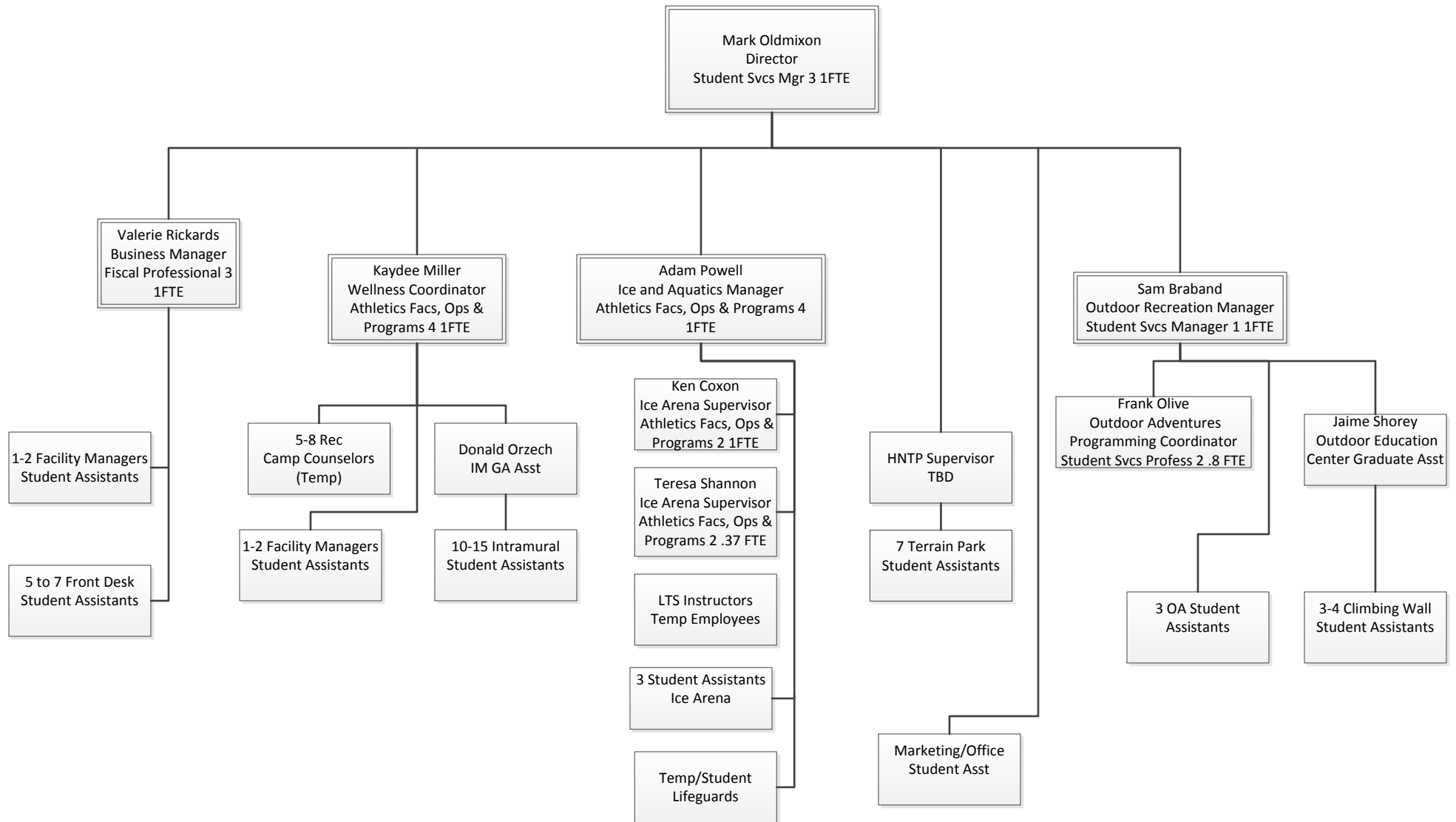
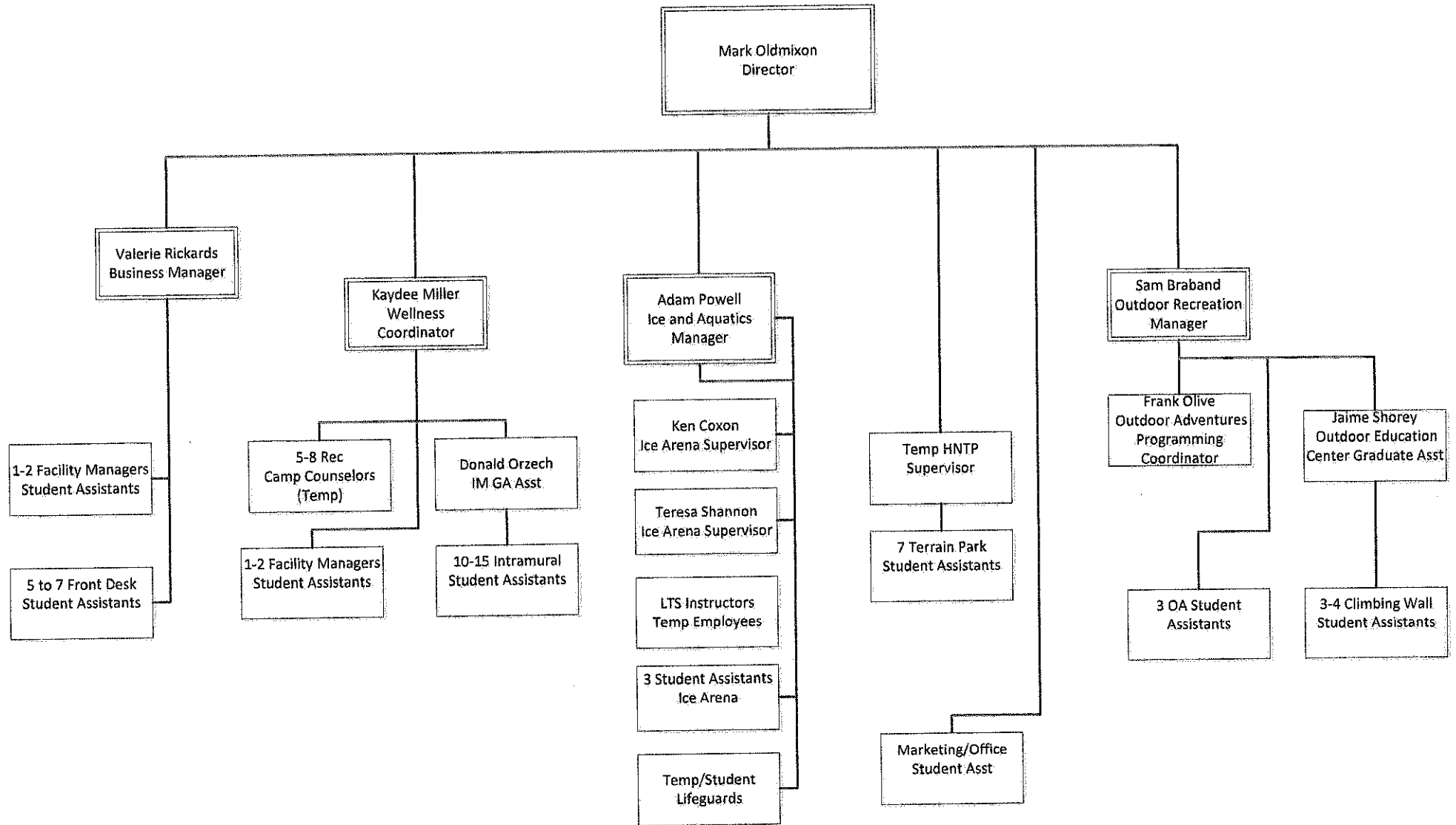


