To: Provost Office  
From: Kristen Hockman, Campus Recreation Committee Chair  
Date: June 8, 2018  
Re: Campus Recreation Committee 2017-2018 Annual Report

The committee held two meetings during the 2017-2018 school year. The first meeting was held on November 28, 2017. There were twelve people in attendance at this meeting, including myself as the Campus Recreation Committee Chair, Heath Immel, 7 committee members (faculty, staff, and students), and three Student Recreation Center employees (Kari Steubber, Laura Salerno, and Emily Bach). The second meeting was held on March 8, 2018. A total of eight people attended this meeting, including myself, Heath Immel, 4 committee members (faculty, staff, and students), and two Student Recreation Center employees (Kari Steubber and Laura Salerno).

Below is a report of what was discussed in our meetings, as well as the recommendations the Campus Recreation Committee would like to make.

We discussed the purpose of the Campus Recreation Committee at the first meeting after doing introductions. In the past, this committee has struggled to understand its purpose and Student Recreation Center employees seemed unwilling to meet with the committee. We were assured things would be different going forward. We greatly appreciate the support of Gary Ward, Heath Immel, and the Student Recreation Center representatives this year. They made it clear that there is a purpose for our committee, and that we will continue to function as a committee to offer recommendations for improvements to campus recreation facilities.

The Student Recreation Center representatives provided us with the following information during our meetings this year:

- A new point-of-sale software system called Fusion went live in January to replace the CSI system, which they were not happy with. They expect this new system to provide solutions to many of the problems they have had with CSI. It will hopefully allow them to use payroll deductions again for faculty and staff membership payments. The Campus Rec Committee members have previously discussed faculty and staff disappointment about not being able to have Rec Center membership fees taken out as payroll deductions. There are still some kinks, but overall, it is working well.
- New turnstyles were installed at the east and west entrances.
- Fusion will talk directly to the new turnstyles and will also allow for the switch to Proximity readers for student, staff, and faculty ID cards. They have the hardware for the Proximity pass, but won’t move forward with that until possibly this summer.
- Usage is down about 16%, which has helped with capacity, since the Rec Center was maxed out several years ago when student enrollment was so high. They still get about 3,000-5,000 visits per day, with the majority being students.
- Non-student membership is down under 9%. They do assess why non-student users leave, and it is often due to layoffs or leaving the university for a job elsewhere.
- They are working to promote the Rec Center as a recreation facility, not a “gym”. Students can come there to relax, study, exercise, use the pool, etc. They provide a newsletter and send out weekly emails to students. Juniors and seniors are the highest users. Younger
students may be scared to use the facility, because it is new, and they aren’t sure what to do.

- Family Night used to be every Friday, but it is now only once or twice a month, as they have to balance that with other group activities held there on Friday evenings.
- They are working closely with ROTC to make check-in smoother, as it takes a long time to get all of the ROTC students checked in, and sometimes causes Rec Center members to have to wait a long time to get into the facility in the morning.
- More lockers have been installed with keyless locks that members can use for free. MUPD has been getting less theft calls. Lockers have purposely been placed in strategic places, so members don’t necessarily have to go to a locker room to use a locker.
- If there is an issue at the West entrance, they will allow someone to walk through with a lead person to go to the Southeast entrance if there is inclement weather or the person is physically unable to walk outside to get around to the West entrance. This is something users have complained about in the past.
- The Rec Center has a great relationship with various fitness companies – Octane and two other companies. We get the chance to work with new equipment and try out new equipment first before anyone else in the nation gets to. These partnerships also allow them to provide “Did You Know” information to members on the TV screens, such as, “Did you know these muscle groups are worked when you exercise on this piece of equipment”?
- The 50-meter pool will be drained and will get new tile that will require less maintenance. The project will last approximately 130 days. The pool will be drained in mid-June and will last until mid-September. The plaster currently used in the pool is starting to pit and deteriorate and only has about a 10-year life span. The new tile will have a 40-50 year life span.
- The Rec Center got a new HVAC system.
- There will be maintenance performed on Stankowski Field.
- The campus centralization process has changed some responsibilities at the Rec Center. In addition, maintenance has moved to Campus Facilities, as has custodial services. So far, this does not seem to be causing major issues, although there may be longer wait times on things being taken care of.
- The Rec Center employees are spread thin right now. They were down 2 employees from last August 2017, and then they lost 7 staff members during the 2017-2018 school year. They are working on how to even out the responsibilities, delegate work, and work together to keep things running smoothly with a smaller staff. They have approval to fill 4 of the 9 lost positions, and they hope to fill those positions this summer.
- Student charge is no longer allowed, as some families were upset about their child using student charge to pay for services they were not okay with paying for their child, such as massage, tanning, salon services, etc. They have seen a decrease in use of these types of services due to this change. Massage is the one service at the Rec Center that is no longer being offered, as it was not generating revenues.
- They review lots of reports on usage of the facilities, as well as budget reports. The Fusion system will allow them to gather even more usage information. They work to find ways to reduce expenses where appropriate while ensuring they do not compromise the quality of the facility services.
- Summer shut-downs are determined based on the lowest usage time periods.
- Parking has been an ongoing issue. Unfortunately, the Rec Center has no control over parking. This issue may hinder members’ ability to utilize the Rec Center when parking is not available.
The committee appreciates all the information we received from the Student Recreation Center representatives. We also appreciate the productive discussions we had as a committee with the Rec Center representatives this year. It is helpful for us to have a good understanding of the goals they have and the challenges they are facing. We are grateful for all they do to provide us with a fantastic recreation facility.

After gathering information and discussing various issues, the Campus Recreation Committee would like to make the following recommendations based on our understanding of the issues and based on the campus recreation experiences of our students, faculty, and staff:

- We recommend the Student Recreation Center continue to look for ways to promote membership for faculty, staff, and students, especially if membership numbers continue to drop due to enrollment decreases and the addition of new fitness facilities in town like Planet Fitness, which offers a very low membership fee and has its own parking lot.
- We recommend the Student Recreation Center look for additional ways to improve communications to younger students who are nervous about checking out the Rec Center and using the facilities. Perhaps additional group activities can be set up at the Rec Center to give younger students an opportunity to become more acquainted with the Rec Center and what it has to offer and feel more comfortable using it on their own. YouTube videos explaining how to check in, where lockers are located, what the Rec Center offers, how to use equipment, etc., this may also help to relieve their anxiety about using the facility. Also, information about peak hours may help students have a better idea of when the Rec Center is likely to be less crowded.
- We also recommend better information be provided about lane swimming. If more lanes could be made available during lane swimming time, that would also be helpful. Perhaps different colors could be used for different lanes to indicate if it is for slower swimmers or faster swimmers.
- We recommend the Rec Center provide more information to members about when Family Nights will be offered each semester. We would also appreciate more Family Nights, if that is possible.
- We recommend the Student Recreation Center provide a way for members to provide feedback, whether that is through surveys or suggestion boxes or an online feedback mechanism. This will allow members to let the Rec Center know about various issues, such as the indoor track and basketball courts being overheated and showerhead pressure being too low or too high.
- Our strongest recommendation is related to parking issues. It is very difficult for those coming from off campus to find parking when using the Rec Center. They now ticket from 7:00 a.m. until 6:00 p.m., and may even be considering ticketing until 7:00 p.m. The Student Recreation Center knows it loses members due to the parking issues. Our committee would like to help determine who we need to talk to and what solutions we might be able to develop to help alleviate the parking issues. We plan to tackle this issue at the beginning of the 2018-2019 school year.