2010-11 STUDENT RECREATION CENTER ANNUAL REPORT

I. KEY MILESTONES/EVENTS
The following are strategic plan benchmarks and their level of achievement:

FACILITIES
• Provide facility reservations to a minimum of four different student groups each quarter with an average usage of at least four hours.
  This was achieved each quarter and increased progressively throughout the academic year. Spring Quarter there were ten student organizations for an average of nine hours each.
• Provide facility rental to non-student campus groups and off-campus groups to generate at least $4,000 annually.
  Rental income is $6,039 fiscal year-to-date.

FITNESS
• Offer a varied Group X Program with a minimum of six different classes quarterly and an average of 20 participants per class session.
  The Group X program averaged 12 different classes per quarter with 226 class sessions offered each quarter with an average attendance of six participants.
• Partner with PEAK for additional group exercise classes that compliment the SRC class schedule.
  PEAK averaged five additional classes per quarter. Their attendance is not included with the SRC totals.
• Record at least 6,500 hours of usage on the cardiovascular equipment quarterly.
  6,172 average for the academic year. This hour total is underrepresented due to reporting limitations on some equipment.
• Provide Personal Training and Fitness Advising to at least 100 different clients quarterly.
  This benchmark was unrealistic due to the restriction on staff hours due to the budget. However, 85 clients were served on average each quarter.
• Offer at least one wellness workshop per quarter with at least 30 attendees each.
  38 Attendees – “Sleep...A to Zzzzzz”  Fall = 61 “Food for Thought”  Spring = 20 “Time of Your Life”
• Develop and implement a faculty/staff wellness program with at least 75 enrollees.
  This is a long-term program objective that is not currently implemented due to staff limitations.

MARKETING/OUTREACH
• Average 3,000 visitors to the SRC web page.
  Averaged 4,461 visitors.
• Attract over 850 Facebook fans annually.
  1080 “Likes”, 505 active monthly users.

MEMBER SERVICES
• Average over 750 turnstile/headcounts per day Monday – Thursday and 200 per day Friday – Sunday.
  Monday – Thursday = 764  Friday – Sunday = 221
• Sell memberships to at least 100 different non-student members with at least 15 Alumni Association memberships.
  Reached a high of 90 non-student members and 9 Alumni Association memberships.
• Rent lockers to a minimum of 15 participants per quarter.
  Averaged 28 locker rentals per quarter.

ROCK
• Program Rock activities to attract an average of 20 individuals per weekday.
  Weekday average = 21  Saturday = 7
• Plan for the creation of an outdoor recreation program within 2-3 years.
  This is a future objective completely dependent on adding an additional full-time staff member.
**SPORTS**

- **Develop and implement an Intramural Sports annual calendar of activities to offer a varied program of at least two different team sports per quarter with a minimum of eight teams in all sports offered.**
  This was an overly ambitious benchmark. The variety was provided, but only two of the five leagues reached eight or more teams. The program was better able to serve participants with the establishment of the structured, informal, supervised sports available without pre-registering or entering a team.
- **Develop a Sports Club program based on the CSU-approved model with at least four active clubs.**
  The Sport Club manual is near first draft completion and Ultimate, Cycling, and Fishing clubs are in various stages of development.
- **Create two annual SRC Special Events attended by a minimum of 150 individuals to highlight the programs, services, and facilities while focusing on the “fun” aspect of recreation.**
  Planning an event for both Fall and Spring Quarters.
- **Develop and implement a summer youth sports program with at least 120 campers.**
  Based on the current camps provided by Athletics, this is no longer an SRC objective at this time.
- **Check-out at least 2,500 pieces of informal recreation equipment each quarter.**
  Averaged 3,037 pieces of equipment checked out.
- **Schedule and supervise informal recreation opportunities for students in tennis and racquetball.**
  The racquetball and tennis court discussions with athletics have been put on hold.

