



Campus Reservations and Events (CRE) is a student-centered department that provides exceptional guest and client services, event coordination and venue management through which student employees take part in hands-on experiential learning that is focused on engagement, innovation and professionalism. By anticipating the needs of the campus community, we create environments that are inclusive, accessible and innovative.

BUILDINGS AND SPACES MANAGED

3

Buildings



19

Indoor spaces



- University Union (Student Senate Chambers)
- Tillman Hall (Memorial Auditorium)
- Brackett Hall (17 classrooms)

RESERVATION AND EVENT COORDINATION

45

Indoor spaces

29

Outdoor spaces

6,256

Total number of events and reservations processed and coordinated in FY23

CLIENT SATISFACTION SURVEY:



89.1%

of clients agreed or strongly agreed that they had a positive experience with CRE's reservation services, events services and operations staff

"You have an amazing team! The student staff was great!"

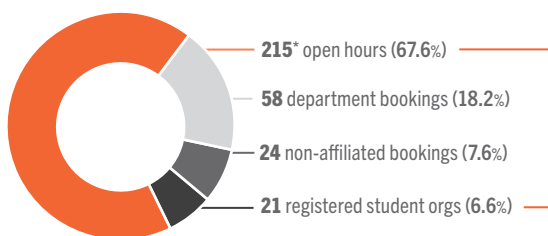
— Client Testimonial

"We appreciate everything done to make the event run smoothly — even adding in Zoom at the last minute."

— Client Testimonial

FEATURED SPACES

SAMUEL J. CADDEN CHAPEL:



318

Total bookings

BARNES CENTER:

21.5%

Increase in bookings from the previous fiscal year

FY22

181 total bookings

FY23

220 total bookings

*Includes Christmas Day 2022, Easter Sunday 2023 and extended open hours during finals week of December 2022

HENDRIX STUDENT CENTER:

- New carpet throughout building
- New paint throughout building to change color scheme to Clemson colors
- New directional signage
- New common area furniture

SPECIAL EVENTS REVIEW BOARD (SERB):

Events that enter the SERB process are reviewed by emergency personnel, facilities representatives and event coordinators to ensure all parties involved in events are aware of the details, voice any questions or concerns they may have and request additional information as needed.

	Events Reviewed
July-December, 2022	88
January-June, 2023	114

STUDENT EMPLOYEE DEVELOPMENT

Campus Reservations and Events provides students with the opportunity to gain and apply transferable skills connected to Clemson's Core Competencies. Student employees serve in a variety of capacities and can lead in managerial roles. 12 of 15 student managers responded to a post-experience survey.

15
Total number of student managers

100%
n = 12
of student managers reported that they could identify at least three transferrable skills gained while working for CRE

100%
n = 12
of student managers were able to describe at least one situation in which they had to utilize their leadership skills while at work in CRE

Increasing Leadership Knowledge:

"I think the manager meeting on conflict resolution improved my knowledge of leadership the most. You are bound to encounter conflict as a leader so being able to handle and control a situation where conflict arises is very important."

— Student Employee

Utilizing Leadership Skills:

"I think a good demonstration of leadership is how the ops staff handled problems while on shift. The staff would come and grab me and we would all handle the situation. When I'd deal with the client and teach the ops staff at the same time, I think that was a good demonstration of leadership in guiding and fixing a problem."

— Student Employee

Leveraging Transferrable Skills:

"I had interviews this semester for a summer internship and it became apparent how important transferable skills are. I was able to use this job as a way to exemplify all of the soft skills listed on my résumé."

— Student Employee

LOOKING TO FY24

In FY23, CRE faced staff vacancies and a reduction in spaces, including Memorial Auditorium coming offline for renovations. To maintain its commitment to quality guest and client services, the CRE team is growing and working to improve customer service, building management and the student employee experience while assisting in the relocation of events typically held in Memorial Auditorium.