# Student Recreation Center Quarter Report
## Fall 2011-12
### September 12 – November 23

**Please indicate to what level your program or service area reached the following benchmarks**

## Facilities

1. **Provide facility reservations to a minimum of 8 different student groups each quarter with an average usage of at least 8 hours.**
   - Five student organizations averaging 29 hours usage
2. **Provide facility rental to non-student campus groups and off-campus groups to generate at least $9,000 annually.**
   - Five non-student campus groups, zero off-campus groups - Total revenue fall quarter = $5,566
3. **Provide a safe environment as evidenced by less than 10 injuries per quarter with UPD response needed no more than once a quarter.**
   - Injuries = 7  UPD Called = 0
4. **Provide a welcoming environment as evidenced by less than 5 incidents per quarter with UPD response needed no more than once a quarter.**
   - Incidents = 7 plus 1 Field incident  UPD Called = 0

## Fitness & Wellness

1. **Offer a varied Group X Program with a minimum of 6 different classes quarterly and an average of 12 participants per class session.**
   - Offered 12 different Group X Classes taught by the SRC staff - Average of 5 participants per class
2. **Partner with PEAK for additional group exercise classes that compliment the SRC class schedule.**
   - Partnered with PEAK to offer 4 additional group exercise class opportunities for participants
3. **Record at least 6,500 hours of usage on the cardiovascular equipment quarterly.**
   - 6,789 hours
4. **Provide personal training and fitness advising to at least 100 different clients quarterly.**
   - 83 different clients
5. **Offer at least one wellness workshop per quarter with at least 30 attendees each.**
   - “Pills, Powders, and Potions” was attended by 37 participants

## Marketing/Outreach

1. **Average 4,500 visitors to the SRC web page.**
   - 5,349 visits to the SRC Web page
2. **Attract over 1,200 Facebook “Likes” annually.**
   - 106 additional Facebook “Likes” for the Fall 2011-12 Quarter, bringing a total of 1426 Facebook “Likes”
3. **CONTRIBUTE TO UNIVERSITY OUTREACH EFFORTS BY PROVIDING SRC TOURS TO AT LEAST 10 GROUPS PER QUARTER.**
   - 14 tours were given to Faculty, Athletics, CSUB 101 classes, and PEAK students. 21 tours were given to other individuals.

### MEMBER SERVICES

1. **AVERAGE OVER 750 TURNSTILE/HEADCOUNTS PER DAY MONDAY – THURSDAY AND 200 PER DAY FRIDAY – SUNDAY.**
   - Monday – Thursday = 888  
   - Friday – Sunday = 225

2. **PROVIDE SERVICE TO A VARIETY OF CAMPUS CONSTITUENTS AS EVIDENCED BY 4,000 OR MORE DISTINCT USERS EACH QUARTER.**
   - 3,714 Distinct Users

3. **SELL MEMBERSHIPS TO AT LEAST 100 DIFFERENT NON-STUDENT MEMBERS – WITH AT LEAST 15 ALUMNI ASSOCIATION MEMBERSHIPS.**
   - Non-Student Members = 161  
   - Alumni Association Members = 9

4. **RENT LOCKERS TO A MINIMUM OF 30 PARTICIPANTS PER QUARTER.**
   - 24 Women’s Lockers, 24 Men’s Lockers - Total = 48

### ROCK

1. **PROGRAM ROCK ACTIVITIES TO ATTRACT AN AVERAGE OF 30 INDIVIDUALS PER WEEKDAY.**
   - 21 per week day  7 per weekend day  10 Sky’s the Limit participants

### SPORTS

1. **DEVELOP AND IMPLEMENT AN INTRAMURAL SPORTS ANNUAL CALENDAR OF ACTIVITIES TO OFFER A VARIED PROGRAM OF AT LEAST ONE DIFFERENT TEAM SPORT PER QUARTER WITH A MINIMUM OF 8 TEAMS.**
   - Flag football- Open division- 8 teams with 75 participants. Co-rec division- 3 teams with 26 participants
   - Costume dodgeball- 6 teams with 32 participants

2. **PROVIDE AT LEAST 3 INFORMAL SPORTS PER QUARTER WITH A MINIMUM OF 10 PARTICIPANTS PER SPORT.**
   - Ultimate Frisbee- 17 total participants
   - Badminton- 9 total participants
   - Indoor and Outdoor Soccer- 75 total participants
   - Table Tennis- 31 total participants
   - Volleyball- 60 total participants

3. **DEVELOP A SPORTS CLUB PROGRAM BASED ON THE CSU-APPROVED MODEL WITH AT LEAST 4 ACTIVE CLUBS.**
   - No new developments on the manual

4. **CREATE TWO ANNUAL SRC SPECIAL EVENTS ATTENDED BY A MINIMUM OF 75 INDIVIDUALS TO HIGHLIGHT THE PROGRAMS, SERVICES, AND FACILITIES WHILE FOCUSING ON THE “FUN” ASPECT OF RECREATION.**
   - Scary Rec Carnival- 190 participants  
   - Spring Event planning will begin during the winter quarter.

