STUDENT RECREATION CENTER QUARTER REPORT
FALL 2010

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.
  Five student organizations for a total of 70 hours
• Provide facility rental to non-student campus groups and off-campus groups to generate at least $4000 annually.
  Five on-campus groups and one off-campus group for a total of $4,207 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.
  There were 10 different Group Exercise classes offered through the SRC staff. With 220 total classes, 10 class cancellations and a per class average of 7 participants.
• Partner with PEAK for additional group exercise classes that compliment the SRC class schedule.
  The PEAK Dept. offered 3 additional Group Exercise classes (Yoga, Aerobics, and Indoor Cycling). Their attendance is not included with the SRC totals.
• Record at least 6,500 hours of usage on the cardiovascular equipment quarterly.
  A total of 5,533 hours were recorded on the cardiovascular equipment.
• Provide Personal Training and Fitness Advising to at least 100 different clients quarterly.
  Personal Trainers and Fitness Advisers provided service to 85 individuals.
• Offer at least one wellness workshop per quarter with at least 30 attendees each.
  Sixty-one participants attended the Food For Thought Wellness Workshop.
• 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.
  6,045 visitors
• Attract over 850 Facebook fans annually.
  470 monthly active users, 1,003 total fans

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

ROCK
• Program Rock activities to attract an average of 20 individuals per weekday.
Weekday average = 20   Saturday = 6
• Plan for the creation of an outdoor recreation program within 2-3 years.

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.
This quarter we offered indoor 3 on 3 volleyball and 7 on 7 flag football. We had 8 teams and 77 participants in flag
football and 6 team and 30 participants in volleyball. We also offered three drop-in tournaments with a total of 18
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.
• Develop and implement a summer youth sports program with at least 120 campers.
Developing camp structure for summer 2011
• Check-out at least 2,500 pieces of informal recreation equipment each quarter.
2,897 pieces of informal recreation equipment were checked out this quarter.
• 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 = 0    – same as last Fall
• Injuries reported this quarter = 15    – last Fall = 21
• Incidents reported this quarter = 4    – last Fall = 33
• UPD responded this quarter = 2    – last Fall = 7
• Work Orders submitted = 25    – still open = 5
• The five student groups that utilized the recreation center this fall were:
  The Ultimate Frisbee Club (18 hours-SRC Field)
  Runners Cheerleading and Spirit Club (25 hours-Solario De Fortaleza)
  Muslim Student Association (4 hours-SRC Field)
  Black Young Starz (20.5 hours-Kata Studio & Solario De Fortaleza)
  Financial Management Association (2.5 hours- Solario De Fortaleza Patio)
• The five campus departments that utilized the recreation center this quarter were:
  The Volleyball Alumni Group (4 hours- Gymnasium)
  First year Experience/Student Success & Retention Center (3 hours- Solario De Fortaleza)
  Nursing Department (7 hours- SRC Lobby)
  Athletics (Women’s Basketball) - (1 hour- Rock Wall)
  PEAK 101 Class (4.5 hours- Cardio Studio & Kata Studio)
• The off-campus organization that used the recreation center this semester was:
  Beachbody Product Partners (2.5 hours- Gymnasium)
• Average daily break turnstile/headcounts = 280
• Average number headcount during the 10:00-11:00 p.m. hour = 26
• Provided 40+ tours.
• Expended $460 in Laundromat charges while washer & dryer were inoperable.

Member Services
• Number of Distinct Members = 3,493 – no valid Fall 2009 number available for comparison
• Paying Membership Totals
1 60+ Club – last Fall = 0
5 Alumni Association – last Fall = 4
814 Credited Students – last Fall = 464
9 Faculty – last Fall = 5
12 Spouse – last Fall = 5
4 IELC Students – last Fall = 2
35 Staff – last Fall = 30
15 Lunch Pass – NA

- Re-sale
  115 Locks - 313 Waters - 411 G2's - 86 Energy Bars - 68 Trail Mixes - 57 Granola Bars - 4 SRC Shirts
  20 Men's Locker Rentals - 13 Women's Locker Rentals