**OTHER KEY MILESTONES/EVENTS**

- Hired a Coordinator for Facilities.
- Implemented the first annual all-staff workshop prior to the academic year.
- Paid for the Hardt Field Lighting.
- Hired a Student Manager for Assessment and Outcomes.
- Constructed new full-time staff office.
- Entered into lease agreement with Maui Wowi Hawaiian Coffee & Smoothies.
- Student created “Fit Your Pants” marketing campaign was well-received by the campus.
- The SRC Advisory Committee recommended and the President approved:
  - Sponsored Guest Membership
  - Early Bird and Happy Hour Memberships
  - California Recreation Center Reciprocity
  - SRC Governance Structure
  - 2011-12 Operating Hours and Budget
- Entered into a sports field maintenance agreement to service the recreation field.
- Improved the safety of the recreation field by having it top-dressed to increase levelness.
- Researched and identified potential new membership/access software.
- Creation and distribution of the monthly SRC staff newsletter.
- Established relationship with Alumni Association for cooperative marketing efforts.
- New Rock auto-belay’s installed.
- Rock passed its two-year safety inspection.
- New, safer softball backstop installed.
- Eight additional tables & 16 chairs purchased to increase study/social areas.
- Three in-house American Red Cross instructors for CPR/AED/First Aid certification.
- Averaged 3,328 distinct users each quarter.
- Provided an average of 26 tours of the SRC each quarter to various outreach-related groups plus 62 during Celebrate CSUB.
- Averaged 11 injuries a quarter. None serious. Average of six incidents a quarter. UPD needed four times for the academic year for support in injuries or incidents.
- Completed two assessment projects. Cardiovascular Fitness and Student Staff Job Satisfaction.
2A. **What did your unit do to create opportunities for personal growth with our student population?**

**FACILITIES**

This area builds interpersonal skills by encouraging the Facility Supervisors to develop interpersonal relationships not only with each other but with other SRC student staff. It is vital for the FS staff to develop those relationships to build their personal and professional identity. The FS staff also expands on their leadership skills by taking initiative and being proactive on daily responsibilities and tasks. They also take initiative and display communication skills by opening up to each other and by finding substitutes for each other. They hold each other accountable and take care of situations and solve problems on their own, if it is within their scope of duty, before consulting coordinator or student manager. During weekly meetings risk awareness is discussed related to how negligence and liability directly affect the SRC. Discussions and education are also held on proper lifting techniques and other safety issues regarding proper form while exercising. Proper documentation and first aid issues are addressed. The coordinator became American Red Cross CPR/First Aid/AED certificated to provide the staff with an additional avenue for the required staff safety training. SRC policies and procedures are discussed on a weekly basis to better understand and educate participants.

**MEMBER SERVICES**

Interpersonal skills: The Member Services staff is the first point of contact for the SRC. This requires the staff members to be flexible and utilize their communication skills. They greet participants as they come into the building and help resolve issues and answer questions as they arise. The staff encounters a wide spectrum of personalities and is able to adapt to the participants needs. On a daily basis they deal with participants who ask questions, are frustrated, and at times, irate.

Leadership: The staff develops their leadership skills by making decisions that affect participants on a daily basis. Each staff member also has the opportunity to lead the weekly staff meetings. Member Services constantly educates the participants on the rules, polices, and programs of the Student Recreation Center.

**FITNESS**

The Fitness staff members develop their leadership skills through utilizing their expertise to educate participants in various exercises, dances, and nutritional information. The staff exemplifies interpersonal skills through close interaction with participants on a daily basis. The instructors’ personal fitness level is increased through leading by example. Group Exercise, Personal Training, and Wellness Workshops are offered without additional cost. These provide educational information on various areas of health to the campus community and through these activities students have the opportunity to achieve a better self image. The Group Exercise Instructors develop their leadership skills through using their expertise to teach participants various exercises/dances. The entire staff is required to be certified in CPR/First Aid/AED. The Wellness Workshop provided personal health/fitness information. The Group Exercise Instructors and Trainers pay close attention to the participants in each class/session and provide positive, constructive criticism to participants’ technique when appropriate.