5. **CHECK-OUT AT LEAST 3,200 PIECES OF INFORMAL RECREATION EQUIPMENT EACH QUARTER.**
   - 2,503 pieces of informal recreation equipment were checked out

### ALL

1. **HOW MANY OF YOUR STUDENT STAFF, INCLUDING YOURSELF, PARTICIPATED IN VOLUNTEER OPPORTUNITIES AND/OR PARTICIPATED IN THIS QUARTER’S UNIVERSITY-SPONSORED PHILANTHROPIC EVENT?**
MEMBER SERVICES - Three students (Ronald McDonald House, Homeless Center, YMCA, Donated 50 Gatorade and 2 boxes of deodorant to the Bakersfield Homeless Center)

FACILITIES - Seven students (Homeless shelter (Thanksgiving lunch), After school programs (Shafter), Sheriffs department, Ronald McDonald House Thanksgiving lunch); Facility Supervisors, Student Manager, & Coordinator supported the following cause along with Member Services - The Leukemia & Lymphoma Society - Team in Training Program

FITNESS AND OPERATIONS - Three students (Ronald McDonald House)

MARKETING & OUTREACH - Two students (church sponsored thanksgiving dinner for the homeless, fundraiser for the Assistance League of Bakersfield)

2. WHAT AREA-SPECIFIC STAFF RECOGNITION EVENTS, SOCIALS, AND TRADITIONS TOOK PLACE THIS QUARTER?

- FACILITIES - Going away/graduation social event for a facility supervisor
- MARKETING & OUTREACH - Monthly lunch staff meeting

3. WHAT ON-GOING IN-SERVICE TRAINING FOR INJURY RESPONSE, SAFETY AWARENESS, RISK MANAGEMENT, AND EMERGENCY PREPARATION WAS PROVIDED FOR YOUR STAFF?

- MEMBER SERVICES - Tips to prevent cold and flu in the workplace, Bodily Fluid Pick-up, SRC Emergency Equipment Safety Map, Zombie Apocalypse, Ankle Injuries, Dangers of Deep Frying a Turkey, Caffeine
- FACILITIES - Fire extinguishers and AED, Accidents and Incidents, CPR refresher, Fit Floor responsibility, Angry and Irate Customers
- FITNESS - Weekly safety topics
- ROCK - Weekly safety topics, weekly check off belaying techniques, weekly “catch an unexpected fall”
- SPORTS - Weekly safety topics, Red Alert Committee meetings
- MARKETING & OUTREACH - Weekly safety topics
- STUDENT STAFF - Dave and Ashlea conducted a CPR/First Aid/AED certification class for 20 Student Staff Members

4. WHAT ON-GOING STAFF TRAINING IN PROFESSIONAL COMMUNICATION, APPRECIATING AND VALUING INDIVIDUALS, FAIR AND EQUITABLE CONDUCT, AND APPROPRIATE INTERPERSONAL INTERACTIONS WAS PROVIDED FOR YOUR STAFF?

- MEMBER SERVICES - Time Management, Effective Listening
- FACILITIES - Respect to Staff, Law of Solid Ground
- ROCK - Weekly discussion of rock and participant issues, Lead Climbing on the rock twice a month
- SPORTS - IM officials train on communication during sport specific clinics
- MARKETING & OUTREACH - Weekly “tools of the trade” section to improve interpersonal interaction and work performance

PLEASE LIST ANY OTHER PERTINENT STATISTICS FOR YOUR PROGRAM OR SERVICE AREA

MEMBER SERVICES
- Distinct Users Fall 2011
  0 60+ Club
  0 Affiliate
  12 Alumni Association
  269 Credited Student
  5 Faculty
  15 IELC
  44 Staff
  3344 Student
24 Sponsored Member
1 Extended Education
3,714 Total
- 511 Student Sponsored Guests
- 15 Member Sponsored Guests
- Re-Sale
  101 Locks Sold
  321 Waters Sold
  180 G2's Sold
  46 Energy Bars Sold
  68 Trail Mixes Sold
  21 Granola Bars Sold
  28 Fruit Snacks
  22 Headphones
  8 SRC T-Shirts
- 24 men / 24 women Locker Rentals
- 49 Comments & Suggestion Forms & 115 Web-based Comments, Suggestions & Questions

