SRC QUARTERLY REPORT – SPRING 2010

STUDENT STAFF

**NUMBER OF STUDENT STAFF:**  Male: 33  Female: 29  Total: 62

**NUMBER OF:**  Resignations: 3  Terminations: 2  New Hires: 2  Staff Disciplinary Issues: 5

BUDGET

**Facilities & Operations Income & Source:**
- $760.50 Facility Rentals and Reservations
- $12 loner shirts to staff

**Intramural Sports Income & Source:**
- $210 for 7 IM Softball teams

**Member Services Income & Source:**
- Locks: $212.52
- Water: $196.50
- G2: $270
- Energy Bars: $75
- SRC Shirt: $18.48
- Rental Lockers: $420
- Membership: $1,008
- Guest Fees: $3,214
- Summer Student Un-enrolled: $418

**Total Generated Income:** $6,815.00

EXPENDITURES – STAFFING

- Rock: $6,318
  - Facilities & Operations: $15,328.75
  - Intramural Sports: $7,121.40
  - Fitness Assistants: $7,719.40
  - Group X: $1,930.00
  - Personal Training/Fitness Advising: $5,548.60
  - Wellness Workshop: $72.00
  - Member Services: $10,429.40
  - Promotion/Marketing: $396.00

**Total Staffing:** $54,863.55

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>ROCK</strong> - $960.15</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Project Holds (hand holds)</td>
<td>5</td>
<td>$39.6</td>
<td>$198.00</td>
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<tr>
<td>3 Ball Climbing (hand holds)</td>
<td>75</td>
<td>$6.13</td>
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<tr>
<td>Shoe Spray</td>
<td>4</td>
<td>$75.60</td>
<td>$302.40</td>
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<tr>
<td><strong>FACILITIES &amp; OPERATIONS</strong> - $2,663.46</td>
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<tr>
<td>Scoreboard Screen protector</td>
<td>1</td>
<td>$1,263.69</td>
<td>$1,263.69</td>
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<tr>
<td>Seam Tape for floor cover</td>
<td>1 pack</td>
<td>$169.08</td>
<td>$169.08</td>
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<tr>
<td>Grey one time key seals</td>
<td>3</td>
<td>$50</td>
<td>$177.23</td>
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<tr>
<td>Plastic Shuttlecocks</td>
<td>1</td>
<td>$3.24</td>
<td>$3.24</td>
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## Facilities & Operations

**Participations - Number of:** Total FS Hourly Counts: 30,481 Weekday Average: 564 Weekend Average: 127 Participations by Males: 19047 by Females: 11434

**Incidents/Injuries – Number of:** Participant Issues: 5 Field Incidents: 6 Participant Injuries: 11

**Times UPD Called & Responded:** 1 (Injury) and 3 (Incidents)

**Equipment Check-Out – Pieces of:** Equipment Checked–Out: 2,175 Equipment Lost: 0 % Lost: 0 Equipment Damaged: 6 % Damaged:<5%

## Table Tennis Racquets

<table>
<thead>
<tr>
<th>Description</th>
<th>Quantity</th>
<th>Cost 1</th>
<th>Cost 2</th>
</tr>
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<tbody>
<tr>
<td>Table Tennis Racquets</td>
<td>20</td>
<td>$49.99</td>
<td>$99.98</td>
</tr>
<tr>
<td>Striking Bag</td>
<td>3</td>
<td>$29.99</td>
<td>$89.97</td>
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<tr>
<td>Speed Bag</td>
<td>3</td>
<td>$34.99</td>
<td>$104.97</td>
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<tr>
<td>Wet/Dry vacuum and Filter</td>
<td>1</td>
<td>$152.57</td>
<td>$152.57</td>
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<tr>
<td>Red Dye</td>
<td>2</td>
<td>$4.39</td>
<td>$9.50</td>
</tr>
<tr>
<td>Badminton Racquets</td>
<td>3</td>
<td>$7.99</td>
<td>$25.95</td>
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<td>Badminton Racquets</td>
<td>3</td>
<td>$5.99</td>
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<tr>
<td>Red Dye</td>
<td>4</td>
<td>$4.39</td>
<td>$22.25</td>
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<tr>
<td>Clorox Bleach</td>
<td>1</td>
<td>$2.99</td>
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<tr>
<td>Fold Fast Soccer Goals</td>
<td>2</td>
<td>$184.99</td>
<td>$463.40</td>
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<td>Blue Painter’s Tape</td>
<td>3</td>
<td>$10.49</td>
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<tr>
<td>Tape measure</td>
<td>1</td>
<td>$6.98</td>
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<tr>
<td>Red Dye</td>
<td>4</td>
<td>$4.79</td>
<td>$20.74</td>
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**Total Intramural Sports - $780.23**