**SPORTS**

In intramural sports individuals get an opportunity to work on personal fitness while developing interpersonal skills related to sports. The general participation in sports will help with endurance training as well as strength training. Interpersonal skills developed by participants can include any aspect of a sport such as passing, running pass routes, setting, and spiking. The team setting of sports gives the participant a chance to fill roles of leadership within the team and game atmosphere. By participating in intramural sports, individuals also learn that the skills they possess help them to establish a role on the team such as leader or support player. Intramural officials and supervisors inform and educate participants on rules which help expand their knowledge. Participants are educated through captain’s meetings, an intramural handbook, as well as discussions before and after games. While the staff does not directly educate on proper technique and skill acquisition, individuals learn these skills through participation.

**ROCK**

The Rock offers many opportunities for the staff to develop leadership and interpersonal skills. The staff help educate students in the proper technique and safety aspects of climbing. They also improve their interpersonal skills through a high level of customer service. In order to increase skill level the staff is encouraged to practice climbing and bouldering. This in turn helps them increase their fitness levels. When new climbers reach the top for the first time or experienced climbers
conquer a new route, they get a feeling of great accomplishment. This helps with their personal identity. The Rock is a better work out than people think. The exercise helps increase the participants’ level of fitness. If the staff did not have knowledge and enforcement of the rules, the Rock would be one of the most dangerous areas in the SRC. Proper belaying technique, equipment inspection, and knot tying ability are essential for providing participant safety. The entire Rock staff is required to be certified in CPR/First Aid/AED. In order to improve technique and acquire new skills, the staff is encouraged to practice climbing, bouldering, and setting routes during slow times. Participants are taught proper technique and acquire climbing skills.

2B. **WHAT DID YOUR UNIT DO TO CREATE OPPORTUNITIES TO INCREASE CIVIC ENGAGEMENT WITH OUR STUDENT POPULATION?**

- The SRC hosted the Stop the Violence organization for a morning of rock climbing, exercise, and sports play.
- Four full-time staff, two student managers, and two student staff participated in the Day of Caring event.
- One student staff member participated in Volunteerism Fair/ Kern County Museum/ Hands of Mercy/ Adopt-A-Family/ Holiday Cottage.
- The Rock staff hosted Project Dream for a morning of rock climbing twice during the year.
- Three Member Services staff participated in, Lisa Project, Drunk Driving Awareness Week, SPCA, Alliance Against Family Violence, Chez Noel Assistance League, Sober Super Bowl.
- One student participated with Rosewood Retirement Living, SPCA, and mentoring with the Wendell Davis Foundation.
- Three Marketing & Outreach staff participated in A Day without Shoes and Sustainability Say.
- Two full-time staff participated in Sustainability Day.

2C. **WHAT DID YOUR UNIT DO TO CREATE OPPORTUNITIES TO PROMOTE SOCIAL COMPETENCIES WITH OUR STUDENT POPULATION?**

**FACILITIES**

The facility staff promotes teamwork everyday while on shift by setting up equipment and communicating with each other and other staff areas within the SRC. The facility supervisors volunteer to take on extra hours to help staff the membership services area. The Facility Supervisors and Operations Assistants often help each other complete their daily duties and tasks. Promoting teamwork within the staff creates an atmosphere of accountability for each other and the participants when completing projects or handling situations. We now have a “word of the quarter”. Words like “accountability” and “responsibility”. The staff members were required to write what the words meant to them. Every week the staff’s definitions were displayed for all to see. Facility Supervisors, Operations Assistants, and Member Services all provided their definitions. We discussed ways to be accountable and professional in their specific jobs duties. The staff members now understand the level of responsibility that they have as the leaders of the facility. They also understand the level of professional etiquette that this position requires when dealing with participants on a daily basis. We also have continuous discussions about the staff representing the SRC both on their shift and after hours when they are off-campus. They understand the visibility that the Facility Supervisor position places on them and how they must maintain their professionalism during social occasions. The staff has had interactions with patrons who clearly do not follow our guidelines. The staff learned how to dissolve these situations and prevent them from escalating.

