

2015-16 Campus Recreation Program Review – Action Plan

Based on information gathered during the Campus Recreation Program Review process facilitated spring 2016 to summer 2016, the Site Review Committee offered commendations and proposed several recommendations (see final report document for details). Based on the recommendations, Campus Recreation (CR) has identified primary themes to address. Many items require agreement with and support from the department of Health Promotion and Human Performance.

Theme	Recommendation	Action	Timeline
Image and Collaboration	<ol style="list-style-type: none"> 1. Create and disseminate department Mission Statement (Who we are, what we do, who we serve) 2. Build brand recognition for CR as a whole 3. Identify and articulate CR's value to WSU and the college experience (Who we are, what we do, who we serve) 4. Clarify confusion w/shared facilities such as Swenson Pool, Wildcat Arena, and Weber Rocks Climbing Wall 5. In 5-yr Plan, specifically identify target collaborative programming efforts and address areas of investment in building campus relationships 6. Align Campus Wellness programs/services w/Campus Recreation initiatives 7. "Tell our story" 8. Consider establishing an institutional-wide Wellness Coalition 	<ol style="list-style-type: none"> 1. Pro staff brainstorm and solidify at planning meetings 2. <ol style="list-style-type: none"> a. MOps Coord. work with Coords. on circular unit mark to include WSU and Campus Rec; get all units to recognition level of Outdoor Program b. Develop marketing plan to build brand c. Clarify with stakeholders the roles of CR and HPHP with shared facilities such as climbing wall, pool, arena 3. Continue to build on the Experience Weber orientation program and other ways to be involved w/orientation (Admissions, ???) 4. <ol style="list-style-type: none"> a. Deans/VPs confirm vision/expectation of areas b. HPHP/CR staff meet and confirm vision c. HPHP/CR work together on methods to educate users 5. Identify and address during strategic planning and management team meetings (HHP/OCRE, International Student and Scholar Center, Study Abroad Programs, Facilities Management, Women's Center, Housing & Residence Life, Student Involvement & Leadership, Disability Services 6. Fit. Coord. work with Student Wellness, Employee Wellness, Student Health Center, and Counseling and Psychological Services to identify programs/services that can be aligned 7. Work w/SA Assessment to collect and share assessment result with students, staff, faculty, community 8. <ol style="list-style-type: none"> a. Senior administration (President's Council) would first need to validate this as a goal b. Identify decision makers who are directly involved with campus wellness strategic planning and service delivery c. Coalition meets to shape annual wellness initiatives, clarify roles and priorities, maximize campus resources, and shape campus policies 	<ol style="list-style-type: none"> 1. Fall 2016 2. <ol style="list-style-type: none"> a. Sum 2016 OP; Fall 2016 CoSpo; Spring 2017 AQS; Sum 2017 Fitness b. Fall 2016 and beyond c. Fall 2017 and beyond 3. Summer 2017 and beyond 4. Summer 2017 and beyond 5. Summer 2016 International Student and Scholar Center/Career Services; Fall 2016 Student Wellness; Spring 2017 Employee Wellness; Summer 2017 Disability Services; and beyond 6. Fall 2016 and beyond 7. Fall 2017 8. ??
Assessment	<ol style="list-style-type: none"> 1. Better know our current users; better know our student population and hone in on their needs/wants 2. Find "true" peer institutions for our department 3. CR Pro Staff consistently apply SA student learning outcomes (SLOs) with CR hourly 	<ol style="list-style-type: none"> 1. Work w/SA Assessment to develop more effective surveys, focus groups, comment/feedback venues, demographic reviews 2. Admin Assistant research institutions; run by upper admin for verification 3. <ol style="list-style-type: none"> a. Set up regular cohort meetings w/SA Assessment to modify and apply SA rubrics specifically to CR b. Pro staff share SLO expectations, tracking methods, outcomes 	<ol style="list-style-type: none"> 1. Fall 2016 and beyond 2. Summer 2017 3. Summer 2017 and beyond 4. Summer 2017 and beyond 5. Summer 2016 International Student and Scholar Center/Career

