customers that are timely, efficient, and go above and beyond expectations.

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

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

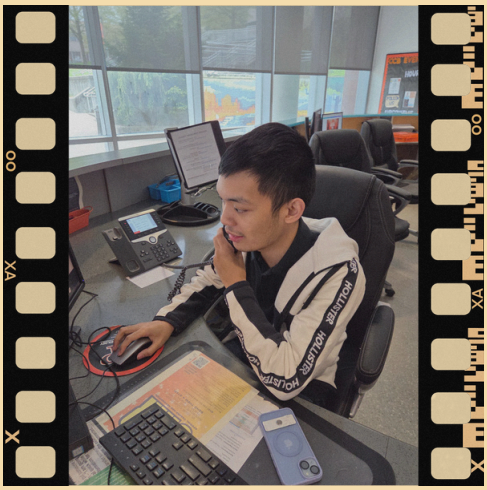
Fun: University Commons Operations staff provides service with a smile. With the events hosted in the University Commons and services provided they create an engaging, fun atmosphere on campus.

ORGANIZATIONAL STRUCTURE



STAFF ROLES

Manager, UC Operations
The Manager is responsible for leading the University Commons department, including overseeing strategic planning, staff supervision, and budget management. The manager oversees the hiring and supervison of a team of 25+ student employees, coordinates audio-visual services, and executes events in the building. The manager maintains facility operations, supports student engagement initiatives through the Commons Community Builder progtram, and ensures high-quality service for campus stakeholders and external partners.



Student Building Managers
The building managers are responsible for running the building, setting up A/V services for events, and are the point of contact for any issues in the building. Building Managers are responsbile for opening/closing the building, facilitating customer concerns, and can be found at the Information Desk.



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

Arcade Attendants
The Arcade Attendants oversee the Arcade/Entertainment Center. They are responsible for issuing equipment for billiards, table tennis, and foosball, along with board game check out. They maintain our Arcade Craft Corners and support our Commons Community Builders that take place in the Arcade.



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



OPERATIONAL OVERVIEW

HOURS OF OPERATION

BUILDING & INFORMATION DESK

SEMESTER HOURS OF OPERATION	
Sunday:	8:00AM - 11:00PM
Monday:	7:30AM - 11:00PM
Tuesday:	7:30AM - 11:00PM
Wednesday:	7:30AM - 11:00PM
Thursday:	7:30AM - 11:00PM
Friday:	7:30AM - 10:00PM
Saturday:	8:00AM - 10:00PM

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

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

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

ARCADE/ENTERTAINMENT CENTER

SEMESTER HOURS OF OPERATION*	
Sunday:	CLOSED
Monday:	11:00AM - 9:30PM
Tuesday:	11:00AM - 9:30PM
Wednesday:	11:00AM - 9:30PM
Thursday:	11:00AM - 9:30PM
Friday:	11:00AM - 9:30PM
Saturday:	CLOSED

SUMMER & WINTER BREAK	
Sunday:	CLOSED
Monday:	CLOSED
Tuesday:	CLOSED
Wednesday:	CLOSED
Thursday:	CLOSED
Friday:	CLOSED
Saturday:	CLOSED

*The Arcade/Entertainment Center doors open with the building, allowing students to enjoy the lounge space. Staff are available for equipment check-out starting at the times listed below.

USAGE STATISTICS

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

It is important to note that this year's usage data does not capture the full picture of building entry and exit activity due to the Netflix productions. For approximately seven days, one or more of the main entrance doors were closed, and alternative side entrances, without people counters, were used instead. As a result, some activity during that time was not recorded.

712,933 Entries between July 2026 to June 2025. This is a **0.47% DECREASE** from last year. Decrease is attributed to Netflix production and snow days.

