

**Student Services Annual Department Report  
Department: Recreational Sports and Intramurals**

**Humboldt State University**

**Enrollment Management and Student Affairs**

**University Center**

**Recreational Sports and Intramurals**

**University Center Mission Statement**

**Mission Statement**

The University Center is a comprehensive campus auxiliary and student union that provides Humboldt State University's students and the greater campus community with services, conveniences and amenities requisite to the daily life of the campus. Opportunities to grow in areas outside of the academic classroom are provided through organized recreational, cultural and educational offerings, as well as dining services, and other support operations and facilities.

**Related Items**

**1: To provide students with leadership experience and training**

**Description of Goal**

To provide students with leadership experience and training.

**1a: As a result of participating in club sport officer trainings, students will be prepared to fulfill their role of their respective office.**

**Type of Outcome:** General Outcome

**Learning Domain:**

**Description of Outcome**

As a result of participating in club sport officer trainings, students will be prepared to fulfill their role of their respective office (treasurer, travel sec, and safety).

**Measurement Strategy:** Observation, Quizzes

**Assessment Method**

Students will be quizzed after certain sport club training sessions and observation of administrative performances will be measured.

**Results of Assessment**

A Survey Monkey quiz was used to assess sport club officer's knowledge of administrative tasks essential to the sport club program. Both treasurers and travel secretaries were asked 25 multiple choice questions regarding travel policies, reimbursement process, and general sport club policy.

Results indicate that the majority of sport club treasurers and travel secretaries are well versed on sport club policy and procedure. Of the 25 questions, most received a correct answer 92%-100% of the time. The lowest correct response was for question #12 regarding sport club primary insurance and who is required to maintain it. Only 80% of officers got the correct answer. There is still some confusion over IF primary insurance is required (it's not).

The results of the quiz is attached here.

-  [Sport Club Quiz](#)

**Conclusions**

Sport club officers are proficient in policy and procedure. The quiz was very basic and I plan on changing it up a bit for next year. I will ask some of the same important questions regarding safety and liability but some of the administrative tasks will be explained at sport club meetings. Then, observation of administrative performances will be measured. I was happy to know that the majority of sport club officers know 80-100% of the correct answers.

## 2: To involve and engage students, staff and faculty

### Description of Goal

To involve and engage students, staff and faculty on the campus and community through diverse recreational and social opportunities.

### 2a: Meet the recreational interests of our student population.

**Type of Outcome:** General Outcome

**Learning Domain:**

#### Description of Outcome

Recreational Sports programming will meet the recreational interests of our student population.



**Measurement Strategy:** Existing Data

#### Assessment Method

Disaggregate intramural participation by sport and class level. Observation.

#### Results of Assessment

Soccer and Basketball continue to be the most popular sports in the intramural program. One new league was added to each sport in the Spring semester and they both filled up. Community members are the largest type of participant by number, followed by seniors, and then juniors. Community member participation is particularly large in our softball program, and also in our Flag Football and Volleyball program. Freshman and Sophomore participation is particularly low in Badminton and Softball, but they are well represented in Soccer, Volleyball, and Basketball.

-  [Graphics2014-2015](#)
-  [ParticipationData2014-2015](#)

#### Conclusions

The intramural program appears to be serving student interests well, but needs to continue to adapt to their changing needs. Badminton was added as a new intramural sport in the Spring based on students interest that was communicated to our office. Soccer and basketball participation continues to grow every semester. Softball participation continues to decline. Over the years, our softball program has gone from three full leagues to two full leagues to one full league and one partially full league. Community member participation is dominant in softball, which deters participation by students because the community players tend to be much stronger players.

Freshman and sophomore students participation is low, therefore not leading to a stronger overall presence of students in the league. One possible future option would be to have only one softball league, which would restrict community participation (because student teams are given priority) and open up more indoor field time for soccer. Community member participation is not a concern in Flag Football or Volleyball because there is plenty of room to accommodate them in those leagues and their participation is not a deterrent to student teams. In fact, Freshman and Softball participation in Volleyball is fairly high. In general, however, Freshman and Sophomore participation in our intramural program could improve. We will continue to work with RAMP in this regard.