<table>
<thead>
<tr>
<th>Description</th>
<th>Quantity</th>
<th>Cost 1</th>
<th>Cost 2</th>
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<tbody>
<tr>
<td>Pitch Indicators</td>
<td>2</td>
<td>$2.49</td>
<td>$5.98</td>
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<tr>
<td>Counter</td>
<td>1</td>
<td>$7.99</td>
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<tr>
<td>Tennis rackets</td>
<td>12</td>
<td>$13.49</td>
<td>$161.88</td>
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<tr>
<td>Tennis Balls</td>
<td>1 pack</td>
<td>$94.99</td>
<td>$94.99</td>
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<tr>
<td>Soccer Ref Jerseys</td>
<td>8</td>
<td>$20.49</td>
<td>$163.92</td>
</tr>
<tr>
<td>Softball Ump Jerseys</td>
<td>6</td>
<td>$34.49</td>
<td>$206.94</td>
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<tr>
<td>Basketball Ref Jerseys</td>
<td>1</td>
<td>$28.49</td>
<td>$28.49</td>
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<tr>
<td>Basketball Ref Jersey</td>
<td>3</td>
<td>$27.49</td>
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<tr>
<td>Whistle Lanyards</td>
<td>3 DZN</td>
<td>$9.19</td>
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**Total Fitness - $1,431.80**

<table>
<thead>
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<th>Description</th>
<th>Quantity</th>
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<th>Cost 2</th>
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<tbody>
<tr>
<td>Quarterly Preventative Maintenance Contract</td>
<td>1</td>
<td>$956.80</td>
<td>$956.80</td>
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<tr>
<td>Service Call</td>
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**Total Group X - $68.80**

<table>
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</thead>
<tbody>
<tr>
<td>MBS &amp; Kata Stereos</td>
<td>1</td>
<td>$68.80</td>
<td>$68.80</td>
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<tr>
<td>Rechargeable Batteries and Charger</td>
<td>1</td>
<td>$68.80</td>
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**Total PT/FA - $46.54**

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<th>Description</th>
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<tbody>
<tr>
<td>Pushdown Rope</td>
<td>1</td>
<td>$46.54</td>
<td>$46.54</td>
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**Total Wellness Workshop - $54.00**

<table>
<thead>
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<th>Description</th>
<th>Quantity</th>
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<tbody>
<tr>
<td>Balloons from ASi</td>
<td>9</td>
<td>$1.00</td>
<td>$9.00</td>
</tr>
<tr>
<td>Chipotle Gift Certificate</td>
<td>1</td>
<td>$10.00</td>
<td>$10.00</td>
</tr>
<tr>
<td>Action Sports Gift Certificate</td>
<td>1</td>
<td>$10.00</td>
<td>$10.00</td>
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**Total Promotion/Marketing - $690.00**

<table>
<thead>
<tr>
<th>Description</th>
<th>Quantity</th>
<th>Cost 1</th>
<th>Cost 2</th>
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</thead>
<tbody>
<tr>
<td>Color Cartridge</td>
<td>1</td>
<td>$45</td>
<td>$45</td>
</tr>
<tr>
<td>Wellness/ Fitness Shirts</td>
<td>78</td>
<td>$6.50-7.50</td>
<td>$513</td>
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<tr>
<td>Quarter Page Ad in Runner Newspaper</td>
<td>1</td>
<td>$60</td>
<td>$60</td>
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<tr>
<td>Spring 2010 LED Sign for Wellness Workshop (Not billed yet)</td>
<td>1</td>
<td>$25</td>
<td>$25</td>
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<tr>
<td>SRC Notepads (Not billed yet. This is the estimate Reprographics provided.)</td>
<td>10</td>
<td>$4.70</td>
<td>$47</td>
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**Total Purchases - $6,694.98**
**Facilities – Number of:**
- Reservations: 4 (2 student groups = 20 reservations)
- Rentals: 7
- Tours: 8

**Theft – Number Reported to UPD:**
- 0

**Boots – Number Placed:**
- 6

**Boots – Number of Lockers Emptied:**
- 6

**Boots – Number Cut:**
- 0

**Operations – Number of:**
- Locks Left on Overnight: 9 (males) 2 (females)

**Pieces of Equipment (Other than Weight/CV) Out-of-Order (Specify Item & Duration):**
- Washer and Dryer for 2 days

**Number and Type of Facility Work Orders Placed:**
- 10

**Fitness Assistants**

**Weight/CV Equipment – Number of:**
- Pieces of Equipment Out-of-Order (Specify Item & Duration):
  - LifeFitness Treadmill #13 – 2 weeks
  - Octane Eliptical #18 - 1 week
  - Octane Eliptical #20 - 2 weeks

