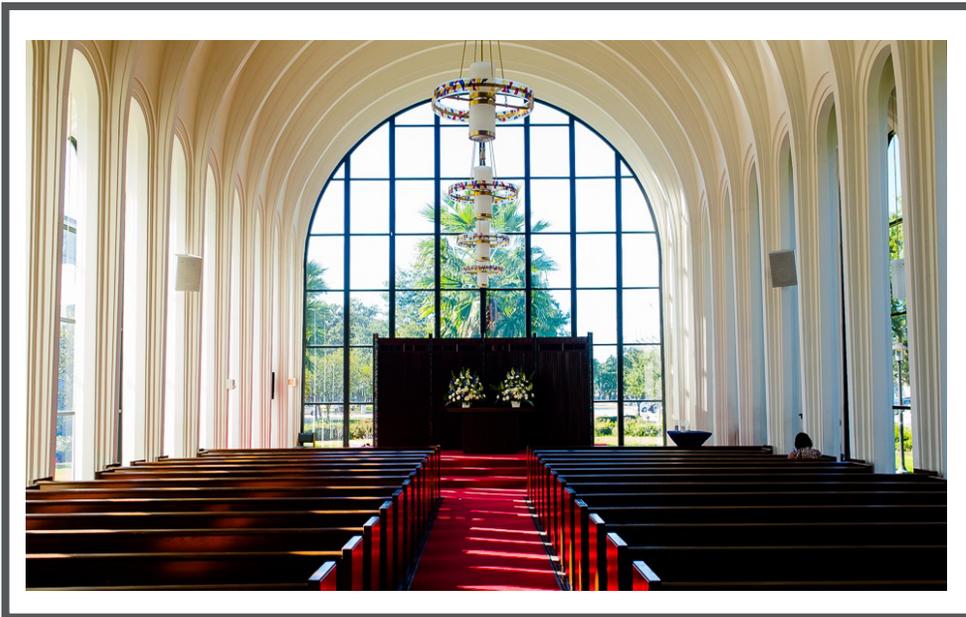
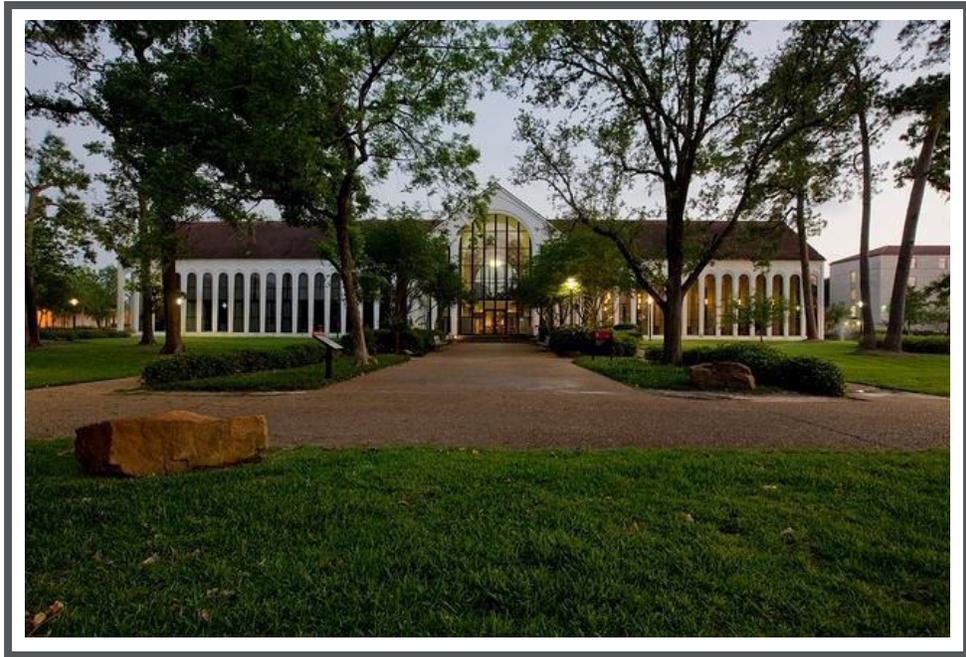


A.D. Bruce Religion Center

Student Fees Advisory Committee (SFAC)
Program Questionnaire for FY 2015 -2016



1. Please provide a one-page executive summary of your questionnaire responses. This summary should include, in brief terms: your unit's mission, how you accomplish your unit's mission, and a justification of your unit's student fee allocation in terms of benefit for students.

