

Standing Requirements

Objectives and/or Learning Outcomes

Student Recreation Center Strategic Action Mapping

Objective 1.1: Create Opportunities for Personal Growth

Outcome	Mapping
Enhance personal growth through fitness & wellness programs Provide programs, facilities, services, and employment that increase students' personal growth - primarily in the areas of wellness, fitness, interpersonal skills, leadership, and personal identity.	SASP Goal 1: Provide Opportunities that Promote Student Development: Impact personal growth opportunities for students, Students will demonstrate personal growth, Student Development Outcome 1 - Critical Reasoning and Problem Solving: Demonstrate Critical Reasoning & Problem Solving Skills, Student Development Outcome 3: Engaged Citizens: Demonstrate Engagement, University Learning Outcomes: 5B: Interpersonal skills, 5C: Knowledge of self, 5D: Responsibility in group settings

Objective 1.2: Stimulate Intellectual Development

Outcome	Mapping
Students will demonstrate knowledge about wellness Students will demonstrate knowledge about 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.	SASP Goal 1: Provide Opportunities that Promote Student Development: Students will demonstrate intellectual development, Student Development Outcome 1 - Critical Reasoning and Problem Solving: Demonstrate Critical Reasoning & Problem Solving Skills, University Learning Outcomes: 1D: Ability to think critically.

Objective 1.3: Increase Civic Engagement

Outcome	Mapping
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Student staff will demonstrate participation in civic events
Participate in volunteer opportunities by having at least 15 staff members participate in a philanthropic event each quarter.

SASP Goal 1: Provide Opportunities that Promote Student Development: Students will demonstrate civic engagement,
Student Development Outcome 3: Engaged Citizens: Demonstrate Engagement,
University Learning Outcomes: 5A: Engage in university and community activities

Develop partnerships to provide volunteer opportunities
Investigate potential partnerships for providing student staff volunteers to serve in appropriate roles related to their SRC position.

SASP Goal 1: Provide Opportunities that Promote Student Development: Students will demonstrate civic engagement

Objective 1.4: Promote Social Competencies

Outcome	Mapping
<p>Students will demonstrate social competencies By participating in SRC activities student staff and student participants will gain social competencies including teamwork, sportsmanship, fair play, acceptable group behavior, personal responsibility, accountability, and professional etiquette.</p>	<p>SASP Goal 1: Provide Opportunities that Promote Student Development: Students will demonstrate social competencies, Student Development Outcome 3: Engaged Citizens: Demonstrate Engagement, Student Development Outcome 4: A Well-Rounded Skill Set: Demonstrate a Well-Rounded Skill Set, University Learning Outcomes: 5A: Engage in university and community activities, 5B: Interpersonal skills, 5C: Knowledge of self, 5D: Responsibility in group settings, 6A: Possess and demonstrate an ethical framework</p>

Objective 2.1: Connect Students and Community to Campus

Create a variety of programs, services, and traditions that connect students and community members to campus.

Outcome	Mapping
<p>Development of a calendar of programs</p>	<p>SASP Goal 2: Enhance the Quality of Student Life:</p>

Provide a comprehensive calendar of programs to meet participant needs as evidenced by these operational benchmarks.

- Offer at least one IM team sport quarterly with 8+ teams. And 3 informal sports with 10+ participants each.
- Record at least 6,500 use hours CV equipment quarterly.
- Offer Group X with a minimum of 6 different classes quarterly averaging 12 participants per class session.
- Partner with PEAK for additional classes that compliment the Group X schedule.
- Provide PT/FA to at least 100 clients quarterly.
- Offer at least one wellness workshop quarterly with 30+ attendees each.
- Develop a Sports Club program based on the CSU-approved model with 4+ active clubs.
- Program the Rock to attract an average of 30 individuals per weekday.
- Create two annual Special Events to highlight the “fun” aspect of recreation attended by at least 75 individuals.
- Plan for an outdoor recreation program in 2-3 years.
- Implement a faculty/staff wellness program with 75+ enrollees.

Demonstrate a variety of programs, services and traditions,

Student Development Outcome 3: Engaged Citizens:

Demonstrate Engagement,

University Learning Outcomes: 5A: Engage in university and community activities, 5C: Knowledge of self

Development of SRC services

Provide comprehensive services to meet participant needs as evidenced by these operational benchmarks.