Dept of Recreation, Adventure, and Wellness



May 23, 2014

Dept of Recreation, Adventure, and Wellness



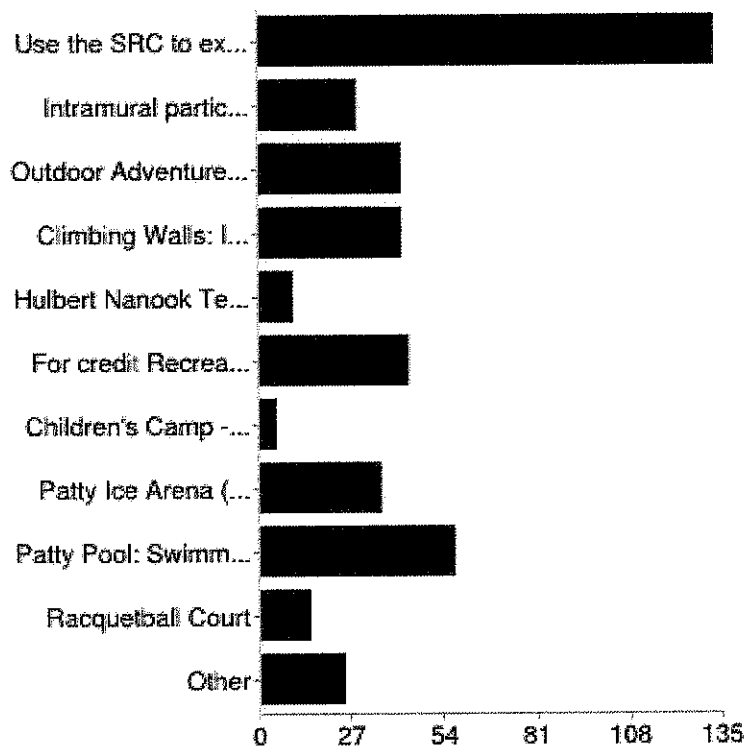
May 21, 2014

177 responses

[View all responses](#) [Publish analytics](#)

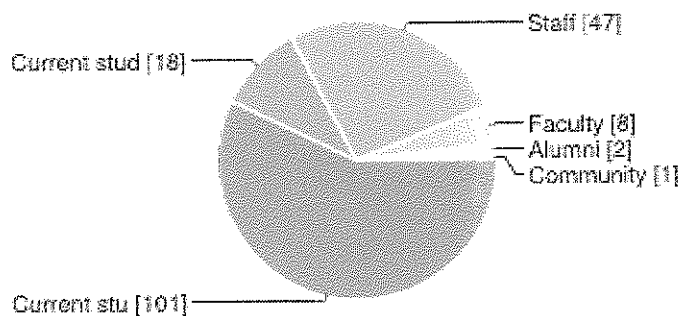
Summary

User Type



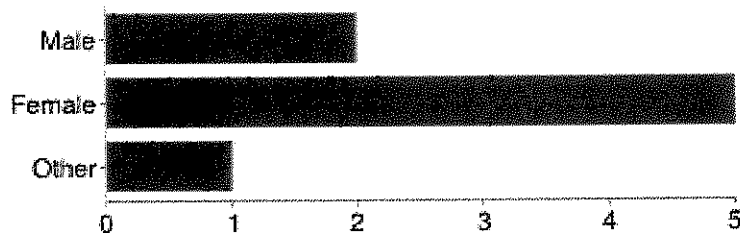
Use the SRC to exercise	133	30%
Intramural participant	29	7%
Outdoor Adventures: Trips, Academic Classes, and Rentals	42	10%
Climbing Walls: Inside and Out; Rock and Ice	42	10%
Hulbert Nanook Terrain Park	10	2%
For credit Recreational Classes through CTC held at SRC	44	10%
Children's Camp - Including both Recreation and Adventure	5	1%
Patty Ice Arena (including the Outdoor Skating Pond)	36	8%
Patty Pool: Swimming, Kayaking, etc.	57	13%
Racquetball Court	15	3%
Other	25	6%

User Type - Part 2



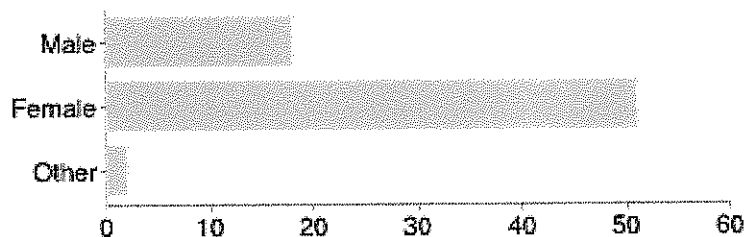
Current student taking 9 or more credits	101	57%
Current student taking less than 9 credits	18	10%
Staff	47	27%
Faculty	8	5%
Alumni	2	1%
Community	1	1%

Under 18 [User Type - Part 3]



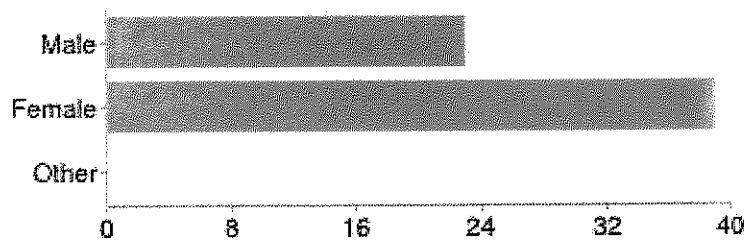
Male	2	25%
Female	5	63%
Other	1	13%

18-24 [User Type - Part 3]



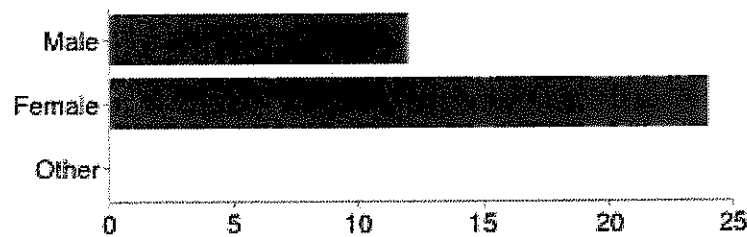
Male	18	25%
Female	51	72%
Other	2	3%

25-40 [User Type - Part 3]



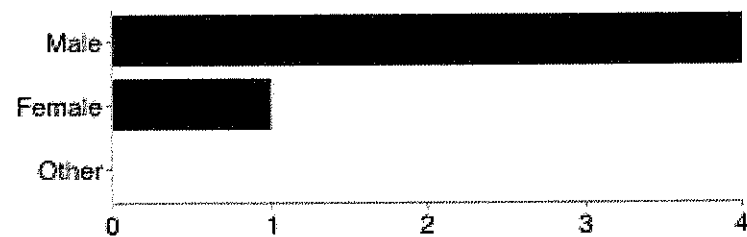
Male	23	37%
Female	39	63%
Other	0	0%

41-60 [User Type - Part 3]



Male	12	33%
Female	24	67%
Other	0	0%

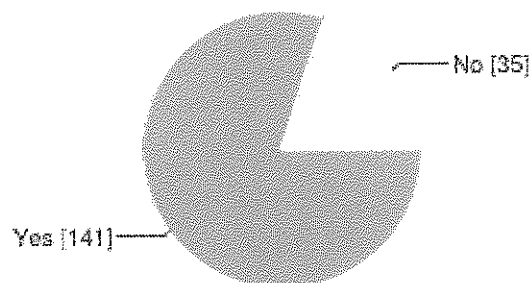
61 and older [User Type - Part 3]



