STUDENT RECREATION CENTER QUARTER REPORT
WINTER 2011

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

FACILITIES
• Provide facility reservations to a minimum of four different student groups each quarter with an average usage of at least four hours.
  Four student organizations for a total of 149 hours
• Provide facility rental to non-student campus groups and off-campus groups to generate at least $4000 annually.
  Three on-campus groups for a total of $6,012 fiscal year-to-date

FITNESS
• Offer a varied Group X Program with a minimum of six different classes quarterly and an average of 20 participants per class session.
  Number of Different Classes = 14   Fall = 10
  Number of Classes Held = 191   Fall = 220
  Class Cancellations = 25   Fall = 10
  Average # of Participants per Class = 6   Fall = 7
• Partner with PEAK for additional group exercise classes that compliment the SRC class schedule.
  PEAK Offered 6 Additional Classes (Yoga, Zumba, Cardio-Kick, Interval, Strength, Indoor Cycling).
    Fall = 3 Additional (Yoga, Aerobics, Indoor Cycling).
  Their attendance is not included with the SRC totals.
• Record at least 6,500 hours of usage on the cardiovascular equipment quarterly.
  7,363 Total Hours   Fall = 5,533
• Provide Personal Training and Fitness Advising to at least 100 different clients quarterly.
  87 Clients   Fall = 85 Clients
• Offer at least one wellness workshop per quarter with at least 30 attendees each.
  38 Attendees – “Sleep…A to Zzzzz”   Fall = 61 at “Food for Thought”
• Develop and implement a faculty/staff wellness program with at least 75 enrollees.
  NA

MARKETING/OUTREACH
• Average 3,000 visitors to the SRC web page.
  Not Available this Quarter   Fall = 6,045 visitors
• Attract over 850 Facebook fans annually.
  570 Average Monthly Active Users   Fall = 470 monthly active users
  1076 Total Likes   Fall = 1,003 Likes

MEMBER SERVICES
• Average over 750 turnstile/headcounts per day Monday – Thursday and 200 per day Friday – Sunday.
  Monday – Thursday = 783   Friday = 249
  Fall = M – Th = 776   Friday – Sunday = 206
• Sell memberships to at least 100 different non-student members – with at least 15 Alumni Association memberships.
  90 Non-Student Members   Fall = 81 Non-Student Members
  9 Alumni Association Members   Fall = 5 Alumni Association Members
• Rent lockers to a minimum of 15 participants per quarter.
  Lockers Rented - NA   Fall = 33 lockers rented

ROCK
• Program Rock activities to attract an average of 20 individuals per weekday.
  Weekday average = 19   Fall Average = 20
Saturday = 6  Fall Average = 6

- Plan for the creation of an outdoor recreation program within 2-3 years.
  NA

**Sports**

- Develop and implement an Intramural Sports annual calendar of activities to offer a varied program of at least two different team sports per quarter with a minimum of eight teams in all sports offered.
  - Indoor 6x6 Volleyball – 4 Teams – 30 Participants
  - 5x5 Basketball – 10 Teams – 86 Participants
  - Dodgeball Tournament – 4 Teams - 25 Participants
  - Indoor Soccer Tournament – 2 Teams – 10 Participants
  - Total Teams – 20 – 151 Participants  Fall = 14 Teams – 125 Participants
- Develop a Sports Club program based on the CSU-approved model with at least four active clubs.
  The Sport Club manual is near first draft completion.
- Create two annual SRC Special Events attended by a minimum of 150 individuals to highlight the programs, services, and facilities while focusing on the “fun” aspect of recreation.
  Planning an event for Spring Quarter – determining purpose and structure related to Special Events.
- Develop and implement a summer youth sports program with at least 120 campers.
  Developing camp structure for summer 2011 – may implement as “holiday” camp on trial basis before offering full camp in Summer 2012.
- Check-out at least 2,500 pieces of informal recreation equipment each quarter.
  3,389 Pieces of Equipment  Fall = 2,897
- Schedule and supervise informal recreation opportunities for students in tennis and racquetball.
  The racquetball and tennis court discussions with athletics have been put on hold.

**Please list any other pertinent statistics for your program or service area**

**Facilities**

- Thefts reported this quarter = 1  Fall = 0  YTD = 1
- Injuries reported this quarter = 10  Fall = 15  YTD = 25
- Incidents reported this quarter = 7  Fall = 4  YTD = 11
- Field incidents this quarter = 3  Fall = 3  YTD = 6
- UPD responded this quarter = 2  Fall = 2  YTD = 4
- Participant Use Privilege Suspended = 1  Fall = 0  YTD = 1
- Work Orders submitted = 17  still open = 4  YTD Submitted & Completed = 33
- The five student groups that utilized the recreation center this winter were:
  - The Ultimate Frisbee Club (35 hours-SRC Field)
  - Runners Cheerleading and Spirit Club (63 hours-Solario De Fortaleza)
  - Kappa Sigma (3 hours-SRC Field)
  - Black Young Starz (48 hours-Sierra Studio, Sequoia Studio & Solario De Fortaleza)
- The five campus departments that utilized the recreation center this quarter were:
  - EIP-Early Assessment Program (3 hours- Solario De Fortaleza)
  - Nursing Department (7 hours- SRC Lobby)
  - University Outreach - (5 hours - Gym)
  - Osher Lifelong Learning Institute – (6 hours – Sierra Studio & Solario de Fortaleza)
  - PEAK 101 Class (9 hours- Sequoia Studio & Sierra Studio)
- The off-campus organization that used the recreation center this semester was:
  - My Cultural America Exchange Winter Camp - (2 hours- Front lawn space)
- Provided 25+ tours.