Since its opening in the fall of 1964 and its dedication in May 1965, the A.D. Bruce Religion Center has been a focal point for numerous on-campus religious activities for 50 years. While the building is a bustling center of many ongoing educational programs, activities and services, it is also a place for both quiet meditation and spiritual discovery and growth.

In support of the University's mission, the A. D. Bruce Religion Center provides an organized means for

- celebrating diversity,
- assisting in establishing and encouraging inter-faith dialogue, and
- the promotion of a continuing search for knowledge.

The Religion Center supports student success through our facilities management and resources, providing opportunities for student employment and internships and providing quality customer service to students, faculty, staff and our University guests.

The Religion Center is home to 10 campus ministry programs that provided financial support [minimum of \$10,000] for the construction of the Religion Center. Three of those groups [Catholic Newman, Baptist Student Ministry and Hillel] subsequently constructed off campus centers. They continue to retain their office suites in the A.D. Bruce Religion Center.

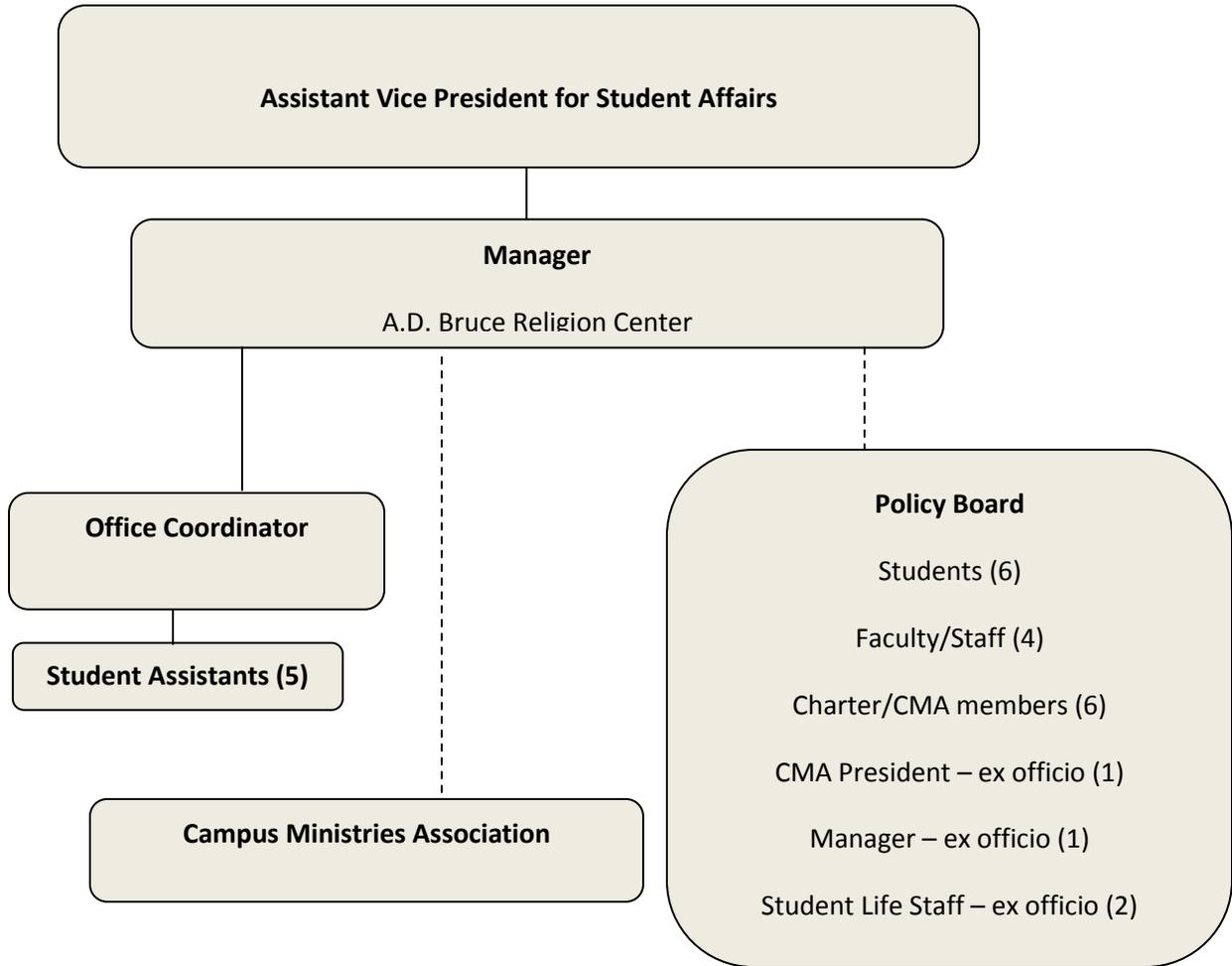
The original Charter denominations or Resident Ministries are: **Baptist Student Union** [*now Baptist Student Ministry*], **B'nai B'rith Hillel**, **Catholic**, **Christian Science**, **Church of Christ**, **Disciples of Christ** [*now included in United Campus Ministries*], **Lutheran** [*Missouri Synod*], **Lutheran / National** [*now Evangelical Lutheran Church in America/ELCA*], **Methodist**, **Presbyterian** [*now included in United Campus Ministries*] and **Protestant Episcopal**.