SPORTS
- IM 7 x 7 Flag Football – 8 teams – 74 male & 3 female participants – 27 games scheduled – 1 forfeits – 1 injury – 0 incidents
- IM 3x3 Volleyball – 6 teams – 16 male & 14 female participants – 23 matches scheduled – 0 forfeits – 0 injuries – 0 incidents
- IM Drop-In Table Tennis & Badminton – 17 male & 1 female participants – 24 games scheduled – 0 forfeits – 0 injuries – 0 incidents

MARKETING & OUTREACH
- 1 Faculty Ad published per week.
- Facebook
  76 Daily Post Views
  Gender - 57% Female - 41% Male

STUDENT STAFF WAGES
$5,294 IM Sports Officials, Supervisors, & Student Manager
$5,558 Group X Instructors & Student Manager
$10,298 Personal Trainers/Fitness Advisors
$8,187 Rock Assistants
$5,288 Operations Assistants
$3,521 Marketing & Outreach Graphic Assistants & Student Manager
$12,581 Member Services & Student Manager
$27,566 Facility Supervisors & Student Manager
$78,293 TOTAL (Sept., Oct., Nov.)

SELECTED OPERATING EXPENSES (YTD - Posted)
Telephone $1,371
Utilities $291,800
Construction-Related $7,134
Printing $1,300
Supplies & Services $13,756
Insurance $13,698
Promotion/Advertising $1,295
Legal $1,000
Repair & Maintenance $5,814
Hospitality $751
Items for Re-Sale $883

TOTAL $338,802

Please answer each of the following questions – if not accomplished in current quarter –
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?**

**Facilities**

Our area builds interpersonal skills by encouraging our students weekly to develop interpersonal relationships not only with each other but with students in other departments in the SRC. It is vital for our staff to develop those relationships to build their personal and professional identity within respective staff areas. The staff also expands on their leadership skills by taking initiative and being proactive on daily responsibilities and tasks. They also take initiative and have displayed better communication skills by opening up to each other and going over and beyond by finding substitutes for each other. They hold each other accountable and they take care of situations and solve problems on their own if it is within their scope of duty before taking it to their immediate supervisor/manager first.

**Member Services**

Interpersonal skills: The front desk staff is the first point of contact for the SRC. This requires the staff members to be flexible and utilize their communication skills. They greet participants as they come into the building and help resolve issues and answer questions as they arise. The staff encounters a wide spectrum of personalities and is able to adapt to the participants needs. On a daily basis they deal with participants who ask questions, are frustrated, and at times, irate. Leadership: The staff develops their leadership skills by making decisions that affect participants on a daily basis. Each staff member also has the opportunity to lead the weekly staff meetings.

**Fitness**

The staff members develop their leadership skills through utilizing their expertise to educate participants in various exercises, dances, and nutritional information. The staff exemplifies interpersonal skills through close interaction with participants on a daily basis. The instructors’ personal fitness level is increased through leading by example. Group Exercise, Personal Training, and Wellness Workshops are offered without additional cost. These provide educational information on various areas of health to the campus community and through these activities students have the opportunity to achieve a better self image.

**Sports**

In intramural sports individuals get an opportunity to work on personal fitness while developing interpersonal skills related to sports. The general participation in sports will help with endurance training as well as strength training. Interpersonal skills developed by participants can include any aspect of a sport such as passing, running pass routes, setting, and spiking. The team setting of sports gives the participant a chance to fill roles of leadership within the team and game atmosphere. By participating in intramural sports individuals also learn that the skills that they possess help them to establish a role on the team such as leader or support player.

**Rock**

The Rock offers many opportunities for the staff to develop leadership and interpersonal skills. The staff help educate students in the proper technique and safety aspects of climbing. They also improve their interpersonal skills through a high level of customer service. In order to increase skill level the Staff is encouraged to practice climbing and bouldering. This in turn helps them increase their fitness levels. When new climbers reach the top for the first time or experienced climbers conquer a new route, they get a feeling of great accomplishment! This helps with their personal identity. The Rock is a better work out than people think. The exercise helps increase the participants’ level of fitness.

