SRC QUARTERLY REPORT – FALL 2009

STUDENT STAFF

NUMBER OF STUDENT STAFF: Male: 32 Female: 33  Total: 65

NUMBER OF: Resignations: 2 Terminations: 2 Staff Disciplinary Issues: 30

BUDGET

INCOME & SOURCE: $1,825 – Facility Rental
$400 – NIRSA Surveys
$550 – Intramural Sports Entries
$550 – Lock Sales (119 locks)
$3,567 – Guest Fees
$4,998 – Membership Fees

INCOME TOTAL $11,890

EXPENDITURES – STAFFING: $75,347

EXPENDITURES – PURCHASES - ITEM(S)

INTRAMURAL SPORTS - $69.33

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
<th>Unit Cost</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Whistles w/lanyard</td>
<td>9</td>
<td>$1.99</td>
<td>$19.39</td>
</tr>
<tr>
<td>Economy Whistles extras</td>
<td>1 box of 12</td>
<td>$8.42</td>
<td>$8.42</td>
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<tr>
<td>4 way Umpire Indicator</td>
<td>1</td>
<td>$4.30</td>
<td>$4.30</td>
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<tr>
<td>Twine reel w/ 638’ of twine</td>
<td>1</td>
<td>$25.47</td>
<td>$25.47</td>
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<tr>
<td>Extra Twine</td>
<td>1</td>
<td>$11.75</td>
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FACILITIES & OPERATIONS - $1,610.73

<table>
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<th>Item</th>
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<tr>
<td>Extra key for Field Lights Control Box</td>
<td>1</td>
<td>$36.00</td>
<td>$36.00</td>
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<tr>
<td>Heavy Bag Chain &amp; Swivel Assembly</td>
<td>1</td>
<td>$36.96</td>
<td>$36.96</td>
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<tr>
<td>Everlast Pro Leather Speed bag 10’x7</td>
<td>1</td>
<td>$50.00</td>
<td>$50.00</td>
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<tr>
<td>Nylon Basketball Nets</td>
<td>8</td>
<td>$4.89</td>
<td>$39.10</td>
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<td>Black Nitrile Powder Free Gloves</td>
<td>3</td>
<td>$86.90</td>
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<td>Scoreboard Protective Screen</td>
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<td>$1,075.00</td>
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ROCK - $368.57

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<tbody>
<tr>
<td>Climbing Shoes (Sizes 13,14,15)</td>
<td>3</td>
<td>$50.56</td>
<td>$151.68</td>
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<tr>
<td>Black Diamond ATC</td>
<td>3</td>
<td>$23.95</td>
<td>$71.85</td>
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<tr>
<td>Black Diamond Quicksilver Screw</td>
<td>1</td>
<td>$15.13</td>
<td>$15.13</td>
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<tr>
<td>Mad Rock 12 Chalk Ball Jar</td>
<td>2</td>
<td>$19.95</td>
<td>$39.90</td>
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<tr>
<td>Mad Rock Paradox Belay Device</td>
<td>3</td>
<td>$6.95</td>
<td>$20.85</td>
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<tr>
<td>Nylon Cleaning Brushes</td>
<td>2</td>
<td>$1.99</td>
<td>$3.98</td>
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<tr>
<td>Route Setting Tape</td>
<td>11</td>
<td>$3.55</td>
<td>$38.97</td>
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<tr>
<td>Entre Prises Bolts</td>
<td>30</td>
<td>$.87</td>
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INFORMAL RECREATION - $582.54

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<tr>
<td>Men’s Basketballs</td>
<td>6</td>
<td>$46.54</td>
<td>$279.24</td>
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<tr>
<td>Pop-up Goals (including shipping)</td>
<td>2 sets</td>
<td>$99.99</td>
<td>$246.48</td>
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<tr>
<td>Outdoor Soccer Balls</td>
<td>2</td>
<td>$28.41</td>
<td>$56.82</td>
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WELLNESS WORKSHOP – 85.00
Action Sports Gift Certificates  6  $10.00  $60.00
ASi LED Board  1  $25.00  $25.00
**MEMBER SERVICES - $64.87**
Cashier Envelopes  1  $34.36  $34.36
File Hanging Rack  1  $30.51  $30.51
**EXPENDITURES – OTHER (SPECIFY) $19.53 Shipping - UPS (sending surveys to NIRSA)**