The Religion Center also provides support for the Campus Ministries Association (CMA) which is comprised of all of the full time staff of the campus ministry programs at the University of Houston currently representing 17 various faiths and denominations. CMA sponsors free lunches on Wednesdays during the fall and spring semester and host Inter-Faith Dialogue conversations during free lunches as well as through collaborative events with other ministries.

University of Houston students, faculty, and staff utilize the Center for programs, lectures, meetings, and special events. General purpose rooms are available for worship, study, discussions, and reflection. The Religion Center's University Chapel, with seating for 275, is the site for weddings, memorials, funerals, baptisms and quinceañeras, including the University's annual memorial service. The Meditation Chapel and two classrooms provide Friday Prayer space for the Muslim Student Association. The Religion Center provides office space for three Registered Student Organizations: Chi Alpha, Mission 24 and Muslim Student Association.

2. Provide an organization chart of your unit. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, custodian, etc.), note this on your chart. Student employees should be cited on the chart and identified as students.

A.D. Bruce Religion Center:



3. List your unit's strategic initiatives and action steps identified for the 2013-2014 academic year and cite the specific Division of Student Affairs and Enrollment Services (DSAES) Strategic Initiatives and University of Houston Strategic Goals to which they relate (links below). Please comment on your success in achieving these strategic initiatives/action steps. If a strategic initiative/action step changed during the year, please note this and explain. Also, list any new strategic initiatives/action steps, the rationale for the addition, and comment on your success in achieving these items.

DSAES Plan: (http://www.uh.edu/dsa/about_student_affairs/strategic_plan.html)

UH Goals: (<http://www.uh.edu/president/vision-priorities/>)

Strategic Initiative 1: Manage and provide for a pleasant and well maintained auxiliary facility for the use of UH students faculty, staff, alumni and non-university guests. **UH 2 and DSA – 1, 2, 4 & 6**

Action Step: Review all Facilities Condition Audits and identify a five (5) year renovation plan and budget implications related to the AD Bruce Religion Center facility.