**MEMBER SERVICES**

Teamwork & Accountability: Each member of the Member Services team keeps one another accountable for memberships, cash and paperwork completed. A system was implemented where each person was assigned a specific duty within Member Services in which they track, organize and report back to the rest of the staff the progress of that specific duty. Teamwork: The Member Services staff showed great teamwork towards each other. Several staff members left early in the quarter, and the remaining staff members were quick to pick up the extra work and hours that became available. They also helped each other a great deal during finals week by switching shifts. Accountability: The Member Services staff and Facility Supervisor staff were given an assignment to write what accountability meant to them. Each week, a few quotes were posted in the
workroom so that everyone could see what accountability meant to their fellow co-workers. This was done so they would apply their meanings of accountability to their work and everyday life. Professional Etiquette: Working at the front desk involves professional etiquette. The Member Services staff knows how to answer phone calls and answer participants’ questions while keeping a professional attitude towards their peers.

**FITNESS**

Instructors and trainers were expected to be on time and prepared for class/sessions in order to maintain excellent customer service. They were also expected to keep cancellations to a minimum, and did a great job in doing so. The staff is accountable for entering their time into PeopleSoft monthly. Personal trainer/fitness advisor clients are held accountable by being dropped if they miss two sessions in a row.

**SPORTS**

The intramural sports program is dedicated to promoting teamwork, sportsmanship, fair play, and acceptable group behavior. To have a successful team in any sport, the participants have to learn how to work together as a team. Teamwork is promoted by encouraging students to sign up and participate on a team. Sportsmanship and fair play are strongly encouraged through the sportsmanship rating system as well as discussion before and after games. Acceptable group behavior is strongly correlated with sportsmanship and fair play.

**ROCK**

An atmosphere of teamwork is essential at the Rock. The staff is asked to work together when it comes to participant safety, customer service, and Rock cleanliness. The staff is also responsible for opening and closing the Rock on time. They are accountable for entering their time in PeopleSoft monthly. When the Rock is busy, participants are asked to practice acceptable group behavior, and wait their turn to be belayed.

**MARKETING & OUTREACH**

Weekly meetings, as well as constant communication, both in the work area and through emails promote teamwork within the Marketing & Outreach team. Personal responsibility, accountability, and professional etiquette are always promoted at work through open communication between all individuals in the team.

3. **How did your unit help create a variety of programs, services, and traditions that connect students and community members to the campus?**

Please see benchmarks in Question #1.

4. **What did your unit do to increase awareness of access and quality of services within Student Affairs?**

**FACILITIES**

During weekly meetings, safety topics are discussed that include injury response to common recreation injuries (nosebleeds, twisted/rolled ankles). Risk management concerns that arise daily in the facility are also discussed. The importance of monitoring the levels of our fire extinguishers, AED’s, and first aid supplies is constantly emphasized. Emergency evacuation plans for different situations are discussed as well. The importance of documentation is stressed and how the SRC is affected if it is lacking. These topics are continuously discussed and relayed to the staff for them to better understand the bigger picture. Professionalism is always a topic during weekly meetings - whether it is proper walkie-talkie protocol, how to handle a distressed patron, or how to better service our participants. The importance of a positive attitude is explained.

**MEMBER SERVICES**

The member services staff area is constantly updated on injury response, safety awareness, risk management and emergency preparation through safety topics discussed at every weekly staff meeting. Topics include: Bodily Fluid Pick-Up, Computer Workstations: Good Working Positions, Dislocation, Electrical Injuries & Burns, First Aid Eye Emergencies, Heat Stroke, How to Reduce Stress at Work, How to use a Fire Extinguisher, Poison Control and Shock. In addition, every staff member must remain CPR, First Aid and AED certified. During the All-Staff Work Day Diane Alford from the Center for Community Engagement and Career Education spoke to the staff about professionalism. EJ Callahan from the Office of Student Involvement & Leadership spoke about conflict management. Ashlea Wilson from the SRC spoke about Ethics in the
Workplace. The staff refreshed their training on phone protocol and professional phone etiquette. Additional “shadow” shifts were provided to staff who were struggling.

FITNESS
The trainers were presented with a safety topic ranging from H1N1 to different exercise techniques in the weekly staff meetings.