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?**

**Facilities**

When we have our weekly meeting we discuss risk awareness. We discuss risk management issues on a weekly basis and have meaningful conversations on the overall picture of how negligence and liability directly affect our area. We also
have discussions/education on the proper lifting techniques and keeping participants safe and providing education on using the proper form while exercising. We promote risk awareness by encouraging safety around the facility. We also discuss proper documentation and first aid issues. I also promote risk and safety awareness by taking the initiative to become American Red Cross CPR/First Aid/ AED certificated to provide the staff with another outlet to take classes since all student staff are required to maintain CPR and First Aid certification throughout employment. We also discuss policies and procedures on a weekly basis and discuss why we have these policies and procedures in place because it is for the protection for all of our patrons.

**MEMBER SERVICES**
Member Services constantly educates the participants on the rules, polices, and programs of the Student Recreation Center.

**FITNESS**
The Group Exercise Instructors develop their leadership skills through using their expertise to teach participants various exercises/dances. The entire staff is required to be certified in CPR/First Aid/AED. The Wellness Workshop provided nutritional information. The Group Exercise Instructors and Trainers pay close attention to the participants in each class/session and provide positive, constructive criticism to participants’ technique when appropriate.

**SPORTS**
Intramural officials and supervisors inform and educate participants on rules which help expand their knowledge. We educate participants through captain’s meetings, an intramural handbook, as well as discussions before and after games. While the staff does not directly educate on proper technique and skill acquisition, individuals learn these skills through participation.

**ROCK**
If the staff did not have knowledge and enforcement of the rules, the Rock would be one of the most dangerous areas in the SRC. Proper belaying technique, equipment inspection, and knot tying ability are essential for providing participant safety. The entire Rock staff is required to be certified in CPR/First Aid/AED. In order to improve technique and acquire new skills, the staff is encouraged to practice climbing, bouldering, and setting routes during slow times. Participants are taught proper technique and acquire climbing skills.

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

Four full-time staff, two student managers, and two student staff participated in the Day of Caring event. Additionally one student staff member participated in Volunteerism Fair/ Kern County Museum/ Hands of Mercy/ Adopt-A-Family/ Holiday Cottage.

**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 facility staff promotes teamwork everyday while on shift by setting up equipment and communicating with each other and other staff areas within the SRC. This quarter the facility supervisors happily volunteered to take on extra hours to help staff the membership services area. The facility supervisors and operations assistants often help each other complete their daily duties and tasks. Promoting teamwork within the staff creates an atmosphere of accountability for each other and the participants when dealing when completing projects or handling situations. We now have a “word of the quarter”. This quarter the word was accountability. The staff members were required to write what accountability meant to them. Every week the staff’s definitions were displayed for all to see. Facility Supervisors, Operations Assistants, and Member Services all provided their definitions. We discussed ways to be accountable in their specific jobs duties over the quarter. By the end of the quarter the students understood why the word accountability was chosen as the first word of the quarter. Our staff area now understands the level of responsibility that they have as the leaders of the facility. They also understand the level of professional etiquette that this position requires when dealing with participants on a daily basis. We discuss on a weekly basis how you cannot enforce a policy while on your shift if you do not follow the policy while off shift. We also have continuous discussions about the staff representing the SRC both
on their shift and after hours when they are off-campus. They understand the visibility that the facility supervisor position places on them and how they must maintain their professionalism during social occasions.

