STUDENT RECREATION CENTER QUARTER REPORT  
SPRING 2011-12  (APRIL 2 – JUNE 15)

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

**FACILITIES**

• PROVIDE FACILITY RESERVATIONS TO A MINIMUM OF 8 DIFFERENT STUDENT GROUPS EACH QUARTER WITH AN AVERAGE USAGE OF AT LEAST 8 HOURS.
  1. Kappa Sigma Fraternity (3 hours- Blue Court)
  2. Nu Phi Chi Sorority (8 hours- Sequoia Studio)
  3. Pi Alpha Alpha Honors Society (3 hours- Solario de Fortaleza)
  4. Delta Zeta Tau Fraternity (2 hours- SRC Field)
  5. Greek Council (2 hours- SRC Field)
  6. CSUB Runner Girl Dance Team (12 hours- Sequoia Studio)
  7. Phi Sigma Sigma Sorority (20 hours- Sequoia Studio)
  8. Campus Gamers (5 hours- Sierra Studio)
  9. African American Student Union (AASU) (6 hours- Gym/Wood Courts)

• PROVIDE FACILITY RENTAL TO NON-STUDENT CAMPUS GROUPS AND OFF-CAMPUS GROUPS TO GENERATE AT LEAST $9,000 ANNUALLY.
  1. President’s Office (3 hours- Solario de Fortaleza)
  2. Physical Education and Kinesiology (100 hours – Mojave Studio, Sierra Studio, & Sequoia Studio)
  3. PEAK Outdoor Education (2 hours- Rock Wall)
  4. Athletics Department-Volleyball Team (4 hours- Gym/Wood Court & Rock Wall)
  5. School of Natural Sciences, Mathematics, and Engineering (3 hours- Solario de Fortaleza)
  6. Outreach Department (4 hours- Solario de Fortaleza)
  7. Office of Student Involvement & Leadership (5 hours- Solario de Fortaleza)
  8. University Advancement (3 hours- Solario de Fortaleza)
  9. High School Equivalency Program (6 hours- Solario de Fortaleza)
 10. Porterville Blaze (16 hours- Gym/3 courts & Solario de Fortaleza)

  Total Rental Revenue Spring Quarter = $4,537.

• PROVIDE A SAFE ENVIRONMENT AS EVIDENCED BY LESS THAN 10 INJURIES PER QUARTER WITH UPD RESPONSE NEEDED NO MORE THAN ONCE A QUARTER.
  Injuries Reported = 6          UPD responded = 1

• PROVIDE A WELCOMING ENVIRONMENT AS EVIDENCED BY LESS THAN 5 INCIDENTS PER QUARTER WITH UPD RESPONSE NEEDED NO MORE THAN ONCE A QUARTER.
  Three incidents plus one field-related incident = 4

**FITNESS & WELLNESS**

• OFFER A VARIED GROUP X PROGRAM WITH A MINIMUM OF 6 DIFFERENT CLASSES QUARTERLY AND AN AVERAGE OF 12 PARTICIPANTS PER CLASS SESSION.
  Offered 11 different Group X Classes taught by SRC student staff - Averaged 7 participants per class.

• PARTNER WITH PEAK FOR ADDITIONAL GROUP EXERCISE CLASSES THAT COMPLIMENT THE SRC CLASS SCHEDULE.
  PEAK offered 6 additional group exercise classes weekly.

• RECORD AT LEAST 6,500 HOURS OF USAGE ON THE CARDIOVASCULAR EQUIPMENT QUARTERLY.
  6,327 hours with two of the machines down.

• PROVIDE PERSONAL TRAINING AND FITNESS ADVISING TO AT LEAST 100 DIFFERENT CLIENTS QUARTERLY.
  85 different clients spring quarter.

• OFFER AT LEAST ONE WELLNESS WORKSHOP PER QUARTER WITH AT LEAST 30 ATTENDEES EACH.
  The “Finish Strong!” Wellness Workshop was attended by 39 participants.
**MARKETING/OUTREACH**

- **AVERAGE 4,500 VISITORS TO THE SRC WEB PAGE.**
  3,000 visits to the SRC website.

- **ATTRACT OVER 1,200 FACEBOOK “LIKES” ANNUALLY.**
  Spring 2012 New Facebook likes - 77 - Grand total = 1614

- **CONTRIBUTE TO UNIVERSITY OUTREACH EFFORTS BY PROVIDING SRC TOURS TO AT LEAST 10 GROUPS PER QUARTER.**
  24 tours were given to prospective students, athletics, and other community groups that came to visit the campus. There were a total of 686 individuals that were given guided tours.

