STUDENT RECREATION CENTER QUARTER REPORT
SUMMER 2012-13 (JUNE 25 - AUGUST 31)

PLEASE INDICATE TO WHAT LEVEL YOUR PROGRAM OR SERVICE AREA REACHED THE FOLLOWING BENCHMARKS
MAY NOT APPLY FOR SUMMER QUARTER

FACILITIES
- Provide facility reservations to a minimum of 12 different student groups each quarter with a total usage of at least 75 hours quarterly.
  - Muslim Student Association (7 hours- Gym-3 courts)
  - CSUB Runner Girl Dance Team (42 hours- Sierra Studio)
- Support the recreational needs of students by renting SRC facilities to 5 or fewer campus departments or off-campus groups quarterly.
  5 non-student groups:
  - Henrietta Weill Memorial Child Guidance Clinic- (8 hours- Sequoia Studio)
  - National Youth Sports Program/School of Social Sciences & Education (70.5 hours- Gym/Blue court & SRC Field)
  - Camp Department (15 hours- Gym/Blue court, The Rock)
  - Teacher Quality Programs Department (3 hours- Various spaces)
  - Athletic Department (40 hours- Gym- 3 courts)
- Provide a safe environment as evidenced by less than 10 injuries per quarter with UPD response needed no more than five times per quarter
  0
- 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).
  One incident – UPD response not needed

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.
  8 different classes offered through August 13 – then 6 after that date due to student instructors taking summer break. Averaged 3 participants and 3 classes were cancelled.
- Partner with PEAK for additional group exercise classes that compliment the SRC class schedule.
  NA
- Record at least 8,500 hours of usage on the cardiovascular equipment quarterly.
  6219 hours
- Provide Personal Training and Fitness Advising to at least 100 different clients quarterly.
  With only one Fitness Advisor available – 16 clients were provided service
- Offer at least one wellness workshop per quarter with at least 40 attendees each.
  NA
- Repair weight/cardiovascular equipment so no piece of equipment is out-of-service for more than 15 days.
  Only issue was the long-standing struggle with Expresso Bikes
- 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.
  6 – none remain open

MARKETING
- Average 4,500 visitors to the SRC web page quarterly.
  3336
- Attract over 1,800 Facebook “Likes” annually.
  New = 72 – Total = 1686
- Attract over 200 Twitter followers annually.
  88
- Record over 200 app downloads quarterly.
  NA
MEMBER SERVICES

- Average over 850 turnstile/headcounts per day Monday – Thursday and 250 per day Friday – Sunday.
  231 M – Th  71 F - Su
- Provide service to a variety of campus constituents as evidenced by 4,000 or more distinct users each quarter.
  907 distinct users
- Sell memberships to at least 170 different non-student members – with at least 20 Alumni Association memberships.
  Non-Student Members = 102  Alumni Association Members = 16
- Accommodate member needs by selling at least 500 student-sponsored guest passes and 20 member-sponsored guest passes quarterly.
  299 Student-Sponsored Guests  4 Member-Sponsored Guests
- Respond to participant issues as evidenced by 35 written comments & suggestions and 70 web-based comments & suggestions each quarter.
  27 written comments/suggestions  34 web-based
- Rent lockers to a minimum of 50 participants per quarter.
  6 Men’s & 6 Women’s = 12

ROCK & ROPES COURSE

- Schedule Rock activities to attract at least 75 different climbers each quarter.
  159 different students climbed the Rock
- Create variety on the Rock by completing at least one full route change per quarter.
  1 route change occurred
- Facilitate teambuilding/low ropes challenge course events for at least four groups per quarter.
  Still in progress of instructor certification and course construction

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.
  NA
- Contribute to University outreach efforts by facilitating and providing SRC tours to over 40 groups/individuals, athletic recruits, parents and visitors quarterly.
  53 tours with 251 individuals
- 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.
  NA
- Create regular staff recognition events, socials, and traditions attended by at least 40 student staff per each SRC-wide event.
  NA
- Provide American Red Cross certification classes for at least 10 student staff members quarterly.
  NA
- 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).
  NA

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.
  NA
- 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.
  NA
- Develop a Sports Club program based on the CSU-approved model with at least two active clubs.
  NA
- Check-out at least 3,200 pieces of informal recreation equipment each quarter.
  1800

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).
  Several Facility Supervisors gave blood – Houchin Blood Bank
  L.Goodsi – Kern County Museum California Living History Day
- 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).
Track GPA and graduation numbers for SRC student staff and compare with University totals (Provided by the Membership & Marketing Coordinator for entire SRC)

NA in Summer Quarter
- Over 3.50
- 3.00 – 3.49
- 2.50 – 2.99
- 2.00 – 2.49
- Under 2.00

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

**STUDENT STAFF**
- 4 interview processes – 36 applications – 28 students interviewed – 9 new hires.

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

**FACILITIES**
- Retrofit Gymnasium light controls to allow each court to have ½ the lights on.
- With the departure of Maui Wowi – created an IM Sports service area in the lobby area.

**FITNESS**

**MARKETING**
- Marketing team created and delivered 2 staff newsletters, 2 fit tips, 2 promotional videos, 5 faculty/staff ads, 2 IM Sports flyers.
- Marketing team created new annual brochure highlighting why “you” should use the SRC.

**MEMBER SERVICES**
- Added new re-sale items – personal size shampoo/shower gel and conditioner.
- Purchased new security monitor.

**OPERATIONS**
- Purchased new indoor trash and recycling containers.
- Purchased new directional mats for entry/exit turnstiles.

**ROCK & ROPES COURSE**

**SPECIAL PROGRAMS**

**SPORTS**
- IM Sports staff developed “Challenge Zone” sports and weekend sports tournaments to be offered in Fall quarter.
- Opened dialogue with International Student Office to create sport opportunities.

**STAFF**
- Integrated “student assistant” into support staffing for full time staff members.
- Upgraded staff uniforms to “dri-fit” style with choice of polo, short or long sleeve T-shirt.
- Revised Student Employee Handbook and created staff quiz.
- Conducted a successful, interactive leadership team workday.
- Successfully transitioned full time staff into revised assignment areas.
- Two full time staff renewed Defensive Driving Certification – 3 still need to renew.
- One full time staff member and one student manager engaged in professional development by assisting in the NIRSA golf scramble and Student Lead On meeting.