UPD presented and facilitated an active shooter video for the SRC Staff. The customer service portion of the Staff Handbook was reviewed.

SPORTS
In the intramural staff weekly meetings topics on shock, calling UPD in the event of an emergency, and the process of completing both the injury and incident reports are reviewed. In staff training clinics and meetings the importance of having a professional appearance while at work is emphasized. This includes dressing appropriately, being confident in calls made, and communicating to participants in a professional manner.

ROCK
A certified CPR Instructor provided a refresher course for the Rock Staff. A different safety topic ranging from H1N1 to different belaying techniques was discussed in the weekly staff meetings.

STUDENT STAFF
This quarter we conducted the annual student staff evaluation. This is used to provide feedback to the staff on job performance and allow them an opportunity to discuss the job.

5. How did your unit improve/provide more accessible and inviting physical spaces on campus?

FACILITIES
With participants varying in physical ability, the staff encourages people to seek a personal trainer or be cautious and go easy with their workout routine. The staff is also aware of participants with physical disabilities in case they need assistance while exercising.

MEMBER SERVICES
It is important for Member Services to be well-informed on the services that the SRC has to offer to all students. They directed students to personal trainers, informed participants of the equipment that can accommodate wheelchair access, and informed participants on the karate class and personal training services geared towards students with physical disabilities.

FITNESS
There were 14 different Group Exercise classes offered. The classes accommodated a range from beginners to advanced participants. To accommodate our students with disabilities, a karate class and Personal Training were offered.

SPORTS
A variety of sports were offered to men and women and players of varying skill level. Drop in tournaments and informal sports were offered to accommodate the students who did not show interest in league sports or did not have time to commit to weekly play.

ROCK
Although the Rock seems to target more of a niche population regarding fitness interests, it also provides students an opportunity to experience a workout they might never have tried previously and challenge themselves outside their traditional comfort zone.

MARKETING & OUTREACH
The SRC web page is ADA compliant and all advertisements and projects of the Marketing & Outreach team are carefully crafted to cater to a diverse student, staff, and faculty population, regardless of levels of physical ability and fitness interest.

6. How did your unit collaborate with campus and community stakeholders on programs and services?

FACILITIES
A variety of student groups and camps departments were accommodated in hosting their events though the SRC facility reservation process. Additionally, The SRC participated in the campus-wide Recycle Mania.
FITNESS
Through collaboration with the Health Center and Aramark, students were educated on health and wellness topics for Wellness Workshops. We partnered with the PEAK Department to provide a wide range of Group Exercise Classes.

SPORTS
Intramural sports partnered with the PEAK Department in order to form an intramural class that was worth one academic unit and partnered with Aramark in the canned food drive.

ROCK
The Rock staff partnered with the PEAK Department and Project Dream to provide foster youth kids an opportunity to climb.
The women’s intercollegiate basketball and volleyball teams utilized the Rock for a teambuilding experience for the athletes.

MARKETING & OUTREACH
Marketing & Outreach has helped other departments in Student Affairs with marketing related problems such as utilizing Facebook to connect to students. The SRC staff collaborated with the Center for Community Engagement and Career Education to coordinate an SRC community service event with the Stop the Violence organization.

ASSESSMENT & OUTCOMES
Collaborate with the CECE for assessment preparation and documentation of results.

7. **In regards to the five questions listed above, what concerns, barriers, and issues need to be addressed in order for your area to continue working towards being successful within these outlined Student Affairs Objectives?**
   - Of these objectives, civic engagement is the most difficult to accomplish. Since we deal primarily with a paid student staff, it is hard to motivate them to participate as a group in these types of activities. Those who do take part usually do so either individually or as part of another campus club or organization. The SRC will continue to promote these opportunities and look for ways to provide in-house opportunities as well.
   - As for the other areas, there are not really any concerns, barriers, or issues that would prevent the SRC from being successful.

8. **Please review your unit specific strategic actions with the Student Affairs Strategic Plan and provide additions, revisions, and updates.**
Revisions indicated in "Red" on the accompanying updated SRC Strategic Plan.