STUDENT RECREATION CENTER QUARTER REPORT

FALL 2013

PLEASE INDICATE TO WHAT LEVEL YOUR PROGRAM OR SERVICE AREA REACHED THE FOLLOWING BENCHMARKS

FACILITIES

• Provide facility reservations to a minimum of 12 different student groups each quarter with a total usage of at least 75 hours quarterly.
  One Student Group – 66 Hours
  • CSUB Runner Dance Team

• Support the recreational needs of students by renting SRC facilities to 5 or fewer campus departments or off-campus groups quarterly.
  Four Campus Departments – 193 Hours
  • PEAK 156
  • Advancement 21
  • Convocation 10
  • Athletics 6
  One Non-Campus Non-Profit – 3 Hours
  • MAPPS 3

• Provide a safe environment as evidenced by less than 10 injuries per quarter with UPD response needed no more than five times per quarter
  82 Injury Reports Completed (most for band-aids and/or ice)  UPD Responded – 2
  This was the first quarter student staff were required to complete an Injury Form for any aid provided.

• Provide a welcoming environment as evidenced by less than 5 incidents per quarter with UPD response needed no more than 3 times per quarter (Specifically identify the number of field-related incidents and the number of thefts).
  31 Incident Reports Completed (18 for Attempted Unauthorized Entry, 7 for Non-Campus Field Usage, 0 Thefts)
  UPD Responded – 2
  The Fusion software, including photo access, helped identify potential unauthorized users.

FITNESS & OPERATIONS

• Offer a Group X Program with a minimum of eight different classes quarterly and an average of 10 participants per class session; with five or fewer class cancellations per quarter.
  11 Different Groups X Classes – average of 5 participants per class – 13 cancellations

• Partner with PEAK for additional group exercise classes that compliment the SRC class schedule.
  PEAK offered 5 additional classes

• Record at least 8,500 hours of usage on the cardiovascular equipment quarterly.
  6,700 Hours

• Provide Personal Training and Fitness Advising to at least 100 different clients quarterly.
  63 Different Clients (only 4 qualified student staff members limited availability)

• Offer at least one wellness workshop per quarter with at least 40 attendees each.
  “Food for Fuel” – 50 Attendees

• Offer ACE Personal Training Certification class with at least four students and with at least one passing the ACE exam.
  ACE Class is only offered once Winter through Spring

• Repair weight/cardiovascular equipment so no piece of equipment is out-of-service for more than 15 days.
  Three pieces were out-of-service longer than 15 days due to shipping delays

• Ensure the SRC is maintained to look as first opened through timely reporting and response to repair issues as evidenced by an average of 30 work orders placed per quarter with less than five open.
  18 Work Orders – 10 still Open

MARKETING

• Average 4,500 visitors to the SRC web page quarterly.
  Total Website Visits: 6,134 - Pages Per Visit: 2.93 - Unique Visitors: 4,108 - Average Visit Duration: 1.35 seconds
  Total Amount of Pageviews: 17,990

• Attract over 1,800 Facebook “Likes” annually.

• Attract over 200 Twitter followers annually.
Total Followers to Date: 133 - New Followers this Quarter: 20 - # of Tweets during Quarter: 55

- Record over 200 app downloads quarterly.

**MEMBER SERVICES**

- Average over 850 turnstile/headcounts per day Monday – Thursday and 250 per day Friday – Sunday.
  
  975 Monday – Thursday  
  287 Friday – Sunday

- Provide service to a variety of campus constituents as evidenced by 4,000 or more distinct users each quarter.

  3516 Distinct Users

- Sell memberships to at least 170 different non-student members – with at least 20 Alumni Association memberships.

  225 Non-Student Members  
  59 Alumni Association Members

- Accommodate member needs by selling at least 500 student-sponsored guest passes and 20 member-sponsored guest passes quarterly.

  559 Student-Sponsored Guest Passes  
  38 Member-Sponsored Guest Passes

- Respond to participant issues as evidenced by 35 written comments & suggestions and 70 web-based comments & suggestions each quarter.