	<p>staff</p> <p>4. Involve WSUSA for more student input</p>	<p>routinely at annual and monthly staff meetings</p> <p>4. Ensure WSUSA representatives serve on Campus Recreation Advisory Board</p>	<p>Services; Fall 2016 Student Wellness; Spring 2017 Employee Wellness; Summer 2017 Disability Services; and beyond</p>
Programming	<p>1. Create more diverse programming at Davis Campus; increase participation numbers at Davis Campus</p> <p>2. Update "IMRC" name to "Competitive Sports" to match national terminology</p> <p>3. Consider Family Programming to reach this under-served population</p>	<p>1. a. Improve way-finding signage and banners b. Meet with Davis student leaders for input on types of programs/services wanted</p> <p>2. Update webpages, manuals, print materials</p> <p>3. Discuss with upper admin and explore during strategic planning</p>	<p>1. a. Fall 2016 b. Spring 2017</p> <p>2. Fall 2016</p> <p>3. Spring/Summer 2017</p>
Operations	<p>1. Create consistent policies between CR/HPHP re: access, facility rules, staff training/management, reporting structures, facility reservation requests, customer service, equipment cleaning/repair/maintenance</p> <p>2. Confirm reporting structure/responsibilities with shared areas such as Swenson Pool and Weber Rocks Climbing Wall</p> <p>3. Create department equipment replacement/repair plan for long-range fiscal planning (this includes computer/furniture/fixtures/capital equipment)</p>	<p>1. Meet w/Stromberg Complex Manager to solidify, confirm, and post</p> <p>2. a. Meet w/HPHP Recreation Specialist to confirm Climbing Wall agreement, get approved by upper admin b. Meet w/HPHP Chair and Stromberg Complex Manager to confirm pool reporting structure</p> <p>3. a. Use 2013 fitness equipment purchase list to create capital fitness eq list b. Create timeline for computer/furniture/fixtures replacement c. Continue to funnel any carry-forward monies into Special Projects budget line for anticipated and unforeseen repairs</p>	<p>1. Fall 2016 (S&C policies and Access)</p> <p>2. a. Summer 2016 b. Summer 2017</p> <p>3. a. Spring 2017 b. Summer 2017 c. Ongoing</p>
Facilities	<p>1. Lighting on current turf and grass playfields; Master Planning should address the need for 1-2 additional fields dedicated to Campus Recreation use</p> <p>2. Study and plan for a new Outdoor Center in the near future: more service kiosks, more storage for eq, more office space, staging area, classroom space</p> <p>3. The size of Swenson Pool along with the availability of support space should be addressed when master planning this space</p> <p>4. Additional custodial equipment is needed to improve the quality and efficiency of cleanings (e.g. a riding floor scrubber for the arena)</p>	<p>1. Meet w/VP for Administrative Services, Athletics, HPHP to explore options</p> <p>2. Create Outdoor Program Advisory Council, explore donor possibilities</p> <p>3. Meet w/upper admin in SA/College of Education on vision for the space</p> <p>4. HPHP meet w/FM to confirm if this is a need</p> <p>5. Develop plan/concepts for upgrades; establish long-term maintenance/upkeep plan w/FM landscaping; secure financial resources for upgrades;</p> <p>6. Meet w/Housing to determine eq that needs to be retired; identify newer eq that can be moved from WI/DFC; work with FM to move eq</p> <p>7. Meet w/upper admin to discuss steps and timeline</p>	<p>1. Summer 2017</p> <p>2. Fall 2016</p> <p>3. ??</p> <p>4. ??</p> <p>5. 2018-19</p> <p>6. Fall 2016-summer 2017</p> <p>7. ??</p>