**MEMBER SERVICES**

- **AVERAGE OVER 750 TURNSTILE/HEADCOUNTS PER DAY MONDAY – THURSDAY AND 200 PER DAY FRIDAY – SUNDAY.**
  Monday – Thursday = 774  
  Friday – Sunday = 206

- **PROVIDE SERVICE TO A VARIETY OF CAMPUS CONSTITUENTS AS EVIDENCED BY 4,000 OR MORE DISTINCT USERS EACH QUARTER.**
  3,272 Distinct Users.

- **SELL MEMBERSHIPS TO AT LEAST 100 DIFFERENT NON-STUDENT MEMBERS – WITH AT LEAST 15 ALUMNI ASSOCIATION MEMBERSHIPS.**
  Non-Student Members = 148 - Alumni Association Members = 15

- **RENT LOCKERS TO A MINIMUM OF 30 PARTICIPANTS PER QUARTER.**
  27 Women’s Lockers - 24 Men’s Lockers – Total = 51

**ROCK**

- **PROGRAM ROCK ACTIVITIES TO ATTRACT AN AVERAGE OF 30 INDIVIDUALS PER WEEKDAY.**
  Averaged 14 climbers per day (8 men, 6 women).
  Speed Climbing Competition – 25 participants.
  Slacklining (outside) – averaged 20 participants on Tuesdays and Thursdays.
  Slacklining (inside) – averaged 10 participants last hour at The Rock.

**SPORTS**

- **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.**
  Outdoor Soccer – 7 teams - 66 participants  
  Softball – 6 teams - 75 participants

- **PROVIDE AT LEAST 3 INFORMAL SPORTS PER QUARTER WITH A MINIMUM OF 10 PARTICIPANTS PER SPORT.**
  Soccer, Ultimate Frisbee, Volleyball - No attendance taken.

- **DEVELOP A SPORTS CLUB PROGRAM BASED ON THE CSU-APPROVED MODEL WITH AT LEAST 4 ACTIVE CLUBS.**
  Sport Club program is dependent on student interest - Working on presentation for Fall orientations.

- **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.**
  SRC Play Day Thursday June 6 3:00pm – 6:00pm - 52 total participants
  4 on 4 flag football tournament, Open grass volleyball, Laser Tag (Kiddie Amusement), Dunk Tank(Kiddie Amusement) – 3 students volunteered to get “dunked”, Lawn Games (Croquet, Ladder Ball, Bocce Ball, Washer Toss), Raffle for SRC Sports Bag and other prizes.

- **CHECK-OUT AT LEAST 3,200 PIECES OF INFORMAL RECREATION EQUIPMENT EACH QUARTER.**
  2,754 pieces of informal recreation equipment checked out.

**ALL**

- **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 - 3 Students (Relay for Life, Health Screening (30 hours), Boys & Girls Club Basketball Clinic).
  Sports – 3 Students (National Alliance on Mental Illness Spring BBQ, Relay for Life, March of Dimes).
  Facilities – 6 students (Soccer Camp).
• **WHAT AREA-SPECIFIC STAFF RECOGNITION EVENTS, SOCIALS, AND TRADITIONS TOOK PLACE THIS QUARTER?**

Member Services - This Spring Quarter, we did not have any area-specific staff socials. We attempted to schedule an event twice, but we could not find a time that a majority of the staff could attend.

Rock – The Rock staff went bowling together this quarter and some of the Rock staff went on an outdoor climbing trip.

Sports – The IM Sports staff got together at the Firehouse for a social.

Facilities - Intramural softball game with a Facility Supervisor team and Facility Supervisors ran the Warrior Dash race in Lake Elsinore, CA.

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

Member Services – topics at staff meetings - Rodents, Snakes & Insects, Asthma, Bodily Fluid Pick-Up, Ladder Safety, Caffeine, Computer Workstations, Muscle Strain.

Rock and Sports – We cover a general safety topic every meeting.

Rock – The staff also practices catching unexpected falls on each other when they have extra time after meetings.

Safety Education & Awareness Team – Risk management manual first draft & edits complete.

Marketing - At each staff meeting there was a safety topic. The topics were working positions, bodily fluid pick-up, and dehydration.

Facilities – topics at staff meetings - Radio Etiquette, Seizures, Fire Extinguisher Protocol, Confidentiality, Dehydration, Nosebleeds, Rolled Ankles.

• **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 - The Member Services staff participates in the word of the quarter exercise. This quarter the staff described their thoughts on “common sense” and how it relates to their lives both professionally and personally.

Sports - IM Officials focus on communication during sports specific training.

Facilities - Professional development was discussed based on *The 21 Irrefutable Laws of Leadership*.