**Hours/Miles of CV Equipment Use:**
- 5399 Total Hours

**Group X**

**Participations – Number of:**
- Class Participation Totals: 1202
- Classes Taught: 153
- Average Participation Per Class: 8
- Male Participants: 315
- Female Participants: 887

**Intramural Sports**

**Sports:**
- League Sports Offered: Softball, Dodgeball, Tennis, and Ultimate Frisbee
- Tournament Sports Offered: 3x3 Basketball, Dodgeball, Grass Volleyball, and Flag Football

**Participation – Number of:**
- Teams: 27
- Total Participants: 237
- Male Participants: 173
- Female Participants: 64
- Students: 226
- Faculty: 3
- Staff: 3
- Alumni: 37
- Spouse: 35
- Contests Scheduled: 79
- Forfeits: 30
- % Forfeited: 38%

**Member Services**

**Participations – Number of:**
- Total Turnstile Count: 29,500
- Weekday Average: 547
- Weekend Average: 118
- Distinct Participants: 2,897

**Non-Student Members:**
- Faculty: 6
- Staff: 38
- Alumni: 5
- Spouse: 7
- Affiliates: 0
- Credited Students: 682
- IELC: 1
- Emeriti Faculty/Staff: 0
- Extended Education: 0

**Memberships – Number of:**
- Total Paid Memberships: 57
- New Lunch-Pass: 9
- New Quarterly Memberships: 11
- New Annual Memberships: 0
- New Payroll Deduction Memberships: 5
- Cancelled Memberships: 3
- Student-Sponsored Guests: 591
- Member-Sponsored Guests: 37

**Number Sold:**
- Locks: 46
- Rental Lockers: 14 (Men 8/ Women 6)
- Water: 131
- G2: 135
- Energy Bars: 50
- Shirts: 2

**Comments & Suggestions:**
- Number collected: 74
- With Info & Contacted: 31

**Personal Training/Fitness Advising**

**Participation – Number of:**
- Personal Training/Fitness Advising Sessions: 475
- Cancellations: 80
- % Cancellations: 15
- Male Clients: 31
- Female Clients: 52
- Distinctive Users: 82
- Students: 78
- Faculty: 1
- Staff: 1
- Alumni: 2
- Spouse: 1
- Guest: 1

**Promotion/Marketing**
Number of Graphic Projects Assigned: 34   Number Completed: 34
Number of Website & Social Utility Updates: 32

**FACEBOOK**

**TWITTER**
Followers: 49   Posts: 23   Unique Visitors: ?

**WEBSITE: SITE USAGE**
Visits: 4,256   Unique Visitors: 2,945   Page Views: 11,284   Average Time on Site: 1:47

**TRAFFIC SOURCE**
Direct Traffic: 27.63%   Search Engines: 47.23%   Referring Sites: 25.14%

**ROCK - PARTICIPATION – NUMBER OF:**
Total Participants: 653   Distinct Participants: NA
Male Participants: 431   Female Participants: 222   Students: 642   Faculty: 4   Staff: 2
Alumni: 1   Spouse: 0   Guest: 4
Weekday Average: 12   Weekend Average: 6

**WELLNESS WORKSHOPS**
**PARTICIPATIONS - NUMBER OF:**
Workshop Topic: Exercise Myths
Workshop Participants: 30   Male Participants: 13   Female Participants: 17   Students: 28   Faculty: 1   Staff: 1
Alumni: 1   Spouse: 0   Guest: 4

**WELLNESS WORKSHOPS SUMMIT TRAINER FITNESS CHALLENGE**
Total Participants – 50   Male Participants – 26   Female Participants – 24

**INTRAMURAL SPORTS SURVEY**
We participated in NIRSA’s Quarterly online sponsorship survey. We received $100 for submitting 30 surveys to NIRSA. The link to the Survey is http://studentvoice.com/nirsa/sponsorshipstudysp10

**WELLNESS WORKSHOP SURVEY**
*Of the completed surveys 100% of the participants thought the information was educational, easy to understand, well organized, and the Staff was able to answer questions effectively.
*40% learned about the toning shoes and their use.
*20% learned something about each myth that was discussed.
*20% learned that you can’t “spot reduce” belly fat.
*20% were surprised about the hydration discussion.
*20% participated in the Cardio Challenge.

