**SRC Quarterly Report – Winter 2010**

**Student Staff**
- **Number of Student Staff:** Male: 32  Female: 29  Total: 61
- **Number of:** Resignations: 6  Terminations: 3  New Hires: 11  Staff Disciplinary Issues: 4

**Budget**

**Income & Source:** $4,803.48 – Memberships
- $3,654.00 – Guest Fees
- $ 351.12 – Lock Sales
- $ 270.00 – Locker Rental
- $ 650.00 – IM Sports Entries

**Income Total:** $9,728.60

**Expenditures – Staffing:** $67,850.50

**Expenditures – Purchases**

<table>
<thead>
<tr>
<th>Item(s)</th>
<th>Quantity</th>
<th>Unit Cost</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Facilities &amp; Operations - $454.88</strong></td>
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<tr>
<td>Indoor soccer balls</td>
<td>3</td>
<td>$23.49</td>
<td>$91.28</td>
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<tr>
<td>Biohazard Bags</td>
<td>1 pk (200)</td>
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<td>Double-End Bag, Hooks and speed bag</td>
<td>5</td>
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<td><strong>Member Services - $34.36</strong></td>
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<tr>
<td>Envelopes</td>
<td>1 pk</td>
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<td><strong>Intramural Sports - $686.42</strong></td>
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<tr>
<td>Master Cover Locks &amp; Chain</td>
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<td>$ 24.19</td>
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<td>Soccer Flags, Field Paint, &amp; Referee Wallets</td>
<td>7 items</td>
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<td>Borders for IM Bulletin Board</td>
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<td>Igloo Cooler</td>
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<td>Mallet</td>
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<td><strong>Wellness Workshop - $34.60</strong></td>
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<td>“Eat This, Not That” Books</td>
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<td><strong>Fitness - $1,127.19</strong></td>
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<td>Office Supplies</td>
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<td>Stop Watches</td>
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<td><strong>Rock - $512.80</strong></td>
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<td>Bamboo Tablet</td>
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<td>Black Ink</td>
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**Total Expenditures – Purchases:** $3,042.91
FACILITIES & OPERATIONS

**PARTICIPATIONS - NUMBER OF:** Total FS Hourly Counts: 35,262  Weekday Average: 664
Weekend Average: 151  Participations by Males: 21,336  by Females: 13,926

**INCIDENTS/INJURIES – NUMBER OF:** Participant Disciplinary Issues: 16  Participant Injuries: 14  Field Incidents: 5

**Times UPD Called & Responded:** 2 INJURY RESPONSES / 5 INCIDENT RESPONSES

**EQUIPMENT CHECK-OUT – PIECES OF:** Equipment Checked–Out: 2,561  Equipment Lost: 0
Equipment Damaged: 17  % Damaged: 0.7%

**FACILITIES – NUMBER OF:** Reservations: 5  Rentals: 1(Cancelled)  Tours: 12

**THEFT – NUMBER REPORTED TO UPD:** 0

**BOOTS – NUMBER PLACED:** 14  **NUMBER OF LOCKERS EMTIED:** 9  **NUMBER CUT:** 5

**OPERATIONS – NUMBER OF:** Locks Left on Overnight: 28 (11 Women, 17 Men)

**Number of Facility Work Orders Placed:** 14

MEMBER SERVICES

**PARTICIPATIONS - NUMBER OF:** Total Turnstile Count: 36,512  Weekday Average: 664  Weekend Average: 151  Distinct Participants: 3,224

**NON-STUDENT MEMBERS:**
Faculty: 9  Staff: 35  Alumni: 6  Spouse: 7  Affiliates: 0  IELC: 0  Emeriti Faculty/Staff: 0  Extended Education: 1  Credited Students: 559

**MEMBERSHIPS – NUMBER OF:** Total Paid Memberships: 44
Quarterly Memberships: 11  Annual Memberships: 1  New Payroll Deduction Memberships: 2  Cancelled Memberships: 4
Student-Sponsored Guests: 686  Member-Sponsored Guests: 32