Revised: Based on a list of “needs” and “wants” developed from various constituent meetings (including students, Campus Ministries Association, UH department users), as well as a full facility audit completed by Tellepsen Construction, a cost model has been provided by UH Facilities, Planning and Construction that will be used in marketing a major fund raising program to support a full renovation of the current AD Brice Religion Center, as well as a possible addition.

Action Step: Establish a position of Office Coordinator to assist with the Religion Center day to day operations.

Completed: The Office Coordinator position was established Summer-2013.

Action Step: Assess level of learning that is occurring and identify potential gaps in learning that exists within the student employment program and experience for the A. D. Bruce Religion Center student staff.

Reviewed and Not completed: In consultation with the UH representative from Campus Labs, it was determined that an official assessment with only 5 student assistants wasn't appropriate. Other options were reviewed.

Action Step: Continue working with UC Facilities & Operations with the quarterly review of facility Service Level Agreements to ensure Religion Center needs are met and cost savings are achieved where applicable.

Completed and Ongoing: The Religion Center moved from the UH housekeeping program from Plant Operations and contracted with Marcis & Assoc. January 2014 as a means of reducing overhead costs.

Action Step: Continue review/revision of facility Custodial Cleaning Frequency Charts to ensure facility cleanliness and consistent staffing to cover identified needs for the Religion Center's weekly and weekend Chapel events.

Revised and Completed: With a new housekeeping service, cleaning frequencies were reviewed and revised for spring and summer 2014.

Action Step: Revise procedures and update Student Assistant Handbook.

Completed and Ongoing: The Religion Center Student Assistant Handbook is a work in progress and is revised as processes and procedures are reviewed and evolve. Updates include expanded duties and responsibilities for event rehearsals and ceremonies; added and expanded set-up duties, established default set-ups; revised guidelines for processing reservations; and expanded section on customer service.

Action Step: Develop an on-going student assistant training program for event assistance and improving customer service based on an ethic of care.

Completed and Ongoing: Student Assistant training occurs upon hiring, at the beginning of and during the course of the fall and spring semesters.

Action Step: Collaborate with students, faculty and staff through the A.D. Bruce Religion Center Policy Board in the review of policies and planning initiatives.

Completed: SGA, Faculty Senate, Staff Council and students from Registered Student Organizations identified individuals to serve on the 2013-2014 Religion Center Policy Board and attended meetings during the fall and spring semesters.

Action Step: Work in partnership with Student Affairs in the creation and implementation of a division-wide advancement and fundraising program.

Ongoing: In collaboration with the DSAES Director of Development, a plan of action was developed to coincide with the celebration of the 50th Anniversary of the A.D. Bruce Religion Center with a scheduled kick-off event in January/February 2015.

Strategic Initiative 2: Market the Religion Center programs and services to UH and the greater Houston area. **UH 2 and DSA – 4, 5 & 6**

Action Step: Coordinate with Student Life in the development of an A.D. Bruce Religion Center logo.

Not Completed: UH Marketing developed campus wide plans that does not support the development of individual logos.

Action Step: Coordinate with Student Life in the development of a marketing plan that will introduce the Religion Center to the UH community as well as promoting the Religion Center as a venue of choice for off campus customers.

Not Completed: An overall marketing plan was not developed. However, the Religion Center continues to utilize the UC Marketing Team to assist with the UH Day of Remembrance., Wedding Wire.com and positive customer service support for word of mouth with customers, Houston vendors and event coordinators.

Action Step: Continue to update and improve the A.D. Bruce Religion Center web site [www.uh.edu/adbruce].

Completed and Ongoing: Improvements included: updating reservation forms; revised recommended event timelines; clarified decorating policies; temporary change in map due to road construction; and updated CMA officers listing and information for The Bridge of the Wesley Foundation – United Methodist

Strategic Initiative 3: Provide administrative, advising and financial support for the Campus Ministries Association (CMA). **UH 2 and DSA – 1, 2, 3, 4 & 6**

Action Step: Coordinate with the Campus Ministries Association to develop a variety of InterFaith Dialogue programs that will provide students different learning options, to include speakers, cohort groups and reading options.

