ANNUAL REPORT
2021-2022

THREAD OF Excellence
Enhancing Campus Life
Auxiliary Services is a division of Administration & Finance that extends beyond the learning environment of classrooms. We are the Golden Thread which enhances the Red Raider quality of education through student experiences and services.
“Auxiliary Services is the "GOLDEN THREAD" that binds all Auxiliary Departments together. It leads us to a common vision, mission, goals and values. We have strong leadership, quality staff and high standards of providing the best possible service to the Texas Tech community. I'm confident these standards will be instilled in the future leadership and staff to continue working with integrity and inclusion, being efficient and effective and above all creating positive experiences for our campus community.”

Jackie Kimbler | Business Manager
Auxiliary Services
To verify if sorghum grain is a healthy, sustainable, and value-added food choice for human consumption, and maximize product applications in the institutional food service sector. The research is growing to identify bio-actives and nutrients in sorghum to disseminate the notable outcomes as a significant resource to U.S. agriculture and the food industry.

Hospitality Services was recognized in Food Management’s 2022 College Power Players for being innovators and leaders in the collegiate food service environment.

“With everyone working together, we make campus feel like a second home to students.”

Alejandra Hernandez | Senior Food Service Leader
Hospitality Services
“The students like to refer to the Student Union Building as the living room of the campus.”

Roy Nelken Superintendent
Student Union & Activities

$1,593,283
Outdoor Improvements
Amount spent in improvements, capital projects & maintenance.

The Red Raider Plaza reopened in Fall 2022 with a new look at the northwest corner of the Student Union and Library. The new features consist of new furniture, games, and newly landscaped grounds for the entire Red Raider Community to enjoy.

Meeting Room Stats

30
Reservable Rooms/Spaces

4,536
Total Reservations*

$112,695.50
Meeting Rooms Revenue*

*Sept.1, 2021-Aug. 18, 2022

2,010,376
Visitors
This is almost the same population as Houston.

$1,593,283
Amount spent in improvements, capital projects & maintenance.

Student Union & Activities

Number of Staff and Student Employees

<table>
<thead>
<tr>
<th>Full-Time</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>19</td>
<td>77</td>
</tr>
</tbody>
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### University Student Housing

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of Residents</strong></td>
<td>7,636</td>
</tr>
<tr>
<td>*20th School Day, Fall 2022</td>
<td></td>
</tr>
<tr>
<td><strong>Total Customer Service Interactions</strong></td>
<td></td>
</tr>
<tr>
<td>E-mails</td>
<td>59,140</td>
</tr>
<tr>
<td>Calls</td>
<td></td>
</tr>
<tr>
<td>Chat</td>
<td></td>
</tr>
<tr>
<td><strong>Value of Furniture Donated to Non-Profit Charities</strong></td>
<td>$465,000</td>
</tr>
<tr>
<td><strong>Amount Spent on Upgraded Facilities</strong></td>
<td>$8 MILLION</td>
</tr>
<tr>
<td><strong>Full/Part-Time Staff and Student Employees</strong></td>
<td></td>
</tr>
<tr>
<td>Students</td>
<td>405</td>
</tr>
<tr>
<td><strong>Total Community Service Hours Provided by Students</strong></td>
<td>915 Hours</td>
</tr>
</tbody>
</table>

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**Total number of community service hours provided by students throughout the week of spring break in the City of Lubbock.**

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“The mood and cleanliness bring students comfort and help them feel safe while they concentrate on their education”

Damon Moyers | Senior Tradesman - Paint Shop
University Student Housing
“Customer service is more about an attitude; if you are set up to provide as best you can for someone then you’re going to provide the best customer service you can.”

Karen Caudell | Operations Manager
Raider Depot Campus Store

Raider Depot Campus Store

<table>
<thead>
<tr>
<th>Official Online Store For The Centennial Celebration</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Number of Staff and Student Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-Time</td>
</tr>
<tr>
<td>-----------</td>
</tr>
<tr>
<td>7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Number of Digital Textbooks &amp; Course Materials Sold</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,087,181</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Merchandise Sold</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,848,393</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Official Game Day Retailer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Raider Depot is the official game day retailer and offers Red Raider gear to fans in-store, outside the Frazier Alumni Pavilion and in Raider Alley on game days.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Raider Depot</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Raider Depot social media naming contest was held with campus partners to gather student submissions to help name the campus store. The winning name was selected and revealed to the campus during a 2022 Raider Welcome Event.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Short Sleeve Shirts Sold</th>
</tr>
</thead>
<tbody>
<tr>
<td>5,188</td>
</tr>
</tbody>
</table>
University Recreation

Memberships

Number of Staff and Student Employees

$646,989
Sales
5,583
Monthly & Annual

Full-Time
25

Students
267

People Through The Door

836,319
This is equivalent to two seasons of sold out TTU FOOTBALL games at Jones AT&T Stadium.