**MEMBER SERVICES**

Teamwork & Accountability: Each member of the Member Services team keeps one another accountable for memberships, cash and paperwork completed. Next quarter, we will implement a new system where each person will be assigned a specific duty within Member Services in which they will track, organize and report back to the rest of the staff during the weekly meetings the progress of that specific duty. Teamwork: The Member Services staff showed great teamwork towards each other this past quarter. Several staff members left early in the quarter, and the remaining staff members were quick to pick up the extra work and hours that became available. They also helped each other a great deal during finals week by switching shifts. Accountability: The Member Services staff and Facility Supervisor staff were given an assignment to write what accountability meant to them. Each week, a few quotes were posted in the workroom so that everyone could see what accountability meant to their fellow co-workers. We did this in the hopes that they would apply their meanings of accountability to their work and everyday life. Professional Etiquette: Working at the front desk involves professional etiquette. The Member Services staff knows how to answer phone calls and answer participants’ questions while keeping a professional attitude towards their peers.

**FITNESS**

Instructors and trainers were expected to be on time and prepared for class/sessions in order to maintain excellent customer service. They were also expected to keep cancellations to a minimum, and did a great job in doing so. The staff is accountable for entering their time into PeopleSoft monthly. Personal trainer/fitness advisor clients are held accountable by being dropped if they miss two sessions in a row.

**SPORTS**

The intramural sports program is dedicated to promoting teamwork, sportsmanship, fair play, and acceptable group behavior.

To have a successful team in any sport, the participants have to learn how to work together as a team. We promote teamwork by encouraging students to sign up and participate on a team. Sportsmanship and fair play are strongly encouraged through our sportsmanship rating system as well as discussion before and after games. Acceptable group behavior is strongly correlated with sportsmanship and fair play.

**ROCK**

An atmosphere of teamwork is essential at the Rock. The staff is asked to work together when it comes to participant safety, customer service, and Rock cleanliness. The staff is also responsible for opening and closing the Rock on time. They are accountable for entering their time in PeopleSoft monthly. When the Rock is busy, participants are asked to practice acceptable group behavior, and wait their turn to be belayed.

**MARKETING & OUTREACH**

Our weekly meetings, as well as constant communication both in the work area and through emails promote teamwork within the Marketing & Outreach team. Personal responsibility, accountability, and professional etiquette are always promoted at work through open communication between all individuals in the team.

### 5. What on-going in-service training for injury response, safety awareness, risk management, and emergency preparation was provided for your staff?

**FACILITIES**

During weekly meetings, we discuss safety topics that include injury response to common recreation injuries (nosebleeds, twisted/rolled ankles). We also discuss risk management concerns that arise daily in the facility. We continuously go over the importance of monitoring the levels of our fire extinguishers, AED's, and first aid supplies. We also talk about the importance of watching the participants and in these discussions we keep each other abreast on which patrons we need to pay close attention to in order to provide a fun and safe environment for all. We discuss emergency evacuation plans for different situations as well. Weekly we go over a variety of topics pertaining to injury response, safety awareness, risk and safety management, and emergency preparation. We also discuss the importance of documentation and how the lack thereof directly affects the SRC as a department. These topics are continuously discussed and relayed to the staff for them to better understand the bigger picture.

**MEMBER SERVICES**

The member services staff area is constantly updated on injury response, safety awareness, risk management and
emergency preparation through safety topics discussed at every weekly staff meeting. This quarter we have discussed the following topics: Bodily Fluid Pick-Up, Computer Workstations: Good Working Positions, Dislocation, Electrical Injuries & Burns, First Aid Eye Emergencies, Heat Stroke, How to Reduce Stress at Work, How to use a Fire Extinguisher, Poison Control and Shock. In addition, every staff member must remain CPR, First Aid and AED certified. Four staff members renewed their certifications this quarter.

**FITNESS**
The trainers were presented with a safety topic ranging from H1N1 to different exercise techniques in the weekly staff meetings.

**SPORTS**
In the intramural staff weekly meetings we review topics on shock, calling UPD in the event of an emergency, and the process of completing both the injury and incident reports.

**ROCK**
At the beginning of the quarter a certified CPR Instructor provided a refresher course for the Rock Staff. A different safety topic ranging from H1N1 to different belaying techniques was discussed in the weekly staff meetings.

