



OTTER STUDENT UNION AT CSU MONTEREY BAY
BOARD OF DIRECTORS
ORGANIZATIONAL AND BUSINESS MEETING MINUTES

Friday, April 11, 2025

1:30 PM - 2:45 PM

OSU Room 310 & via Zoom

<https://csumb.zoom.us/j/87673577270>

I. CALL TO ORDER

Lesley Solano motions to start the meeting.

Meeting started at **1:32 PM**.

II. ROLL CALL

Board Directors:

- a. Lesley Solano, Chair - Present
- b. Jianshan Chen Khalsa, Vice Chair - Present
- c. Phillip Gianino, Treasurer - Excused
- d. Sarah Walter, Secretary - Present
- e. Jasmyn Meyer, Student Director - Present
- f. Milo Drake, Student Director - Present
- h. Thomas Nigro, Student Director - Present
- i. Blanca Herrera, Student Director - Present
- j. Ashley Hancock, Student Director - Present
- k. Izabella Zavala, Student Director - Present
- l. Carisse Ballard, Alumni Representative - Present
- m. Babita Gupta, PhD, Faculty - Present
- n. Jenny McAdams, Community - Present
- o. Jeff Rensel, OSU Director - Present
- p. Ben Corpus, VP for EMSA - Present

III. APPROVAL OF AGENDA 03.07.25

Lesley Solano asks for approval for agenda items.

Lesley Solano motions to approve.

All approved the motion.

The motion passes 13-0-0 at **1:34 PM**.

IV. APPROVAL OF MINUTES FROM PREVIOUS MEETINGS

<https://csumb.edu/osu/board/agendas-minutes/>

Lesley Solano motions to approve.

All approved the motion.
The motion passes 13-0-0 at **1:35 PM**.

V. BUSINESS ITEMS

A. Monthly Meeting/Agenda

Sarah Walter presents

- a. Overview of today's meeting and what we will be discussing.

B. Special Guests/Presentations:

- a. Special Guest: Angelo Casiano and Carlos Castillo, Otter Kitchens and Chartwells
 - i.  OSU Board Presentation April 2025 Updated Picture.pptx
 - ii. Students can provide feedback through the Dine on Campus app, social media, or anonymously through text.
 - iii. This year, they have held 47 events such as Lunar New Year, HSI Takeover, Holi Takeover, and more. They are getting more and more requests from other departments to collaborate.
 - iv. First Year Eats is a new program this semester, which they have held 25 exciting events for this semester.
 - v. They have had many other collaborations, especially for East Campus so they can stay connected to main campus.
 - vi. New this semester: Wild Blue Sushi (great reviews and expanded menu), Byte Vending (fresh vending machine), Otter Mobile (traveling food truck), Monte's Oasis (smoothies)
 - vii. Dining App received a 721% increase in views. On campus, they have received a 93% positive rating. They also spent 9 days to understand where students go on campus so they can position their offerings to meet the students.
 - viii. Upcoming Events:
 1. April 15th: Catering Showcase
 2. May 6th: Eggs After Dark
 3. And more - all events on Dining on Campus app!
 - ix. Upcoming Changes:
 1. Action plan based on annual survey - they will publish this when complete.
 2. Dining Commons Renovation
 3. New catering menus - attend catering showcase to get a preview!
 4. They have heard from students about the food options they want to see on campus, and are working to see what changes they can make.
 - x. Questions from the Board
 1. Sustainability: They have a dedicated sustainability champion. They had to change some of the food waste structure to the back-of-house, but all waste is tracked. More initiatives include

expanding the green box program and the renewable cups program.

2. Quality Control: Lots of information has been provided to Dining Commons by third hand or fourth hand information. They have been working to get to the source of the quality issues since they have a quality control investigation process. This is also why participating in surveys and providing feedback to Otter Kitchens is important. Chartwells also has lots of quality control procedures such as correct temperatures.
3. Extending OSU food hours: They are currently evaluating how to extend the hours of the OSU food places - lots of moving pieces are involved, such as should they be closing other places instead?

xi. They are always open and want to hear feedback!