  20 Written Comments & Suggestions  
  48 Web-based Comments & Suggestions

- Rent lockers to a minimum of 50 participants per quarter.

  53 Total  
  15 - Men’s Lockers  
  38 - Women’s Lockers

**REC ADVENTURES (ROCK, ROPES COURSE, OUTINGS)**

- Schedule Rock activities to attract at least 75 different climbers each quarter.

  83 Different Climbers

- Create variety on the Rock by completing at least one full route change per quarter.

  The staff completed all new routes on the boulder starting at the beginning of the fall when we stripped the boulder completely

- Facilitate teambuilding/low ropes challenge course events for at least four groups per quarter.

  Three Teambuilding Activities - the intramural staff - Rock staff - Student Affairs Division

- Conduct three Rec Adventure trips/events each quarter with attendance of 8 or more for each.

  The Rec Adventures team was put together this fall and will be working to get trips going for the spring quarter.

  Planned 4 outfitted trips for the winter quarter which will be horseback riding and zip lining

**SPECIAL PROGRAMS**

- Create two annual Special Events to highlight various programs while focusing on the “fun” aspect of recreation; each attended by a minimum of 125 individuals.

  3rd Annual Scary Rec Carnival – 329 attendees with 79 students visiting the SRC for the first time

- Contribute to University outreach efforts by facilitating and providing SRC tours to over 40 groups/individuals, athletic recruits, parents and visitors quarterly.

  184 Individuals  
  - CSUB 101  
    99
  - Potential Students/Family  
    31
  - Campus Guest  
    20
  - Athletic Recruit  
    16
  - Outreach  
    10
  - CAMP  
    8

- Make at least 5 presentations quarterly to student groups, orientation groups, and other campus entities promoting the SRC and the value of exercise both physically and mentally.

  CSUB 101 Presentations – 7  
  Residence Hall Presentation - 2

- Create regular staff recognition events, socials, and traditions attended by at least 40 student staff per each SRC-wide event.

  All-Staff Workshop – 44 Staff Members

- Provide American Red Cross certification classes for at least 10 student staff members quarterly.

  12 Student Staff Certified in two separate sessions

- Partner with other campus units by having at least 5 departments participate/collaborate in SRC-sponsored events each quarter. (Please list SRC event and campus units that participated/collaborated).

  SRC-Sponsored  
  - Wellness Workshop – PEAK
  - Scary Rec Carnival – Asi, Campus Gamers, Student Union & Organizational Governance
  - Extra Life – Campus Gamers
SPORTS
- Develop and implement an Intramural Sports calendar offering at least one league sport per quarter with a minimum of 8 teams and a forfeit rate of 10% or less.
  - Flag Football = 9 teams  Softball = 8 teams  Indoor Soccer = 7 teams  189 Total Participants
  - Our forfeit rates for flag football were slightly higher than desired. Volleyball was under our 10% goal. Flag Football = 19.2% Volleyball = 9.6% Overall 14.4% forfeit rate for all sports combined.
- Offer at least two tournament sports per quarter with a minimum of 6 teams participating in each sport. Offer at least 3 Informal Sports (Challenge Zone Sports) per quarter with a minimum of 10 participants per sport.
  - 2 weekend tournaments – 3 on 3 Basketball =15  Outdoor Soccer=14
- Develop a Sports Club program based on the CSU-approved model with at least two active clubs.
  - Still in the development stage – some students have expressed interest – will follow up during winter quarter.
- Check-out at least 3,200 pieces of informal recreation equipment each quarter.
  - 4,702 Pieces of Equipment were Checked Out (271 now available for student use)