**NUMBER SOLD:** Locks: 76  Rental Lockers: 9 (Men 3/ Women 6)

**COMMENTS & SUGGESTIONS:** Number collected: 62  With Info & Contacted: 34

INTRAMURAL SPORTS

**SPORTS:** League Sports Offered: 6x6 Volleyball, 5x5 Basketball, and 9x9 Outdoor Soccer
Tournament Sports Offered: Badminton (singles and doubles), 4x4 Flag Football

**PARTICIPATION – NUMBER OF:** Teams: 30  Total Participants: 235  Male Participants: 185  Female Participants: 50  Students: 230  Faculty: 0  Staff: 0  Alumni: 5  Spouse: 0
Contests Scheduled: 87  Forfeits: 10  % Forfeited: 11.5%

FITNESS ASSISTANTS

**WEIGHT/CV EQUIPMENT – NUMBER OF:** Pieces of Equipment Out-of-Order (Specify Item & Duration):
Expresso Recumbent Bike - 3 months
LifeFitness Treadmill - 3 weeks
LifeFitness Treadmill - 2 weeks
Octane Elliptical - 3 weeks

**Hours/Miles of CV Equipment Use:** Total for Winter Quarter 7,811 hours (increase of 1,105 hours from Fall Quarter)

GROUP X

**PARTICIPATIONS - NUMBER OF:** Class Participation Totals: 1290  Classes Taught: 164
Average Participation per Class: 8

PERSONAL TRAINING/FITNESS ADVISING
**PARTICIPATION – NUMBER OF:** Personal Training/Fitness Advising Sessions Scheduled: 707  
Sessions Kept: 644  Cancellations: 63  % Cancellations: 9%

**WELLNESS WORKSHOPS**  
**PARTICIPATIONS - NUMBER OF:** Workshop Topic: “Keeping Your New Year’s Resolution”  
Workshop Participants: 5  Male Participants: 4  Female Participants: 1  Students: 5  
**Fitness Challenge Participants:** 49  Male Participants: 20  Female Participants: 29  Students: 49

**ROCK**  
**PARTICIPATION – NUMBER OF:** Participation Totals: 844  Weekday Average: 15  Weekend Average: 6

**PROMOTIONS**  
Number of Graphic Projects Assigned: 51  Number Completed: 51  Number of Website & Social Utility Updates: 48  
**FACEBOOK**  
Likes: 20  Video Plays: 0 (no videos posted)  Photo Views: 1027  
**TWITTER**  
Followers: 34  Posts: 42  
**WEBSITE- SITE USAGE**  
Visitors: 2578  Visits: 4337  Page Views: 12,852  Average Time on Site: 1:59  
**TRAFFIC SOURCE -** Direct Traffic: 39.9%  Search Engines: 47.7%  Referring Sites: 12.4%

**SRC FACILITIES & EQUIPMENT ISSUES**  
We need parts for the Badminton Pole’s wheel set.  
The SRC field is uneven and will hopefully be fixed by Rudy’s landscaping.  
**INTRAMURAL SPORTS FACILITIES & EQUIPMENT ISSUES**  
One set of badminton poles are broken. If I had a badminton tournament again I would not be able to use one court.  
The scoreboard on the second basketball court in the Gym randomly will turn on.  
Some parts of the Blue Court are very slippery, if someone does not have some kind of grip on their shoes they could potentially slip and fall.

**FACILITIES & OPERATIONS HIGHLIGHTS**  
Only 14 injuries and no deaths or major incidents.  
**MEMBER SERVICES HIGHLIGHTS**  
One of the highlights of the quarter was seeing that the entire staff was becoming accustomed to inputting their time in Peoplesoft. I think that the member services staff had the fewest mistakes in comparison to the rest of the staff areas. Credited student forms were up-to-date the entire quarter thanks to Ashley. The Front Desk area was clean and clutter free. The membership instructions were updated and expanded upon. Christine updated the guest forms and the membership forms. The downtime checklist was completed constantly meaning that very rarely did we run out of any supplies. Many of our staff members have been taking a lot of initiative and taking on additional duties!  
**INTRAMURAL SPORTS HIGHLIGHTS**
Completed a successful 6x6 volleyball league, 5x5 basketball league, badminton tournament, and flag football tournament.

30 teams participated in Winter 2010 Intramural Sports with 235 participants.

Intramural Staff understands and executes the rules for basketball, volleyball, and soccer.