Ongoing: CMA scheduled Inter-Faith dialogue events in conjunction with their FREE Lunches on the 1st Wednesdays of the month during the fall and spring semesters.

Action Step: Coordinate with the various campus ministries to provide information to the Metropolitan Volunteer Program about their individual service learning and mission projects.

Ongoing: Calendaring and MVP program information shared with CMA via emails and announcements at their monthly meetings during the fall and spring semesters.

Action Step: Coordinate with the Campus Ministries Association in the planning and presentation of a Week of Welcome event that introduces new and returning students to the Religion Center.

Completed: CMA hosted an Open House on the first day of the fall semester as part of the UH Weeks of Welcome activities.

Strategic Initiative 4: Develop assistance to and partnerships with students, registered student organizations (RSOs), colleges / departments and off campus entities with the planning and presentation of their programs and events in the Religion Center. **UH 2 and DSA – 1, 2 & 6**

Action Step: Develop a web based on line form for reservations and facilities use requests that can be submitted on line.

Revised: On hold. EMS migration to new system was delayed. UC piloting options with two fee funded organizations in fall 2014.

Action Step: Continue to work with Student Government Association, Student Affairs, Advancement, the UH Alumni Association and the Campus Ministries Association in the development and planning of the Annual UH Memorial Service.

Completed: UH Day of Remembrance was held February 20, 2014

Action Step: Collaborate with Student Life in the development of additional assessments that supports student involvement and engages more students in the programs and services of the Religion Center.

Completed: RSO assessment was completed spring 2014. Findings show that on average, RSOs that self-identify as religious – spiritual are satisfied with the services and programs provided by the Religion Center. Information received from the survey was used to help identify possible new services or re-arrangements of current services for a possible renovation and addition to the current facility.

Action Step: Develop a partnership with the Hilton College of Hotel and Restaurant Management that will further support student learning and engagement through internships and employment.

Completed: Two student assistants with HRM majors each completed a semester internship.

Action Step: Collaborate with the Moores School of Music to develop a student organist program for Chapel events and to promote the Religion Center as a performance space for students and faculty.

Partially Completed: Having student organists at this time is not an option. Moores School of Music presented one concert in the University Chapel and the ManCorps [men's Acapella group] participated in the UH Annual Day of Remembrance.

4. Please discuss the means that you are utilizing to evaluate both your success in achieving the aforementioned strategic initiatives and/or action steps and their importance as compared to others that you might pursue. Where data exist, discuss the number of persons served by each of your programs and any assessment measures and/or learning outcomes used to evaluate program success. Please provide the method for collecting these data.

The A.D. Bruce Religion Center office and student assistants worked with UH students, faculty, staff, student organizations, campus departments and off-campus customers to ensure effective planning and management of several special events in addition to those already hosted by the ministries from the various charter groups. Specifically, in FY2013, the Center served 37 UH registered student organizations which included both student groups affiliated with the charter religious groups seeking to utilize the Center’s facilities with 1,043 reservation bookings and an attendance of 51,981 as reported by the reserving groups.

Total estimated attendance as reported by all reserving groups for events at A.D. Bruce Religion Center – 112,028.

The Center was utilized by 26 campus departments for special events including graduation ceremonies for special programs, meetings, workshops and seminars, memorial services, and receptions. The Center’s chapels were utilized for an additional 242 special events involving UH students, faculty, staff, alumni, and community members which included weddings, quinceañeras, rehearsals, receptions, baptisms and memorial services.