131
Total ARC (American Red Cross) certification completions.

842
Total number of swim lessons provided. This is the equivalent to teaching an entire elementary school to swim!

2,462
The number of intramural games played. This means we played more games than nine complete seasons of the NFL.

1,445
Total number of personal training sessions provided. This is equivalent to two months worth of 24/7 personal training.

“University Recreation strives to provide a place where students can build community, create a balance with their academics, and improve their overall well-being.”

Brett Jackson | Associate Director of Sport Programs
University Recreation

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“University Recreation strives to provide a place where students can build community, create a balance with their academics, and improve their overall well-being.”

Brett Jackson | Associate Director of Sport Programs
University Recreation
"Customer service is important to me because I want every patient to feel welcome here and to feel like they’re heard, seen, and taken care of.”

Paige Smith | Licensed Vocational Nurse
TTU Student Health Services

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**Student Health Services**

**Number of Staff**

<table>
<thead>
<tr>
<th>Sports Med</th>
<th>Medical &amp; Behavioral Health</th>
<th>Clinical Support</th>
<th>Administration &amp; Ancillary</th>
<th>Patient Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>22</td>
<td>16</td>
<td>14</td>
<td>13</td>
</tr>
</tbody>
</table>

**890** Behavioral Health

**24,407** Primary Care

**20,248** Unique Patients

**52,310** Lab Tests Administered

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**$4.325 Million / Year**

Contract with Texas Tech Administration and Finance

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**14,244** Prescriptions Filled and Refilled
United Supermarkets Arena

Number of Staff and Student Employees

Full-Time: 6
Students: 40

358,048 Fans
Total Ticketed Guests for 2022

7,570,798
Number of Fans & Guests Since Opening

This Is Three Times The Population of Houston, Tx

24 CEREMONIES*
13,711 Grads
121,555 Guests
*FY 2022

NEW ITEMS / PROJECTS

Mechanical Upgrade: Scoreboard Hoist And Software

Digital Upgrade: Ribbon Board, Tables, Stanchions, Corner Boards

Guest Service: New Ticketing App For Nonathletic Events (Concerts, Family Shows) ("Axs Tickets")

“We want to provide guests with a safe, enjoyable and memorable experience; we want them to have such a great time that they are eager to return again soon.”

Paul Rivas | Section Supervisor – Venue Operations
United Supermarkets Arena

page 20
COIN OF EXCELLENCE

Auxiliary Services represents the Golden Thread of excellence by connecting all non-academic areas of campus life for Red Raiders. Excellence is continually achieved through the efforts and dedication of diligent team members that make up Auxiliary Services and the campus community. Some of these exceptional individuals have been recognized by receiving a special Aux Services Challenge Coin for going beyond the typical call of their responsibilities to make our university great. Help nominate a winner today by sending a brief explanation of your recommendation to your department's Managing Director.

2022 RECIPIENTS

- Jason Hale
- Elias Mendez
- Damon Moyer
- Thomas Vega
- Doug DeClerk
- Joey Rangel
- Bryan Hastings
- Danny Musil
- Jerry Billington
- Kevin Tunnel
- Maria Saenz
- Brett Jackson
- D'aun Green
- Ashley Styles
- Audrey Davis
- Amanda Reeves
- Chris Johns
- Kirk Rodriguez
- Yessie Ochoa
- Danny Chavez
- Holley McDaniel
- Jennifer Adling
- Brynn Ireland
- Lacy Ellis
- Barbara Sterling
- Christy Norfleet
- Suzanne Mino-Sanchez

- Alan Cushman
- Steve Waden
- David Torrez
- Walter James
- Jon Mark Bernal
- Tammy Diaz
- Jim Johnson
- Sean Childers
- Jackie Kimbler
- Janihya Gilmore
- Jesse Johnson
- Alan Cushman
- Clyde Shannon
- Marisol Rodriquez

- Edgardo Santiago
- Joshua Clark
- Matthew Chapman
- Aaron Crowe
- Mike Betzold
- Noel Sloan
- Charles Leatherwood
- Dawn Lassiter
- Pete Akes
- Tamara McClain
- Susan Stanford
- Heather Johnson
- Annette Ellis
- Drew Jahr
- John Romero

- Melissa Mendez
- Sean Duggan