Average Number of Entries Per Day

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

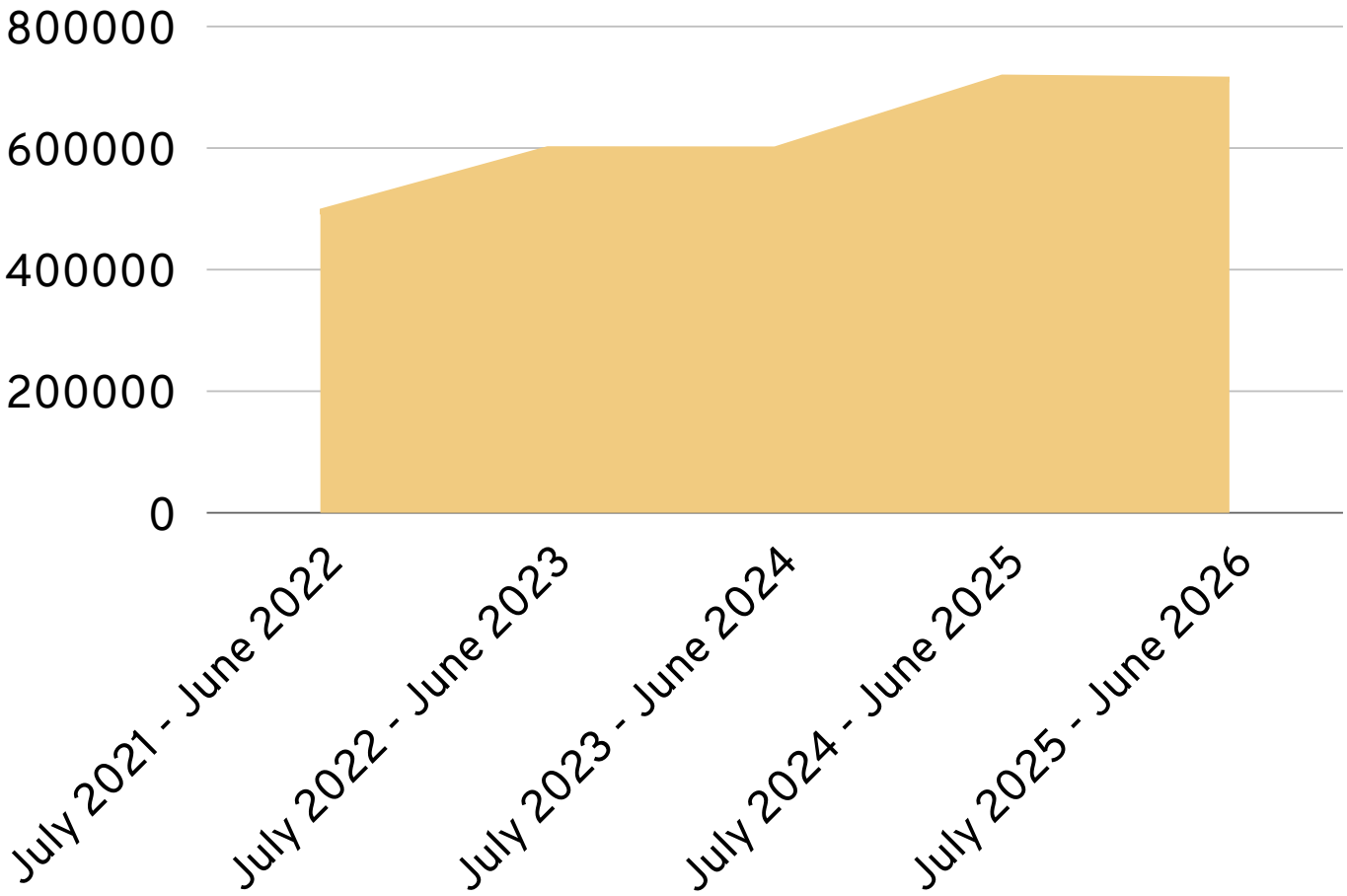
Common Hour Information

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

Tuesdays **1,921**
Thursdays **1,849**



5 YEAR TREND USAGE





SOCIAL MEDIA PRESENCE

Platform Presence

University Commons Operations is currently active on Instagram at ucoperations.wpunj

Follower Growth

uc.operations.wpunj was created on December 5, 2024. Since inception, we have gained 336 followers.

Engagement Metrics

Over a 90 day period, we average approximatley 30,000 views, with 49% of views being from followers. This is a signifant drop in follower engagment (50%) compared to last year and shows that our non-follwers are equally as engaged as our followers. We reached approximately 5,353 accounts. (A 90-day period, used as the baseline for data, spans from March 25 to June 21.)

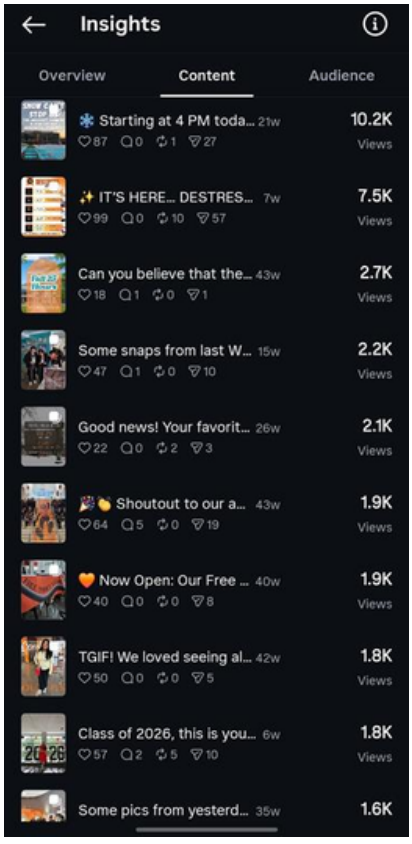
Campaign Highlights

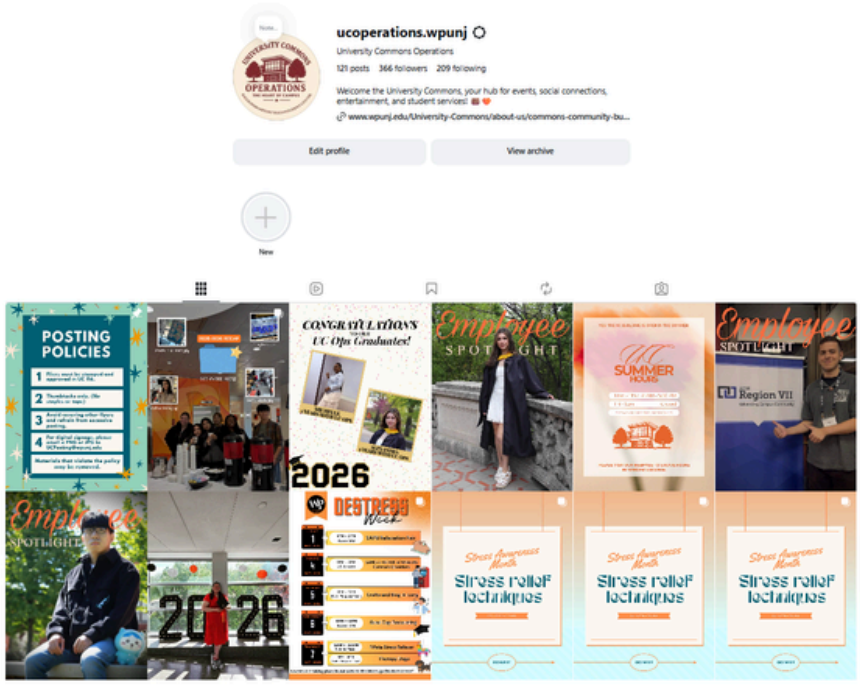
Our Marketing & Event Assistant manages our account and curreted content for:

- Commons Community Builder events
- Employee Spotlights
- Throwback Thursday
- Hours of Operation

Most importantly, this year we utilized our social media presence to keep students and staff informed about changes to daily operations, including updates related to inclement weather and Netflix productions.