1:58 PM

C. Public Forum (At this time members of the public may approach the OSU Board about items not already listed on this agenda. Public comment is an opportunity for members of the public to directly address the OSU Board on any item affecting the OSU or the campus community.)

a. Sean Tubo from the Lutrinae

i. Question: Spoken to many students about the Otter Statue - students believe the statue does not look like an otter and is a waste of money. How does this affect the launch?

1. Response: The OSU is not in charge of the statue - The Alumni Association is responsible for the statue and received a donation to create the statue. The OSU Board was asked for feedback and voted to choose the version of the statue that looked more like a sea otter, but that was not the statue that was chosen by the Alumni Association. The OSU was chosen for the location because we are the heartbeat of campus and get a lot of student engagement here through our programming and the campus tours that go through there, but this was not the OSU's project.

2:04 PM

D. Committee Updates

Lesley Solano Presents

a. Art Committee

i. Otter Alebrije Mural Painting April 14th - April 17th from 10am-4pm in the OSU

1. Hijos del Sol has provided a quote for canvas outline, on-site painting support for all dates, and touch-up after painting is completed

2. Facilities Management will assist with mounting materials and installation
- b. Updated Design from OSU MarComm student Maria Ruiz :



- i. Review of [OSU Mural Purpose statement](#)
 1. Mural Title Ideas:
 2. Lesley would like for us as a board to come to a consensus on a title that best represents our project. Open to suggestions.
 - a. Alebrije Otter: From Sueños to Univer-Sea-ty, A Community Mural of Belonging
 - b. Sueños del Mar: The Alebrije Otter Spirit of CSUMB
 - i. Translation - Dreams of the ocean
 - c. Otter y Alma: Espíritu del Estudiante, Espíritu del Mar
 - i. Translation - Otter and Soul : Spirit of the student, spirit of the sea/ocean
 - d. The Spirit of the Univer-Sea-ty, The Souls of our Otters
 - e. Otter Espíritu: A Symbol of our Univer-Sea-ty and Student Identity
 - i. Translation - Otter Spirit: ...
 - f. Alebrije del Mar: Where Culture Swims and Spirit Soars
 - i. Translation - Otter of the Sea/Ocean:
 - g. Consensus to select:**
 - i. Alebrije del Mar: Where Culture Swims and Spirit Soars**
 3. OSU Marketing - Sticker
 - a. "Painted by Many, United as One – OSU 2025"
 - b. "Creativity. Culture. Community. – OSU 2025"
 - c. **Consensus to select:**
 - i. “Alebrije del Mar: Where Culture Swims and Spirit Soars”**
- ii. Reminder: Alumni Association Bronze Otter Statue Unveiling is April 17th at 12pm as part of Otter Thursday.
- iii. OSU 3rd Floor Art Display

1. Extending current VPA display until June 30th - approved by Hector Mendoza Anguiano on 4/10/25.
2. Possible installation of another exhibit in Fall 2025
 - a. Example: [Cal State Monterey Bay's 27th annual Social Justice Colloquium](#)

Carisse Ballard & Jeff Rensel Present

- c. Audit Committee
 - i. Auxiliary Audit Committee is scheduled for Friday, May 9th from 10am - 11am via Zoom.

Jeff Rensel Presents

- d. Budget Committee
 - i. The 2025-2026 OSU Budget draft will be presented at the May OSU Board Meeting.
 - ii. The OSU has a current balance of \$1,872,696 in the Wells Fargo account.

Jeff Rensel Presents

- e. Policy and Procedure Committee
 - i. No updates

2:12 PM

E. Business Items

Lesley Solano-Alonso & Jeff Rensel Presents

- a. Old Business Items
 - i. Wonderfil
 1. [Wonderfil Refill event](#) is scheduled for **April 24th, 10am - 3pm**
 2. Personal Hygiene items selected (5 gallons of each):
 - a. All-purpose soap, body wash, laundry detergent, and shampoo
 - b. First 100 people will receive a 16 oz refillable bottle
 3. Participants will be asked to complete a survey about the feasibility and usefulness of program offering
 4. Costs for one day event = \$1,469.20
 5. Marketing and Promotion materials available:  Wonderfil
 - a. OSU Website: <https://csumb.edu/osu/wonderfil/>
 - ii. OSU Board Recruitment
 1. Applicant deadline was Friday, April 4th
 2. We have 7 student applicants for board positions.
 - a. Returning Supporters: Carrisse Ballard - Alumni Rep, Dr. Babita Gupta - Faculty Rep, Jenny McAdams - Community Rep
 3. Applicant interviews are scheduled the week of April 14 - 18th.
 4. Our faculty, alumni, and community representatives have all agreed to continue in their respective roles for the 2025-2026 academic year.