- Average over 750 turnstile/headcounts per day Monday – Thursday and 200 per day Friday – Sunday.
- Sell memberships to at least 100 different non-student members – with at least 15 Alumni Association memberships.
- Provide facility reservations to a minimum of eight different student groups each quarter with an average usage of at least eight hours.
- Provide facility rental to non-student campus groups and off-campus groups to generate at least \$9,000 annually.
- Rent lockers to a minimum of 30 participants per quarter.
- Check-out at least 3,200 pieces of informal recreation equipment each quarter.
- Average 4,500 visitors to the SRC web page.
- Attract over 1,200 Facebook “Likes”

SASP Goal 2: Enhance the Quality of Student Life:

Demonstrate a variety of programs, services and traditions

annually.

- Schedule and supervise informal recreation opportunities for students in tennis and racquetball.

Objective 2.2 Awareness, Access, Quality of SA Services

Increase awareness of, access to, and quality of services provided by Student Affairs.

Outcome	Mapping
Provide a safe environment 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.	SASP Goal 2: Enhance the Quality of Student Life: Commitment to access of services, Student Development Outcome 1 - Critical Reasoning and Problem Solving: Demonstrate Critical Reasoning & Problem Solving Skills, Student Development Outcome 4: A Well-Rounded Skill Set: Demonstrate a Well-Rounded Skill Set, University Learning Outcomes: 1A: Ability to read critically., 1D: Ability to think critically., 6D: Interdisciplinary knowledge
Educate and promote fitness & wellness Use all existing and emerging methods to educate, publicize, promote, and market all SRC programs, facilities, and services.	SASP Goal 2: Enhance the Quality of Student Life: Increased advertising and outreach to promote services
Maintain staffing levels Maintain the appropriate number of staff to ensure supervision that provides the best level of safety and service.	SASP Goal 2: Enhance the Quality of Student Life: Commitment to access of services
Development of positive customer service Provide positive customer service through on-going staff training in professional communication, appreciating and valuing individuals, fair and equitable conduct, and appropriate interpersonal interactions.	SASP Goal 2: Enhance the Quality of Student Life: Commitment to access of services, Services are adjusted based on student need, Student Development Outcome 1 - Critical Reasoning and Problem Solving: Demonstrate Critical Reasoning & Problem Solving Skills, Student Development Outcome 3: Engaged Citizens: Demonstrate Engagement, University Learning Outcomes: 1C: Ability to speak critically., 1F: Critical problem solving., 5B: Interpersonal skills
Development of policies & procedures	SASP Goal 2: Enhance the Quality of Student Life:

Develop policies and procedures that protect the rights of eligible users, maintain clean and hygienic facilities and equipment, encourage an inclusive welcoming environment, and provide a safe and reduced-risk environment with input from student staff members, SRC participants and the SRC advisory committee.

Commitment to access of services, Services are adjusted based on student need,
Student Development Outcome 3: Engaged Citizens:
 Demonstrate Engagement,
University Learning Outcomes: 5A: Engage in university and community activities

Seek student input
 Actively seek student and member feedback through comments and suggestion forms, web-based response, and satisfaction surveys.

SASP Goal 2: Enhance the Quality of Student Life:
 Services are adjusted based on student need

Objective 2.3 Create Accessible and Inviting Space

Create and maintain more accessible and inviting physical spaces on campus that encourage use of campus facilities.

Outcome	Mapping
<p>Ensure the look and feel of opening day Regularly inspect equipment and facilities, perform preventative maintenance, repair and replace as needed, and perform Level 1 custodial service to ensure the look and feel of opening day.</p>	<p>SASP Goal 2: Enhance the Quality of Student Life: Facilities are adjusted/enhanced to promote student usage</p>
<p>Meet student need with operating hours Based on member demand and budget flexibility, maintain and increase operating hours.</p>	<p>SASP Goal 2: Enhance the Quality of Student Life: Facilities are adjusted/enhanced to promote student usage</p>
<p>Create an hygienic environment To reduce the risk of infectious disease, provide towel service, hand sanitizers, equipment disinfectant spray and towels, and use universal precautions.</p>	<p>SASP Goal 2: Enhance the Quality of Student Life: Facilities are adjusted/enhanced to promote student usage</p>
<p>Focus on sustainability Maximize recycling efforts and focus on sustainability in all operating functions.</p>	<p>SASP Goal 2: Enhance the Quality of Student Life: Facilities are adjusted/enhanced to promote student usage, Student Development Outcome 1 - Critical Reasoning and Problem Solving: Demonstrate Critical Reasoning & Problem Solving Skills, Student Development Outcome 3: Engaged Citizens: Demonstrate Engagement,</p>

University Learning Outcomes: 1E: Capacity for life-long learning., 5A: Engage in university and community activities

Accommodate students with a variety of physical ability
Continue to provide current equipment and facilities for participants with a wide-range of physical ability and fitness interest.