**ROCK FACILITIES & EQUIPMENT CONCERNS & ISSUES**
The biggest concern continues to be the auto belays. The good news is we have been reimbursed for the recalled units, and Entre Prises has identified a vendor for the new auto belays. The bad news is there are over 250 Rock Gyms in line for the new units. Our auto belays were still under warranty from Entre Prises, and we are supposed to receive priority when they start shipping.

**FACILITIES & OPERATIONS EQUIPMENT ISSUES**
KeyBox continues to give problems. The latch inside the door sticks and will not function unless we dislodge the latch manually. Front door software is irresponsible sometimes, even when the computer is rebooted.

**INTRAMURAL SPORTS FACILITIES & EQUIPMENT ISSUES**
The field is dry. It is very difficult to get stakes into the ground.

**FITNESS FACILITIES & EQUIPMENT ISSUES**
ROCK HIGHLIGHTS
*The Rock Staff has improved 100% when it comes to the administrative (PeopleSoft, tracking daily attendance, etc.) aspects of their jobs.
*I met some excellent resources at the recent NIRSA conference in Anaheim.
*Through utilizing the above mentioned new resources, purchased new (larger) holds in hopes of attracting first time climbers.

FACILITIES & OPERATIONS HIGHLIGHTS
NO Major Injuries or Deaths Reported! Two departments, Student Involvement and Leadership and the Mcnair Scholar Programs, had end of year activities in the Solario De Fortaleza on a friday and Saturday of the same weekend. Both Student Involvement and Leadership and The McNair Scholar program reported the staff (including member service and the fitness Assistants) did a fantastic going setting up and assisting with the programs as needed.

INTRAMURAL SPORTS HIGHLIGHTS
Completed two successful leagues: Softball and Dodgeball
Completed two successful tournaments: Dodgeball and Grass Volleyball
The IM Sports staff handled many difficult incidents very well. They always kept the safety of the participants in mind.
There were no staff disciplinary issues this quarter.
Participation increased this quarter from 230 in the Winter to 237 in the Spring.
Female participation increased this quarter from 50 in the Winter to 64 in Spring.
Three staff members participated in IM Sports this quarter.

FITNESS HIGHLIGHTS
* The biggest highlight was getting new stereo systems in the Kata and MBS! We now have 4 fully functional (mirrors, clocks, and stereos) Group Exercise rooms.
* Octane replaced all 6 tracks on their elliptical machines, so we shouldn't have the squeaking issue any more.
* Wellness Workshop had 30 participants. We will keep fine tuning the advertising to attract more participants.
* President Mitchell and his wife are participating in a Salsa class offered through Extended University.

MEMBER SERVICES HIGHLIGHTS
This quarter the staff has really come together as a team. They have come to realize that what they do affects everyone else on the staff. This was very important when dealing with admission without csid policy. However, collectively as a staff area, we changed the policy from entry without a csid once a quarter to twice a quarter. This will not be implemented until the Summer 2010 quarter. Several of our forms were revised: Admission without csid, receipt & journal log, downtime checklist, lost & found log and cashier forms. The staff is extremely dedicated to safety and check the first aid kit daily to make sure all supplies are in ample supply and are ready to respond to an emergency. Every week a different staff member runs our weekly staff meetings allowing them to lead their peers. I have incorporated creating a staff manual at our meetings and it is an in progress document. This academic year we accomplished the implementation of a locker rental service. We have not yet reached our goal of 50 payroll deduction memberships. We have tremendous amounts of work to sell more annual memberships.

PROMOTION/MARKETING HIGHLIGHTS
With two graphic artists in the staff area, we are better equipped to complete the wide variety of tasks assigned to the staff area. Each of the two graphic artists are able to split the workload and specialize in the specific task. For instance, Spencer updates both the SRC website and social utilities which allows Jerry to work on faculty/staff ads and special projects. The division of work allows for lots of new ideas to come about. This past quarter we updated our logo to include “it’s your rec center” as a tagline. Christine and I manage the area differently from the way we had previously. We have a binder that has all the tasks for the graphic
assistants so that they know what they need to work on without asking us. It also helps us keep track of what they have and haven’t completed. We have utilized the bamboo tablet we purchased winter quarter. Spencer has used it several times to create faculty ads. Mark announced that a new student manager for marketing and outreach will be added to our team and currently we are going through the interview process. The wellness/fitness shirts were printed with minimal error and were given out at the wellness workshop.