**Member Services**

- Number of Distinct Members = 3,407  Fall = 3,493
- Non-Student Membership Totals
  - 1 60+ Club  Fall = 1
  - 1 Affiliate  Fall = 0
  - 9 Alumni Association  Fall = 5
  - 791 Credited Students  Fall = 816
  - 11 Faculty  Fall = 9
  - 8 Sponsored Members  Fall = 12
  - 10 IELC Students  Fall = 4
• Re-sale
  98 Locks - Fall = 115
  341 Waters - Fall = 313
  250 G2's - Fall = 411
  85 Energy Bars - Fall = 86
  35 Trail Mixes - Fall = 68
  78 Granola Bars - Fall = 57
  4 SRC Shirts - Fall = 4
  Locker Rentals - NA - Fall = 33

SPORTS
• Forfeits = 8 - Fall = 1
• Injuries = 1 - Fall = 1
• Incidents = 2 - Fall = 0

SAFETY CERTIFICATIONS
• American Red Cross CPR/AED/First Aid Certification Classes
  32 SRC Student Staff
  3 CSUB Students
  2 CSUB Faculty & Staff

MARKETING & OUTREACH
• 1 Faculty Ad published per week.
• Facebook
  12,425 Monthly Post Views
  39 Monthly Post Feedback
  Gender - 58% Female - 40% Male

ASSESSMENT & OUTCOMES
• Student Staff Job Satisfaction Survey Administered
• Wellness Workshop Survey Administered
• Sub-Max V02 Pre and Post Personal Training Assessed

STUDENT STAFF WAGES
$6,033 IM Sports Officials, Supervisors, & Student Manager - Fall = $5,294
$5,990 Group X Instructors & Student Manager - Fall = $5,558
$9,890 Personal Trainers/Fitness Advisors - Fall = $10,298
$7,851 Rock Assistants - Fall = $8,187
$5,426 Operations Assistants - Fall = $5,288
$4,891 Marketing & Outreach Graphic Assistants & Student Manager - Fall = $3,521
$1,044 Assessment & Outcomes Student Manager - Fall = NA
$12,452 Member Services & Student Manager - Fall = $12,581
$24,419 Facility Supervisors & Student Manager - Fall = $27,566

$77,997 TOTAL (Jan., Feb., Mar.) = $78,293 TOTAL (Sept., Oct., Nov.)

SELECTED OPERATING EXPENSES (YTD - Posted)
Telephone $3,057
Utilities $291,800
Construction-Related $285,357
Printing $3,066
Supplies & Services $28,217
Insurance $15,240
Promotion/Advertising $3,313
Legal $1,500
Repair & Maintenance $25,737
Hospitality $961
Uniforms $931
Custodial $85,336
Items for Re-Sale $1,917
TOTAL $746,432

GENERATED REVENUE (Not including Student Fees) (YTD - Posted) = $47,801

PLEASE ANSWER EACH OF THE FOLLOWING QUESTIONS – IF NOT ACCOMPLISHED IN CURRENT QUARTER – PLEASE INDICATE FUTURE PLANS
ONLY RESPONSES THAT VARY FROM FALL 2010 ARE LISTED – PLEASE REFER TO THOSE REPLYS

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?**

**FITNESS**
The Wellness Workshop topic focused on the effects of sleep on the body.

**MARKETING & OUTREACH**
The Marketing & Outreach staff uses media advertisements as channels to help promote wellness and fitness. Faculty/staff ads released each week promote the SRC and highlight the value of exercise and fitness. These are used to encourage individuals to use the SRC. Social networking tools are used to promote fitness and wellness to students.

3. **HOW MANY OF YOUR STUDENT STAFF, INCLUDING YOURSELF, PARTICIPATED IN VOLUNTEER OPPORTUNITIES AND/OR PARTICIPATED IN THIS QUARTER’S UNIVERSITY-SPONSORED PHILANTHROPIC EVENT?**

The Rock staff facilitated the foster youth of Project Dream in their climbing activity. Three Member Services staff: Lisa Project, Drunk Driving Awareness Week, SPCA, Alliance Against Family Violence, Chez Noel Assistance League, Sober Super Bowl.

4. **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?**

**FACILITIES**
The staff does teambuilding activities during staff meetings to continue to create and maintain group cohesion.

