

**Student Services Annual Department Report  
Department: Student Recreation Center**

**Humboldt State University**

**Enrollment Management and Student Affairs**

**University Center**

**Student Recreation Center**

**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 area 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: KRA and Fitness Instructors**

**Type of Outcome:** General Outcome

**Learning Domain:** KA: Knowledge Acquisition, Construction, Integration & Application

**Description of Outcome**

The SRC will develop a continuous and effective relationship with the HSU Kinesiology and Recreation Administration Department to support a group fitness instructor program and applicant pool.

**Measurement Strategy:** Observation, Other

**Assessment Method**

We will observe how the development of the program progresses. Is there a significant applicant pool? Are the applicants teaching courses that clients enjoy?

**Results of Assessment**

There were no applicants for the 2014/2015 academic year.

**Conclusions**

This outcome needs to be developed more with the KRA program. Some progress was made in the spring semester, but the Kinesiology Department also created their own training program for group fitness instructors.

This outcome will continue to be refined.

### 1B: Shift Leaders

**Type of Outcome:** Student learning outcome

**Learning Domain:** IC: Interpersonal Competence

#### **Description of Outcome**

As a result of the SRC Shift Leader position, student employees will gain experience in a leadership role.

**Measurement Strategy:** Evaluations

#### **Assessment Method**

360 degree Shift Leader evaluations

#### **Results of Assessment**

Assessment has not yet been completed.

#### **Conclusions**

Evaluations were not done the academic year. These evaluations are highly valuable tools for both employee and employer and they will be done in the next academic year.

### 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: Events and Programs

**Type of Outcome:** General Outcome

**Learning Domain:** HCE: Humanitarianism & Civic Engagement

#### **Description of Outcome**

The events and programs offered by the SRC will meet the needs of students, staff, faculty and local community.

**Measurement Strategy:** Existing Data

#### **Assessment Method**

Number of programs offered and participation numbers.

#### **Results of Assessment**

The SRC offered between 4-5 courses in the fall and spring semesters in each of the following categories: climbing, group fitness and wellness. In addition a weekend weightlifting seminar was offered in the spring.

The total participation was highest in the group fitness courses. This is expected because the courses are held over 4-6 weeks as opposed to one day or just a few weeks for the other courses.

Results show that all wellness courses consistently had low enrollment and that some of the climbing courses also had low enrollment.

- [SRC Course Attendance Table](#)

#### **Conclusions**

After further examination the SRC will eliminate some of the climbing courses as well as the wellness courses. The low enrollment rate in these areas indicate that the HSU campus community does not have an interest in them. As a result, the SRC will offer some new and different courses for the 2015/2016 academic year.

### 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: Internships

**Type of Outcome:** General Outcome

**Learning Domain:** KA: Knowledge Acquisition, Construction, Integration & Application

#### Description of Outcome

Kinesiology internship opportunities will be provided to qualified students.

**Measurement Strategy:** Existing Data

#### Assessment Method

Number of internships offered.

Number of internships filled.

#### Results of Assessment

One internship was offered and one was filled.

#### Conclusions

Spring semester was the first time an internship was offered. It was filled and the student was able to successfully help the SRC create new relationships with other departments on campus. As a result of the internship the SRC is partnering with housing to offer fitness courses at different locations on campus and geared specifically to students living in dorms.

#### 3B: Customer Service

**Type of Outcome:** Student learning outcome

**Learning Domain:** PC: Practical Competence

#### Description of Outcome



During the duration of employment, students will be able to successfully demonstrate quality customer service.

**Measurement Strategy:** Survey, Other

#### Assessment Method


Customer evaluations.

Suggestion box responses.

-  [SRC Survey Ad](#)
-  [Survey](#)

#### Results of Assessment

The customer service satisfaction results were positive. No customers felt unsatisfied in any way and some felt neutral. Nearly all customers felt moderately or highly satisfied.

-  [SRC Customer Service Results](#)

#### Conclusions

The SRC is successfully teaching student employees the value of high quality customer service and in turn those students are demonstrating their learned skills on the job.

### 4: To provide opportunities for skill acquisition

#### Description of Goal

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

#### 4A: Skill based courses

**Type of Outcome:** General Outcome

**Learning Domain:** HCE: Humanitarianism & Civic Engagement

##### **Description of Outcome**

The SRC will offer skill based courses that meet needs (variety and frequency) of students, campus community, and the public.

**Measurement Strategy:** Observation, Other

##### **Assessment Method**

Informal feedback/inquiries for a variety of courses offered, suggestion box responses.

##### **Results of Assessment**

No requests have been made for new or different courses.

##### **Conclusions**

The SRC is offering skill based courses that meet the desired variety and frequency that is desired by the campus community.

#### 5: To provide a welcoming space

##### **Description of Goal**

To provide a welcoming space that cultivates healthy lifestyles.

##### 5A: Welcoming space

**Type of Outcome:** General Outcome

**Learning Domain:** PC: Practical Competence

##### **Description of Outcome**

All of our locations will provide a welcoming and encouraging atmosphere for students.

**Measurement Strategy:** Survey

##### **Assessment Method**

Survey "weeks" at the different locations specifically asking about the atmosphere and comfort level. Make comparisons.

##### **Results of Assessment**

Overall results were very positive. No results showed "strongly disagree" for any question. Some people felt neutral or they did not visit/participate or the question did not apply in some of the areas asked about.

- [SRC Atmosphere Satisfaction Results](#)

##### **Conclusions**

The SRC and all of its locations and programs are providing a welcoming and comfortable space. This is an ongoing goal and there will always be room for improvement therefore adjustments will be made on a continual basis as needed.

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## End of Year Summary

### **Summary and Conclusions**

Overall the SRC has successfully achieved its goals for the year. Each goal was worked on and some goals were thoroughly analyzed and results show that they are being completed with a high level of success. Some goals require collaboration with other departments and there hasn't always been successful communication with these departments. Next year the SRC will work on collaboration with these departments and try a different means of outreach.

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

One of the goals that need improvement is *to provide students with leadership experience and training*. The first outcome talks about developing a group fitness instructor program and applicant pool with the

KRA department. The was barely worked on because the SRC and KRA department were working on two other projects, an undergraduate internship and a graduate internship. The group fitness instructor program will be the focus for the KRA and SRC next year.

The second outcome of that same goal is that shift leader positions will gain experience in a leadership role. This is something that is happening, but it was not measured by anything other than observation. The SRC will measure this in the future with something more tangible.

**Related Items**

*There are no related items.*