Top Performing Content







MONTHLY HIGHLIGHT REEL

JULY 2025

As one of the most frequently used event spaces on campus, the University Commons recognized the importance of equipping the campus community with the tools for hosting successful events. In collaboration with Catering, UC Operations presented a session titled “How to Have a Successful Event in the University Commons” as part of the HR Summer Learning Series.



AUGUST 2025

UC Operations’ annual all-staff training includes a civic engagement component that reinforces our commitment to community engagement. This year, staff collaborated to create no-tie fleece blankets, producing a total of 12 blankets that were donated to Eva’s Village in Paterson, NJ.



SEPTEMBER 2025

Following its success last year, we brought back our free thrift store initiative. With donations contributed by more than 20 individuals, we were able to redistribute over 1,200 items, serving 187 students and staff members by helping these items find new homes.



OCTOBER 2025

Following its success last year, we brought back our free thrift store initiative. With donations contributed by more than 20 individuals, we were able to redistribute over 1,200 items, serving 187 students and staff members by helping these items find new homes.



NOVEMBER 2025

In November, UC Operations received the Outstanding Community Building Program Award at the ACUI Region VII Conference for Commons Community Builders: Celebrating 50 Years of Building Community in the Student Center. This award recognizes programs that foster meaningful connections and enhance the campus community, highlighting the impact and success of this initiative



DECEMBER 2025

The Commons Showcase location was established as an official reservable space in 25Live. Designed for passive programming, this space provides departments and student organizations with an opportunity to highlight their work, celebrate diverse cultures, and share initiatives with the broader campus community.



JANUARY 2026

The long-awaited renovation of SC 211 was completed in January. Featuring new window coverings, a reoriented room layout, and upgraded A/V technology, SC 211 is now a premier space for hosting events.



FEBRUARY 2026

February featured a variety of Commons Community Builders initiatives. We hosted Welcome Back Bingo for 35 students, distributed 100 flowers in celebration of Random Acts of Kindness Day, and welcomed 25 students to our Sunset Serenade event.



MARCH 2026

In collaboration with Residence Life, we hosted a Silent Book Club on three Wednesdays in March. We distributed 55 “Blind Date with a Book” selections, creating a welcoming space for students to build community while enjoying their own reading.



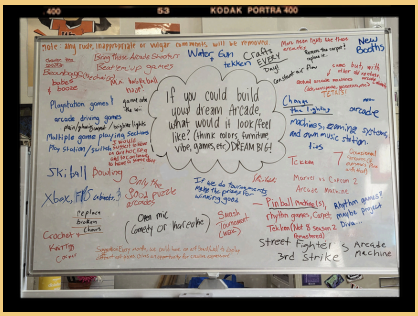
APRIL 2026

Staff expressed interest in hosting a cultural potluck—and they delivered. Fully initiated by student staff, each participant brought a dish or snack representing their culture to share with colleagues. Gathering together in community, staff sampled foods from Africa, the Philippines, Morocco, and beyond, creating a vibrant and engaging experience that highlighted the joy of cultural exchange.



MAY 2026

As part of our ongoing efforts to gather student feedback, we placed a feedback board in the Arcade to better understand what users want from the space. The insights collected will help inform future decisions and enhancements to improve the overall student experience.



JUNE 2026

As part of ongoing efforts to reinvigorate the Student Center third floor, renovations began on the Club Hub, including new carpeting and upgraded A/V installations. This transformation will convert an underutilized space into a modern, reservable meeting area for students and departments.





EVENTS & SERVICES

EVENTS BY THE NUMBER

The University Commons supported **3,037** event occurances, an **18.5%** increase from last year.

The breakdown is as follows:



Event Requestors by Type:

- **64** Student Organizations (2 less than last year)
- **64** Departments (5 more than last year)
- **13** Outside Rentals (7 more than last year)

Most Reservations for the Year: Student Organizations

- **30** Student Government Association
- **25** Theta Phi Alpha
- **23** Lambda Sigma Upsilon
- **21** Delta Phi Epsilon
- **21** Greek Senate

Most Reservations for the Year: Departments

- **61** Campus Activities, Service, & Leadership
- **51** Career Development Center
- **47** VP Student Development
- **39** Student Diversity & Inclusion
- **37** Academic Advisement Center

COMMONS COMMUNITY BUILDERS (CCB)

The calendar for this year's Commons Community Builders was developed using insights from past program successes and attendee feedback. This year's offerings include a diverse range of events, from arcade tournaments to craft corners, scavenger hunts, and more, providing engaging opportunities for students to connect and build community.

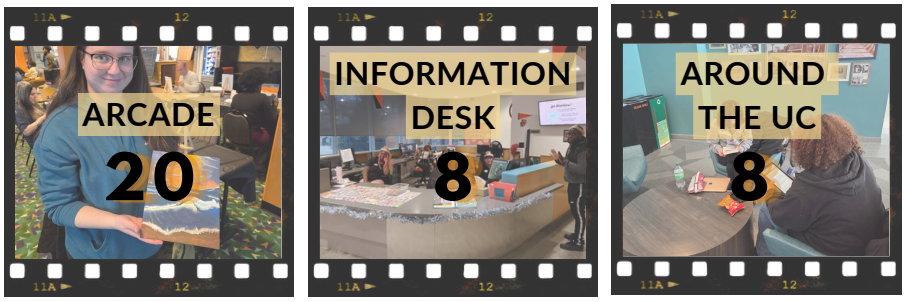
CCB's BY THE NUMBER

Activity Type:





Location:



Collaboration:

This year, we collaborated with seven departments to host eight Commons Community Builders events, strengthening partnerships across campus while expanding opportunities for student engagement and connection.