Male	4	80%
Female	1	20%
Other	0	0%

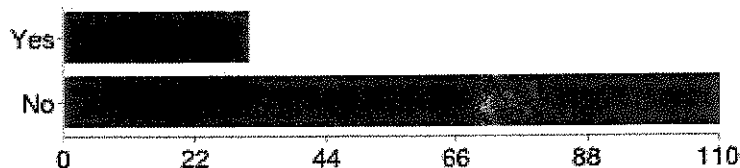
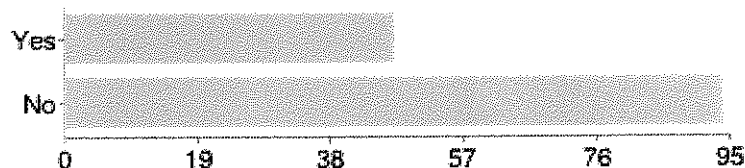
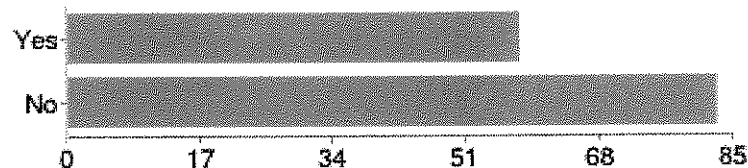
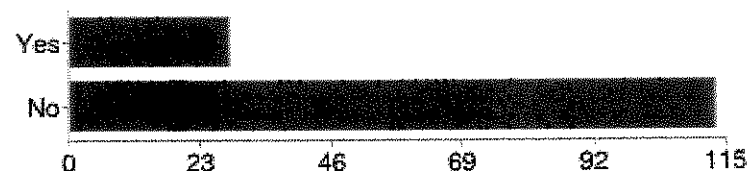
Student Recreation Center specific questions

Do you want to answer questions regarding the SRC?



Yes	141	80%
No	35	20%

SRC Questions Continued

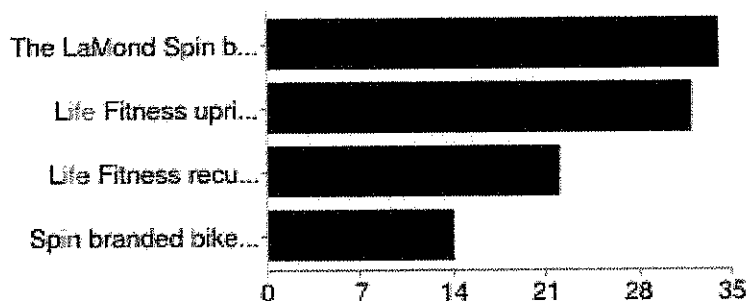
I knew check out was available [TRX]Yes **31** 22%No **110** 78%**I knew there were TRX classes [TRX]**Yes **47** 33%No **94** 67%**I like TRX [TRX]**Yes **58** 41%No **83** 59%**I've know the SRC has TRX, but don't care for this piece of equipment. [TRX]**Yes **28** 20%No **113** 80%**Smaller Equipment**

no Another Racketball Court More lighter weights (the ones in the dance room). The current supply are pretty chewed up. not that I know of more kettlebells Heavy rope training nothing I can think of N/A . Bosu balls - smaller plates for weight lifting -- to add smaller increments More Punching bags yoga mats NA ? No. punching bags maybe stretching bands Futsal balls I do not need that. A better barre more medicine balls More Kettlebells, varying weights Punching and kicking bags Thighmasters None X More of the same. The last TRX question is flawed above. I like TRX and want more classes. d I would like to see a pull up rack that sits by itself. I would also like to see another stair master. Bummer plates belts with uniform thickness No n/a not at this time na Heavier medicine balls in the 20lbs range Aerial silks to check out Trx Squash equipment fix dance bar Rubber free weights and an area to drop

weights More Plyo Boxes I don't know. This is a good selection yoga blocks Nope none small balls for pilates I don't know what TRX is. I tried to skip the questions above, but was not allowed to by the survey. Please disregard my dislike for TRX in the last two questions above. I have no ideas for additions. More boxing equipment No idea what TRX is? Need to explain things better to users about what is available. no idea No.

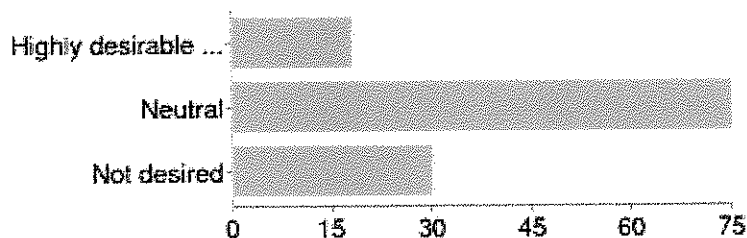
Hooverballs Newer mats and more space to stretch out something to do inclined sit-ups on not at the moment resistance bands bigger free weight area counterbalanced solo climbing equipment for the rock wall that's all great A 25lb kettlebell. I appreciate all the new equipment, and that the SRC keeps up with fitness trends, but the 8/10/12lb kettlebells are pretty redundant when there are only 18/35/55lb kettlebells for those who desire more weight. More jump ropes that aren't broken not that I can think of nope I didn't know what was available before now fine nonr foam rollers Not that I know of. thera bands yoga accessories- straps, blocks, etc I don't go to SRC Nope. I like kettle bells. permanent kicking and punching bags not regulated by the boxing instructor Not really nothing not mentioned above

Stationary Bikes



The LaMond Spin bikes (Yellow)	34	33%
Life Fitness upright bikes	32	31%
Life Fitness recumbent bikes	22	22%
Spin branded bikes in the the spin studio (In the Patty Center)	14	14%

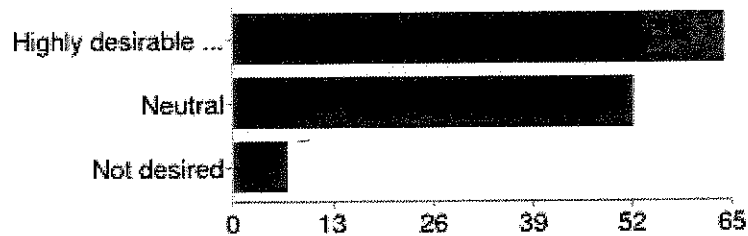
Elliptical with stationary arms [PreCor Ellipticals]



Highly desirable feature 18 15%

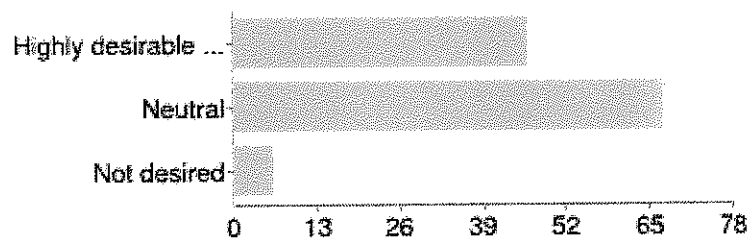
Neutral	75	61%
Not desired	30	24%

Elliptical with moving arms option [PreCor Ellipticals]



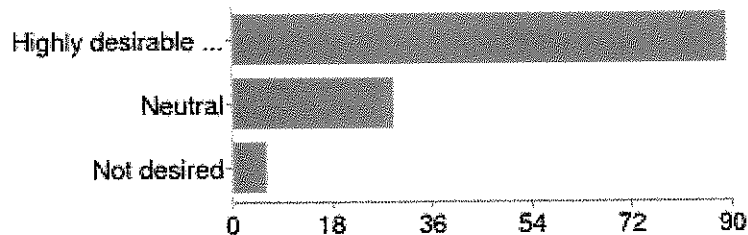
Highly desirable feature	64	52%
Neutral	52	42%
Not desired	7	6%