**Fitness Highlights**

Documented moving the equipment Quarterly will save on wear and tear. One example, the most used Woodway Treadmill from Fall Quarter, became the least used Treadmill in Winter after the switch.

No Major injuries occurred during the quarter

**Group X Highlights**

A new revenue stream was created through partnering with Extended University. The SRC will be collect rental fees for a Tai Chi and Salsa class for the 50+ Students.

The communication and partnership with the PEAK Department improved this quarter, but still needs to get better.

**Personal Training/Fitness Advising Highlights**

The Trainers and Advisors Clients had some outstanding results in the Winter Quarter that we hope to post on the website this spring.

Instituted a new follow up system which cut the number of cancellations in half!

The Trainers and Advisors now have their Bio’s on the web-site for Participants to preview.

**Wellness Workshop Highlights**

The behind the scenes aspect of the Wellness Workshop ran very smoothly; as far as recruiting speakers and Setting up the Solario with chairs and tables.

**Rock Highlights**

We hired one Regular Staff and one substitute staff Member that have been doing an excellent job.

Another quarter without any major injuries.

**Promotions/Graphics Highlights**

We designed our first Wellness shirt! We also received the order of 2010 IM Champion Shirts. We ordered a Drawing Tablet that enables Spencer to be more creative when creating graphics for the SRC. Christine & I completed the Graphics & Marketing interviews and recommended a candidate for the position. Trae was hired. Spencer designed our resale shirts that are in the process of being printed. We also connected our Facebook account to a new Twitter account.

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**Facilities & Operations Challenges**

Shortage of small hand towels.

Staff schedules are very limited (Availability).

Some staff members are still making mistakes on things cover multiple times in meetings and in one on one conversation.

**Member Services Challenges**

The challenges we faced this quarter were mostly due to policy change. The No ID No entry policy was changed so we could better serve the students. Staff members had a difficult time grasping how our procedure didn’t change only the way that Identity was verified. This lead to many complaints from participants. The staff members also encountered many conflicts with participants; most of which were resolved by the staff. Our Cash Register Manual was thrown in the trash and was just recently found.

**Intramural Sports Challenges**

Getting the student body to sign-up and participate in Intramural Sports and Sports Clubs.
GETTING THE TEAMS TO USE ROSTER PLAYERS ONLY.
GETTING PARTICIPANTS TO SHOW UP TO THEIR SCHEDULED EVENTS.
GETTING PARTICIPANTS TO ABIDE BY THE “NO POCKET” RULE IN BASKETBALL.
WE ARE STILL VERY LOW WITH FEMALE PARTICIPATION.

FITNESS CHALLENGES
WE ARE EXPERIENCING RESPONSE TIME ISSUES WITH OUR PREVENTATIVE MAINTENANCE/REPAIR COMPANY.

GROUP X CHALLENGES
THE STUDENT INSTRUCTORS NEED TO DO A BETTER JOB RECORDING CLASS PARTICIPATION. ONLY ONE PEAK INSTRUCTOR DOCUMENTED ACCURATE PARTICIPATION.
MORE INSTRUCTOR ISSUES AGAIN THIS QUARTER. OUR YOGA INSTRUCTOR QUIT RIGHT AFTER MID TERMS DUE TO CLASS OBLIGATIONS. ALSO, OUR KARATE INSTRUCTOR FOUND OUT SHE ACTUALLY GRADUATED, AND WE HAD TO CANCEL HER CLASS. ½ HOUR ABB NEVER GOT STARTED DUE TO ACADEMIC CLASS SCHEDULING CONFLICT.

PERSONAL TRAINING/FITNESS ADVISING CHALLENGES
WE HIRED AN EXCELLENT TRAINER (ROBERT VELA) WHO WAS FORCED TO LEAVE SCHOOL BECAUSE HE COULDN’T GET INTO ANY OF THE CLASSES FOR HIS MAJOR.
WE ARE HAVING A TOUGH TIME FINDING AN EARLY MORNING TRAINER (6:00 AM TO 8:00 AM) TO TRAIN SOME OF THE CSUB STAFF.
WE NOW HAVE A SPREADSHEET ON THE FITLAB COMPUTER, TO CAPTURE THE DISTINCTIVE USERS. THERE WILL BE A LEARNING CURVE THIS SPRING QUARTER FOR ALL TRAINERS AND ADVISORS TO UTILIZE IT.