ARCADE/ENTERTAINMENT CENTER

The Arcade/Entertainment Center, located on the ground floor of the Student Center, is a place where students can hang out and relax on campus. All of our services in the Arcade are free of charge and available to anyone with a WP ID card. Housing six billiards tables, two table tennis tables, air hockey, foosball, and gaming TVs, the Arcade has something for everyone.

Foot traffic data indicates a 16% increase in visitors to the Arcade between Fall 2024–Spring 2025 and Fall 2025–Spring 2026. It is important to note that the Traf-Sys people counters were offline from July through October. To account for this gap, an average weekly visitor count for the fall semester was calculated and applied to each week with missing data.

Additionally, the Arcade was utilized as a filming location for a Netflix production for one week in April. Visitor data for this period has been excluded from the overall count to maintain accuracy.

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

58,125 INS/OUTS

Compared to 50,039 Ins/Outs last year. Visits are counted on an entry/exit basis; for example, a student who leaves to use the restroom and then returns to the Arcade is counted as two visits.

2,856 HOURS

Playing billiards on one of our six billiards tables. An increase of 20% from last year.

343 HOURS

Playing table tennis on one of our two table tennis tables. This is a 29% decrease, likely due to one of the two tables being out of service for several months, limiting availability for users.

15 EVENTS

Hosted by campus departments and student organizations.





BUILDING IMPROVEMENTS

TECHNOLOGY

Using the funding from A/V fees, we were able to purchase the equipment below for the University Commons meeting spaces.

New Equipment Acquisitions:

- Two laptops dedicated to event operations
- Large podium for the Ballroom to support speaker presentation
- TV monitors, microphones, ceiling speakers, and a podium for our new meeting space, SC 329A

Equipment Replacements:

- MPR projector, which had reached its end of life
- All AV in SC 211 including TV monitors, microphones, and a podium

FURNITURE & EQUIPMENT

With funding from the UC Operations operating budget and support from the Capital Planning budget, the following furniture and equipment were acquired during the reporting period.

Meeting Room Enhancements:

- 15 new conference tables for SC 329A
- Seven oscilating fans for meeting spaces

Recreational Area Upgrades:

- Two table tennis tables replaced our outdaten/broken tables
- Four games for the Nintendo Switch console that was donated
- 17 yard and board games (purchased by the Assocaite Vice President for Student Development to be used in the Arcade and for tailgate and other campus wide events



AESTHETIC & PHYSICAL SPACE UPDATES

Ongoing efforts to maintain and enhance UC spaces resulted in a series of aesthetic and physical space improvements designed to support operational excellence and user satisfaction.

Student Center Updates:

- Replace the 20+ year old curtains in SC 211 with new rolling shades
- Replaced the carpet and painted the walls in SC 329A
- Painted SC 323 & SC 324 - two offices that will be transformed into Study Rooms this coming fall
- The columns in the Arcade received a fresh coat of paint as a result of Netflix production
- The "motivational" posters from the 3rd floor were removed and replaced with University event photos.

Speert Hall Updates:

- Closet WH 145 was created and will be shared storage space for the Office of Veteran and Military Affairs, Community Policing, and Campus Activities, Service, & Leadership.

Ballroom Updates

- Two walls in the Ballroom building recieved a fresh coat of paint.



















STUDENT STAFF STATISTICS

NUMBER OF EMPLOYEES

The University Commons provided employement opportunities for 26 students, including 23 undgraduates and three graduate students.

DEMOGRAPHICS

RACE/ETHNICITY
Asian: 29%
Black/African American: 18%
Latinx/Hispanic/Mexican/Chicanx/Spanish Origin: 18%
White: 39%
Other: 7%



LANGUAGES SPOKEN

- Arabic
- Cantonese
- Filipino
- French
- Ga
- Haitian Creole
- Haryanvi
- Hiligaynon
- Hindi
- Kapampangan
- Portuguese
- Punjabi
- Russian
- Spanish
- Tagalog
- Twi

CREDIT LEVEL
Sophomore: 2 students
Junior: 11 students
Senior: 10 students
Graduate: 3 students

GPA

The average cumulative GPA for student employees at the end of Spring 2026, or at the conclusion of their employment was **3.48**.

STAFF IDENTITIES

HOUSING STATUS
Commuter: 22 students
Residential: 4 students

ENROLLMENT CHARACTERISTICS:
Transfer: 2 students
First Generation: 5 students
International: 8 students





360 EVALUATIONS

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

Overall, the evaluation results demonstrate a highly engaged and service-oriented staff committed to supporting both campus visitors and one another. A total of 105 evaluations were submitted, including:

- 27 self and supervisee evaluations
- 51 peer evaluations

Top strenghts identified include:

- Respect for authority and peers
- Respect for customers
- Teamwork and collaboration
- Willingness to help others
- Professional communication (including phone etiquette, information sharing, and transfering calls)

Top areas for improvement include:

- Managing visitors at workstations
- Limiting cell phone use
- Personal electronic device usage
- Uniform compliance
- Attendance and punctuality

LEARNING OUTCOME ASSESSMENT

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

Unfortunatley, response rate for the assessment was only 38%. Below are the results of the Spring 2026 assessment:

Critical Thinking
Student employees demonstrated strong conflict resolution skills by remaining calm under pressure, actively listening to concerns, and identifying solutions that balanced customer, coworker, and departmental needs. Responses showed an emphasis on professionalism, compromise, and maintaining positive relationships during challenging situations.