Adaptive Motion Technology (AMT)s [PreCor Ellipticals]



Highly desirable feature	46	39%
Neutral	67	56%
Not desired	6	5%

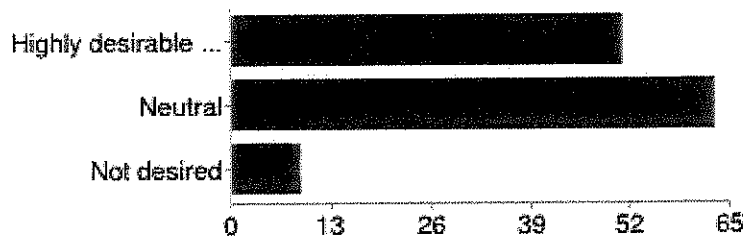
Ability to change inclines [PreCor Ellipticals]



Highly desirable feature	89	72%
Neutral	29	23%

Not desired 6 5%

Full feature console [PreCor Ellipticals]

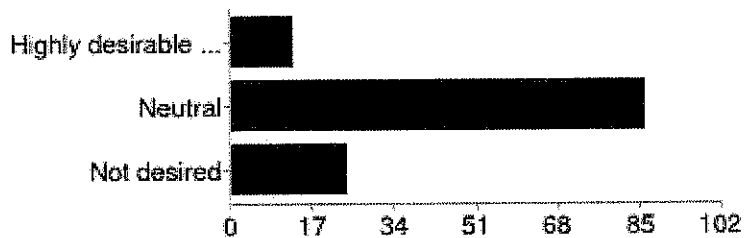


Highly desirable feature 51 41%

Neutral 63 51%

Not desired 9 7%

Minimal featured console [PreCor Ellipticals]

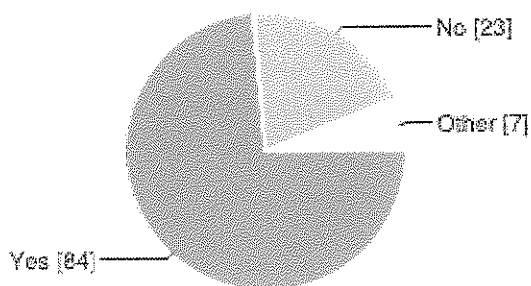


Highly desirable feature 13 11%

Neutral 86 70%

Not desired 24 20%

Adaptive Motion Technology (AMT)



Yes 84 74%

No 23 20%

Other 7 6%

Stepmill

Haven't used it Need another Unsure I love it. Use it 4 times/week I saw others happy with it even though I did not use it myself Like it! It doesn't feel like much of a workout. And a bit too bulky, compared to the other machines. not tried it's ok, only used once or twice, takes a bit to get used to Stepmills kill people, in a good way Neutral Dont care for it i don't use it. N/A i don't use it It was amazing, need another one. Great Have not used No opinion, don't use it, never will it's fantastic! MY FAVORITE. Seriously, it's a great piece of equipment. However, the TV (or its connection?) on it blows. don't use it Haven't used it yet like it Great! cute Have not used this. haven't used it I'm not familiar with it I like it, use frequently very difficult but effective Like it I don't think I've used it It looks cool ok but I don't use n/a Love it! it is a great addition enjoyed it Haven't seen it I'm not trying to be rude, but it is a complete waste of money, and sends the wrong message. There are no lack of stairs to walk up on campus. This money could have been better spent encouraging people to be out, about and active. practical I didn't know about it until now. It looks good. It's awesome! LOVE!! It is great! Like haven't tried it i like it Don't use I loved it! It really helped with fire fighting training for the season and I would use it everyday! Love it! Lots of people use it, and there is only one, so more would be good so we don't have to wait to use one. do not use Nice addition It gets quite a bit of use no opinion FANTASTIC! Please add one more, so I can have a buddy! I like it Love it it's a cool option never used it great I haven't used it.

Cardio Equipment

More treadmills, less ellipticals xc ski polling machine ellipticals no I do not care Another Racketball Court Stair climbers! stationary bikes No more treadmills, stationary bikes MORE ERGS I like the treadmills that have more cushioning, almost like horizontal foam pads. Don't know. Treadmills are great. The track is too hard, not angled, comers too tight for safe running and in winter the treadmills are good indoor alternatives. The elliptical trainers aren't as good if your body doesn't conform to the dimensions of the particular brand of elliptical. Treadmills can accommodate more varied body types. More ellipticals Not that I can think of not that I know of treadmill N/A . Manual exercise equipment! Ones that make energy instead of waste it. NA No. bikes that display scenery to bike through More bikes step mill tread climber It could use more treadmills. one more rowing machine more treadmills without slat-belts NO Precor Treadmills with TVs None d The treadmills that you have a great but I'd love it if you had more than three. Other than the stepmill, I use the Arc Trainer near the rowing machines. Thankfully, no one else really cares about it, so it's usually free to use, but getting another wouldn't hurt (only financially...). No like! n/a yes na Nope. incline trainer More plank treadmills none No. More Spin bikes in the src or the ability to access the ones in the patty Hooverball The higher incline treadmills More low impact treadmills I like the inventory we have More stair climbers would be lovely. Treadmills ARC trainers! More LeMond bikes, please maintain them better. I like the ones with TV MORE STAIRSTEPERS! I like the options now Treadmill Upright Bikes can't think of

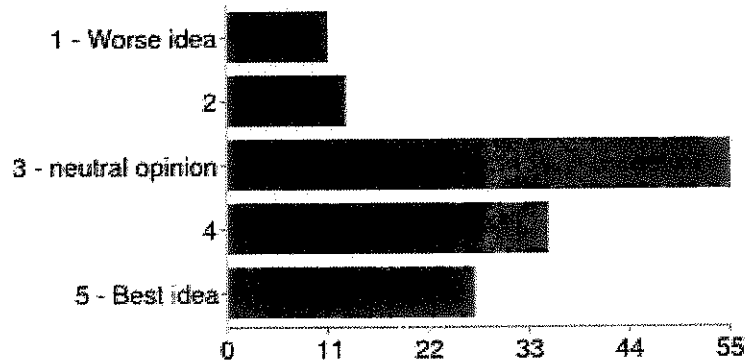
anything. nope no opinion Stationary bikes, please. fine Woodway Treadmills The treadmills are nice. Not sure if we would need more of them, though. More treadmills! unsure not really great Treadmills treadmills with tv screens jump ropes I love when there's TV screens to watch during cardio on your own machine like at The Alaska Club!

Cleaning the machines

periodically have an employee come through and clean everything. Have cleaning equipment available no I do not care Encourage students to clean equipment good idea more bottle available in all locations, please It's good There need to be more spray bottles It seems good Not enough people clean their machines! Please put more signs up! It's gross! N/A I can't ever find a towel. No. I think that is a good way to do things. nope, its good NA For frequent towel change out. good how is No. current system is adequate I believe the towels should be available in a more open area. Make it more clear where these items are. NO More visible signs so people know to clean provide a non-toxic cleaner and reusable cloth Have staff clean machines every 2 hours None Seems to work well as is d more supplies available Making clean microfiber cloths available. Kinda gross re-using the same ones. During flu season this is probably very important. Not all people clean after use. Possibly more spray bottles. No n/a yes Staff clean the machines, at least somewhat often. na I think this is fine. I like the current system because it is low waste. Better signage regarding cleaning More cleaning supplies should be made available, machines should be thoroughly cleaned at least twice a month by SRC staff Towels and disinfectant are not always available Providing the towels and spray is a great touch. good pictures of how to none Nope, it works well. make it a job for an undergrad to do More stations available for picking up spray bottles and towels upstairs. more towels spread around, and set out in the weight room No change. I think the current process is efficient if people actually contribute towards the common good! The honor code is appropriate current method works More signage Have SRC workers thoroughly clean machines once per week This is fine Fine as is. have towels near machines more towels available upstairs make sure towels and spray bottles are obviously available in the area No. I think this is just good gym etiquette and makes sense It's great New towels, yellow towels suck. nope, it works for me. it's fine the way it is I think it needs to be more heavily enforced More spray bottles and washcloths in more places. Current humorous reminder signage is great. No, it is good It is currently effective The disinfectant spray is a little harsh, but that is probably for the best to ensure clean machines. I do not have any. nope wipes, clorox, will reduce the washing of the towels. The towels breed infection and not really clean. Something like fred meyers offers at the door to wipe the carts This is not made clear enough. And for new exercisers there is no information on how to clean and where to get towels, etc. Need to publicize this better and make easier for newcomers to do it. More available spray bottles and cloths. More spray bottle available. no this seems to work fine put out more towels For the love of all things holy, please put more sprayers out. -Especially near the mats. The whole idea that patrons have to clean machines but not that mats that they