STUDENT STAFF – ALL PROGRAM AND SERVICE AREAS RESPOND
- Participate in volunteer opportunities by having at least 20 staff members participate in a philanthropic event each quarter. (Please list staff name and events participated in during the quarter).
  - 12 -15 Staff Members:
    - Various Facility Supervisors - Houchin Blood Bank Blood Drive
    - Febizza Obar – Color Run
    - Rojin Esmail – California Nursing Association
    - Natalie Kobliksa – Bakersfield Police Activities League
    - Brad Roth - 5k to stop Alzheimer’s
    - Rudy Castro - Color Run; Toy Drive for the Children’s Hospital, Senior Olympics
    - Karness Grimes- Redwood Retirement Home Senior Games
    - Kareem Bland - Del Mar Mud Run charity for Challenged Athlete Foundation and raised $450; Volkstauf Mud Run charity for the annual Toys for Tots and other Kern County charitable organizations.
    - Full-Time staff – Campus Clean Up
  - Each staff area implements a minimum of two annual staff area-specific recognition events, socials, and traditions attended by at least 50% of that staff area. (Please list activity and percentage of staff attending).
    - Member Services - Secret Santa Gift Exchange: 80% attended
    - The Rock staff went to the Firehouse restaurant and also went on a climbing trip as a group to New Jack. At each 80% of the staff were there.
  - Track GPA and graduation numbers for SRC student staff and compare with University totals (Provided by the Membership & Marketing Coordinator for entire SRC)
    - Cumulative  Fall
      - Over 3.50  5  8
      - 3.00 – 3.49  23  19
      - 2.50 – 2.99  23  19
      - 2.00 – 2.49  13  11
      - Under 2.00  0  7

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

FACILITIES
- 86 Tennis Court Participations

FITNESS
- NA

MARKETING
- Program brochure: Printed 1200
- IM Sports: (9) A1 posters, 272 Handouts – Flag Football; (9) A1 posters, 272 Handouts – 6v6 Volleyball; (3) A1 Posters – Fall Quarter Tournaments
- Group X: (9) A1 Posters, (1) B2 poster, (7) 8.5x11in. Fliers – Schedules
- Rec Adventures: (2) A1 Posters, (20) Handouts – Campus Hikes
- Wellness: (7) A1 Posters, (24) 8.5x11in Fliers, (16) Handouts – Wellness Workshop; (1) A1 Poster, (4) 8.5x11in Fliers – October Fit tip; (1) A1 Poster, (4) Handouts – November Fit Tip;
- Special Events: (13) Signage – New Student Convocation 2013; (7) A1 Posters, (5) 8.5x11in Fliers, (1) Promo video – Scary Rec Carnival 2013
- Internal - (1) A1 poster – Resale Menu; (2) - Newsletter
- Miscellaneous – (50) 8.5x11in Fliers – Try Before You Buy; (1) B2 Poster– Canned Food Drive
• Mailchimp – Sent 12 Campaigns; “Scary Rec Carnival 2013” earned highest open rate with 56.7%; “Scary Rec Carnival 2013” Earned Highest Click Rate with 11.9%

MEMBER SERVICES
• Re-sale Items
  125 Locks
  3 Long Locks
  348 Waters
  228 Sports Drink
  187 Energy Bars
  61 Granola Bars
  121 Trail Mixes
  66 Fruit Snacks
  35 Headphones
  110 Shampoo
  28 Conditioner
  8 Yoga Mats
  30 Shower Shoes
  6 SRC T-Shirts
  10 Staff Shirts
  38 Locker Rentals, 15 men / 23 women
• Canned Goods
  Student Sponsored- 7 (28 cans)
  Member Sponsored- 1 (6 cans)
• Attempted Unauthorized Entry - Confiscated ID Cards
  7 Student ID’s

OPERATIONS
NA

REC ADVENTURES
• 29 new climbers
• Climbing Participations - 403 females - 527 males

SPECIAL PROGRAMS
NA

SPORTS
• 38 female participants in Intramural Sports

STUDENT STAFF
• 11 Selection Processes – 106 Applicants – 65 Interviewed – 31 Hired

IN ADDITION TO THE NUMERIC INFORMATION ABOVE, PLEASE LIST ACCOMPLISHMENTS AND HIGHLIGHTS FOR THIS QUARTER RELATED TO PARTICIPANTS, PROGRAMS, SERVICES, STAFF, EQUIPMENT, FACILITIES, ETC.