Event Bookings by UH Registered Student Organization

FY11	FY12	FY13	FY14
783	774	837	1,043

Event Bookings by the Campus Ministries Association and Charter Ministry Groups

FY11	FY12	FY13*	FY14
366	930	1,237	1,895

Event Bookings by Campus Departments

FY11	FY12	FY13	FY14
647	1,136	1,919	1,941

Special Event Bookings by UH Students, Faculty, Staff and Alumni

FY11	FY12	FY13	FY14
138	177	131	115

Special Event Bookings by Non-UH / Community

FY11	FY12	FY13	FY14
162	187	150	79

Event hours

FY11	FY12	FY13	FY14
4,588	6,857	11,330	13,253

*Charter / Resident Ministries began booking [calendaring] special events held in their office suites.

The Religion Center building traffic counts – FY14 and a comparison by fiscal years:

Fall

	Sept	Oct	Nov	Dec
FY12	16,586	17,158	11,496	6,443
FY13	11,194	16,036	12,171	6,276
FY14	16,121	16,628	13,688	7,351

Spring

Summer

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
FY12	10,197	10,618	12,531	19,281	10,451	14,370	4,777	10,958
FY13	8,077	10,595	11,761	10,971	7,187	8,230	7,217	8,317
FY14	8,146	12,033	6,565	10,362	5,791	9,153	9,451	8,311

YEAR TOTALS

FY12	144,866
FY13	118,032
FY14	123,600

Student Affairs Assessment Initiatives

The A. D. Bruce Religion Center developed and presented a plan of action in summer 2012 for three assessment programs in FY 2014:

1. *Determine the awareness of the top 3 officers, advisors and persons of interest for the 60+ RSOs that self-identify as religious / spiritual of the programs and services of the Religion Center and the Campus Ministries Association.*

Major Findings: N=142; 42 Respondents [29.6%].

- A. A solid majority of respondents indicated that they DEFINITELY need office space [57.14%] and a multi-purpose space [57.14%].
- B. Other areas of definite needs include: Meeting space [71.43%] and outdoor space [47.62%]
- C. Programmatically, the top 3 types of events were: Coffee House and Movies at 85.72% and Concerts at 71.43%

Planned Action: Results will assist in helping fine tune renovation plans and building services for a possible new addition. The programmatic data will help in collaborative conversations with Student Program Board, Council of Ethnic Organizations and Residence Halls Association as well as providing assistance with the development of a Religion Center Student Involvement Board.

2. *Identify level of satisfaction of RSO's and college and department users of the Religion Center.*

Major Findings: N= 56; 27 Respondents [48.3%]

- A. A solid majority [62.98%] strongly agree that the staff was knowledgeable and helpful in their reservation processes. Very high marks on timely communications [66.6% strongly agreed].
- B. 73% indicated that the Religion Center was their first choice for reserving an event which is of interest during this time of the UC Transformation Project.
- C. A small percentage [7.41%] indicated that there should be improvements with information on processes, fees and policies.

Planned Action: Data will be shared with Office Coordinator and Students as a means of evaluating and improving web information, update and finalize building use policies and review & revise student / staff training on providing excellent customer service.

3. *Identify level of satisfaction of Non-UH customers with the reservations process, event management, pricing and staffing for their wedding rehearsal and ceremony.*

Major Findings: N= 72; 22 Respondents [30.6%]

- A. While 59.09% indicated the Religion Center wasn't their first choice, 83.36% strongly agreed that their overall experience was very positive.
- B. A solid majority 95.46% indicated that they definitely / probably would recommend the Religion Center to family and friends.
- C. 50% took the time to make a comment. Only one "concern" and that was the condition of the facility.

Planned Action: Information will be used to review and update web, student/staff training with a goal of improving the pre-ceremony planning and delivery of excellent customer service.

Research/communication continues with other colleges & universities and other organizations with similar programs and services and is updated on an annual basis. Updated information provided support for developing new rental rates, special event policy review and updates and adjustment of the service fee for the pipe organ/organist.