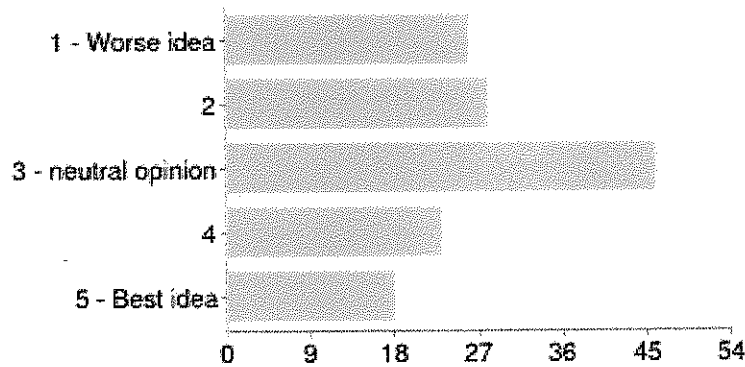
sweat all over is yucky. Disinfectant wipes Works good The current method is fine.
 Just having the towels out more often would be helpful No suggestions I think it's still a
 great way to do it. its good

Decals on the walls around the track [Fundraising]



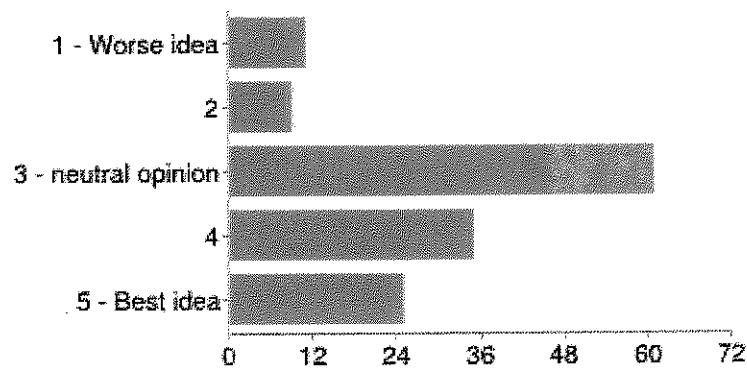
1 - Worse idea	11	8%
2	13	9%
3 - neutral opinion	55	39%
4	35	25%
5 - Best idea	27	19%

Decals on the track [Fundraising]



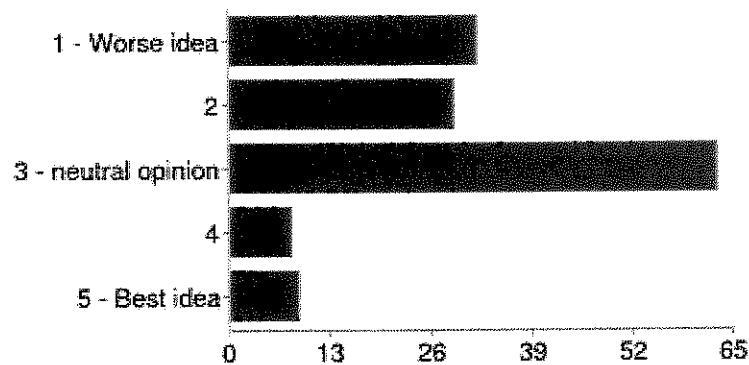
1 - Worse idea	26	18%
2	28	20%
3 - neutral opinion	46	33%
4	23	16%
5 - Best idea	18	13%

Branding the yellow pads on pillars [Fundraising]



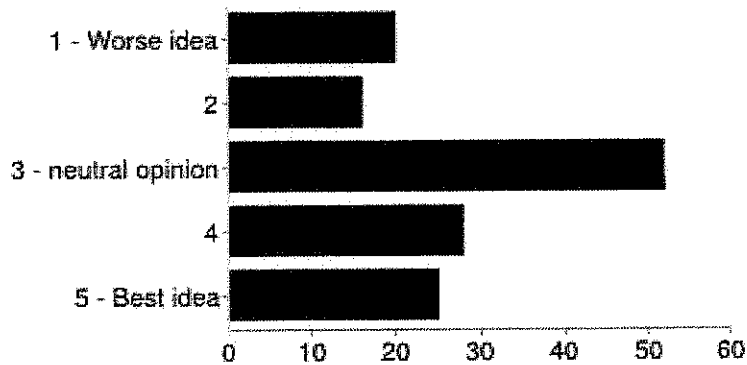
1 - Worse idea	11	8%
2	9	6%
3 - neutral opinion	61	43%
4	35	25%
5 - Best idea	25	18%

Decals on the weight plates [Fundraising]



1 - Worse idea	32	23%
2	29	21%
3 - neutral opinion	63	45%
4	8	6%
5 - Best idea	9	6%

Banners on the walls around the courts [Fundraising]



1 - Worse idea	20	14%
2	16	11%
3 - neutral opinion	52	37%
4	28	20%
5 - Best idea	25	18%

Fundraising - Open ended

no I don't like ads More publicity and longer hours to compete with other facilities Talk to ASUAF. Lobby them extensively. Might not work for next year, but convince them to add a budget line for next. The SRC was originally student funded. bake sale N/A does draw have a UA endowment? Would local hospital or clinics donate or support equipment replacement. open up a small pro shop with consumables. especially in the ice rink. no decals on track! can be slippery or start to peel and be a trip hazard. Healthy smoothie sales! No. have an annual event of some sort-like a walk None Have fun runs inside in the winter I wasn't aware DRAW was fundraising, I suggest making it a bit more known.

No Well done, peeps! n/a advertise in the community for gym usage sell everything, even the shirt on employees back! Do not use a facility (SRC) paid for by the students to profit other areas. I believe that selling the inside of the SRC is generally a bad idea. We are marketed to enough that we should have places with minimal distraction for what we are already paying to use the building for. You do not see this in other gyms that you pay for. none DO IT. Anyone who complains should just understand that the money would be coming out of their pocket if not from donors' pockets. Put some donation boxes and posters requesting donations in strategic areas. Decals on the track are distracting and potentially hazardous. I want to know if I'm going to run/walk on someone's earbuds or jewelry, the ads don't help me distinguish garbage/dropped items from ads at a glance. a donation box couldn't hurt

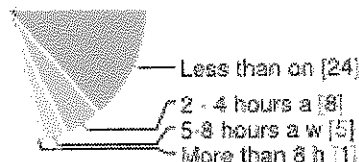
Provide climbing chalk bags for rent No ads from donors. Is offensive to be working out and be bombarded with advertising. Not appropriate use of our gym. No, but it is nice to know that the ads are there to keep my fees small. Open house for the whole community to show what you have available to us. I never hear anything about the SRC so I never think of you as a place to workout. I just heard there is a swimming pool? how about a benefit - with bands? do

more fundraising I would hope that the ads would be vetted to be: a) non-distracting (e.g. size, color, frequency), and b) ads that reinforce positive physical and psychological health (e.g. socially/ ecologically responsible activewear companies, as opposed to Coke). The weight room is my biggest concern and my biggest interest, yet according to this survey, it's of no concern....How about some unbent barbells? More clips (especially the plastic ones that—though they break more easily—don't slide around when deadlifting), more 10lb plates that seem to disappear upstairs for the bizarre/waste-of-money ab-coaster? bump plates? MORE SPACE??? :/ On a different & positive note, I really do enjoy the SRC. I'm grateful for all the equipment, the great hours, the friendly staff, etc. In all honesty, I'm surprised there's even any concern about getting new cardio equipment; it all seems relatively new to me. & I'm fine with the advertisements. I think it's a great idea.