Another future goal would be to make sure we are participating in HOP and Spring Preview as much as possible to let new students know about our program and encourage them to participate, if interested.

## 3: To foster an environment for academic, personal and professional development

### Description of Goal

To foster an environment for academic, personal and professional development.

**3a: Intramural supervisors and/or coordinators will develop job knowledge, work quality, reliability, initiative, professionalism, and good communication and listening skills.**

**Type of Outcome:** Student learning outcome

**Learning Domain:** KA: Knowledge Acquisition, Construction, Integration & Application, CC: Cognitive Complexity, PC: Practical Competence

**Description of Outcome**

Intramural supervisors and/or coordinators will develop job knowledge, work quality, reliability, initiative, professionalism, and good communication and listening skills.

**Measurement Strategy:** Observation, Evaluations

**Assessment Method**

We will look at student evaluations and staff observation to determine if the students are learning office skills and demonstrating good customer service.

**Results of Assessment**

Employee Performance Reviews were used to measure student supervisor and coordinator's job knowledge of office practices and policy and procedure. We evaluated our sport club coordinator, basketball supervisor, intramural coordinator, soccer and softball supervisors. Students were rated on Job Knowledge, Work Quality, Attendance/Punctuality, Initiative, Communication/Listening, and Professionalism. All but one student received high marks of 4 or 5 (out of 5) on the evaluation.

Evaluation Areas/JOB	BB/SB Sup	IM Coord	Sport Club Coord	BB Sup	Soccer Sup	SB Sup
Job Knowledge	5	4.5	5	4.5	4.8	4
Work Quality	5	4.5	5	4.5	4.8	3.5
Attendance/Punctuality	4.5	5	5	3.5	4.8	3.5
Initiative	5	4.5	5	5	5	3
Communication/Listening	4.5	3	4	4	4	3
Professionalism	4.8	4.5	5	5	5	4
Overall	4.80	4.30	4.75	4.41	4.73	3.50

Areas of concern are communication and listening skills. There are improvements to be made in our customer service and our attentiveness to our clients. Students were also advised of time-management strategies for self care and school so that they can be more productive with at work. Some were asked to provide more warmth and friendliness to their interactions with customers.

**Conclusions**

Overall our students are well versed in their job knowledge. Their work quality is top notch, attendance and punctuality are solid, initiative could use some improvement, communication and listening skills was the lowest score overall, and professionalism was mostly good/excellent.

The evaluations allowed us to see where students need to continue to work on for improvement. Each evaluation noted goals for the following year and we will measure these next year to show improvement or not.

**3b: As a result of their internship in event management. KRA students will be able to plan, market, produce, and assess a special athletic event.**

**Type of Outcome:** Student learning outcome

**Learning Domain:** PC: Practical Competence

**Description of Outcome**

As a result of their internship in event management. KRA students will be able to plan, market, produce, and assess a special athletic event. (Observation, self-reflection, post event de-brief.)

**Measurement Strategy:** Survey, Existing Data, Observation

**Assessment Method**

Participation numbers will be analyzed and evaluated. Survey participants on effective communication and conflict resolution to assess what they learned.

**Results of Assessment**

The first two years the tournament was held, ten teams participated in the event. The last two years, only five teams participated. Participation this year happened mostly due to hearing about the event through word of mouth. Participants all indicated that they would definitely play again. Overall, more teams, and more and better trained staff were points of feedback that were common to many participants.