### 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?

**FACILITIES**
We constantly discuss professionalism in our weekly meetings - whether it is proper walkie-talkie protocol, how to handle a distressed patron, or how to better service our participants. All student staff areas were challenged to step up and provide better service to our participants by coming to work with a positive attitude. The staff members have also grown into displaying appreciation for each other by challenging each other from our weekly talks about being accountable. In our discussions of accountability we discussed how this affects our staff area, other staff areas, and our participants.

**MEMBER SERVICES**
At the start of the quarter, we had an SRC Staff Work Day where Diane Allford from the Center for Community Engagement and Career Education spoke to our staff about professionalism. EJ Callahan from the office of Student Involvement & Leadership spoke to our staff about conflict management. Ashlea Wilson from the SRC spoke to our staff about Ethics in the Workplace.

**FITNESS AND ROCK**
The customer service portion of the Staff Handbook was reviewed.

**SPORTS**
In staff training clinics and meetings we emphasize the importance of having a professional appearance while at work. This includes dressing appropriately, being confident in calls made, and communicating to participants in a professional manner.

**MARKETING & OUTREACH**
The Marketing & Outreach staff attends the annual staff workshop that teaches student employees about professional communication and proper interpersonal interactions.

### 7. How Did You Seek Input from Your Staff and Participants in the Development of Policies and Procedures?

**FACILITIES**
I approach the staff every day, make myself visible throughout the facility, and “spark up” discussions about the current issues that the staff members are experiencing while on their weekly shifts. We also have an open forum session at the beginning of our weekly meetings to discuss about any problems, issues, situations that arose that week, or future changes that they would like to see implemented since they are constantly approached by participants with comments, complaints, or kudos.

**MEMBER SERVICES**
The staff meetings allow the Member Services staff to provide feedback on many things including, forms, procedures and
policies. For instance, this quarter we have revamped several of our forms: Membership Form, Guest Registration Form, Admission without CSUB ID, Daily Inventory Log, Lost & Found Log, and CPR Sign-up form. We have also developed new procedures for our staff area that change the way we print out closing cash reports. The staff has also developed an effective way to track the amount of money in the safe so that it never goes over $500. (This is a requirement set by the cashier’s office.) At the start of the Fall quarter, we also changed the number of times a student was able to use the SRC without bringing a CSUB ID from one time a quarter to two times a quarter. The staff was also able to give input on new room names for the SRC.

FITNESS
Input from staff members was received through e-mails, phone calls, and discussed in meetings. Participants are encouraged to utilize the comments and suggestions box.

SPORTS
In our weekly meeting we always take time to address comments and concerns. We encourage the staff to raise questions about policies and procedures that concern them. We also ask for feedback regarding policies and procedures and how participants have been responding to them.

ROCK
After the safety portion of the weekly meetings the staff is encouraged to offer any comments or suggestions regarding improving the Rock. Participant issues are discussed after that (see #11).

MARKETING & OUTREACH
Brainstorming during weekly meetings, as well as constantly communicating at work, provides opportunities for the Marketing & Outreach team to inclusively contribute ideas in the development of policies and procedures.

8. IN WHAT WAYS DID YOUR PROGRAM OR SERVICE AREA MAXIMIZE RECYCLING EFFORTS AND FOCUS ON SUSTAINABILITY IN ALL OPERATING FUNCTIONS?

FACILITIES
The staff collected aluminum cans and plastic bottles throughout the building, outside of the facility, and on the SRC field. Weekly, the student staffed bagged the recycled materials and the facility student manager took them to the local recycling center. The replacement washers and dryers were Energy Star rated appliances.

MEMBER SERVICES
Member Services tries to make sure its forms have information printed on both the front and the back to help reduce the amount of paper used. The closing cash register procedures were changed to minimize the number of reports printed. The new method has reduced the amount of receipt paper used. We are looking into software that can save these reports. If it works the way we hope, there may not be a need to print the closing reports which would save even more paper. The Member Services desk has a recycling bin so that paper is not thrown in the trash, but recycled instead. Member Services makes sure that the lights are turned off when sufficient daylight is present.

SPORTS
We try to recycle as much paperwork as possible, as well as provide recycling containers in the facility and on the field.