	<ol style="list-style-type: none"> 5. Challenge Course represents an area for investment and growth over time (high elements course and shade structures) 6. Update/upgrade University Village fitness center eq to meet the quality of Wildcat Village 7. Using national standards, WSU should conduct an in-depth study of recreational facility needs to guide Campus Master Planning 		
Communication with department of Health Promotion Human Performance (HHP)	<ol style="list-style-type: none"> 1. Better understand each other and what each other does so we can alleviate confusion with participants and staff 2. Establish venues for consistent communication 3. Consistently share program and operations information between the two departments so everyone is on the same page; 	<ol style="list-style-type: none"> 1. <ol style="list-style-type: none"> a. Dean of College of Ed., Dean of Students, and SA VP meet with leaders of CR and Stromberg Complex to address any major issues and establish clear expectations to address policies, procedures, and communication b. CR Director attend semester or annual HPHP faculty meeting to give CR overview and answer any questions c. Continue to have HPHP representation on Campus Recreation Advisory Board 2. <ol style="list-style-type: none"> a. Implement weekly meetings with Stromberg Manager and CR Coordinators to confirm schedules, address any issues b. Implement monthly meetings HPHP Chair and CR Director c. Implement semester/annual meetings with Deans/VPs to ensure vision and implementation are on track 3. <ol style="list-style-type: none"> a. Each semester, share updated program and schedule information; ensure consistent info is posted in all areas b. Updates during weekly Manager/Coordinator meetings c. CR staff invited by faculty to present program updates during HPHP classes 	<ol style="list-style-type: none"> 1. <ol style="list-style-type: none"> a. Summer 2017 b. Fall 2017 c. Ongoing 2. Fall 2016 3. Fall 2016
Technology/Data	<ol style="list-style-type: none"> 1. Apply technology that allows for consistent and effective data collection 2. CR/HPHP use same technology for access, memberships, scheduling, etc. 	<ol style="list-style-type: none"> 1. Acquire software that accurately reads Wildcard data and integrates with access points; create methods to accurately track activity area usage 2. Acquire management software that can be utilized by both departments 	<ol style="list-style-type: none"> 1. Summer-Fall 2017 2. Summer-Fall 2017
Staffing -Hourly	<ol style="list-style-type: none"> 1. <ol style="list-style-type: none"> a. Standardize and be consistent with staff training across the department b. Create Canvas courses for Club Members/Officers on basic guidelines/expectations for club management and participation 2. Partner with HPHP to create internships 	<ol style="list-style-type: none"> 1. <ol style="list-style-type: none"> a. Have all staff and new hires complete Canvas online trainings; ea. program unit have staff sign employee agreement to document expectations; each program unit conduct monthly staff trainings for all areas; each program unit regularly address SA SLOs (educate hourly staff on the “why”, rubrics, evaluation process); b. Determine method/timeline of moving current info to online 	<ol style="list-style-type: none"> 1. <ol style="list-style-type: none"> a. Fall 2016 b. Spring 2018 2. Fall 2016 3. <ol style="list-style-type: none"> a. Summer 2016 b. Fall 2017 c. Fall 2017 4. Summer 2017 5. Fall 2016

	<p>and staffing “pipeline” (particularly Fitness)</p> <ol style="list-style-type: none"> 3. Develop regular 2-way communication methods for discussing issues w/student employees 4. Require all hourly student staff attend SA GetSET trainings 5. Be more aggressive about hiring work-study students 	<p>format</p> <ol style="list-style-type: none"> 2. Fit. Coord. meet w/faculty to clarify needs, define expectations, promote/secure internships 3. <ol style="list-style-type: none"> a. Set up monthly Student Manager meetings for professional development and input/feedback on trainings/events/issues b. Schedule “Chat & Chew” meetings w/director and/or director attend each hourly staff meeting at least 1x/semester c. Schedule “town hall” meetings: send out questions for anonymous responses, then discuss feedback in person 4. Explore this at Think Tank/Strategic Planning sessions 5. Note on postings/communications that work-study students get hiring priority 	
<p>Staffing - Professional</p>	<ol style="list-style-type: none"> 1. Staff Retention <ol style="list-style-type: none"> a. Changes to position titles and/or position responsibilities b. Addition of staff (Assistant Coordinators) to spread the workload (CoSpo, Fitness, MOps) c. Creation of opportunities for advancement d. May need to target recruitment from small to mid-sized institutions to lessen “cultural shock” e. Director use NIRSA position information and salary surveys for comparison and planning f. Director create and propose a 5-yr staffing plan along with a long-range staffing model that will best position the department to effectively serve students while recruiting and retaining quality pro staff 2. Continued mentoring for pro staff at all levels 3. Group training and 1x1 coaching for junior staff 4. Time to simply work together in order to develop as a cohesive unit 	<ol style="list-style-type: none"> 1. <ol style="list-style-type: none"> a. Consider Senior Coordinator or Assistant Director of CoSpo title; consider Assistant Directors supervising Coordinators (instead of Coordinators supervising Assistant Coordinators); review national norms for position titles; consider full-time staff equivalents of part-time employees supervised along with scope of authority, breadth of programs managed, and budgetary responsibilities b. Create and hire CoSpo Assistant Coordinator position c. Created Assistant Director title comprising coordinator duties plus department initiative d. Use “true” peer institutions once confirmed e. Review most recent NIRSA salary survey (2015); review and compare staffing models at state and peer institutions f. Use recommendations from Program Review along with input from upper admin and CR pro staff to create plan/model 2. Work w/team to identify mentoring opps 3. Work with HR and team to identify training/coaching opps 4. Review Strengths regularly to better understand each other and how we work, communicate, etc. 	<ol style="list-style-type: none"> 1. <ol style="list-style-type: none"> a. Spring 2017 b. Fall 2016; hire spring 2017 c. Fall 2015 d. Fall 2017