**MEMBER SERVICES**
Professionalism: The Member Services Staff and Facility Supervisor staff were given an assignment to write what professionalism meant to them. Each week, a few quotes were posted in the work room so that everyone could see what professionalism meant to their co-workers. This was done in the hope that the staff would apply professionalism to their work and everyday life.

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

**FACILITIES**
We improve our risk management skills by discussing past experiences that have occurred, such as an angry patron, altercations in the gym, or SRC Field policy enforcement, and indentifying various ways to successful handle the issue in the future.

6. **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?**

**STUDENT STAFF**
This quarter we conducted the annual student staff evaluation. This is used to provide feedback to the staff on job performance and allow them an opportunity to discuss the job.
FACILITIES
During meetings we always ask the staff for input regarding policies, suggestions, and any new ideas. The on-going training for the staff includes things like reminding them to check the field and control who is allowed to use it. We try to prepare the staff so that they are confident to enforce SRC policies.

MEMBER SERVICES
The staff refreshed their training on phone protocol and professional phone etiquette. Provided additional “shadow” shifts to staff who were struggling.

7. How did you seek input from your staff and participants in the development of policies and procedures?

MEMBER SERVICES
Several forms were revised based on staff input – Membership From, Renewal Form, Guest Registration, Inventory Log, Lost & Found Log, and Equipment Check-Out.

8. In what ways did your program or service area maximize recycling efforts and focus on sustainability in all operating functions?

MEMBER SERVICES
Reduced Membership Renewal process paperwork from three pages to one page.

9. In what ways did your program or service area meet the needs of participants with a wide-range of physical ability and fitness interest?

10. How did your program or service area partner with other Student Affairs departments, academic units, or University Advancement on cooperative endeavors?

FACILITIES
The SRC participated in the campus-wide Recycle Mania.

ASSESSMENT & OUTCOMES
Collaborate with the CECE for assessment preparation and documentation of results.

11. How did your program or service area use student feedback to discuss potential improvements and future directions?

MEMBER SERVICES
Comments & Suggestions responded – 67 Web-based questions - 31

FITNESS AND ROCK
The Group X program administered a participant satisfaction survey to seek input from class participants in order to improve the program.

ASSESSMENT & OUTCOMES
Through a review and discussion of the various assessment instruments, the SRC staff incorporates the information to make program and policy improvements and determine future directions.

12. 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?

13. What area-specific staff recognition events, socials, and traditions took place this quarter?

FACILITIES
The Facility Supervisor staff had our first staff area social supporting the CSUB men’s baseball team in their home opener.
**PLEASE LIST OTHER AREA ACCOMPLISHMENTS, CHALLENGES OR FUTURE PLANS YOU WANT TO HIGHLIGHT**

**FACILITIES**
- Hired two new student Facility Supervisors to replace two departing staff members.
- Have the Facility Supervisor hiring process be more efficient in the future.

**MEMBER SERVICES**

**Accomplishments**
- Increased staff area communication with Member Services Facebook Group.
- Staff Recognition – Morale Booster – Frugatti’s Dinner
- Updated internal process for Membership Renewal

**Challenges**
- Only 5 Staff Members
- 2 Resignations – 1 Termination
- 36 Disciplinary Issues
- Difficult to have staff participate in community service events
- Change (Cashiers Office)
- Difficult to keep office supplies at the Welcome Desk

**Future Plans**
- Research, purchase, and implementation of new access software
- Additional training in communication
- Hire two new staff members
- Change staff meeting agenda template

**FITNESS**
- 100% of the 38 survey respondents for the Group X satisfaction survey rated the program either above average or excellent.
- The largest variety of Group X classes was offered.
- A challenge was the expiration of required safety certifications resulted in numerous Group X class cancellations.
- The Personal Trainers and Fitness Advisors facilitated the SRC assessment project through the pre and post test of their client’s sub-max VO2.

**SPORTS**
- A new, safer, softball backstop will be installed for Spring Quarter.
- Starting in Spring, two divisions (competitive & recreational) will be offered for each league sport.
- Also starting in Spring, each official will choose a sport to implement, promote, and supervise as an informal, drop-in style of play for opportunities in badminton, kickball, volleyball, four-square, and sepak takraw.

**ROCK**
- The new auto belays were installed and are fully functional.
- The Rock was inspected by the manufacturer per the recommended two-year cycle, passed, and was issued a certificate of completion.

**MARKETING & OUTREACH**
- The on-going revision of the SRC website has moved forward quickly with the hiring of a new student assistant for web-based marketing.
- The Marketing & Outreach team created an SRC presentation geared towards student clubs and organizations. This was presented to three groups.
- Established connection with the Alumni Association for future collaborations on alumni outreach efforts.
- The team found software programs that increase workflow efficiency such as RescueTime and Adobe Bridge.
- Challenges include the timely publication of the monthly staff newsletter and communication with local silk screen vendors to ensure accuracy and timeliness.