MARKETING & OUTREACH
Recycling bins in the work area are constantly utilized for any paper material that has been used.

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?

FACILITIES
With participants varying in physical ability, our staff encourages people to seek a personal trainer or be cautious and go easy with their workout routine. The staff is also aware of participants with physical disabilities in case they need assistance while exercising.

MEMBER SERVICES
It is important for Member Services to be well-informed on the services that the SRC has to offer to all students. They directed students to personal trainers, informed participants of the various equipment that can accommodate wheelchair access, and informed participants on the karate class geared towards students with physical disabilities.

FITNESS
There were 14 different Group Exercise classes offered. The classes accommodated a range from beginners to advanced participants. To accommodate our students with disabilities, a karate class and Personal Training were offered.

SPORTS
This quarter we offered two league sports of volleyball and football, and a softball tournament. We offered drop in tournaments to accommodate the students who did not show interest in these sports or did not have time to commit to weekly league play. Drop in tournaments are one day events that are free so there is little commitment required by participants. We offered a table tennis tournament, badminton tournament, and soccer shootout tournament in an attempt to attract participants that were interested in these sports.

ROCK
Although the Rock seems to target more of a niche population regarding fitness interests, it also provides students an opportunity to experience a workout they might never have tried previously.

MARKETING & OUTREACH
The SRC web page is ADA compliant and all advertisements and projects that the Marketing & Outreach team takes on are carefully crafted to cater to a diverse student, staff, and faculty population, regardless of levels 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
I often consult my colleagues in the health center when we have concerns about the wellbeing of our patrons. We kicked off this quarter with the Week of Welcome luncheon in the gymnasium in which we worked with Student involvement and Leadership, the Student Union, and Catering. I also worked closely with Student Involvement and Leadership and determined the best spaces for student groups when they needed appropriate space for physical activities. I participated in the open roundtable presentation of the Housing Community Director Position Search. We worked with the young alumni to have a volleyball tournament in the gymnasium. And we are currently working with Enrollment Management to provide a space for them to take photos for a newsletter promoting health. We provide spaces for PEAK 101 classes when they want to use the SRC for class meetings. We also opened up our lobby for the Nursing Department to use for their blood pressure screenings.

FITNESS
Through collaboration with the Health Center and Aramark, students were educated on nutritional topics for the Food for Thought Wellness Workshop. We partnered with the PEAK Department to provide a wide range of Group Exercise Classes.

SPORTS
This quarter we partnered with the PEAK Department in order to form an intramural class that was worth one academic unit. We also partnered with Aramark in the canned food drive.

ROCK
The Rock staff partnered with the PEAK Department and Project Dream to provide foster youth kids an opportunity to climb.

The women’s intercollegiate basketball team utilized the Rock for a teambuilding experience for the athletes.

MARKETING & OUTREACH
Marketing & Outreach has helped other departments in Student Affairs with marketing related problems such as utilizing Facebook to connect to students. We have also been collaborating with the Center for Community Engagement and Career Education to coordinate an SRC community service event.

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

FACILITIES
Facility Supervisors are the most visible student staff and document the daily concerns of participants. From this information, a broken ping pong table was replaced, weight lifting policies reviewed, replaced the laundry machines in order to deliver great towel service, and adjusted the volume and music selection at night. We will replace shower curtains
in both the men's and women's locker rooms, ordered and will install a feminine product dispenser in the women's locker room, and changed the seating by the rock wall. Students and participants were encouraged to bring in appropriate, recycled magazines for other participants to enjoy while they relax and recreate in the facility.

**MEMBER SERVICES**

Through the comments & suggestions submitted by participants, Member Services was able to make improvements. Someone noted that membership renewal should be quicker. The membership form was updated with a checkbox for renewal so that the process would go smoother for participants who wished to renew their membership. Other members of the campus suggested both using canned foods in exchange for guest passes and adopting a sponsored member category. These suggestions were implemented by the SRC Advisory Committee and approved by President Mitchell.