5. OSU Board 2025-2026 Slate recommendations will be presented at the May 2nd board meeting.
- i. OSU Board Community Service project in the Spring 2025 semester will be Save Our Shores - Beach Cleanup (Jeff is leading):
 1. Sunday, April 27th, 10am - 12pm
 2. [Asilomar State Beach](#)
 3. [Waiver](#)

Lesley Solano-Alonso & Jeff Rensel Presents

- b. New Business Items
 - i. Catering will be provided for our last in-person OSU Board meeting on Friday, May 2 at 1:30pm
 1. Chicken taquitos and chips + agua fresca have been ordered

Diana Ballasteros Presents

- ii. OSU Satisfaction Survey Results (see presentation attached)
 1. We received a 400% increase in submissions this year!
 - a. 95% of responses were from students - majority Juniors.
 2. 81% were satisfied with OSU hours. 80% agree that the OSU is the heartbeat of campus. People come to the OSU to eat, study, attend an event, relax, and socialize.
 3. Most people find the building to be inviting, staff to be respectful, and the OSU to be clean. A majority of people read the OSU digital signage and use it to stay informed on campus.
 4. People would like to see:
 - a. Arts & Crafts
 - b. Movies
 - c. Visual Art Programs
 - d. More roller skating, longer esports lounge hours, more food options, earlier Starbucks hours, Sea Store hours on the weekends, more study spaces, more game room variety.
 5. Action Items:
 - a. Projectors will be regularly tested
 - b. Continue to open more meeting rooms during finals
 - i. Opening the Sunday before finals
 - c. Share the dining/programming feedback with respective stakeholders
 - d. Furniture is cleaned twice a year
 - e. Mobile personal hubs throughout the OSU
 - f. Will review game room products
 - g. Adding more programming regarding arts & crafts and movies
 6. OSU was launched with only digital displays, but we have started using poster cases which have been effective.

- a. Request for the information desk to get a copy of posters on the digital displays. Karina will create a Google folder with the posters for sustainability.
 - b. Request for a cork board or bulletin board. This will be discussed over the summer by the Operations Team.
7. The OSU has seen a consistent uptick in engagement on social media and a growth in following.

Ashley Hancock and Izabella Zavala Present

- c. OSU Suggestion Box - *The suggestion box is a small box at the front desk of the OSU (and virtually) where students can submit suggestions to be taken into consideration by our board.*
 - i. Keep the food places open longer on the weekends. Workers and students who are in the OSU late want to eat too.
 - 1. We shared this comment to our presenters today. They mentioned they are working on surveying to determine better hours. We are also considering getting a Byte vending machine.

2:35 PM

VI. OSU UPDATES

Jeff Rensel, Director-OSU, Presents

- A. April is [Sexual Assault Awareness Month](#). The Monterey Rape Crisis Center and Theta Alpha Sigma will be hosting events and tabling:
 - a. Tuesday, April 15th, 8-9:30pm: No Means No at the OSU Room 210
 - b. Thursday, April 17th, 11:30am-1:30pm: Otter Thursday, tabling in front of the OSU
 - c. Wednesday, April 23, 8-9:30pm: Wear Jeans with a Purpose at the OSU Room 210
 - d. Thursday, April 24th, 11:30am-1:30pm: Otter Thursday, tabling in front of the OSU
 - e. Friday, April 25, 11am-2pm: Fundraiser for MRCC, tabling in front of the OSU
 - f. Monday, April 28, 11am-2pm: Fundraiser for MRCC, tabling in front of the OSU
 - g. Tuesday, April 29, 11am-2pm: Fundraiser for MRCC, tabling in front of the OSU
 - h. Wednesday, April 30, 11am-2pm: Fundraiser for MRCC, tabling in front of the OSU
 - i. Wednesday, April 30, 8-9:30pm: Take Back the Night, meet in front of the OSU
- B. April 14-18 is [National Student Employment Week](#), also known as **National Student Employee Appreciation Week**. There will be a Student Assistant Appreciation event occurring during Otter Thursday on April 17th starting at 11am.
- C. The next and final [OSU Movie Night](#) for the Spring semester will be hosted on Monday, April 14th at 6pm in the Otter Student Union Ballroom. Join us for a classic night as we screen the ultimate '90s teen comedy, "**Clueless**"! Snacks provided. Sponsored by Student Housing & Residential Life and the Otter Student Union.