Patty Pool, Racquetball Courts, Spinning, and Olympic lifting

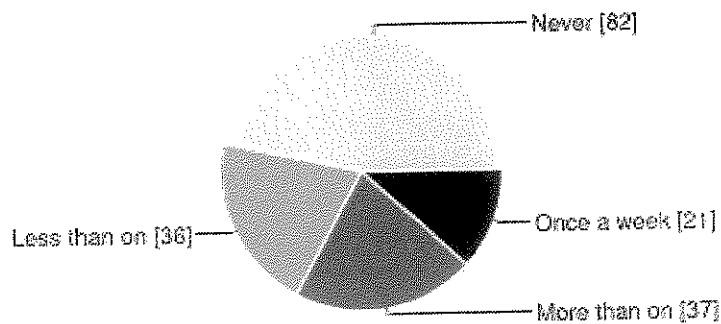
How often do you play racquetball, squash and/or hand ball?

Never [138]



Less than once a month	24	14%
2 - 4 hours a week	8	5%
5-8 hours a week	5	3%
More than 8 hours a week	1	1%
Never	138	78%

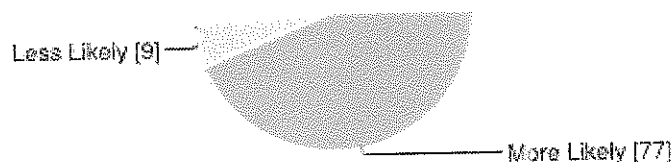
If Olympic lifting and Crossfit inspired equipment were placed in the Patty Center, how often would you use it?



Once a week	21	12%
More than once a week	37	21%
Less than once a month	36	20%
Never	82	47%

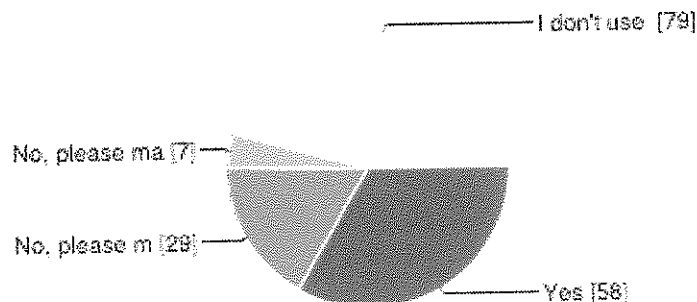
If spinning were in the SRC, would you be more likely or less likely to participate in spinning?

No change to [90]



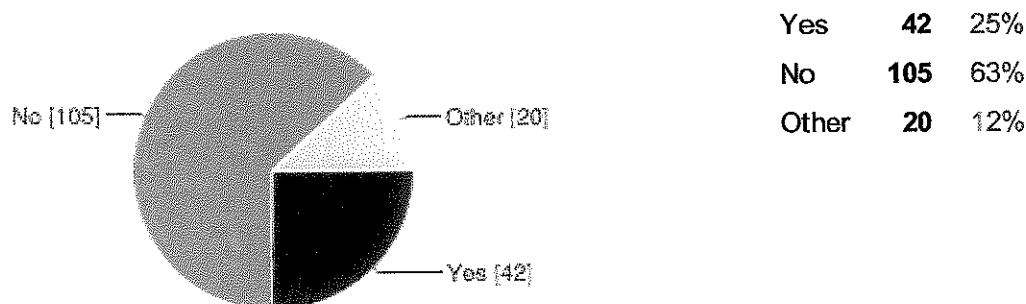
More Likely	77	44%
Less Likely	9	5%
No change to my Spinning frequency	90	51%

Are you happy with the pool temperature? We aim to keep the pool at 78.5 degrees F.



Yes	58	34%
No, please make it warmer	29	17%
No, please make it colder	7	4%
I don't use the pool	79	46%

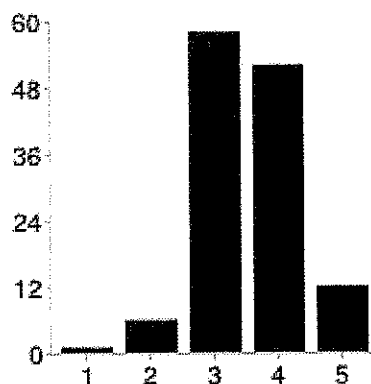
We have been asked to host a Paddle Board Yoga class in the pool. Would this be something you would participate in for an additional cost to your membership?



We are planning to offer simple resale items in the Fall semester. We plan to carry: goggles, caps, soap, shampoo, and nose plugs. Is there anything else you would like to see us carry?

See the Pro Shop answer from the previous page. hair restraints Underwater music players no bath towels, workout towels small towels to get by if forgotten...maybe rent? conditioner, ear plugs, headphones, basic socks/underwear N/A noodles, rings ear plugs Deoderant for stanky people towels No. water wings and inflatable duck floaty ring I am not there. smoothie bar, flip flops, locks, headphones Small locks for the lockers might be a good idea. I think this is fine Muscle Milk No Racket Balls, Goggles, and Gloves tampons combs, aspirin, athletic tape, earbuds/headphones, battery charging TRX Straps None Fragrance-free soaps and shampoos would be great. It's a overwhelming perfumed environment as it is, anything to reduce those perfumes would be appreciated shower sandals (the cheap \$2 kind) metal water bottles, towels protein supplements towel rental padlocks, towels Flipflops goodidea smoothies, towels, locks for lockers feminine hygiene treasure maps Sounds good. deodorant Feminine products, hair ties, lotion

How would rate the overall cleanliness of the pool area?



1	1	1%
2	6	5%
3	58	45%
4	52	40%
5	12	9%

Do you have anything else to add with regards to the Patty Pool?

1. Keep the pool schedule updated *daily*. It can keep people from wasting time when the pool is closed suddenly or there are other activities <http://www.uaf.edu/draw/src/pool/> 2. Show pool and sauna temperatures on your website 3. Have a schedule for when the sauna is closed

Pool hours posted more visibly no I haven't used it in years. I swim M-W-F during the morning lap swim session. I've been swimming for over 35 years and will find a way to get my workout in no matter how crowded it is. However I have spoken with some others that I saw swimming regularly that stopped coming on Mondays because it got too crowded with the volleyball team taking up a lane. As a former college athlete I understand finding times that fit into the whole team's schedule is difficult but using limited public pool time is unfair as many of the morning swimmers are staff or other non-students that pay to use the pool. Using one lane may not seem like much if you don't swim but by taking up that lane it moves two or more people into other lanes meaning the pool can only accommodate at most 15 people at a time. The impact of the crowding is most felt by the slowest swimmers (they don't feel comfortable swimming with faster swimmers or in a lane with more than two people) and the fastest swimmers (many of whom swim interval workouts that are hard to do with more than two people in the lane because the pace regularly changes and there are prescribed rest times between intervals). I know that the swim team needs to have a regularly scheduled time but many of the Monday mornings after their season was over I noticed that no one had been in the pool before lap swim started. Might the volleyball team use this time? I would also like to see the month long closing for maintenance, that once again over laps with a three week closure of Hamme pool, shortened if possible. Overall I like the way the pool has been run since DRAW took over, the life guards open on time and you seem to make an effort to have the pool open as much as possible. Swim hard swim fast. Nothing Rules should be enforced (or created and enforced) during lap swim - I do not like trying to swim when a bunch of rowdy people come in and start jumping off the blocks and goofing around. It's unsafe and disruptive. I also think it would be helpful to have a sign or poster up to educate pool users on lane sharing etiquette.