- [HSUIMVBTourneyPartSurveyResults](#)
- [humboldtIIMvballtourneytrends](#)

**Conclusions**

It might be time to retire this annual tournament due to decreasing participation numbers. Perhaps a new event could take its place. Marketing and reaching new participants is always a challenge when working with the class on this event. An event focused on students, especially residence hall students, and building stronger partnerships on campus is perhaps a wise direction to go in in terms of working with REC 220 students on event programming and securing enough participants. In addition, better trained staff will be utilized in the future, and training the students partnering with us in the particulars of the activities we are hosting will be a focus in future years.

**4: To provide opportunities for skill acquisition**

**Description of Goal**

To provide opportunities for skill acquisition in a non-academic setting.

**5: To provide a welcoming space**

**Description of Goal**

To provide a welcoming space that cultivates healthy lifestyles.

**5a: a. The Recreational Sports facilities and offices will be inclusive of and welcoming to all.**

**Type of Outcome:** General Outcome

**Learning Domain:**

**Description of Outcome**

The Recreational Sports facilities and offices will be inclusive of and welcoming to all.

**Measurement Strategy:** Survey

**Assessment Method**

We will administer a quick survey to all of our student assistants through Survey Monkey.

**Results of Assessment**

20 out of 43 staff members responded to the survey. 100% agreed that they are respected by staff when at work. 85% feel they fit in. One point of feedback in this arena was that sometimes the joking in the office can enter into the realm of being rude. 100% feel comfortable that their opinion will be valued. 95% agreed that they get support when they need it. One point of feedback here was that there are still occasionally times where they could have used some help they didn't receive. 95% agreed that others react positively to the experience and knowledge they bring to the table. One respondent indicated that we could be more open to environmentally sustainable business practices. 85% agreed that the professional staff takes action when uncomfortable situations arise. One respondent felt that more of our staff could be CPR/First Aid certified in order to deal with emergencies when professional staff/student assistant supervisors are unavailable. No respondents disagreed with any statements. Those who didn't agree indicated they felt neutral.

Reasons listed for why Rec Sports is a desirable place to work include: friendly place, fun environment, open environment, flexibility with class schedules, feeling respected, feeling equally important, leadership experience, feeling supported, accepting atmosphere, feeling of being a part of a team/family, experience learning how to work with people, welcoming environment, pleasant environment, exercise opportunities embedded in some jobs here, and Rec Sports supports student success.

-  [RecSportsStaffSurvey](#)

**Conclusions**

Based on this survey and feedback received, the following are areas we feel we can improve: keeping language and humor appropriate and respectful, being fully staffed as much as possible, utilizing environmentally sustainable business practices whenever possible, and getting as much of our staff CPR/First Aid trained as possible.

We will more deeply integrate training around appropriate and respectful language in the office at our staff trainings. We will strive to create a climate where not showing up or being present is against the office culture. This will happen through role modeling and training around why "bare minimum" staffing is potentially harmful to staff and participants. We will invite and integrate sustainable business practices whenever we can. We will offer resources for CPR/First Aid training to all staff who work directly with participants during contests.

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**Rec Sports Mission Statement**

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The Recreation and Wellness Center is a comprehensive campus program that provides Humboldt State University's students and the greater campus community with services, conveniences and amenities requisite to the daily life of the campus. Opportunities to grow in areas outside of the academic classroom are provided through organized recreational, cultural and educational offerings.

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**Staffing and Budget Snapshot**

**Investments**

-  [Budget snapshot](#)
-  [Budget snapshot \(2\)](#)
-  [Staffing](#)

**Related Items**

*There are no related items.*

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**End of Year Summary**

**Summary and Conclusions**

Recreational Sports was able to involve and engage students, foster an environment for academic and personal and professional development, provide opportunities for skill acquisition, provide a welcome space, and meet the recreational interests of our students.

We were able to measure these areas and from what we found, we seem to be on the right track. We will pay attention to the outcome of these assessments and make changes accordingly in order to best serve our student population.

There is room for improvement in our leadership trainings, in our ability to use resources with the environment in mind, and making sure everyone is comfortable in the office at all times.

### **Next Steps and Plans for Improvement**

#### **Related Items**

*There are no related items.*