**TOTAL EXPENDITURES – PURCHASES - $2,800.57**

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**FACILITIES & OPERATIONS**

**PARTICIPATIONS - NUMBER OF:** Total FS Hourly Counts: 30,074  Weekday Average: 599  Weekend Average: 122  Participations by Males: 3,795 *  by Females: 1,855 *

* means that male and female distinguished counts began on November 15, 2009

**INCIDENTS/INJURIES – NUMBER OF:** Participant Disciplinary Issues: 33  Participant Injuries: 21

**Times UPD Called & Responded:** 7 CALLS, 7 RESPONSES

**EQUIPMENT CHECK-OUT – PIECES OF:** Equipment Checked–Out: 1,492  Equipment Lost: 0

% Lost: 0  Equipment Damaged: 6  % Damaged: < 1%

**FACILITIES – NUMBER OF:** Reservations: 5 = 3, 2 cancelled  Rentals: 8 = 4, 4 cancelled

**THEFT – NUMBER REPORTED TO UPD:** 0

**BOOTS – NUMBER PLACED:** 12  **BOOTS – NUMBER OF LOCKERS EMPTIED:** 12  **BOOTS- NUMBER CUT:** 12

**OPERATIONS – NUMBER OF:** Locks Left on Overnight: 50

**Pieces of Equipment (Other than Weight/CV) Out-of-Order (Specify Item):** 2 (Boxing stand speed bag and heavy bag)

**Number of Facility Work Orders Placed:** 15

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**FITNESS ASSISTANTS**

**WEIGHT/CV EQUIPMENT – NUMBER OF:** Pieces of Equipment Out-of-Order (Specify Item & Duration):

**Hours/Miles of CV Equipment Use:** Total for Fall Quarter 6706 hours

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**GROUP X**

**PARTICIPATIONS - NUMBER OF:** Class Participations: 1255 with an average class size of 6 people – 15 different classes offered each week

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**INTRAMURAL SPORTS**

**SPORTS:** League Sports Offered: 7x7 Flag Football and 3x3 Volleyball

Tournament Sports Offered: 3-Pitch Softball, 3x3 Basketball, and 5x5 Indoor Soccer

**PARTICIPATION – NUMBER OF:** Teams: 27  Total Participants: 249

Male Participants: 189  Female Participants: 60  Students: 248  Faculty: 0  Staff: 1  Alumni: 0  Spouse: 0

Contests Scheduled: 77  Forfeits: 13  % Forfeited: 16.9%

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**MEMBER SERVICES**

**PARTICIPATIONS - NUMBER OF:** Total Turnstile Count: 36,056  Weekday Average: 599  Weekend Average: 122  Distinct Participants: 3,721

**NON-STUDENT MEMBERS:**

Faculty: 5  Staff: 30  Alumni: 4  Spouse: 5

Affiliates: 1  IELC: 2  Emeriti Faculty/Staff: 0  Credited Students: 464
MEMBERSHIPS – NUMBER OF: Total Paid Memberships: 47  Quarterly Memberships: 9  Annual: 1
Payroll Deduction (including Spouses): 37 – Payroll Deduction by Different Faculty/Staff: 32
Student-Sponsored Guests: 574  Member-Sponsored Guests: 98
LOCKS – NUMBER SOLD: 119
COMMENTS & SUGGESTIONS: Number collected: 79  With Info & Contacted: 21

PERSONAL TRAINING/FITNESS ADVISING
PARTICIPATION – NUMBER OF: Personal Training/Fitness Advising Sessions: 614
Cancellations: 114  % Cancellations: 19%  Total Sessions: 500

PROMOTIONS
Number of Graphic Projects Assigned: 24  Number Completed: 22
Number of Website & Social Utility Updates: 155
Website Visitors: 3,756  Average Time on Site: 2min. 5 sec.
WEBSITE - TRAFFIC SOURCE: Direct Traffic: 2,596  49.70%  Search Engines: 2113  40.46%
Referring Sites: 514  9.84%
Facebook Visitors: 2,138  Facebook Fans: 614

ROCK
PARTICIPATION – NUMBER OF: Total Participants: 1,347  Distinct Participants: n/a
Male Participants: 846 (62.8%)  Female Participants: 501 (37.2%)
Weekday Average: 18  Weekend Average: 9

WELLNESS WORKSHOPS
PARTICIPATIONS - NUMBER OF: Workshop Topic: “Home Away From Home”
Workshop Participants: 45  Male Participants: 13  Female Participants: 32
Students: 44  Faculty: 1

WELLNESS WORKSHOP SURVEY
Overall the seminar went well, 74% of the students said the overall seminar was good, while 12.5 % Said it was excellent. All the students who attended said they would change their lifestyle because of information presented in the seminar. However none of the participants took part in the bike challenge that was offered throughout the day. The survey also showed that all of the participant would join us for another seminar.

