

Project Number 11045
Purpose Subject Area Committee Meetings
Location Bean East Conference Room
Start Time 9:30 AM

CONFERENCE REPORT *Other Services – Card, Ticket Office*

01 THOSE PRESENT

UO Card Office

Jessica Hiatt, Symone Sparrow, Joel Woodruff

UO Ticket Office

Mary Barrios

University of Oregon, Campus Planning and Real Estate

Martina Bill

University of Oregon, Student Affairs

Gregg M. Lobisser

EMU User Group

Molly Kennedy

EMU

Jessi Steward

AC Martin

Bob Murrin, Tammy Jow, Christopher King

SERA Architects

Natasha Koiv

02 DISCUSSION – CARD OFFICE

- a. Space standards for workstations and offices were presented and reviewed.
- b. NSF areas and quantities for staff positions were right-sized.
- c. The layout of the public counter area should provide for flow and movement of students.
- d. The counter should front the lobby space. The double doors that exist now impede the flow of circulation.
- e. Provide a backdrop for photos at the public counter.
- f. Regarding storage, forms are held for three years. Cash receipts are stored with accounting.
- g. The Support Manager needs an enclosed office. This position is currently in the Mezzanine.
- h. The Server Room can be eliminated since it will be relocated to the residence halls in the future (East Campus Residence Hall).
- i. The EMU Network Support Workroom includes 2 workstations.
- j. The idea of centralized storage is acceptable. Remote storage would be used for computer network POS (point of sale equipment) spare parts.

- k. A separate space is needed for point of sale work.
- l. Change "Network Storage" to "Card Systems Network Storage."

03 DISCUSSION – TICKET OFFICE

- a. Space standards for workstations and offices were presented and reviewed.
- b. NSF areas for staff positions were right-sized based on the standards.
- c. Provide workstations: 2 @ 36 sf. Workstations need to accommodate ticket printers.
- d. Delete phone stations.
- e. Create multi-function/phone stations: 4@ 25 sf.
- f. A shared Conference Room near the Ticket Office is an acceptable alternative to a dedicated conference room.
- g. There should be three transaction windows.
- h. The Ticket Office should be located near the Concert Hall.
- i. A standard-sized, local storage room at 35 sf is acceptable. Items to be stored include: cases of ticket stock and cash registers.
- j. The Ticket Office needs a Safe Room. The dimensions of the safe are approximately 2'x2'x30".