There should be a public access to the pool, instead of having to go through the locker rooms. If I had been able to see the pool on my tour of campus, I probably would have gone to the pool more. N/A The pool could do with a facelift of sorts. Replace missing panels on walls and just general appearance upgrade. It looks very dark and dated. Also drains on deck seem to

have issues and there are obvious ventilation issues - see large fans on deck. No. Offer more open swim hours Earlier hours for swimming. If possible, opening pool at 6 or 7am. Extended lunch hours - 11 - 1 Morning 7am start time Signage about etiquette - For example, there are many people that take up an entire lane to kick side by side and talk. No classes during lap swim times Signage about "grooming" in the sauna (plucking, nail clipping, shaving, exfoliating - gross) Consistent pool and locker room temperature would be appreciated Would love to see more enforcement of rules during lap swim - ie slower swimmers in outer lanes and to make sure that people understand that this is lap swim - not stand around and talk to your friends while in the pool time. I barely used the pool this year because last year was such a nightmare. I am a very unaccomplished swimmer but know the typical etiquette for pools. Started sharing a lane with my husband (a very good swimmer) because this girl and her friends were always standing around talking in the lanes typically reserved for slower swimmers. Someone even had their baby in the pool a few mornings. I just stopped going because I felt horribly guilty swimming in middle lanes but not wanting to be perpetually interrupted by people who thought this was something other than swimming laps continuously time. Many people use sauna frequently, but benches there are getting broken a lot and there is no way to increase the temp. A lot of the time sauna is really cold Was not even aware the pool was available for Full time students... thought this was just for the swim teams use. I'm so glad you're running it now. No n/a Open earlier- 7:00AM would be more desirable than 7:30. It is difficult to swim, shower, and get to work on time. Pool temperature seems to keep getting colder. It was colder this year than previous years. So a bit warmer would be nice, but don't make it too warm (not like Mary Siah) which makes for inefficient lap swimming. This year there have been problems with inconsistent pool temperatures. One temp in one part of the pool and as you swim the length you hit an extra cold or warmer patch; weird temperature gradients that could be fixed. The women's locker room/showers don't seem to be kept very clean and that could be improved. Also, many shower heads drip even when fully turned off and this is a waste of water. Keep these maintained. Put in lower flow heads. Have semester pass cover the winter break closure hours at the Pool and SRC instead of expiring the last week of classes and requiring people to pay an extra fee for the couple of days or weeks they'd use the Pool in between semesters during the closure. This is how it used to be. A fall pass would be valid until mid-January when the University re-opened and classes started again. You've already increased pass costs so stop reducing the amount of time it's valid for! Students may be gone during the closure so invalid semester pass may not be a problem for them, but staff continues to work during the soft closure and earlier in January than when students return so we should have our LIFE passes stay valid over the break. We don't all leave town like students do. Do pool maintenance and cleaning later in the summer instead of in early May as they do now when the semester is still going on or just ends. Later in the summer there may be fewer users affected by the maintenance closure. Avoid maintenance during semesters, unless an emergency, so as to displace the fewest numbers of users. Possible to expand swim hours later in the morning? Locker room/showers at the Pool are nice and spacious so are never very full but the SRC has shower area that is too small. Need to fix women's locker room at SRC so there are more

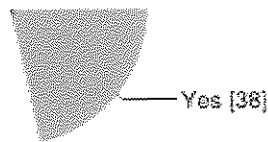
showers and in a better showerhead configuration where you're not showering with butts almost touching with other people and with a place to put your shampoo and soap. Don't need all those toilet stalls and this space could be used to increase shower space. Plus SRC lockers are too small; can't put a large winter coat in there. Come on, this is Fairbanks, how could it have been designed where lockers don't hold our winter clothing? Full length lockers at Pool work great. Also SRC locker room is small and cramped; crowded and hard to change and access lockers at peak times of day when lots of people in there. Might be a good idea to have up somewhere the rules for swimming with multiple people in a lane. I've been there a few times when there were three in a lane and people each took their own side and didn't swim regular laps as would be expected. Not directly related to the pool, but I think it is a bad idea to completely eliminate a sport or activity (ie. racquetball). Do not remove racquetball courts! Be open more times because the lanes are always full when I go and it makes me sad. I am audio conference student. none The open swim hours are both too short and too few. Quit "renting" the pool to team use during open swim hours. My membership should pay for regular reasonable hours of pool use (barring occasional large invitational swim meet events). It should be open more. I use the Patty Center more than the SRC at this point (it varies from year to year) and I resent that I pay for use of a pool and shower that are closed so often and for a month in the summer when I finally have time off from class to use the pool. Also, you guys are really missing the boat on maximizing the use of the pool. Parents would kill to be able to bring their kids there for swim lessons. You should hire a competent manager and utilize the students to organize and teach there...not just for little kids to learn, but for students (particularly foreign students) and adults. Feel free to contact me if you have questions... More times for lap swim would be appreciated. Love the sauna. more hours please! i like the pool the way it is I do not use it. Perhaps I would if it had a resident octopus. It was a lot easier to play racquetball when there were two courts. Any chance it is possible to have two courts again? A lot of people were using them. Now it is harder to fit in during popular hours. I would like to swim more, but it does get very crowded very easily. Other than having more pool hours, I don't know how else this could be solved. I recently heard there is a pool at UAF, I've never used it but am very interested! I would love to see swimming suit drying machines! Most other pools have them. They are just centrifuges that you put your suit in for a few seconds. That would be a huge help.

Intramurals

Do you wish to answer questions regarding intramurals?

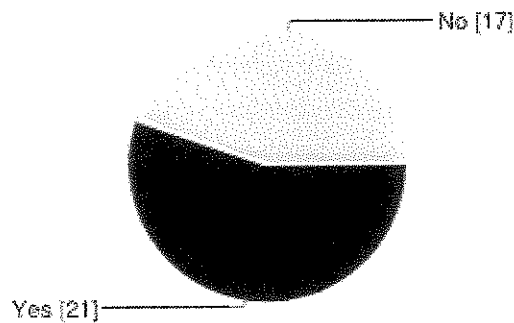
Yes **38** 22%No **138** 78%

No [138]