FACILITIES
- More than 1,500 participants in attendance during the Evening with the Other Wes Moore event
- More than 1,200 participants in attendance during the Muslim Eid Prayer
- Thefts Reported = 0
- Fall Work Orders Submitted – 11  Completed = 6  Open Work Orders = 11
- Participant SRC Privileges Suspended = 1

FITNESS
- Group X Classes = 216  Class Cancellations = 28  Total Participations = 1083
- The manufacturers of the Octane Ellipticals updated the software so usage hours can be tracked

ROCK
- 10 participants in the Sky’s the Limit Climbing program with one completing 360 laps with 67 laps to reach the first destination

MARKETING & OUTREACH
- Presentations to four CSUB 101 classes with approximately 200 students total

PLEASE LIST ACCOMPLISHMENTS AND HIGHLIGHTS FOR THIS QUARTER RELATED TO PROGRAMS, SERVICES, STAFF, EQUIPMENT, FACILITIES, ETC.

MEMBER SERVICES
- Hired two people to our Member Services team- Kevin Galanis and Illiana Meza
- Looking into new resale items: Shower Shoes & Shampoo
- Had two new successful membership options: Early Bird & Happy Hour
- Successfully implemented the Live Scan Background check
- Successfully continued to use Facebook as an additional means of communicating with each other
- Christine and Lauren are researching membership software and are planning to visit CSUN to observe the Fusion Software
- One Staff Disciplinary Issue
- Provided staff area with additional cash register training
FACILITIES
- Hired four new facility supervisors: Nicole Pokett, Denise Damanakis, Eric Shannon, James Garces, Geovannie Miller
- Lost two facility supervisors: one graduated and one separated
- Muslim Eid Prayer service received positive reviews from the Shoura Council (local Muslim council in Bakersfield) and plan to utilize the SRC in the future

SPORTS
- Staff successfully officiated a Flag Football league with 8 teams
- Staff was instrumental in planning and running the Scary Rec Carnival

MARKETING & OUTREACH
- Produced videos to promote SRC programs. This quarter there were three videos created: Slackline, Scary Rec Carnival Promo, and Scary Rec Carnival Highlights

ASSESSMENT
- Wellness Workshop Assessment

SRC
- Maui Wowi Hawaiian Coffee & Smoothies opened for business
- Initiated the “Seed the Future” Tree Planting promotion with 126 individuals registering to plant a tree

STUDENT STAFF
- Held the second annual all-staff workshop

RESPONSES TO THE FOLLOWING QUESTIONS ARE INCLUDED ONLY IN THE ANNUAL REPORT
1. In what ways does your program or service area increase students’ personal growth in the following areas: wellness, fitness, interpersonal skills, leadership, and personal identity?
2. How does your program or service area inform and educate students on any of the following factors: healthy living habits, wellness strategies, proper techniques, risk awareness, safety certification, knowledge of rules, skill acquisition, and applying theory to practice?
3. In what ways did your program or service area promote teamwork, sportsmanship, fair play, acceptable group behavior, personal responsibility, accountability, and professional etiquette to student staff and participants?
4. How did you seek input from your staff and participants in the development of policies and procedures?
5. In what ways did your program or service area maximize recycling efforts and focus on sustainability in all operating functions?
6. In what ways did your program or service area meet the needs of participants with a wide-range of physical ability and fitness interest?
7. How did your program or service area partner with other Student Affairs departments, academic units, or University Advancement on cooperative endeavors?
8. How did your program or service area use student feedback to discuss potential improvements and future directions?
9. How did you or your student staff members contribute to orientation sessions, facilitate SRC tours, and make presentations to educate potential and new students, and their parents, of SRC programs, services, and facilities?
**2011-12 PRIORITY OBJECTIVES**

**STRATEGIES, TIMELINES, AND BENCHMARKS**

**DAVE HART**

**PLEASE INDICATE PROGRESS ON THIS STRATEGY, TIMELINE, AND BENCHMARK**

**OBJECTIVE 1.2 STIMULATE INTELLECTUAL DEVELOPMENT**

SRC Strategic Action – Inform and educate students on healthy living habits, wellness strategies, proper techniques, risk awareness, safety certification, knowledge of rules, skill acquisition, and applying theory to practice in a fitness, sports, and wellness environment.

