STUDENT RECREATION CENTER QUARTER REPORT
WINTER 2014

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.
  No student organizations reserved the SRC this quarter
• Support the recreational needs of students by renting SRC facilities to 5 or fewer campus departments or off-campus groups quarterly.
  Five campus departments – 160 hours
  • PEAK – academic classes - 120 hours
  • Athletics – CSUB Runner Girls Practice - 24 hours
  • CalSOAP- College Making It Happen - 8 hours
  • School of Natural Science, Mathematics, & Engineering - NSME Meet & Greet - 4 hours
  • Office of the President & Provost - GE Theme Development Workshop - 4 hours
• Provide a safe environment as evidenced by less than 10 injuries per quarter with UPD response needed no more than five times per quarter
  84 Injury Reports  UPD Responded - 4
• 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).
  39 Incident Reports  UPD Responded – 14  SRC Field Incidents - 6

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.
  13 Different Group X Classes – average 7 participants per class – 14 class cancellations
• Partner with PEAK for additional group exercise classes that compliment the SRC class schedule.
  PEAK offered six different classes
• Record at least 8,500 hours of usage on the cardiovascular equipment quarterly.
  7438 Hours
• Provide Personal Training and Fitness Advising to at least 100 different clients quarterly.
  83 Different Clients
• Offer at least one wellness workshop per quarter with at least 40 attendees each.
  “Re-New” Your Resolutions – 23 Attendees
• Offer ACE Personal Training Certification class with at least four students and with at least one passing the ACE exam.
  Class not offered this quarter due to interested students not being able to afford it
• Repair weight/cardiovascular equipment so no piece of equipment is out-of-service for more than 15 days.
  Two Spin Bikes were out-of-service for 45 days due to parts issue from vendor
• 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.
  14 Work Orders – 5 still open

MARKETING
• Average 4,500 visitors to the SRC web page quarterly.
  Total Website Visits: 5,432 - Pages Per Visit: 2.42 - Unique Visitors: 3,715 - Average Visit Duration: 1.39 seconds
  Total Amount of Pageviews: 13,145
• Attract over 1,800 Facebook “Likes” annually.
• Attract over 200 Twitter followers annually.
  Total Followers to Date: 144 - New Followers this Quarter: 10 - # of Tweets during Quarter: 22
• Record over 200 app downloads quarterly.
NA

MEMBER SERVICES
• Average over 850 turnstile/headcounts per day Monday – Thursday and 250 per day Friday – Sunday.

1012 Monday – Thursday 317 Friday – Sunday

• Provide service to a variety of campus constituents as evidenced by 4,000 or more distinct users each quarter.
4752 Distinct Users

• Sell memberships to at least 170 different non-student members – with at least 20 Alumni Association memberships.
197 Non-Student Members 29 Alumni Association Memberships

• Accommodate member needs by selling at least 500 student-sponsored guest passes and 20 member-sponsored guest passes quarterly.
720 Student-Sponsored 31 Member-Sponsored

• Respond to participant issues as evidenced by 35 written comments & suggestions and 70 web-based comments & suggestions each quarter.
20 Web-Based Comments & Suggestions

• Rent lockers to a minimum of 50 participants per quarter.
30 Total 17 Women’s 13 Men’s

REC ADVENTURES (ROCK, OUTINGS, TEAM BUILDING ACTIVITIES)
• Schedule Rock activities to attract at least 75 different climbers each quarter.
107 Different Climbers

• Create variety on the Rock by completing at least one full route change per quarter.
20+ New Bouldering Problems 5+ New Rock Routes

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

• Conduct three Rec Adventure trips/events each quarter with attendance of 8 or more for each.
  Navitat Zip Line – 28 Participants
  Sunset Ranch Horseback Riding – 28 Participants
  China Peak Snowboarding – 28 Participants
  (All five outings soldout)

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.
448 Individuals
  • Outreach/Department Tours 183
  • Jr. Highs/CSUB 101 122
  • Athletic Recruits 80
  • Prospective Students 63

• 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.
  One presentation – Graduate Student Orientation

• Create regular staff recognition events, socials, and traditions attended by at least 40 student staff per each SRC-wide event.
  Winter All-Staff Workshop – 73 student employees
  Winter Student Staff Recognition – Mexican Fiesta – 40 student employees

• Provide American Red Cross certification classes for at least 10 student staff members quarterly.
  D.Hart & K.Bland – 12 student employees

• 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 Supported
  Finals Week(Study Strong) with Student Union
  Valentine’s Fun Run with PEAK

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.
  Soccer – 14 Teams - 151 Participants Basketball – 14 Teams – 122 Participants
  Total - 28 Teams - 273 Participants

  Soccer had a forfeit rate of 8.3% - Basketball had a forfeit rate of 4.3% - overall forfeit rate – 6.2%

• 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.
Table Tennis-12 participants for singles & 4 doubles teams - Indoor Soccer-4 - Indoor baseball-0 participants

• Develop a Sports Club program based on the CSU-approved model with at least two active clubs. We are still in the process of working with different students and advisors in order to implement a sports club. We have been in contact a student about starting a water polo club. We are also working with a student to start a soccer club.

• Check-out at least 3,200 pieces of informal recreation equipment each quarter.

3575 Items Checked-Out

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).

FACILITIES  NA
FITNESS  NA
MARKETING
N. Salum reached the 2-Gallon milestone with Houchin Blood Bank

MEMBER SERVICES
R. Esmail – California Nursing Student Association – 27 Hours
Abigail Vaughn – Terrio Kids – 57 Hours

OPERATIONS  NA
RECREATION  NA
SPORTS  NA

• 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).