Campus Ministry Programs

Florida State University
Massachusetts Institute for Technology
North Carolina State University – Chaplains Cooperative
Northern Illinois University – Association of Campus Religious Organizations
University of Notre Dame
Pennsylvania State University
University of Nebraska – Lincoln
Western Carolina University

Chapels

Auburn University – University Chapel	Tulane University – Rogers Memorial Chapel
Bastyr [WA] University – Chapel	Univ. of Chicago – Rockefeller Memorial Chapel
Emory University – Cannon Chapel	Univ. of Georgia – Chapel
Howard Univ. – Andrew Ranking Memorial Chapel	Univ. of Kansas – Danforth Chapel

Indiana Univ. – Beck Chapel
Michigan State Univ. – Alumni Chapel
Northwestern Univ. – Chapel [2]
Rice – Memorial Chapel
Southern Methodist University – Perkins Chapel
Texas Tech Univ. – Kent Hance Chapel
Trinity Univ. – Chapel

Univ. of Maryland – Memorial Chapel
Univ. of Mississippi – Paris Yates Chapel
Univ. of Missouri – A.P. Green Chapel
Univ. of Southern California
Univ. of Southern Mississippi – Danforth Chapel
Univ. of Tulsa – Sharp Chapel

Houston Area Churches and Other

Christ Church Cathedral (Episcopal)
Christ the King Lutheran Church
First Evangelical Lutheran Church
First Methodist Church
First Presbyterian Houston
Houston First Baptist Church
Saint John Vianney Catholic Church
Saint Paul's Methodist Church
American Guild of Organists
American Youth Corp [*national interfaith dialogue org*]

5. **Please discuss any budget or organizational changes experienced since your last (FY2015) SFAC request, their impact on your programs, and your reason for implementing them. SFAC recognizes that some programs did not receive the funds that they requested, that some programs were impacted by additional expenses after the conclusion of the budget cycle, and that some programs may be ahead of or behind their self-generated income projections. In addition, if your unit concluded FY2014 with a Fund 3 addition to Fund Equity, please describe the conditions which caused the addition.**

There were no differences between amount of SFAC request and actual SFAC allocation for FY 2014.

However SFAC expenditures exceeded SFAC allocation by \$28,338.36 due mainly to additional charges by Physical Plant for billable work orders.

The Religion Center concludes the year with an equity balance of \$393,797 which includes SFAC-\$322,531. The balance in SFAC is a result of the deferred maintenance including amount set aside for the window glazing project.

Religion Center operation-\$66,862. Religion Center Gift-\$850; and Rockwell Endowment of \$20,562 (of which 19,471 is endowment income distribution received in FY14 to use in FY15.

The window glazing project was placed on hold due to changes in FP&C which now require all projects to be processed and approved through the Small Projects Program. In careful evaluation of the program, which now requires an architect to review and develop plans, it was determined that a careful evaluation of the building through Phase II of the campus building evaluation program was necessary. The Phase II Facilities Condition Audit has been submitted but is on hold while development plans and funding processes are developed.

6. Please list your 2015-2016 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs and Enrollment Services Strategic Initiatives and University of Houston Strategic Goals to which they relate. Larger units may wish to group responses by subprogram. Under each strategic initiative, please state the specific action steps (programs, activities, services, policies/procedures, etc.) that you intend to implement to accomplish your stated initiative.

Strategic Initiative 1: Provide administrative, advising and program support for the programs and services of the Campus Ministries Association (CMA).

UH – 2; DSAES – 1, 2, 3, 4 & 6

Action Step: Identify interested students from the Resident Ministries, CMA sponsored student organizations and other interested students to form a Student Involvement Board for A.D. Bruce Religion Center. The Student Involvement Board will be tasked with developing a plan of action for supporting the Interfaith Dialogue program, fall open house activity and exploring possible monthly programs and services.

Action Step: Coordinate with the Center for Diversity and Inclusion, the Wellness Center, the Religious Studies Department, the Campus Ministries Association and UH Contracts and Grants to develop a variety of InterFaith Dialogue programs that will provide students different learning options, to include speakers, cohort groups and reading options.