**ROCK CHALLENGES**
*Participation on the Rock continues to drop. Hopefully we’ll receive the new auto belays soon.*
*We also need to find a way to attract more female participants. The male participants out number the female 2 to 1.*

**FACILITIES & OPERATIONS CHALLENGES**
Short staff, miscommunication among other staff members. Some staff members are not willing to put an extra effort helping in times of need.

From Kareem: I don’t think we were short staff, we just did not do a good job scheduling. We lost one person and that should not have impacted us the way it did. One of the biggest challenges was getting the staff to stop talking about each other amongst themselves. This is for the entire staff not just the Facility Supervisors.

**INTRAMURAL SPORTS CHALLENGES**
Our biggest challenge was trying to get permission to use the tennis courts from the Athletic Department. Developing an interest in Ultimate Frisbee League.

Getting teams to show up to their scheduled games. There were more forfeits this quarter than there were in any other quarter.

The IM Staff being consistent with calls and rules.

**FITNESS CHALLENGES**
* Keeping the Fitness Assistants motivated since their position was eliminated.
* Was forced to cancel a Group Exercise class, and suspend 4 Trainers until they could produce current CPR cards.
* Having Equipment repaired in a timely manner.
* Eliminating smell from FitFloor
* The echoes in the Solario make it difficult for attendees to hear presenters during the Wellness Workshop.

**MEMBER SERVICES CHALLENGES**
A challenge with member services is the staff constantly forgets to turn off the up-lights when the sun comes out. Last quarter we had very few if any PeopleSoft issues but this quarter we have a lot more. A few staff members entirely disregarded some of the SRC policies creating a lot of unhappy participants. The member services staff seem to tune out topics that we discuss in our meetings if they think they already fully understand it. However, in reality, some of them don’t and the same issue continuously reoccurs. So, I need to figure out how to get the message across to everyone without the staff thinking they already understand it. From a management perspective, we need to find a more efficient way to inventory re-sale items at the front desk and how to better display them.

**PROMOTION/MARKETING CHALLENGES**
The difficulties this quarter are very similar to last quarter. Spencer only wants to come into the office one day a week since we had to cut his hours. This left our website updates minimal and forcing us not to give him any special projects that would require constant revision. Both Spencer and Jerry constantly forget to clock in and out. Christine and I had difficulties with them sticking to their schedules. Spencer and I fell into a confrontation because we no longer assigned him artistic projects due to his schedule. Mark resolved the issue by explaining that each graphic artist can work a total of 12. We previously thought that the 12 hours needed to be divided among the graphic artists. Vendors are a continous struggle for the area. They fail to comprehend what we want from them even though we give them detailed instructions. Our latest project went through over ten changes before the vendor finally understood what we wanted and even then, they delivered an incomplete shirt that had to be sent back for revision.
ROCK FUTURE NEEDS & PLANS
*We’re thinking of doing a survey in the fall to find out ways to increase participation (i.e. easier routes, climbing competitions, new kids on the rock night, etc.)

FACILITIES & OPERATIONS FUTURE NEEDS & PLANS
The plan to fence the SRC field should be expedited. We need to level the field. Some of the participants really noticed how uneven the field really is.

INTRAMURAL SPORTS FUTURE NEEDS & PLANS
I would suggest to not offer as many Leagues and Tournaments in the Spring Quarter. We plan to offer only 4 total sport opportunities moving forward.

FITNESS FUTURE NEEDS & PLANS
* Fan repaired in NW corner of the FitFloor.
* Additional clamp for Speakers and Stands for the Solario de Fortaleza
* Dumbbell and Medicine Ball rack for the FitLab.

MEMBER SERVICES FUTURE NEEDS & PLANS
I plan on creating a more “in tune” team. I am going to try to better explain to the staff why policies are the way they are. I also want to take advantage of the summer “stress free” months to put together a few social events for my staff members to get to know their co-workers. I would like to survey my staff area and find out what they feel works and what they feel we need to improve on. I would like to purchase a coin counter to help speed up the cashing in and out process.

PROMOTION/MARKETING FUTURE NEEDS & PLANS
I intend to orient the new student manager and assist him or her in whatever way I can. One thing that I was unable to complete this quarter was ordering additional promotional items (wellness/fitness shirts, dumbbell stress balls, & sport stress balls). Spencer has talked about ways to make the website easier to update for all the student managers and full-time staff. He’s currently doing research on a product called Joomla. Christine has asked him to find out if the CSUB servers are capable of using the product and if CSUB will even allow the SRC to use the product. Once those two things are determined, he will present the project to Mark.