Respect for Diversity
Students regularly engaged with individuals from diverse cultural, linguistic, and personal backgrounds, using patience, empathy, and open-minded communication to better understand differing perspectives. Many reflected on how experiences with others expanded their awareness and strengthened their ability to adapt their own communication styles.

Personal Responsibility
Students consistently described demonstrating integrity through accountability, reliability, honesty, and adherence to workplace expectations. Many shared examples of taking responsibility for mistakes, maintaining professionalism, and representing the department positively in daily interactions.

Customer Service
Student employees exhibited strong customer service skills by validating customer concerns, exercising patience, and providing individualized support during stressful situations. Responses reflected a commitment to ensuring customers felt heard, respected, and confident that their needs were addressed.

Community Connection
Students effectively utilized campus resources, departmental knowledge, university systems, and online tools to connect customers with accurate information and appropriate services. Their responses demonstrated growing confidence in helping others navigate university processes and resources.

Well-Being
Students showed meaningful reflection on their personal wellness by identifying strategies for managing stress, balancing responsibilities, improving time management, and prioritizing physical and mental health. Many described taking intentional steps toward healthier habits and greater self-awareness.

Additional Comments
Overall, students reported significant personal and professional growth through their employment experience, citing increased confidence, stronger communication skills, deeper cultural awareness, and a greater appreciation for teamwork and customer service. The learning environment fostered both workplace competencies and personal development that will transfer to future academic and professional endeavors.





ASSESSMENT & FEEDBACK

UC FEEDBACK STOPS

During the Spring 2026 semester UC Operations conducted four listening sessions titled “UC Feedback Stops” where students could share their thoughts on a variety of questions related to the Univeristy Commons. Overall, students viewed the UC as a welcoming, vibrant, and central space on campus that supports connection, community, and daily student life. The building is widely recognized as the “heart of campus,” where students gather to study, relax, attend events, and engage with one another.

Students consistently identified lounge spaces, events, and community-building opportunities as major strengths. The UC is perceived as a “home base” between classes, offering flexible environments that support both productivity and relaxation. Students also appreciate the events, the diversity of programming, and the inclusive atmosphere that reflects the campus community. Service touchpoints such as the Information Desk have contributed positively to overall satisfaction for visitors.

At the same time, feedback highlights several recurring operational and experiential gaps that impact how students use the building. Everyday functionality, such as access to outlets, temperature consistency, and basic amenities like microwaves, plays a critical role in how students view the UC. Additionally, students expressed a desire for more consistent programming beyond Common Hour, improved visibility and communication about events and resources, and renovations of underutilized areas like the 3rd floor and Center Café.

Across all feedback areas, one theme is clear: students value the University Commons and want to use it more, but improvements in comfort, infrastructure, and intentional space use are needed to fully meet their needs. Many of the recommendations provided as a result of the feedback stops focus on enhancing existing strengths, modernizing key spaces, improving day-to-day operations, and creating more opportunities for engagement.

EVENT FEEDBACK

In January 2026, UC Operations launched an automated Event Feedback Survey process through 25Live to better understand event organizers' experiences using our facilities. A total of 449 surveys were distributed, resulting in 38 responses. To increase participation, personalized follow-up emails were sent to 40 frequent event space users, generating an additional five survey responses.

Overall Findings

Customer satisfaction was overwhelmingly positive. Most respondents selected "Extremely Satisfied" across all evaluated categories, with customer service receiving the strongest and most consistent praise. Event organizers consistently praised student staff, Building Managers, and professional staff for their professionalism, responsiveness, flexibility, and commitment to ensuring successful events. Feedback also identified several opportunities for improvement, including continued investment in facility enhancements, increased consistency in room setup execution, improved temperature regulation in event spaces, and ongoing attention to audio/visual equipment reliability.

Customer Service & Staff Support

This was by far the highest-rated area. Common strengths identified:

- Friendly, professional, and knowledgeable staff
- Quick response times to issues and requests
- Flexibility when last-minute changes were needed
- Building Managers and student staff who were helpful, accommodating, and proactive
- Strong event planning and setup support

Room & Environment

While most respondents were satisfied with room setups and cleanliness, this area generated the majority of improvement recommendations. Recurring concerns:

- Room temperature control (rooms too warm or too cold)
- Occasional cleanliness issues, including dirty tables and carpeting
- Furniture setup not always matching the requested layout
- Condition of furniture in some spaces
- Facility appearance in the Arcade

Audio/Visual & Technology

Technology ratings were generally very positive, with many respondents reporting no issues.
Areas of success:

- Quick troubleshooting and responsiveness by staff
- Strong support for hybrid meetings

Areas for improvement:

- Microphone functionality
- Volume control issues
- Occasional equipment failures requiring technical support



GOALS FOR THE UPCOMING YEAR

STRATEGIC OBJECTIVES

1. Enhance Student Engagement, Belonging, and Customer Experience
   - Implement and reinforce the updated University Commons Customer Service Philosophy to ensure every visitor feels welcomed, valued, and supported.
   - Expand Commons Community Builders initiatives that foster connection, belonging, and engagement among students.
   - Increase participation in University Commons programs through intentional partnerships with student organizations, campus departments, and community stakeholders.

2. Strengthen the University Commons Brand and Campus Presence
   - Advance the "You Belong Here" campaign as a visible expression of the University Commons' commitment to community, inclusion, and student success.
   - Leverage social media and digital signage to increase awareness of services, programs, facility enhancements, and student achievements.
   - Highlight the impact of University Commons Operations through strategic storytelling, assessment results, and student success narratives.