- D. The OSU in collaboration with Student Affairs is bringing [The Strangers Project](#) to Cal State Monterey Bay and the OSU.
 - a. Join us for an inspiring hour with Brandon, the lead artist behind The Strangers Project, a powerful collaborative art initiative focused on sharing personal stories and fostering dialogue around identity and the human experience.
 - b. This event will feature a presentation about the project's impact, followed by a Q&A session. Learn how you can contribute to this campus-wide initiative and help empower student voices through reflective storytelling.
 - c. Share your story! Participate in The Strangers Project at the Otter Student Union all day on **April 29th** and become part of this powerful collaborative art experience.
- E. Following a successful launch in March, the OSU's wellness initiative, the **Otter Coloring Corner**, will continue in April (14-18) and May (5-9). Students are invited to take a break and unwind in the OSU Lobby with adult coloring books and colored pencils. All supplies are provided for this relaxing and mindful activity!
- F. The final “**Blue in the OSU**” Therapy Dog days is scheduled for Thursday, April 24th from 1pm - 2:30pm

2:40 PM

VII. OC3 UPDATES

Lesley Solano, OC3 Student Staff, Presents

- A. Thank you OSU for a successful International Womxn's Day and for the APIDA Night Festival!
- B. We are currently gearing up for the [Affinity Ceremonies](#) - Deadline was extended to Sunday, April 13th.
- C. Closing programs for the year: Social Justice Scholars Program, Mourning, Mocktails, and Matriarchy, Eid-al-Fitr, Riffs & Revolutions: Live Show and Market.
 - a. Saturday, April 12th - Eid al-Fitr 6-8pm OSU Ballroom B
 - b. Mon, April 14th - SJS - Danza For All 3:00pm - 5:00pm Bldg. 12 East Lounge
 - c. Wed, April 16th - SJS - Non Cis Nonsense 2pm - 3:30pm OC3 (OSU rm.301)
 - d. Thur, April 17th - Mourning, Mocktails, and Matriarchy 5pm-8pm OSU rm 210
 - e. Fri, April 18th - Riffs & Revolutions: Live Show and Market 4:00PM - 6:00PM Main Quad Plaza
 - f. Wed, April 23rd - SJS - Environmental Justice IS Social Justice 4pm-6pm OC3 (OSU rm.301)
 - g. Wed, April 23rd - Non-Cis Nonsense Craft Day: Gender Mood Board 2pm - 3:30pm OC3 (OSU rm.301)
 - h. Wed, April 30th - Non-Cis Nonsense: The Future is Non-Cis ft. Speakers from the EpiCenter 2pm - 3:30pm
- D. Undocu-Success Conference
 - a. Saturday, April 19th, 2025 at the OSU Ballroom
 - b. The conference will offer attendees the opportunity to engage in sessions aimed at sharing knowledge, expertise, and emerging practices to become agents of change and continue advancing support systems for undocumented students and

students from mixed-status families. Sessions include Immigration & Legislative Updates, Understanding & Accessing Mental Health, Community Resources Spotlight, UndocuEntreneurship, and Exploring and Navigating Graduate School.

- E. Ethnic Studies Conference (150 high school students from the county)
 - a. Thursday, April 24th

2:42 PM

VIII. ANNOUNCEMENTS

- A. Speakers for next meetings (Sarah)
 - a. May - Student Affairs - Dr. Ben Corpus
- B. Support Sarah's Sorority's event - Take back the Night on April 30th
 - a. Denim Day featuring a vigil walk.