SASP Goal 2: Enhance the Quality of Student Life:
Facilities are adjusted/enhanced to promote student usage

Protect the rights and property of members
Continue to upgrade systems to provide entry and egress, security monitoring, safety notification, visual supervision, theft prevention, unauthorized access prevention, member registration, laundry service, and equipment check-out.

SASP Goal 2: Enhance the Quality of Student Life:
Facilities are adjusted/enhanced to promote student usage

Meet student need for healthy snack option
Develop and implement plan for using lobby “juice bar” space.

SASP Goal 2: Enhance the Quality of Student Life:
Facilities are adjusted/enhanced to promote student usage

Create space for students to study and meet
Increase number of inviting lounge/passive recreation areas.

SASP Goal 2: Enhance the Quality of Student Life:
Facilities are adjusted/enhanced to promote student usage

Meet future facility needs
Research and develop plans for facility improvements, including:

- Automatic faucets and toilets
- Gymnasium light control options
- Sand volleyball court
- Outdoor basketball court
- Field fence
- Field storage/restroom building
- Covered entryway
- Low ropes challenge/team building course
- Flasher boards for synthetic floor gym court
- Solar panels
- “Kinesis” wall
- Replace rubber flooring in some areas
- Install full lockers

SASP Goal 2: Enhance the Quality of Student Life:
Facilities are adjusted/enhanced to promote student usage

Objective 2.4 Collaborate with Stakeholders on Programs

Collaborate with campus and community stakeholders on programs and services.

Outcome	Mapping
Develop campus partnerships Continue to explore every opportunity to partner with other Student Affairs departments, academic units, and University Advancement on cooperative endeavors.	SASP Goal 2: Enhance the Quality of Student Life: Collaborations with the campus and community
Development of SRC Advisory Committee leadership Continue to use student feedback and the SRC advisory committee to discuss potential improvements and future directions.	SASP Goal 2: Enhance the Quality of Student Life: Collaborations with the campus and community, Student Development Outcome 3: Engaged Citizens: Demonstrate Engagement, University Learning Outcomes: 5A: Engage in university and community activities

Objective 3.1 Utilization of IRPA

Utilize the office of Institutional Research, Planning, and Assessment to determine how Student Affairs supports retention and graduation rates, and plan programs accordingly.

Outcome	Mapping
SRC support of retention and graduation rates Seek assistance from IRPA to determine how the SRC supports retention and graduation rates, and plan programs and services accordingly.	SASP Goal 3: Partner with Academic Affairs to Improve Recruitment, Retention and Graduation Rates: Data are used to inform planning, programming and activities

Objective 3.2 Academic Success via SA

Educate the campus community about how participation in Student Affairs programs and services enhances academic success.

Outcome	Mapping
Educate on the value of the SRC Once information is obtained from IRPA, use all methods of education, publicity, promotion, and marketing to inform the campus of the value of the SRC.	SASP Goal 3: Partner with Academic Affairs to Improve Recruitment, Retention and Graduation Rates: Campus will be informed about the academic value of programs

Objective 3.3 Active Presence in Outreach/Applied Learning

Maintain an active presence in outreach efforts, applied learning experiences, and other initiatives that foster and improve recruitment, retention, and graduation rates.

Outcome	Mapping
<p>Contribute to orientation 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.</p>	<p>SASP Goal 3: Partner with Academic Affairs to Improve Recruitment, Retention and Graduation Rates: Demonstrate outreach, applied learning and initiatives</p>

Objective 4.1 Professional Development of Student Affairs

Provide professional development opportunities for Student Affairs personnel through both on and off campus development programs.