3. Invest in Student Staff Development and Operational Excellence
   - Enhance training and professional development opportunities for student employees with a focus on leadership, customer service, communication, and conflict resolution.
   - Strengthen assessment practices to measure student learning, service effectiveness, and operational performance.
   - Continue to refine policies, procedures, and staffing practices to support exceptional service and efficient operations.



UPCOMING PROJECTS AND RENOVATIONS

During FY27, we are exploring updates to Room UC 216, which currently houses outdated aesthetics. Pending available funding, our goal is to:

- Replace the carpet with carpet tiles.
- Remove the wooden chair rails and bulletin board tack strips along the top of the wall.
- Repaint the walls and replace the corner guards.

With larger Arcade renovation plans currently on hold, our focus for the coming year will be on implementing low-cost enhancements that refresh and improve the space. Planned improvements include:

- Removing outdated wooden artwork
- Repainting columns
- Updating lighting fixtures to create a more inviting environment
- Fixing the booth seating area which currently has damaged booths

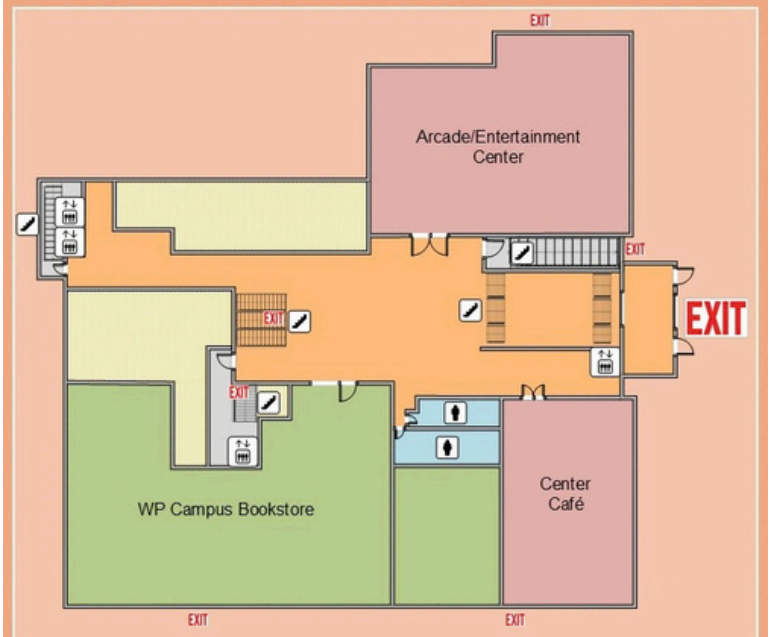




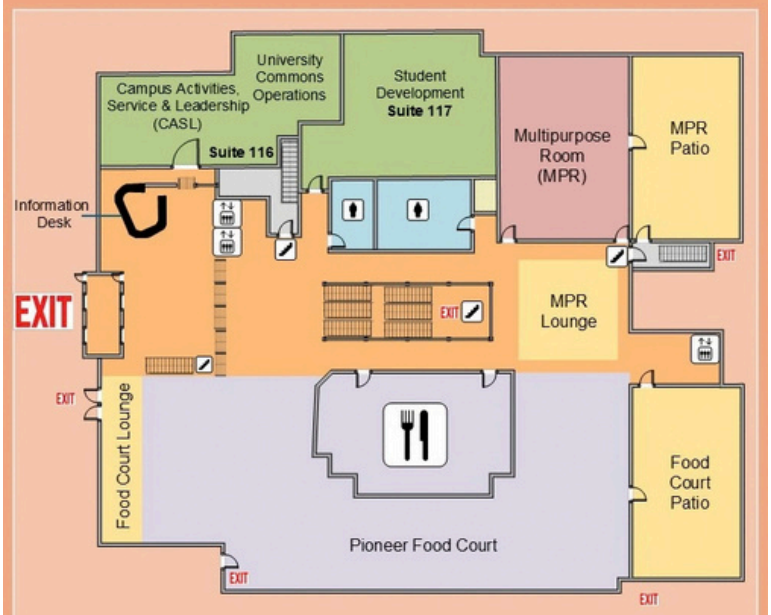


BUILDING MAP & FLOOR PLAN

University Commons
Student Center
Ground Floor



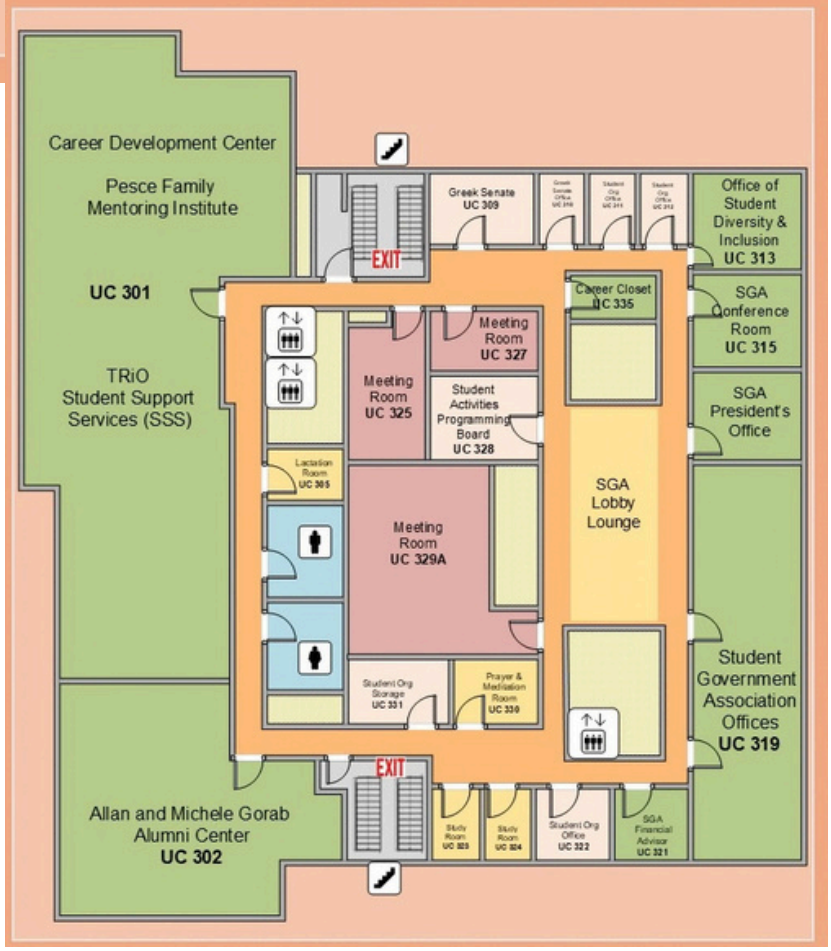
University Commons
Student Center
1st Floor