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

**FACILITIES**

- # of Reported Thefts = 1
- # of Work Orders Submitted = 27  # Completed = 21  # Open = 6
- # of Participant Privileges Suspended = 1

**FITNESS**

- Group X Classes Conducted = 210
- # of Group X Class Cancellations = 24
- Five Students participated in the ACE Personal Training Certification class

**MARKETING**

- 10 Fac Ads, 2 event posters, 1 video, 1 phrase of the quarter poster, Staff Newsletters for April, May, and, June, and one Alumni Association Ad were produced and distributed.
- # of Presentation Made to Campus Groups – Due the resignation of the Student Manager, no presentations were made to campus groups.

**MEMBER SERVICES**

- # of Distinct Users
  - 0 60+ Club
  - 0 Affiliates
  - 12 Alumni Association
  - 0 Alumni Sponsored
  - 217 Credited Student
  - 6 Faculty All-Access Pass
  - 0 Faculty Sponsored Member
  - 9 IELC Student
  - 0 IELC Sponsored Member
  - 3 Extended Education
  - 7 Early Bird
23 Lunch Pass
47 Happy Hour
19 Staff All-Access Pass
0 Staff Sponsored Member
2,895 Student
23 Student Sponsored Member

Total: 3,272 Members used the SRC

- # of Student Sponsored Guests = 550  Member Sponsored Guests = 18

- Breakdown of Re-Sale Items Sold
  74 Locks Sold
  453 Waters Sold
  339 G2’s Sold
  93 Energy Bars Sold
  88 Trail Mixes Sold
  130 Granola Bars Sold
  216 Fruit Snacks
  16 Headphones
  2 SRC T-Shirts

- Comments & Suggestions – Forms = 32  Web-based = 57

SPORTS
- # of IM Sports/Informal Sports Female Participants = 26

STUDENT STAFF
- # of Student Staff with cumulative GPA’s: (CSUB Average GPA = 2.98)
  - Over 3.50 = 11
  - 3.00 – 3.49 = 26
  - 2.50 – 2.99 = 20
  - 2.00 – 2.49 = 10
  - Under 2.00 = 0

- Student Staff Attendance at Staff Recognition Event = 20

- American Red Cross CPR/AED/First Aid Training & Certification provided to 3 student staff members.

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

MEMBER SERVICES
- Added Xbox & Wii gaming systems to equipment checkout.
- Member Services successfully continued to use Facebook as an additional means of communicating with each other.
- The membership software research is complete and waiting for CSUB ITSS staff to review the software to check for compatibility between campus and Innosoft.
- Provided a second monitor for the membership computer.
- Provided the Facility Supervisor staff with additional training so they are better equipped to substitute at the Welcome Desk.
- Updated Membership Form & Equipment Checkout Log.
- Increased the cash register “float” from $100 to $200.
- Furthered the organization behind the desk by color coding coding files.

Member Service Staff Responses:
- As a staff, Member Services felt they did a better job communicating with each other.
- The staff enjoyed the staff appreciation event on the SRC field.
- The staff saw the team improve with enforcing the SRC policies. This lead to less conflict with participants.
- The staff felt they were proactive in dealing with potential membership and ID issues.
- The staff felt they maintained and improved since the previous quarter.
- The staff felt their feedback was solicited in making area decisions (i.e. the cash drawer increasing in the amount of cash).

FITNESS
• Hired new Student Manager for Fitness & Operations, Hired 6 students for a new staff position Fit Floor Supervisor, Hired 2 new Group Exercise Instructors, Hired 2 new Fitness Advisors.
• Group X Attendance: 1,537 participations (1,351 by females – 186 by males).
• Two of the Fitness Advisors had significant improvements with their clients.

**Sustainability**
• Number of Seed-the-Future Plant a Tree Cards Registered during Spring = 95

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**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**
• Five students completed the course, unfortunately, they did not have the financial resources to take the certification exam at this time.

**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**
• SRC Play Day attended by 52 Participants – post-event satisfaction surveys to be implemented next year.

**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**
• Risk management manual first draft and edit complete.
• Working with Risk Management staff to offer an OSHA training that is conducive to the SRC needs.

**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**

- Due to Chief Williamson and other potential partners in this collaboration being unavailable, the strategy is on hold indefinitely.

**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**

- Fall: annual SRC brochure, once on social media, and at least one known outreach presentation.
- Winter: One in Faculty/Staff Announcement Ad.
- Spring: Monthly Fit Tip (printed on A-Frame, Facebook, website, and email); Faculty Ad (email); Promoting Wellness Workshop (email, Facebook, print);