

Student Learning Outcomes 2009-10

Department of Recreation and Wellness

Student Recreation Center Facilities Staff: Fall 09

Outcome: At the end of Staff Orientation and Training, staff will be able to pass a written knowledge test with at least 80% efficiency.

Method: During our Spring Staff Training in January 2010, we administered pre and post-training tests to evaluate employee knowledge and training efficacy. Staff were tested on a variety of areas including, First Aid, Fire Safety, Membership and Admission policies and knowledge of program offerings.

Results: Seventeen employees completed the assessment. The average pre-training score was 50%, while the average post-training score was 95%. The staff were pleased with the training model used which broke them up into small groups and moved them through a training circuit of interactive activities and roll-playing scenarios.

Changes as a result of Assessment:

Since this was the first year using this model we plan to repeat the process with a similar format. We will however bring in guest experts to teach the Fire Safety and Theft Prevention modules.

We will also incorporate more role-playing scenarios into the training.

Intramural Sports Officials Training

Flag Football: Fall 09

Outcome: At the end of Flag Football Official's Training, officials will be able to correctly answer questions related to local and national Flag Football rules with at least 75% efficiency.

Method: Students were invited to apply to be trained as Intramural Flag Football Officials. No previous experience was required to be a part of this program. Eleven students enrolled and were given a knowledge based pre-test to determine their level of understanding of the rules of Flag Football. Following completion of training, they were retested with the same test. The test was composed of 25 True or False questions.

Results: The average score on the pre- test was a 15.2, with a low of 12 and a high of 19. Following the three-day training period (9 contact hours) including rules, mechanics and officiating practice games the students were retested. The average score improved to 21.5 with a low of 19 and a high of 24. A minimum score of 18 was required to become certified to officiate the games so all 11 participants met this requirement. Additionally, officials were observed throughout the 6 week Flag Football season and given feedback as to their performance during games to provide continuous improvement throughout the season.

Changes as a result of assessment. Though all of the students made a passing grade on the post test and became certified to work Flag Football, the preference would be that the officials have a better knowledge of the rules and mechanics. We will review the questions missed on the post test and increase the amount of time and emphasis put on those areas during training. We will also change the score for passing and certification from 75% to 80% for the fall of 2010.

Basketball: Spring 10

Outcome: At the end of Basketball Official's Training, officials will be able to correctly answer questions related to local and national Basketball rules with at least 75% efficiency.

Method: Students were invited to apply to be trained as Intramural Basketball Officials. No previous experience was required to be a part of this program. Fourteen students enrolled and were given a knowledge based pre-test to determine their level of understanding of the rules of Basketball. Following completion of training, they were retested with the same test. The test was composed of 25 True or False questions.

Results: The average score on the pre- test was a 17.5, with a low of 13 and a high of 22. Following the three-day training period (9 contact hours) including rules, mechanics and officiating practice games the students were retested. The average score improved to 20.3 with a low of 17 and a high of 25. A minimum score of 18 was required to become certified to officiate the games so 13 of 14 participants met this requirement. Additionally, officials were observed throughout the 6 week Basketball season and given feedback as to their performance during games to provide continuous improvement throughout the season.

Changes as a result of assessment. Scores improved only marginally from the pre to the post test. We will conduct a thorough review of the training procedures used in order to focus in on greater improvement for the staff. We will also change the score for passing and certification from 75% to 80% for the spring of 2011.

User Satisfaction Surveys

Customer Service Survey

A Customer Service Survey was administered during the last week of April 2010. To encourage an appropriate number of respondents, anyone who entered was given the opportunity to place their name in a drawing to win an iPod Shuffle. The survey asked for information related to the Student Recreation Center facilities, programs and staff as well as inquiring about future programs students would like to see offered.

Results: 100 surveys were returned. Respondents scored the following questions on a 1-5 scale:

- Facility & equip is always clean & in working order: **4.57**
- Hours are accommodating to schedule: **4.70**
- Staff is helpful & knowledgeable: **4.65**
- Facility meets overall expectations: **4.67**
- Programs offered are good variety: **4.66**
- SRC is promoting healthy lifestyle to AASU: **4.66**
- Personal health & lifestyle choices have improved since the SRC: **4.51**
- I encourage others to become active with SRC: **4.66**

Cleanliness of the building has continued to improve from a 4.23 in 2009 to a 4.57 in 2010. Our student staff works hard to maintain the equipment and make sure the workout areas are clean and safe. In all other areas, the scores were up about one tenth of a percentage point from last year. The scores were above a 4.5 for all questions, indicating users seem to be satisfied with facility hours, the number and variety of programs offered, and helpfulness of the student and professional staff. Respondents continue to indicate their overall health has improved since they start the SRC and readily encourage others to be active with the SRC.

Requested Programs and facilities:

While most respondents were happy with the SRC facility and program offerings, they did have the option of making suggestions for facility spaces and/or programs they would like to see offered. Suggestions ran the gamut from Rock Climbing to Boxing to a Sauna and a Jacuzzi. Earlier hours and more morning classes were mentioned as well. Nutrition information was requested on this general survey and by the biggest loser participants as well. Other than this, there was not a consensus on a specific need or request that we are reasonably able to accommodate at this time.

Changes as a result of Assessment: We will try and address the need for more Nutrition information and some Seminars on Nutrition to address this specific request.

We will continue to monitor usage patterns to determine if adjusting the hours of the facility is necessary or if an early morning group exercise class would have enough attendance to be cost effective.

Fitness and Wellness Surveys:

Biggest Loser Program

During the Spring Semester 2010, we had a total of 95 participants in our Biggest Loser Program – a 4 week team weight loss competition. Of the 95, 68 participants completed surveys. 49 participants said they were very satisfied with the overall Biggest Loser Program while 19 were satisfied. 58 of the participants said they would participate in the program next year while 1 said maybe, and 9 said no because they were graduating. All 68 participants were very satisfied with the overall facility and equipment in the Student Recreation center. Improvements needed for next year: have the program last longer, provide nutritional information, clean the shower facilities, and volleyball courts, provide music, have advanced training groups, have better availability of training times, and have

the program more than once a year. The average personal trainer performance was 4.88 out of 5.

Changes as a result of Assessment:

We will offer nutritional seminars for the participants to attend and also prepare handouts with basic nutritional information and tips for each person to use as a guideline for developing a healthy eating plan. We will offer the program both in the Fall and in the Spring next academic year.

Group Exercise Class Survey

During the Spring Semester 2010 group exercise program we conducted a survey of participants in the group exercise classes and 91 surveys were returned. 100% of respondents either strongly agreed or agreed that the Instructors were: enthusiastic, organized and prepared for class, provided a safe and effective workout and was motivational in teaching the class. 91% of respondents either strongly agreed or agreed that the instructor could be heard throughout the room while 9% said the instructor needed to be louder and make better use of the sound system and microphone. 98% believed the instructors used effective cueing techniques and 2% thought they needed to improve in this area. 61 participants heard about our group exercise program through our fliers, 21 heard through word of mouth, 6 through the website, 2 through Armstrong classes, and 1 through wellness day. Improvements for the instructors were to check alignment, use microphone, provide better variations of exercises and use more up to date music. Classes that participants want to see on the schedule include the following: kickboxing, yoga, ballet, Pilates, abs, dancing, hip hop, martial arts, jump rope circuit, swimming, cycle, BOSU, Latin dance, running, step aerobics, Zumba, and weekend classes.

Changes as a result of Assessment:

We will address teaching improvements with all of the instructors at the next in-service workshop. We have ordered several new CDs with more updated music alternatives for the instructors. We will offer Weekend classes in the Fall of 2010.