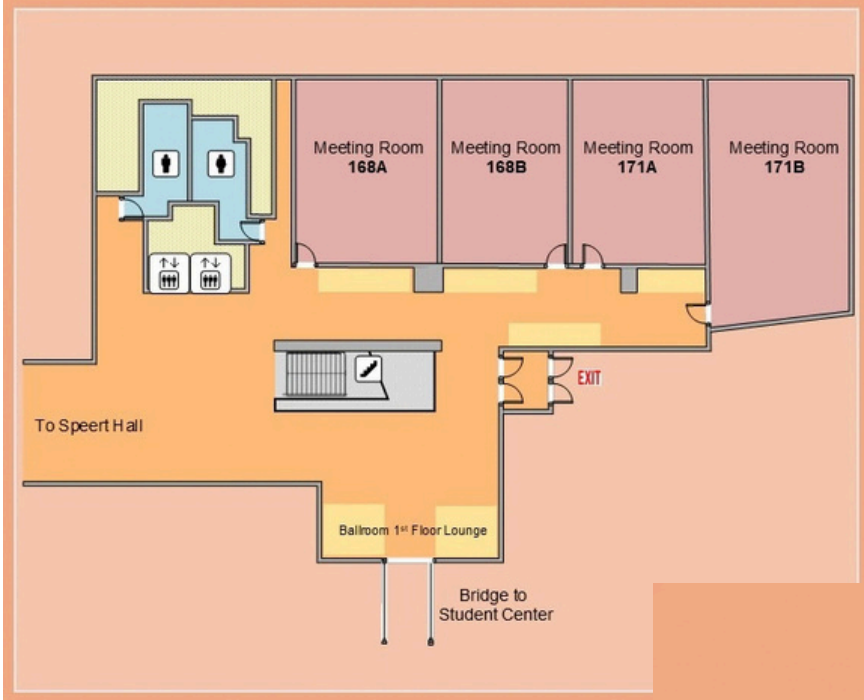
University Commons
Student Center
2nd Floor



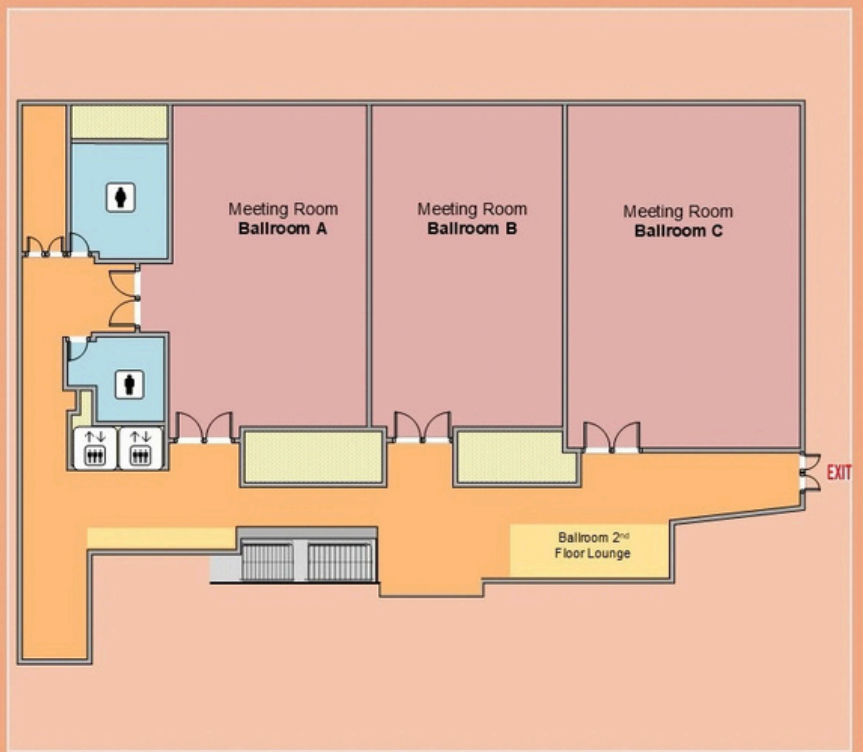
University Commons
Student Center
3rd Floor