2:43 PM

IX. ADJOURN

Lesley Solano motions to adjourn the meeting.
Sarah Walter seconds the motion.
All approved the motion.
Meeting adjourned at **2:44 PM**.

*Electronic submissions of agenda items:

- Email Secretary at secretary@otterstudentunion.org
- Include in the subject line "OSU Agenda Item"
- Provide title for the agenda item
- Provide a brief description of the agenda item
- Provide the name of the individual who will present the agenda item or a designated appointee
- If applicable, provide an attached written proposal for the item

Legal Compliances Notices:

In compliance with the *Gloria Romero Open Meetings Act of 2000, California Education Code 89306.(a)* (1), any member of the campus community or public shall have the ability to directly address the OSU Board on any item on the agenda. Participation beyond addressing the committee more than once may be regulated if necessary in the interest of time.

In compliance with the American with Disabilities Act (ADA) of 1990 (42 U.S.C. Sec. 12132), if individuals need special assistance to access the OSU Board of Directors Meeting location or otherwise participate in the meeting, including auxiliary aids or services, please contact the Secretary at secretary@otterstudentunion.org. Notification at least forty-eight (48) hours prior to the meeting will enable the OSU Board of Directors to make reasonable arrangements to ensure accessibility to the meeting.

In compliance with the California Public Records Act aka CPRA (California Government Code 6250-6270), this agenda packet and all meeting materials distributed during this public meeting shall be made available upon request and if requested, in an appropriate alternate format to accommodate a person with a disability.



APRIL 2025

PARTNERSHIP REVIEW

RECAPS | INSIGHTS | SNEAK PEAKS



MEET THE TEAM



CARLOS CASTILLO
Resident District Manager



ABRAHAM IBARRA
Executive Chef



MANUEL SILVA
Senior Financial Manager



JENNIFER CAMONES
Residential Dining Director



JEFF ELLIOTT
Retail Dining Director



BRENDA TULLO
Catering Director



ANGELO CASIANO
Marketing & Guest
Experience Director

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Dine on Campus

Download the app and visit the website!

[DINEONCAMPUS.COM/CSUMB](https://dineoncampus.com/csUMB)

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- Special Promotions
- Hours of Operation
- Send us Feedback!
- Buy a Meal Plan
- Menus & Nutrition
- Campus Map
- Sustainability
- Allergen ID



Text Us!



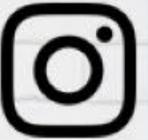
DC | 831-273-5311

REST | 650-379-0205

Send us your questions, comments, and feedback **anonymously** and get a response within minutes.

Social Media

- Events
- Updates
- Highlights
- Specials
- Stories
- Prizes
- Info
- & more!



[@otterkitchenscsumb](https://www.instagram.com/otterkitchenscsumb)

A group of people and a mascot are shown in a blue-tinted photograph. The mascot, a brown bear-like creature, is in the center, wearing a blue baseball cap with 'MTR' on it and a blue and white striped shirt. To its left, a woman in a blue hoodie with 'ADIDAS' on it has her arms raised. To its right, another woman in a blue hoodie with 'WARRIORS' and a spider logo on it also has her arms raised. The background shows a building with 'ER UNION' visible. A large, white, bold text overlay reads 'RECAPS' across the center of the image.