Action Step: Identify and promote a student living learning option for Student Housing and Residential Life in collaboration with the Religious Studies and Comparative Cultural Studies programs.

Strategic Initiative 2: Manage and provide for a pleasant and well maintained auxiliary facility for the use of UH students faculty, staff, alumni and University guests. **UH – 2; DSAES – 1, 2, 4 & 6**

Action Step: Monitor and review the UH Service Level Agreements for housekeeping, maintenance and grounds to ensure Religion Center needs are met and cost savings are achieved where applicable.

Action Step: Update the Custodial Cleaning Frequency Charts to ensure facility cleanliness and consistent staffing to support student organization activities and special event needs.

Action Step: Review and revise the student assistant training program for special event assistance and improving and maintaining customer service based on an ethic of care.

Action Step: In partnership with DSAES Director of Development, finalize the fundraising plan of action to coincide with the Religion Center's 50th Anniversary in support of facility and program needs.

Strategic Initiative 3: Market the Religion Center programs and services to UH and the greater Houston area. **UH – 2; DSAES – 4, 5 & 6**

Action Step: Develop a plan of action in collaboration with the UC Conferences and Reservations Office and the University Hilton that will showcase UH facilities as a destination for special events.

Action Step: Coordinate with DSAES Marketing in the development of an A.D. Bruce Religion Center brand.

Action Step: Coordinate with DSAES in the development of a marketing plan that will introduce the Religion Center to the UH community, support the efforts of the Religion Center's 50th Anniversary and Fundraising project as well as promoting the Religion Center as a venue of choice for off campus customers.

Action Step: Review and provide ongoing updates to the A.D. Bruce Religion Center web site [www.uh.edu/adbruce] and position the Religion Center's social media options as an additional marketing tool.

Strategic Initiative 4: Continue to develop assistance for and partnerships with students, registered student organizations (RSOs), colleges / departments and non-UH entities with the planning and presentation of their programs and events in the Religion Center. **UH – 2; DSAES – 1, 2 & 6**

Action Step: Develop a web based on line form for submission of reservations and facilities use requests.

Action Step: Collaborate with the UC CARS Office to add an online credit card payment option to the Religion Center's web site.

Action Step: Continue to work with Student Government Association, Student Affairs and Enrollment Services, Advancement, the UH Alumni Association, UH Marketing and the Campus Ministries Association in the development and planning of the Annual UH Memorial Service.

Action Step: Collaborate with the Center for Diversity and Inclusion and the Wellness Center in the development of assessment projects that supports student involvement and engages more students in the programs and services of the Religion Center.

Action Step: Develop a partnership with the Hilton College of Hotel and Restaurant Management that will further support student learning and engagement through internships and employment.

Action Step: Collaborate with the Moores School of Music to identify specifications for the addition of a baby grand piano for the University Chapel events that will promote the Religion Center as a performance space for students and faculty.

- 7. What are the other possible sources of funding available to your unit and what efforts are being made to access them (e.g. grants, donations, etc.)? If you receive funds from other sources, please briefly describe the source, purpose, and duration of the funding and report the amounts received in the appropriate rows/columns on the SFAC Spreadsheet.**

In April 2013, the Policy Board of the A. D. Bruce Religion Center approved new rental rates for special events and other non-RSO related reservations. In addition, Pipe Organ / Consultant services rate was increased to a level that matched the guidelines for the American Guild of Organists for the greater Houston area. While there was a slight decrease in the number of special events, the overall result was an increase in revenues from special events and non-RSO reservations.

The Religion Center is working with the Director of Development for the Division of Student Affairs and Enrollment Services to develop a fund raising program to support a renovation of and addition to the existing Religion Center that will provide improved services and support for a diverse and inclusive 21st century campus.

8. **Please describe any services that are similar to yours and/or any overlap between your unit and any other unit(s) providing services to students and the rationale for the overlap.**

There is no overlap between other units and the A.D. Bruce Religion Center.