CREC Advisory Board Meeting 03/21/13

Agenda Items

- Update on the Letter to Fac/Staff (where are we on this?) - I will have something for folks to review by tomorrow afternoon

- Updates on two proposals (where are we?) - no update, they will be deciding by April 12th I believe

- Feedback forums from members (time/method, resolution methods like on website, TV screens?) - I would like to move forward with this and have the Advisory Board help determine the methodology and dates/times

- Student Employee forums: "Dinner with Director" or other - would like to hear about feedback on this concept

- Adding more students to board - Franny

- Usage numbers mid-year update (what information do we want/need?) - we will share some good data with the Board via Ashley

- Sample policies to consider

Action Items:

- **Ashley/Todd**- Compile improved welcome packet for new members within 2 months.
- **Hannah**- Set up meeting with Frani, Ashley, Korina and Derek.
- **Alex/Franny**- Check with Marlon regarding his interest in continuing as a member.
- **Franny**- set up meeting with Ashley about contacting frequent users.
- **Franny/Derek**- Send out individualized emails/talk to frequent user about applying to board.
- **Ashley**- add youth hours to usage number in the future.

Attendees:

Alex Accetta  
Atsu Nagamaya  
Hannah Muller  
Jenny Welnick  
Francesca Faris  
Derek Norman  
Harrell Fletcher  
Zach Wallace  
Korina Pongracz-Bartha  
Ashley Campbell  
Todd Botch

Not in attendance:
8:30 Alex- Review of agenda, and updates.
    Editing the letter, not quite there yet, didn’t we get feedback that we should be more proactive about introducing our non-student members to the rec center?
8:40 Atsu – I think we talked about those brochures that we already print, or maybe a in a packet version or a welcome email.
Alex- It sounds like it would be a good practice for us to have.
Harrel- I think probably some sort of electronic form is probably the best way to go. Otherwise they’re likely to end up in the recycling.
Alex- We could do an option to send it electronically or in paper form. I’m thinking a good goal to get it done would be 2 months.
Jenny- Do you think you would just send out that letter separately?
Alex- We would create the packet first and send it to existing members and then send it to all new members following. There certainly are enough non-student members who are utilizing the gym.

8:47 Alex- Updates on the two new proposals; our proposals have been narrowed down from a long list to a short list that are going to be considered. No updates on the basketball courts.

8:50 Alex- I’d really like to do some feedback forums from members. It could be a good way to solve some continuous complications we’ve been having with members.
It would be open to anyone. We’ve had 4-5 members totally upset. We’ve been finding talking to individuals as ineffective. I think we could alleviate that.
Todd- We would have to have forums at different times of the day.
Ashley- I like the dinner with the director idea.
Derek- Once a month would be a little much. Once per term would likely be enough.
Ashley- My fear would be that people’s problems would come and go in that time and we could lose the member.
Todd- I can see both sides of that.
Franny- This would give us a good opportunity to get feedback from people. It is good to be able to give people a direct answer right away. This would be something we would need to promote heavily. We’ve talked about having an anonymous question that was submitted answered on the website.
Alex- If we did it in week five or six that would give us time to implement something within the next quarter. With implementing these with time we could figure out the best ways to work out the small details.
Harrel- A lot of people aren’t going to be able to make it to that meeting time…it seems to me this would be more effective to do this online. Present that there’s a committee who will vote on it. People would submit their queries online and a selected committee would vote on it and move forward.
Jenny- Do you think that our comment box online and in person makes members feel like they’re sending in a complaint that doesn’t decently get answered since it’s all anonymous.
Ashley- There is something about the power of meeting with people in person.
Todd- I would like to know the questions before hand.
Alex- To the end of figuring out a methodology, is there anyone who would like to be involved in deciding the methodology?

9:13 Todd- Lane swimming policies. There are times that it does seem like it doesn’t matter. We enter into a grey area that creates inconsistency yet we don’t want to be black and white either.
Alex- There’s a handful of swimmers who are not kind to our lifeguards about this matter. Our demographic isn’t always long term swimmers; we want to be inclusive for slow, medium and fast swimmers. We want to try to get a solid and clear policy straightening out this matter soon. For the most part, it’s been accepted. But there’s always going to be the group that doesn’t agree.

9:20 Franny- We have been talking about getting more students on the board. I propose that we send out an email to all of our student employees and conduct interviews.
Ashley- We could reach out to frequent members and offer them to get involved.
Alex- We do have guidance from our Board documents. We could reach out to Marlin and check to make sure he’s still wanting to be involved, since his attendance has been inconsistent. I do agree with Ashley, to check RecTrack and figure out the most frequent members in order to reach out to them, that could be very effective. We would want to be transparent and make sure we made it an open call, but also to send out individualized emails.
Jenny- Making sure we onboard the new members appropriately would be very important.

9:34 Ashley – Usage numbers from 10-12. Daily visits, there’s a steady gradual increase of visits every year. There has been one audience increasing more which is alumni, which is great. They no longer have to pay/donate the initial $40 annual fee, but now they just have to take at least 60 credits at PSU to be considered an alumni, and still would have to pay $30 per year. These new conditions have the potential to be a very good thing and or a concern.
9:42 – Faculty staff has gone up. I present to them continuously through the year to promote for the Rec Center, so that has likely contributed to the increase. Pro staff work out staff has been consistent. Partner general, are those who are a non-student partner or spouse; steadily increasing. Student partners is going up significantly- we need to pay attention to and address that. Senior learners, we haven’t seen a discount for theirs. Student membership student visits are going up. Student one month.
9:47- We have to talk about capacity and consider where we would eventually cut down on first.
Derek- The alumni membership is likely the biggest increase, since we’re just starting to have students graduate who attended when they Rec Center was open.
Korina- Look into having a membership that’s for less if you come during a dead time.
Todd- Faculty and staff have complained about the price for their membership, so maybe there would be a group that would be good to offer the ‘off-time’ membership to.
Jenny- Can you add youth membership to this in the future?
Alex- We have had 15,000 increases since two years ago. This is a fair amount. This adds up over time on staff and space/resource capacities.

9:50 Meeting closed.

Alex’s Notes
- Feedback forums from members (time/method, resolution methods like on website, TV screens?) - I would like to move forward with this and have the Advisory Board help determine the methodology and dates/times
  - ongoing; two hours
  - forums at different parts of the day; we should always have that
  - food would be important
  - Quarterly? - week five or six so that policy change could be done in the following quarter
  - part of a suite of responses (ie people, customer comments, direct answer, etc)
  - promote intentionally
  - anonymous questions answered in the monthly email
  - on-line and bring it to a committee for a vote or a way to respond
  - host forums targeted program area for feedback
  - be intentional about how they work
  - research models for the feedback
  - task force assigned

- Student Employee forums: "Dinner with Director" or other - would like to hear about feedback on this concept; did not really talk about this too much

- Adding more students to board – Franny
  - work with more students
  - get them here
  - 3-4 students Recruit and Retain
  - All-student staff + ASPSU + members
  - Reach out to specific students

- Usage numbers mid-year update (what information do we want/need?) - we will share some good data with the Board via Ashley
  - Guest passes should be counted and included
  - non member comp visit – need to figure this too
  - can we post the average visitor times and when they are here somewhere?
  - add youth pass numbers

- Questions and Confusions

- Sample policies to consider
  - circle swimming
  - can it be more flexible
  - speed?