NIRSA SURVEY
We did a survey program for NIRSA. The surveys were about what type and how often the participants buy energy bars. A copy of the survey is attached. We received $100 for conducting each survey in the Building. We did four surveys for Intramural Sports (Flag Football & Volleyball), Fitness, and Facility participants. The surveys were sent back to NIRSA and we received and total of $400 for the Participating in the Program.

INTRAMURAL SPORTS SURVEY
The Intramural Sports survey that was posted on Surveymonkey.com summarizes what the CSUB SRC members know and want out of their experience participating in Intramural Sports. Most of the members that took the survey were juniors. Over 90% of the members that took the survey have not previously participated in intramural sports at CSUB, and if they have participated in intramurals they participated in a sport that was not offered on the list. Participants would like to participate on both the weekend and/or during the week but they would prefer to play in the evenings. Most students are unaware of upcoming intramural events and do not know how to register a team. The most popular sports that were suggested were flag football, volleyball and basketball.
The other survey that I had handed out was to find out how participants found out about Intramurals at the SRC. More than half said that they found out about intramurals through on campus ads and posters. The one area that I will need to work a little harder is getting the information out to clubs and organizations.

**ROCK FACILITIES & EQUIPMENT ISSUES**
The Redpoint Descenders have been recalled. MSA and EntrePrise are working on what form of compensation will be appropriate. We are currently seeking a way to achieve the same effect with out the descender; A new autobelay system or professional training for the staff would be the most desireable.

**SRC FACILITIES & EQUIPMENT ISSUES**
West Gym Doors keep on beeping

**INTRAMURAL SPORTS FACILITIES & EQUIPMENT ISSUES**
The grass will be dormant for the winter quarter and because the white field paint does not show up on the dead grass we will need darker field paint.

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**INTRAMURAL SPORTS HIGHLIGHTS**
• Completed the first Fall quarter of Intramural Sports at the SRC.
• Brought on a staff of 11.
• Having at least four teams participate in every Intramural league and tournament offered.
• Having two successful league seasons (volleyball and flag football.)

**FACILITIES & OPERATIONS HIGHLIGHTS**
Opened the facility successfully every scheduled day, No staff terminations or resignations, no fights breaking out, Male /Female counts, Better trained staff, enhanced communication methods among other staff areas.

**ROCK HIGHLIGHTS**
Once again, the greatest highlight was that no one was injured on the rock wall. My staff has shown improved excellence in their route setting abilities. Old routes and problems have been removed, and new and better routes and problems have been put up. We have implemented a standardized cleaning and maintenance procedure that covers every aspect of the rock and its gear. Necessary work has been scheduled up through the end of winter quarter. In regards to cleaning, we have come across a new and much more efficient way to clean the ropes; This will mean less down-time. Lastly, we hired two substitute staff members that have been doing an excellent job, while greatly improving the morale of the rock staff.

**WELLNESS WORKSHOP HIGHLIGHTS**
For the first wellness seminar, there were no major issues. All staff worked hard to put the event on. The total number of students that took part equaled 44 and 60 separate students took part in the all day bike challenge.

**FITNESS ASSISTANTS HIGHLIGHTS**
* Opened and closed building
* No Major injuries occurring during our first full quarter

**GROUP X HIGHLIGHTS**
Partnered with the PEAK Department to provide more group exercise opportunities to participants for credit or non-credit. The new classes included Aerobics, Yoga, and Indoor Cycling.

**MEMBER SERVICES HIGHLIGHTS**
Successfully enforce the no ID no entry policy. We tried to become more ergonomically friendly with the purchase of a footstool for the front. An automatic door stop was installed between the front desk and the laundry room. Jane Evarian was a guest at a weekly staff meeting and conducted a confidence building activity.

We promoted the SRC to Faculty & Staff member by offering them 2 free passes and setting up a booth at the benefits fair. We promoted the SRC to students on campus through the GET Rowdy events by partnering with the Athletics Department and ASi. Inventory was taken of the promotional closet. Member Services created an inventory of locks to make the Member Services staff accountable for the items at the desk. New staff shirts were ordered and received.

**GRAPHICS & PROMOTIONS HIGHLIGHTS**
The SRC comprehensive brochures were printed through Reprographics. The new IM Sports Champion Shirts were designed.