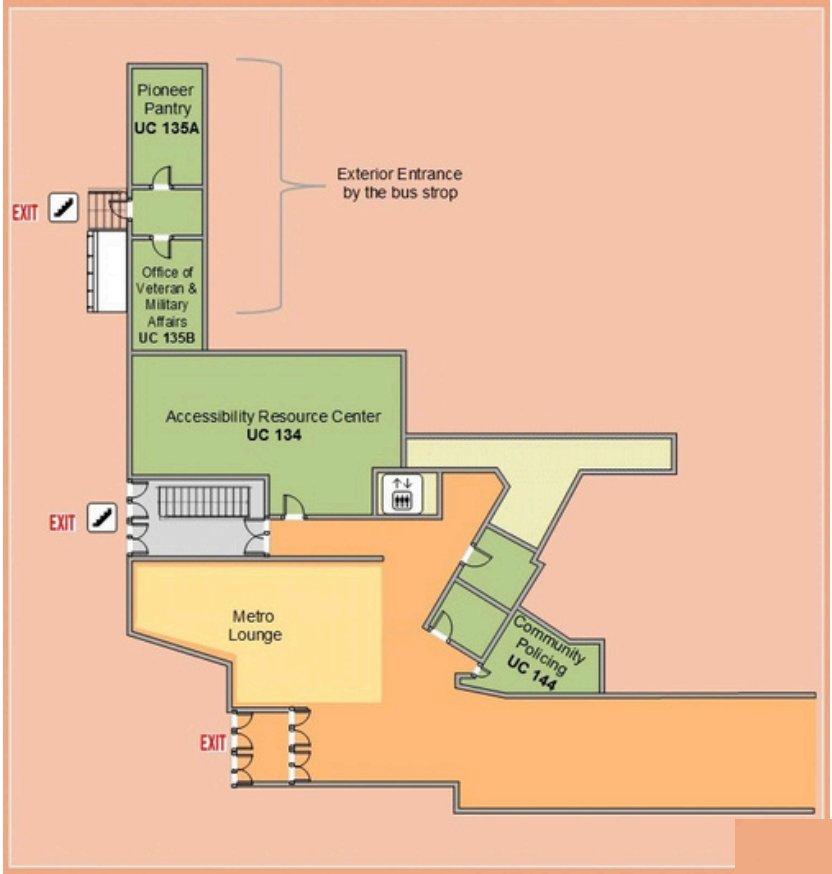
University Commons Ballroom Building 1st Floor



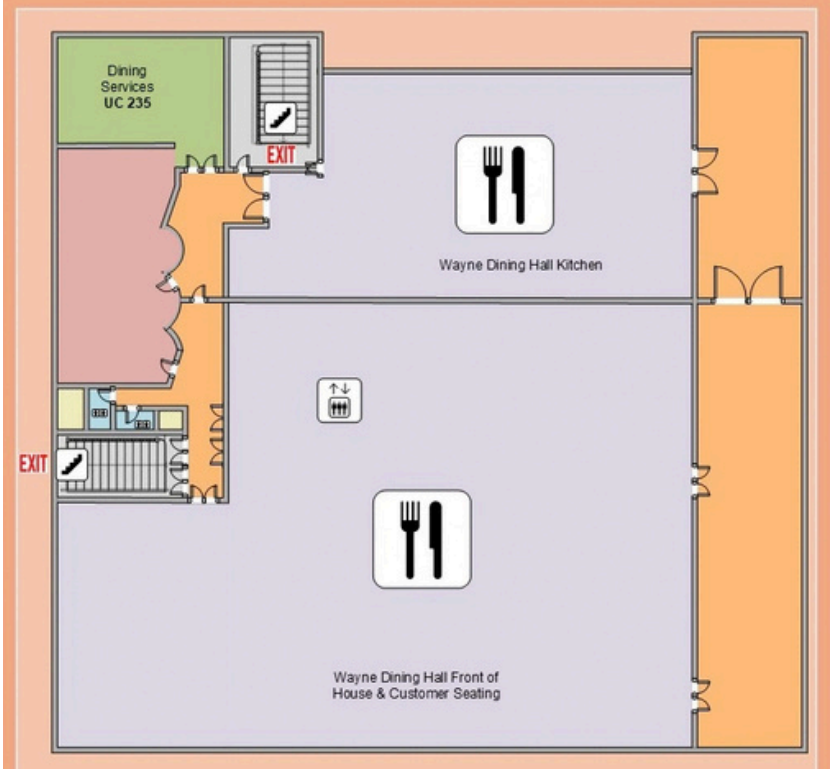
University Commons Ballroom Building 2nd Floor



University Commons
Speert Hall
1st Floor



University Commons
Speert Hall
2nd Floor





CONTACT INFORMATION

UNIVERSITY COMMONS OPERATIONS

Office Location: Suite 116, 1st Floor Student Center

Phone Numbers:
973-720-2292 (Information Desk)
973-720-3222 (Arcade Desk)
973-720-3206 (Suite 116 Main Office)
973-720-3472 (Manager, UC Operations)

Email:
UC-Ops@wpunj.edu (general inquiries)
UCpostin@wpunj.edu (advertising inquiries)
UC-Ballrooms@wpunj.edu (for hybrid events)
Howarthk1@wpunj.edu (Manager, UC Operations)

Instagram: https://www.instagram.com/ucoperations.wpunj/

A NOTE ABOUT THIS REPORT

Lights, camera, action! This report tells the story of another unforgettable year in the University Commons. Between becoming award-winning, gearing up for our Hollywood debut, and continuing to strengthen the sense of community that makes this place special, it's safe to say this year deserves top billing.

Although the Manager of the University Commons compiled this report, the real stars are our UC Operations student staff. Their dedication, leadership, and commitment are what turn a building full of rooms into a place filled with energy, belonging, and memorable experiences for our campus community.

No credits roll would be complete without thanking Copilot for helping transform ideas, notes, and late-night inspiration into sentences worthy of the spotlight.