Outcome	Mapping
<p>Development of in-service training Offer on-going student staff in-service training.</p>	<p>SASP Goal 4: Invest in Professional Development of Student Employees, Staff, Faculty and Administrators: Demonstrate professional development opportunities</p>
<p>Conference attendance Provide support for Student Managers to attend state, regional, or national recreation conferences based on organizational need and the student's career objective.</p>	<p>SASP Goal 4: Invest in Professional Development of Student Employees, Staff, Faculty and Administrators: Demonstrate professional development opportunities, Student Development Outcome 2: Career Based Learning: Demonstrate career based knowledge, University Learning Outcomes: 3C: Career preparation and planning</p>
<p>Budget support for professional development Provide annual budget support for the full-time staff to attend at least one national or regional professional conference.</p>	<p>SASP Goal 4: Invest in Professional Development of Student Employees, Staff, Faculty and Administrators: Demonstrate professional development opportunities</p>

Objective 4.2 Educate SA Personnel about Policies

Educate Student Affairs personnel about campus-wide policies, procedures, and protocol, and programming to enable them to serve students more effectively.

Outcome	Mapping
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Educate on the "why" of policies Share SRC policies and procedures and explain why they exist.	SASP Goal 4: Invest in Professional Development of Student Employees, Staff, Faculty and Administrators: An educated Student Affairs staff
Development of social media Maintain up-to-date web page and social network sites.	SASP Goal 4: Invest in Professional Development of Student Employees, Staff, Faculty and Administrators: An educated Student Affairs staff
Train staff on all available campus resources.	SASP Goal 4: Invest in Professional Development of Student Employees, Staff, Faculty and Administrators: An educated Student Affairs staff

Objective 4.3 Promote Employee Satisfaction and Morale

Support employee participation in programs that promote employee recognition, satisfaction, and morale.

Outcome	Mapping
Budget support for wage increases Provide annual budget support for wage increases for full-time and returning student staff members.	SASP Goal 4: Invest in Professional Development of Student Employees, Staff, Faculty and Administrators: Improved morale within the Student Affairs division
Create recognition events Create regular staff recognition events, socials, and traditions.	SASP Goal 4: Invest in Professional Development of Student Employees, Staff, Faculty and Administrators: Improved morale within the Student Affairs division
Publicly acknowledge staff accomplishments Highlight staff accomplishments through all available SRC publications including monthly student staff newsletter.	SASP Goal 4: Invest in Professional Development of Student Employees, Staff, Faculty and Administrators: Improved morale within the Student Affairs division
Annually administer a student staff job satisfaction survey.	SASP Goal 4: Invest in Professional Development of Student Employees, Staff, Faculty and Administrators: Improved morale within the Student Affairs division
Evaluate student employee performance Annually administer a student staff job performance evaluation.	SASP Goal 4: Invest in Professional Development of Student Employees, Staff, Faculty and Administrators: Improved morale within the Student Affairs division

Objective 5.1 Conduct Assessments to Measure ULO's

Conduct assessments to measure university learning outcomes within Student Affairs on an annual basis.

Outcome	Mapping
Assess students' development Conduct a minimum of two assessment projects annually – one focused on students' physical development and one focused on a component of students' non-physical development.	SASP Goal 5: Develop and Conduct Assessment to Ensure Evidence-Based Practices: Assessment will inform practice

Objective 5.2 Regular Reporting to Review Effectiveness

Report quarterly and/or annually on the effectiveness of goals, objectives, and strategic actions.

Outcome	Mapping
Quarterly reporting Each SRC program and service area will report quarterly on progress toward reaching operational benchmarks.	SASP Goal 5: Develop and Conduct Assessment to Ensure Evidence-Based Practices: Establish reporting practice to measure effectiveness
Annual reporting The SRC will report annually on the effectiveness of goals, objectives, and strategic actions.	SASP Goal 5: Develop and Conduct Assessment to Ensure Evidence-Based Practices: Establish reporting practice to measure effectiveness

Objective 5.3 Review Strategic Actions and Revise as Needed

Review goals, objectives, and strategic actions annually and revise practices as need based on program outcomes assessment.

Outcome	Mapping
Annual review and revision The SRC Management Team, in consultation with SRC student staff and SRC Advisory Committee, will annually review SRC goals, objectives, and strategic actions and revise practices as need based on program outcomes assessment.	SASP Goal 5: Develop and Conduct Assessment to Ensure Evidence-Based Practices: Practices are revised using a data driven approach, Student Development Outcome 1 - Critical Reasoning and Problem Solving: Demonstrate Critical Reasoning & Problem Solving Skills, Student Development Outcome 3: Engaged Citizens: Demonstrate Engagement,

University Learning Outcomes: 1D: Ability to think critically., 5D: Responsibility in group settings

Last Modified: 06/22/2011 12:03:47 PM