**INTRAMURAL SPORTS CHALLENGES**
- Getting the student body aware of Intramural Sports.
- Getting the female members to participate.
- Having players stay on the same team throughout the whole season.
- Getting participants aware of the policies and rules of Intramural Sports.

**FACILITIES & OPERATIONS CHALLENGES**
Cleaning the yoga mats on time, janitor cleaning the facility to our standards, some hours only one facility supervisor, coordinating the closing procedures with the IM supervisors. Moving forward the last game of the night will be 1.5 hours before closing which will give all of the Supervisors enough time to be out by 10:15pm.

**ROCK CHALLENGES**
The greatest challenge this quarter has been the, at first temporary, loss of the Redpoint Descender. Due to episodes of “accelerated descent”, MSA (the company that makes the Redpoint Descender) has decided to close production and maintenance of Redpoint Descenders and autobelay systems. Based on the attendance totals we found that 66% of the participants are male. We will be planning Winter Events to not only increase female participation, but utilization in general. Another challenge was the effect of the onset of flu season. Two staff members were advised by their physicians to take off one week from work. One of these staff members was diagnosed with H1N1. Both have made a full recovery.

**PERSONAL TRAINING/FITNESS ADVISING CHALLENGES**
* Hard to get results when trainers have a large number of students in comparison to hours available to work.
* Hard to use the FitLab for a complete workout.

**WELLNESS WORKSHOP CHALLENGES**
The biggest challenge was making sure the presentations were what the students would be interested in. The night of the event we experienced an issue with reserved equipment not being available. In the future it would be advised to plan presentations that do not require any projectors or technical equipment that would come from another department on campus. It is also important to recognize how much time we need in advance for placement of flyers. The graphic designer took longer than expected to get to the project in order to have the flyer up and available to students.

**FITNESS ASSISTANTS CHALLENGES**
* Having participants that follow all the rules and regulations of the SRC.

**GROUP X CHALLENGES**
We seemed to have a decline in participation after mid-terms. Two of our Instructors with children had issues with child care, and were forced to cancel several classes. We ended up cancelling the Belly Dance class due to this issue. We also had to cancel the Punch, Kick, & Jab class mid quarter because of the instructor's class obligations.

**MEMBER SERVICES CHALLENGES**
The challenges Member Services faced this Fall quarter were getting staff members to apply the information they learn in staff meetings to their floor shifts.

**GRAP HICS & PROMOTIONS CHALLENGES**
This quarter the most problems occurred due to Spencer not being able to commit time to the SRC.

**INTRAMURAL SPORTS FUTURE NEEDS**
Goals:
- Having 500 members participate in Intramural Sports.
- Increase female participation.

**INTRAMURAL SPORTS FUTURE NEEDS – CONTINUED**
- Increase promotions of Intramural Sports.
Needs:
• Black or dark colored field paint.
• Soccer official flags.

**FACILITIES & OPERATIONS FUTURE NEEDS**
Umbrellas for the outside tables, hammer, bigger wrench, PA system, fence around SRC field, more staffing hours.

**ROCK FUTURE NEEDS**
In order to help promote Rock activities we are going to purchase a Slack-Line Kit to set up at various points around campus. We will also partner with different rock climbing companies to get give-aways for various Rock events.

**WELLNESS WORKSHOP FUTURE NEEDS**
In the future it would be important to plan extra help prior to the start of the event for set up. Making sure all staff areas understand the importance their role in set up and take down (having proper keys and timing for prior and post events). Having enough time to create and post flyers. In the future it will be important to attach the seminar and challenge together for more advertising. Creating a form that allows for Gender to be included in information.

**FITNESS ASSISTANTS FUTURE NEEDS**
* In the future the FitFloor will need more ChemSpa and a few extra spray bottles
* After the first year being opened the equipment in the SRC may need extended warranty

**GROUP X FUTURE NEEDS**
I know the goal of the SRC is to hire only student staff, but I feel in a lot of ways we are providing the participants with a sub-par product. I would like to hire a couple non-student instructors and compare the class participation. We will have to budget for a new wireless microphone at least annually since they are so fragile. I would like to make the Kata a permanent Spin room. This will save on the wear & tear of moving the stereo in and out of the closet.

**PERSONAL TRAINING/FITNESS ADVISING FUTURE NEEDS**
* In the near future it would be great to buy a small set of dumbbells ranging from 10-35 lbs.
* Continue to train and explore new ideas and workout techniques.