RECAPS

EVENTS & PROGRAMS



LUNAR NEW YEAR



HSI TAKEOVER



WOMEN'S HISTORY



EYE OTTER EXPRESS



HOLI TAKEOVER



NOWRUZ TAKEOVER



SWEET HOME CAFE



THANKFUL

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EVENTS & PROGRAMS



DINING COMMONS

EVENTS AND
ACTIVITIES

47

CULTURAL SERIES,
DIYS, THEMED
MEALS

RETAIL

SPECIALS AND
PROMOTIONS

61

LIMITED-TIME-
OFFERS, LOCATION
HIGHLIGHTS

FIRST YEAR EATS

EDUCATION &
ACTIVITIES

25

TRIVIA NIGHTS,
MINGLE EVENTS,
LUNCH & LEARNS

CAMPUS-WIDE

SPECIAL
COLLABORATIONS

33

BLOCK PARTIES,
RAFT WEEKEND,
OTTER THURSDAYS

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IN CASE YOU MISSED IT



WILD BLUE SUSHI



BYTE VENDING



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IN CASE YOU MISSED IT



OTTER MOBILE



MONTE'S OASIS



Stay in the know



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A group of people and a mascot are shown in a blue-tinted photograph. The mascot is a brown bear-like creature wearing a blue cap with 'MTR' on it and a blue and white striped shirt. The people are wearing blue clothing, some with 'MTR' or 'MTRERS' visible. A large, semi-transparent blue rectangle is overlaid across the center of the image, containing the word 'INSIGHTS' in a bold, white, sans-serif font.

INSIGHTS

SCORECARD



SOCIAL MEDIA

AUDIENCE GROWTH

+21%

SOCIAL MEDIA

ENGAGEMENT

+124%

DINE ON CAMPUS

APP VIEWS

+721%

DINE ON CAMPUS

PAGEVIEWS

+2.6%

HAPPY OR NOT

2025 POSITIVE %

93%

2024 | 92%

SURVEYS

FOODIE FAVORITES, VOICE TO VISION, CATERING

3

1324 SURVEYS

FOCUS GROUPS

DINING COMMITTEES, OSI FOCUS GROUPS

7

BLUEPRINT

TRAFFIC STUDY

9

DAYS

A group of people and a mascot are shown in a blue-tinted photograph. The mascot is a brown bear wearing a blue cap with 'MTR' on it and a blue and white striped shirt. The people are wearing blue clothing, including a hoodie with 'MTR' and 'WARRIORS' visible. A large blue semi-transparent banner is overlaid across the center of the image, containing the text 'SNEAK PEAKS' in white, bold, sans-serif font. The background shows a building with 'ER UNION' visible on a sign.

SNEAK PEAKS

UPCOMING EVENTS & PROMOTIONS



- ❖ BREAKFAST FOR DINNER | FRIDAYS
- ❖ CATERING SHOWCASE APR 15TH
- ❖ FYE BINGO NIGHT | APR 18TH
- ❖ FEED EACH OTTER | APR 21ST – 25TH
- ❖ EARTH DAY DINNER | APR 22ND
- ❖ END OF SEMESTER MARKET SALE | APR 28TH
- ❖ CINCO DE MAYO | MAY 5TH
- ❖ EGGS AFTER DARK | MAY 6TH
- ❖ FEEL GOOD FOODS – BERRIES | MAY 12TH



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WHAT'S COMING



- ❖ Following Voice to Vision survey, currently working on action plan, to be communicated to public.
- ❖ Dining Commons renovation: back-of-house spaces, equipment and serving line to improve production and service quality.
- ❖ New casual and full-service catering menus! Come to our catering showcase on April 15th.
- ❖ Based on data from latest surveys and evaluations, we are currently in discussions for major retail changes.



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QUESTIONS?

OTTERKITCHENS@CSUMB.EDU | 831-582-5008



Sponsored by your OSU, Basic Needs, SHRL, and Wonderfil

REFILL & RENEW: A Sustainable Pilot Event

Join us for a one-day event focused on sustainability and accessible personal care with Wonderfil's innovative autonomous refill stations!

Come refill, renew, and make CSUMB greener!

Get **FREE** refills of high-quality shampoo, laundry detergent, all-purpose soap, and hand/body wash. Help us explore the future of sustainable self-care at Cal State Monterey Bay with Wonderfil!



**Thursday, April 24
10 AM - 3 PM
OSU, 2nd Floor**



This initiative is made possible through Wonderfil, a California-based, women-owned company specializing in refill station technology. Be part of the movement to bring a waste-free, sustainable self-care solution to CSUMB!