**Strategy**
- Develop and implement an ACE Personal Training Certification Course.

**Timeline**

**Benchmark**
- At least 6 students in each course session with a minimum of 4 passing the course each session.

**Progress**
- The ACE Certification class will be offered Winter Quarter.

**KAREEM BLAND, COLLIN ELLIS**

**PLEASE INDICATE PROGRESS ON THIS STRATEGY, TIMELINE, AND BENCHMARK**

**OBJECTIVE 2.1 CREATE A VARIETY OF PROGRAMS, SERVICES, AND TRADITIONS THAT CONNECT STUDENTS AND COMMUNITY MEMBERS TO CAMPUS.**

SRC Strategic Action – Provide a comprehensive calendar of programs and services to meet participant needs.

**Strategy**
- Create two annual SRC Special Events to highlight the programs, services, and facilities of the SRC while focusing on the “fun” aspects of recreation.

**Timeline**
- Develop and implement one special event for the fall quarter and one for the spring quarter.

**Benchmark**
- Attendance by at least 75 individuals with a “positive” satisfaction rating by at least 80% of respondents on the post-event survey.

**Progress**
- 190 participants attended the Scary Rec Carnival
- Planning for the Spring will start Winter Quarter

**KAREEM BLAND, COLLIN ELLIS**

**PLEASE INDICATE PROGRESS ON THIS STRATEGY, TIMELINE, AND BENCHMARK**

**OBJECTIVE 2.2 INCREASE AWARENESS OF, ACCESS TO, AND QUALITY OF SERVICES PROVIDED BY STUDENT AFFAIRS.**

SRC Strategic Action – Provide a safe environment by requiring all staff members be current in ARC or AHA CPR/AED/First Aid certification and providing on-going in-service training for injury response, safety awareness, risk management, and emergency preparation.

**Strategy**
- Develop a SRC “Red Alert” Team of student staff members.

**Timeline**
• Team in place Summer 2011, staff education plan reviewed & approved by Director in Summer 2011. In-service trainings take place each academic quarter of 2011-12.

Benchmark
• At least one mock emergency drill will be conducted during the academic term with a successful student staff response as determined by the Red Alert Team evaluators. Additional in-service trainings to include hands-on refresher courses, safety tips, risk awareness quizzes, etc.

Progress
• Meetings have occurred and the committee is in the planning and research stage.
• First Draft of manual is near completion and is ready for the first review.

ASHLEA WILSON, VINCENT ORFANO
PLEASE INDICATE PROGRESS ON THIS STRATEGY, TIMELINE, AND BENCHMARK

OBJECTIVE 2.4 COLLABORATE WITH CAMPUS AND COMMUNITY STAKEHOLDERS ON PROGRAMS AND SERVICES.
SRC Strategic Action – Continue to explore every opportunity to partner with other Student Affairs departments, academic units, and University Advancement on cooperative endeavors.

Strategy
• Collaborate with University Police, Student Union, Housing, and others with student assistants who work after business hours to create a model for student assistants to become authorized building marshalls.

Timeline
• Develop training and implement by Spring 2012.

Benchmark
• At least five units on campus will participate in this training and create a model to easily train new student staff for this role year-to-year.

Progress
• Have held meetings with possible partners as listed. No further progress to report.

MARK HARRIMAN, ASHLEY SIZEMORE
PLEASE INDICATE PROGRESS ON THIS STRATEGY, TIMELINE, AND BENCHMARK

OBJECTIVE 3.2 EDUCATE THE CAMPUS COMMUNITY ABOUT HOW PARTICIPATION IN STUDENT AFFAIRS PROGRAMS AND SERVICES ENHANCES ACADEMIC SUCCESS.
SRC Strategic Action – Use all methods of education, publicity, promotion, and marketing to inform the campus of the value of the SRC.

Strategy
• Share the value of exercise and co-curricular activities on academic performance.

Timeline
• Research scientific literature to support the benefits of exercise on academic success during the summer and include (in marketing language) on printed material, outreach presentations, advertisements, and social media.

Benchmark
• Include the research “facts” at least twice a quarter on social media, one advertisement a quarter, and ten outreach presentations annually.

Progress
• Included in the annual SRC brochure, once on social media, and at least one known outreach presentation.