WELLNESS WORKSHOP CHALLENGES
WE WON’T BE DOING ANY WELLNESS WORKSHOPS RIGHT AFTER THE HOLIDAY BREAK. WE FEEL AFTER A MONTH OFF THE STUDENTS NEED TIME TO RE-ORIENT BACK TO CAMPUS. IT’S ALSO A CHALLENGE FOR THE SPEAKERS TO TRY AND GUESS WHAT THE STUDENTS ARE DOING FOR THEIR NEW YEARS RESOLUTIONS.

ROCK CHALLENGES
THE BIGGEST CHALLENGE WAS OUR ROCK STUDENT MANAGER QUIT THE SECOND WEEK OF THE QUARTER.
THERE HAS BEEN NO RESOLUTION FOR THE LOSS OF THE REDPOINT DESCENDER. DUE TO EPISODES OF “ACCELERATED DESCENT.”

ANOTHER DROP IN PARTICIPATION, MORE PRONOUNCED ON WEEKENDS. CLOSING ON WEEKENDS WOULD SAVE US ABOUT $720.00 PER QUARTER.

PROMOTIONS/GRAPHICS CHALLENGES
THE CHALLENGES WITH VENDORS HAVE CONTINUED AND I DON’T FORSEE THEM STOPPING IN THE NEAR FUTURE.
SPENCER TENDS TO LOOSE TRACK OF WHAT HE IS DOING SO CHRISTINE & I HAVE DEVELOPED A BINDER/LOG TO KEEP TRACK OF WHAT WE HAVE ASKED SPENCER TO COMPLETE.

FACILITIES & OPERATIONS FUTURE NEEDS & PLANS
A FENCE AROUND THE SRC FIELD THAT IS OPEN ONLY DURING BUILDING HOURS.
DUST MOP FOR THE GYM ONLY.
SMALLER OUTDOOR SEMI-PERMANENT SOCCER GOALS.
GRASS VOLLEYBALL SYSTEM FOR CHECKOUT.
STUDENTS ASKED ABOUT FLOOR HOCKEY FOR THE BLUE COURT.

MEMBER SERVICES FUTURE NEEDS & PLANS
PLAN TO COMPLETE THE MEMBER SERVICES MANUAL BY THE END OF THE SPRING QUARTER WITH THE HELP FROM THE STAFF. I INTEND ON DOING THIS BY INCORPORATING A SPECIFIC TIME FOR THE MANUAL DURING OUR STAFF MEETINGS.
BY DOING THIS OUR MANUAL WILL HOPEFULLY BE MORE USER FRIENDLY AND ACCURATE.

INTRAMURAL SPORTS FUTURE NEEDS & PLANS
THE INTRAMURAL STAFF IS GOING TO WORK ON MAKING SURE THAT THE ONLY PEOPLE THAT ARE PARTICIPATING IN INTRAMURAL SPORTS CONTESTS ARE THOSE THAT ARE ON THE FINALIZED ROSTER.
INCREASING INTRAMURAL SPORTS PARTICIPATION TO 300 PARTICIPANTS.
potentially need a grass volleyball net if we can not get borrow the office of student leadership and involvement.
The IM Manual.

GROUP X FUTURE NEEDS & PLANS
We are looking into expanding the PEAK Department’s role of supplying quality instructors.
Received quotes for stereo systems for the Kata and MBS studio.

PERSONAL TRAINING/FITNESS ADVISING FUTURE NEEDS & PLANS
A rack of medicine balls for the FitLab.

WELLNESS WORKSHOP FUTURE NEEDS & PLANS
The majority of the future needs will be solved by simply moving the workshop to later in the quarter.
We made a list of advertising avenues to utilize on campus, and we will be partnering with the PEAK Department regarding announcements and flyers since the majority of the fall Wellness workshop attendance was through PEAK classes.

ROCK FUTURE NEEDS & PLANS
We will definitely have a climbing competition this spring in the hopes of attracting more participants.

PROMOTIONS/GRAPHICS FUTURE NEEDS & PLANS
We plan to hopefully become more creative with the website and the features it has. We are hopeful that our new addition to the Graphics staff is going to bring new Ideas to the table.