For questions and accommodations, please email jrensel@csumb.edu

Diana Ballesteros

OSU Annual Satisfaction Survey

2025 Results



Response Increase from 2024 to 2025

- 400% increase from 2024
 - 39 to 195 submissions
 - Thanks to the efforts from the OSU student staff, OSU Board, and OSU marketing team in helping promote and table
- 

Demographics

- 95% of responses from students with the majority being Juniors
- The rest of the responses were staff, faculty, and alumni



Responses

- 81% were satisfied or very satisfied with OSU hours of operation
- Top 5 things that brings patrons to the OSU:
 - Eat
 - Study
 - Attend an event
 - Relax
 - Socialize
- 80% agree or strongly agree with the following statement:
 - The OSU is the heartbeat of campus
- 86% agree or strongly agree with the following statement:
 - The OSU creates thriving student-centered spaces that support empowerment, authenticity, and Otter Pride

Responses

85%-88% agree or strongly agree with the following statements:

- I was treated in a respectful and professional manner
- I was treated in a timely and efficient manner
- My needs were met

87%-92% agree or strongly agree with the following statements:

- I found the building to be inviting
- I found the building to be comfortable
- I found the building to be functional

84% were satisfied or very satisfied with the overall cleanliness of the OSU

Game Room

- 67% of respondents have used the Game Room
- 81% were satisfied or very satisfied with the Game Room hours of operation
- 81% agree or strongly agree with the following statement:
 - The game room provides a variety of gaming options
- 83% agree or strongly agree with the following statement:
 - The game room equipment is clean and in good condition



Digital Signage

- 65% of respondent have read the OSU digital signage
- 73%-84% agree or strongly agree with the following statements:
 - I use the digital signage to learn about upcoming events
 - The digital signage prompted me to attend an event/meeting
 - Information on the digital signage is accurate and reliable
 - I find the digital signage to be visually attractive



Top 3 of programs patrons would like to see in the OSU:

- Arts & Crafts
- Movies
- Visual Art Programs

Other comments on programs:

- Raffles
- Karaoke

“If an event isn’t at the OSU there’s a 95% I’m not going to go”

Feedback

Programs

“You should make the roller skating a frequent/more permanent thing!”

“Longer esport lounge hours”

Dining

“More food options would be great! Different options in the refrigerated section of the Sea Store”

“Would like it if Starbucks opened at 7:30am”

“Wish the sea store was open on weekends”

OSU Services

- “More study room spaces or a limited noise level room”
- “Concern is the projector system in some of the rooms on 3rd floor that don’t function as well due to equipment difficulties”
- “It costs money to use any room in the OSU making it inaccessible in most spaces”
- “I would like a place to take naps”
- “The environment is nice but studying in there tends to be too loud”
- “Adding more seating on the upper deck level. It would be cool to see TV’s added throughout, playing a variety of content. Music would be great as well.”
- “It would be nice if the stains on the cushioned seating areas were removed every so often”
- “More study places would be nice and more free food events”
- “The game room could be better and have better variety like air hockey instead of the arcade games and maybe guitar hero”
- “It just needs more community”
- “Bayview Terrace could use a bit of a makeover, with maybe more table seating or a hammock structure”

“I love the OSU. This might be the place I visit most frequently! It’s a homey environment and an amazing place to go chill”

“Employees are very kind and the OSU is a great place for me to study”

“Everyone is so welcoming”

“I love the OSU with all my heart”

“I feel so welcome as a student here”

“Fave place to be before class starts”

“The OSU is a very welcoming place for students. Me and my friends love to come to the OSU”



Action Items

- Regularly test the projectors in the room. Responsible area: [Operations & AV team](#)
- Continue to open up more meeting rooms during finals for additional study spaces. Responsible area: [Operations team](#)
- Share the programming and dining feedback with the respective stakeholders. Responsible area: [OSU Administration](#)
- We have the furniture cleaned twice a year by our custodial partner. Responsible area: [OSU Administration](#)
- Looking into the mobile personal hubs to place throughout the OSU. Responsible area: [OSU Administration](#)
- Have reviewed the game room products and will continue to review over the summer. Responsible area: [Operations team](#)
- Adding more passive programming that include arts and crafts, the OSU movie series has increased from last semester and currently working on adding art to the OSU. Responsible area: [OSU Administration](#)



Thank You

OSU Satisfaction Survey
2024-2025 Results