FACILITIES
• Sand Volleyball Operating Agreement signed by SRC, Athletics, and VPSA.
• Tennis practice wall demolished.

FITNESS
• One current and one former Student Staff Members passed the ACE Personal Training Certification. They had both taken the class in previous quarters.

MARKETING
• Hosted a table for Week of Welcome resource fair and staff resource fair
• Began recording progress of construction of sand volleyball courts
• Purchased FitU Radio System (Still awaiting on station name and final implementation.)
• Began search for Digital Signage (Demos for Reach Digital Solutions and Fourwinds Interactive)

MEMBER SERVICES
• Staff Disciplinary Issues: 2
• Justin Finch- hired full-time by Athletics
• Natalie Kobliska- interim Member Services Student Manager
• Implemented Fusion Re-sale
• Implemented Fusion Access
• Implemented Fusion Equipment Check-out
• Updated Guest Forms to accommodate receipts
• Updated Applications with new employment position questions
• New Card Printer

OPERATIONS
- Exploring additional/different laundry operations since current method is insufficient.
- Converted from frozen ice to chemical ice packs.
- Instituted requirement for student staff members to complete an Injury Report Form anytime care is given (ice pack, band-aid, etc.).
- Instituted requirement for student staff members to complete an Incident Report Form for any action outside the routine.

**RECAVENTURES**
- Brad Roth has progressed in his climbing skills since he has joined the staff
- We have a company that is creating a design for the challenge course

**SPECIAL PROGRAMS**

**SPORTS**
- “First Place” was the champion for flag football this quarter; they are a team that has been together for the last two years here at the SRC.
- Our staff participation was really excellent overall.

**STAFF**
- Three Students & two full-time staff attended the NIRSA So-Cal Scramble Fund Raiser and Student Lead-On Conference.
- One full-time staff attended the CSU Director’s Conference.
- One student and one full-time staff attended the Western Regional Careers in Student Affairs Day.
- One full-time staff served on the 2014 Western Regional Conference Planning Committee and attended the NASPA Western Regional Conference.
- One full-time staff attended the NIRSA Region VI Conference.
- One full-time staff served on the All-Tournament Committee for the NIRSA Flag Football Regional.
- Brandon Singleton was chosen as a Flag Football Official for the NIRSA Regional Tournament at UCLA.
- Instituted personal development series for student staff members to attend identified campus events, write a reflection paper and receive one hour of paid time. Will continue and expand in the future.

**SRCAC**
- All but one Student at Large committee positions are filled.
- Sand Volleyball Rental Rates recommended and approved by the President.

**PARTICIPANT SATISFACTION SURVEY RESULTS**

**WELLNESS WORKSHOP SURVEY RESULTS**
- 76% of the respondents correctly identified that protein and carbohydrates are macronutrients.
- 100% knew that the glycemic index is the result of how quickly ingested food turns into blood sugar.
- Better acoustics were identified as one thing that could have made the workshop better.

**SCARY REC CARNIVAL SURVEY RESULTS**
- 57 surveys were completed - 17% of attendees submitted surveys.
- 75.5% of respondents rated the event “Excellent” of “Very Good”.
- The Haunted House and the food were rated as the top two responses for "What did you like about this year's Scary Rec Carnival?".
- The top areas that respondents identified that could be improved for next year were, more games, activities and contests, a better and scarier haunted house and more advertising.

**INTRAMURAL SPORTS SURVEY RESULTS**
- 68% of respondents agreed or strongly agreed that the IM Officials were accurate and fair.
- 68% of respondents agreed or strongly agreed that IM league information was well publicized on campus.
- Overall we had very positive feedback from respondents. Some of the sports that the respondents would like to see added were handball and table tennis.
- Quote from an attendee “Games were on time and well officiated. Good games and I enjoyed it!”