

## FAQ information

- Operating Hours
  - Why the change? The operating hours changes were necessary for two reasons.
    - First. Labor rates have been the same since 2013 even with minimum wage going up.
    - Second. There were significant cuts to the WUC/Student Engagement operations budget for this 22-23 year through the Incidental Fee Committee process.
- Fee Updates
  - Why the change?
    - Rates have been the same since 2012 even with minimum wage and utility costs going up.
    - This rate change will set the costs for approximately 3 to 4 years before additional review and possible changes are needed again.
- Willamette Room use
  - Does this impact existing reservations on ASTRA?
    - No. Any existing reservations on ASTRA this academic year will be honored. There will be usage controls put into place on ASTRA for academic years 23-24 and beyond.
  - What if I really need to use the Willamette room for a large event that takes up all of the Werner University Center (WUC)?
    - Any exceptions need to be requested two (2) weeks before the event date. These exception requests are to be sent to WOU Reservations ([reservations@wou.edu](mailto:reservations@wou.edu)). Information to include in the exception request includes Name of Event, Date/Time, Is the event planned by a student club or organization, Is the event open to all WOU students, and a brief summary of the event.
    - Process to make a decision for an exception is noted below.
  - What feedback did students and WOU employees provide to activate this change?
    - A large volume of feedback from students came through the conversations about the Student Success Center building. It was conveyed in those comments about the WUC needing to be a social hub for WOU students.
    - The Willamette room was originally created in 2011 to provide a dedicated space for WOU students. When not in use for events, then being in a lounge set up to provide opportunities to relax, study, and build community. During the summer and break times, the primary focus would be for conference use.
    - Create a space in the WUC that even if students do not know what is happening, they know they can participate in it because the events happening are open to all students.
    - Bringing back the culture of the “living room” feel that the WUC used to have before COVID.
    - Create more traffic and building use to again bring back the social hub of the WUC that is so vital and aligns with the WUC vision and Student Engagement mission.
    - Redesigning the 2nd floor to be more lively and keep people in the WUC and not just a pass through.

- Creating a space where student club and organization events are seen right away.
- Results from a survey to WOU students about the WUC purpose and about the WUC and some depts within it were also used to activate this change. 553 student responses. (more events, diversity of event topics, collaboration between student clubs on events, opportunities to socially interact, try new ideas/events out, etc).

Willamette Room Exception decision process:

Questions to be asked	If yes, proceed to next question	If no, then the exception may be denied
Is the event planned by a chartered student club or organization?		
Is the audience primarily WOU students (over 75 %)?		
Is the event open to all WOU students?		
Is this an Orientation event for WOU students?		
Is this a recruiting events for potential WOU students (Junior/Senior in High School, Transfers)?		
Will this event be on Presence?		
Is the Willamette Room the only room available on campus that could hold the number of people estimated to attend this event?		
One to Four "no" answers may mean the event will be denied, but additional information will be requested.		
Five or more "no" answers means the exception will be automatically denied		