**FITNESS AND ROCK**

At the weekly managers meeting participants' comments and suggestions are read. The appropriate program area is assigned the task of responding to the item.

**SPORTS**

In our weekly meeting we always take time to address comments and concerns. We encourage the staff to raise questions about policies and procedures that concern them, as well as comment on potential improvements.

**MARKETING & OUTREACH**

The Marketing & Outreach team reviews feedback from students from the SRC Facebook page and considers them when making marketing judgments. An example is measuring the success of the FIT YOUR PANTS campaign by posting an advertisement on Facebook and reviewing the comments that students have regarding the advertisement.

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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?**

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**FACILITIES**

Facility supervisors signed up or gave interested individuals tours of the facility while on duty. Most of the tours were spontaneous, rather than scheduled.

**MEMBER SERVICES**

Lauren Goodsi, the Member Services student manager, was involved with the freshmen orientation sessions that occurred at the beginning of the Fall 2010 quarter. She worked with Zandre Azogue, the student manager for Marketing and Outreach. She spoke to students in Dr. Rebecca Hewett's two sections of CSUB 101. She also promoted fitness opportunities as well as employment opportunities. The Member Services staff has helped with tours.

**SPORTS**

At the beginning of each quarter the intramural staff staffed tables during campus events to promote upcoming events and pass out give-a-ways and information to potential participants.

**ROCK**

During facility tours, the Rock staff gave a more detailed description of Rock activities if they were available.

**MARKETING & OUTREACH**

The Marketing & Outreach team has been involved in facilitating SRC tours for new students and guests either by leading the tours or helping to schedule and coordinate them.

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13. **WHAT AREA-SPECIFIC STAFF RECOGNITION EVENTS, SOCIALS, AND TRADITIONS TOOK PLACE THIS QUARTER?**

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**FACILITIES**

We have a weekly kudos where we all give recognition to one of the staff for going over and beyond the job duties for that week. Some of our staff members are excellent in maintaining injury reports, stepping up and performing duties of staff from other SRC departments, providing great customer service, performing custodial duties, and sometimes taking on an extra shift in the same day.

**MEMBER SERVICES**

At every Member Services staff meeting, a student staff member is highlighted for their work. The staff also tries to get together outside the workplace once a quarter, but they were not able to do so this quarter. The next staff social will take
place during the Winter quarter.

**FITNESS AND ROCL**
Each month, In recognition of staff members celebrating a birthday, treats are provided for the staff. To recognize and appreciate the Student Managers, the Director takes them out to lunch.

**MARKETING & OUTREACH**
A monthly SRC Staff Newsletter has been started.

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**PLEASE LIST OTHER AREA ACCOMPLISHMENTS, CHALLENGES OR FUTURE PLANS YOU WANT TO HIGHLIGHT**

**FACILITIES**
- This semester we added one new facility supervisor to our staff. Our staff is now seven female and eight male Facility Supervisors, and three male operation assistants. We originally began the semester with five operation assistants but two were hired as Facility Supervisors and since then have done a great job. We had one staff resignation and zero staff disciplinary issues. We are currently in the process of hiring on another operation assistant.
- Our largest purchase this quarter was two new washers and dryers. This has helped increase our efficiency and decrease the time dirty towels sit in bins. This has allowed us to continuously provide towel service to participants and keep towels in stock.
- In the future I would like to work with other campus departments and have a career series or some sort of career development workshop for our students. Over the course of this semester I have had several conversations with students about their future plans when they graduate and some still need guidance. I think this provides an excellent opportunity to work closely with other departments, specifically CECE to ensure our students are guided with the best advice in their field.
- In the future I would also like to have a leadership series where every week we talk about a different component of leadership. This is to help the Facility supervisors understand their roles as the leaders in the SRC and for them to realize the essential role they perform on a daily basis. In this series I would partner with other departments in Student Affairs and have a guest attend our meetings to help break the redundancy of the weekly meeting.