FACILITIES  NA
FITNESS  NA
MARKETING  NA
MEMBER SERVICES  NA
OPERATIONS  NA
RECREATION  NA
SPORTS  NA

• Track GPA and graduation numbers for SRC student staff and compare with University totals (Provided by the Membership & Marketing Coordinator for entire SRC)

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<th>Cumulative</th>
<th>Winter</th>
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<td>Over 3.50</td>
<td>9</td>
</tr>
<tr>
<td>3.00 – 3.49</td>
<td>30</td>
</tr>
<tr>
<td>2.50 – 2.99</td>
<td>25</td>
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<tr>
<td>2.00 – 2.49</td>
<td>15</td>
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<tr>
<td>Under 2.00</td>
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• Please list any other pertinent statistics for your program or service area

FACILITIES
• 52 Tennis Court Participations
• Spring Break Week Daily Participation Average - 304

FITNESS
NA

MARKETING
• IM Sports: (8) A1 – Soccer; (8) A1 – Basketball; (9) A1 – Winter Tournaments; (280) Handouts – Soccer; (280) Handouts – Basketball; (60) Winter tournaments; (10) Letter – Winter Tournaments; (12) 4x5.5 Basketball & Soccer
• Special Events:
• Internal - (12) December Newsletter; (12) January Newsletter; (12) February Newsletter; (12) March Newsletter
• Miscellaneous –
• Mailchimp – Sent 22 Campaigns; “rec adventure trips | Ziplining & Horseback Riding” earned highest open rate with 36.8%; “rec adventure trips | Ziplining & Horseback Riding” earned highest click rate with 3.4%
• INSTAGRAM - 118 Followers Total; 22 posts; 283 Total Likes; 21.37% of followers are engaged
MEMBER SERVICES

Re-sale
114 Locks
2 Long Locks
378 Waters
237 Sports Drink
176 Energy Bars
55 Granola Bars
129 Trail Mixes
132 Fruit Snacks
42 Headphones
109 Shampoo
20 Conditioner
9 Yoga Mats
8 Shower Shoes
4 SRC T-Shirts
5 Staff Shirts
30 Locker Rentals, 13 men / 17 women

Suspended Members
6 Suspended Members

OPERATIONS
NA

REC ADVENTURES
NA

SPECIAL PROGRAMS
NA

SPORTS
NA

STUDENT STAFF
• 2 Selection Processes – 6 Applicants – 4 Interviewed – 3 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
• Implemented RunnerFit Radio
• Added 19 lights in free weight area
• MOU signed for Sand Volleyball financial obligation from Athletics

FITNESS
NA

MARKETING
• New Website went live
• Developed new equipment checkout process
• Used go pro 4 times; Ordered new case for go pro
• Started and SRC Instagram
• Worked on 5th year anniversary campaigns and promotions
• Transferred data from evernote to asana
• Looked at REACH & Fourwinds, digital signage

MEMBER SERVICES
• Staff Disciplinary Issues: 11
• Updated Membership Form to reduce clutter and add “likeness” release for faculty/staff ID pictures.
• Added IM Sports Binder at front desk to keep staff informed on IM events and services.
• Unauthorized Access: Worked with the Office of Student Rights & Responsibilities and UPD to develop a process to correctly deal with IDs that are used by someone other than the person the card belongs to.
• Member Services Update Binder placed at the front desk to keep the staff updated in between weekly meetings.
• Developed a way to check-out staff items using Fusion (Walkies, Keys, Staff Jackets)
• Updated Logos on all Member Services Forms.
• Streamlined the quarterly Fusion training for Facility Supervisors and MODs.
• Trained Member Services Staff how to print SRC ID Cards.
• Installed new MagStrip on the Turnstile.
• Fixed the ‘Ring Down’ Phone issues at the front desk.
• Implemented a special membership options for CSUB Facilities and Custodial staff members.
• Purchased a protective cover for the turnstile relay.
Student Trip Leaders provided excellent safety and service during the inaugural Rec Adventure trips.

We had 2 different leagues for the first time in basketball (Competitive and Recreational.) Every student appreciated playing with others that had the same skill level.

- Administered Student Staff Job Satisfaction Survey
- Administered Student Staff Demographic Survey
- Conducted Student Staff Job Performance Evaluations
- Hired Lauren Goodsi as Interim Membership & Marketing Coordinator
- Brandon Singelton selected as a Basketball Official for the NIRSA Regional Tournament at CSUN
- One full-time staff member attended the NASPA conference
- One full-time staff member attended the WROC conference

At least 90% of respondents answered all 5 questions correctly related to the “Re-New Your Resolutions” Workshop content.
Print media was preferred almost 3-to-1 over email or other types of media for event information.

64% of respondents agreed or strongly agreed that IM Officials were accurate and fair
81% of respondents agreed or strongly agreed that IM league information was well publicized on campus
Dodgeball and tennis were the two sports identified most that participants would like to see offered
Quote from a participant “It was excellent in every way. Definitely helped relieve stress associated with school. Thank you.”

The participant response from the two horseback and two zip line outings was overwhelmingly positive.
Participants want more trips and the ability for more students to go on the trips as the only real improvement noted.

“Awesome! Best experience at CSUB yet!”
“Great, both leaders were informative, organized and safety conscious.”
“Overcame my fear of heights and met new people.”
“I need to do more spontaneous adventures like this more often!”
“I learned to be calm I certain situations. Overall an amazing experience with horses.”