**MEMBER SERVICES**

**Accomplishments**
- New Membership Category: Sponsored Membership (replaces sponsored spouse)
- Canned Foods for Guest Passes during the months of November and December
- Trained 5 new staff members
- Sold additional Inventory
- Improved on relaying information
- First Day of School: 1410 Students Entered

**Challenges**
- 5 New Staff Members
- 3 Resignations
- Housekeeping – Pick up after fellow staff members
- Difficult to have staff participate in community service events
- Change (Cashiers Office)
- Broken Equipment

**Future Plans**
- Give each staff member a specialized/leadership role in the department
- Additional training in communication
- Staff bonding
- Change staff meeting agenda template
- Get cash register software

**FITNESS**
- The Food for Thought Wellness Workshop recorded the largest number of participants thus far out of all of the SRC Workshops to date.
• 82% off the Food For Thought Wellness Workshop attendees felt it was worthwhile.
• A Wellness Workshop discussing the positive effects of receiving the proper amount of sleep will be offered 2/13/11.
• Finding a wider variety of qualified, student Group Exercise Instructors continues to be challenging.
• Implement Safety Awareness Week.
• Increase volunteer opportunities for the staff.

SPORTS
• We are attempting to “Go Green” within the intramural program by eliminating a lot of paperwork by having the participants register their team online and view all information they need at the site www.imleagues.com. It will be a challenge to get all the participants to go online and register.
• Canned goods will be a part of the Fall Quarter intramural registration moving forward with all the goods collected going to the Bakersfield Homeless Shelter.
• Starting in the Winter Quarter all intramural officials will be certified in First Aid and Adult CPR/AED.
• The staff will have week-long training sessions during every break and the first week of each quarter. In the future, the IM Supervisors and Student Manager will conduct these training sessions.
• We are going to order a new backstop for the SRC field. We can get started when the water lines on the field are identified.

ROCK
• We will be hosting a Bouldering Event for other California schools on Saturday, February 19, 2011 pending event approval.

MARKETING & OUTREACH
• Over the fall quarter, the Marketing & Outreach team developed a strong communication platform in accomplishing marketing projects. Initially, the hiring process for an additional student staff with emphasis on web design became a challenge because of the lack of well-qualified applications. However, the project was finished successfully before the end of the fall quarter. Another challenge that the marketing team faced was proceeding with video marketing projects. The team did not have enough time to work on these projects.
• The Marketing and Outreach team has created the following goals and objectives for the winter quarter of 2011.
  • To explore and utilize other mediums of marketing that has not been fully explored in the past. These platforms are:
    • The SRC website – to redesign the site to be aesthetically pleasing, user friendly, and make it so that it becomes the major source of SRC information for SRC members, and to ultimately bring in significantly more traffic to the website. We can measure the success of this from the weekly assessment reports of the website.
    • Video marketing – to explore and fully utilize video as an additional promotional tool for marketing to students, faculty, staff, and alumni. We plan to use YouTube as the primary platform to upload our finished productions, which we can embed to our social networking sites, as well as the SRC website. We can assess the effectiveness of our video projects by the weekly reports from YouTube, which contain the number of hits and comments each video receives.
  • To focus more on the outreach aspect of our staff area:
    • To meet with at least 5 student organizations, do presentations, and distribute promotional items throughout the winter quarter.
    • To establish communication with CSUB alumni through the alumni association department.
    • To explore innovative ways for improving our workflow efficiency both as a team and as individuals. As a Marketing & Outreach Team, we understand that our focus is not limited to one area of the SRC, but that our services apply to many different staff areas (IM sports, Group X, promotions, etc.). Because of this and the additional projects we plan to take on, the amount of time invested in each marketing project is always of the essence, and thus it is our objective for the winter quarter to improve the efficiency of our workflow at no expense of its quality.
  • A new Marketing & Outreach student assistant with emphasis on web design was hired.
  • Several of our weekly faculty ads from Trae Gilmartin have gotten very positive results from faculty members.
  • Both our Student Affairs Newsletter, as well as the Facebook fan page, were given kudos other Student Affairs staff.
  • The annual SRC brochure was finished and printed at the beginning of the Fall Quarter.