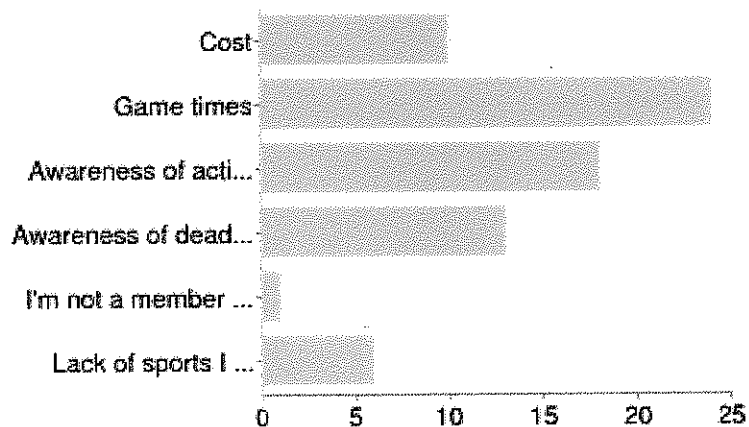


Intramural Questions Continued

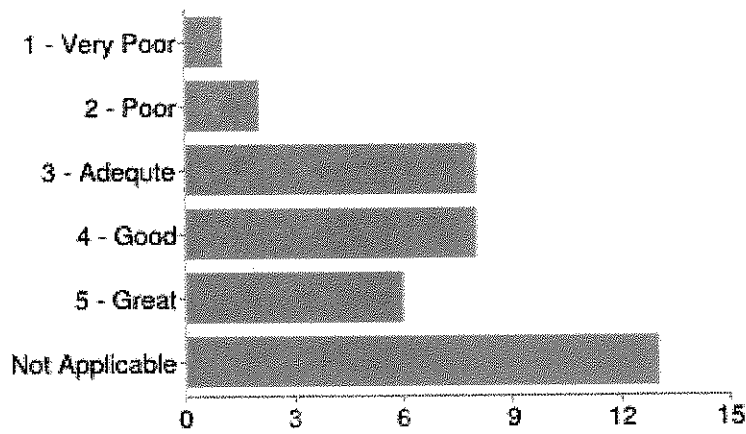
Did you participate in Intramurals during the 2013/2014 Academic year?

Yes **21** 55%No **17** 45%

Regardless of current participation levels, what is a barrier for your participation in IMs? Please check all that apply.

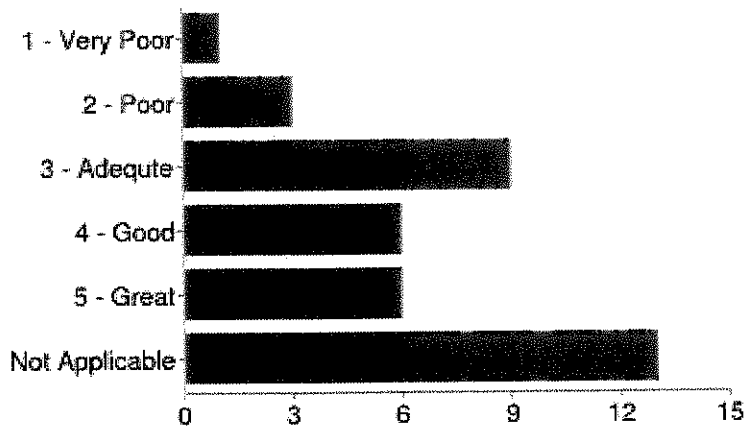
Cost **10** 14%Game times **24** 33%Awareness of activity **18** 25%Awareness of deadlines **13** 18%I'm not a member of the SRC **1** 1%Lack of sports I enjoy **6** 8%

Controlling play [How would you rate the quality of referees this year?]



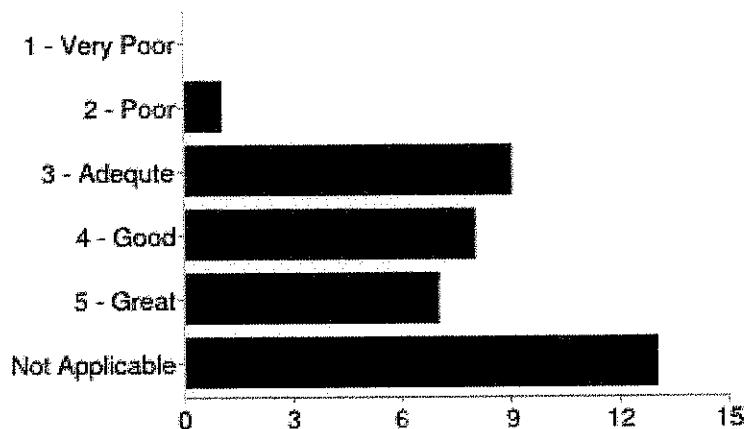
1 - Very Poor	1	3%
2 - Poor	2	5%
3 - Adequate	8	21%
4 - Good	8	21%
5 - Great	6	16%
Not Applicable	13	34%

Accurate calls [How would you rate the quality of referees this year?]



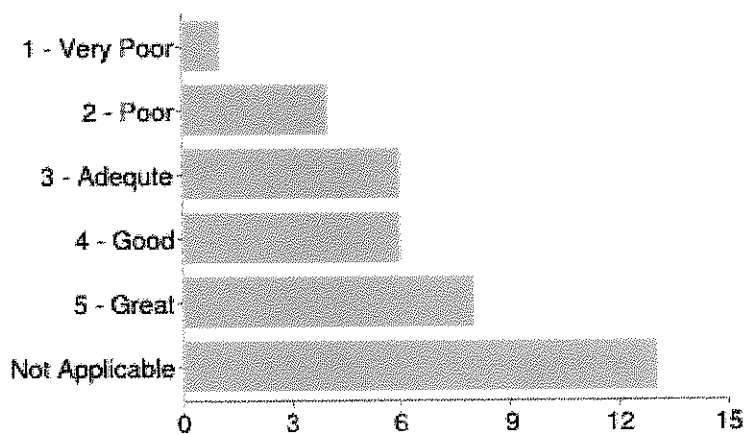
1 - Very Poor	1	3%
2 - Poor	3	8%
3 - Adequate	9	24%
4 - Good	6	16%
5 - Great	6	16%
Not Applicable	13	34%

Knowledge of rules [How would you rate the quality of referees this year?]



1 - Very Poor	0	0%
2 - Poor	1	3%
3 - Adequate	9	24%
4 - Good	8	21%
5 - Great	7	18%
Not Applicable	13	34%

Professionalism [How would you rate the quality of referees this year?]



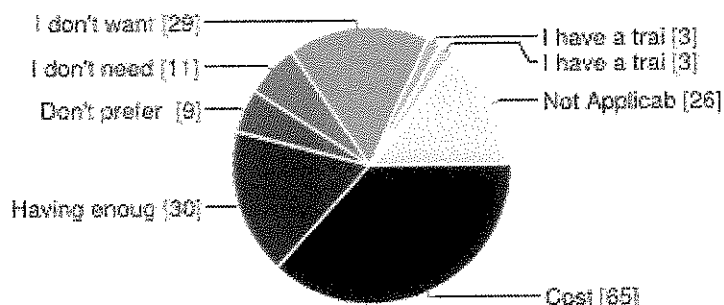
1 - Very Poor	1	3%
2 - Poor	4	11%
3 - Adequate	6	16%
4 - Good	6	16%
5 - Great	8	21%
Not Applicable	13	34%

Anything else to add regarding IMs?

I used to play intramurals and really enjoyed it (ice hockey). Sounds like it's pretty competitive and wonder if there are divisions (novice, advanced) etc.? In my experience, many players don't show up for their games and my team ends up winning by default and not playing at all more often than we actually get to play. Offer more sports such as mens and mixed volleyball. I love them! n/a I think they are put together very well and really appreciate the opportunity to play! referees need to have basketball experience. not soccer or baseball players who just doing it for the money Let's see more women's basketball! It can be frustrating trying to jump into a mostly male game, for fear of being injured, as well as lack of touches on the ball (as in, we never touch the ball because the guys are dominating the floor). Thanks for offering ice hockey year round now.

Personal Training

What is a barrier for you to do personal training?



Cost	65	37%
Having enough time	30	17%
Don't prefer one on one instruction	9	5%
I don't need a trainer	11	6%
I don't want a trainer	29	16%
I have a trainer with the SRC	3	2%
I have a trainer through a different source	3	2%
Not Applicable	26	15%

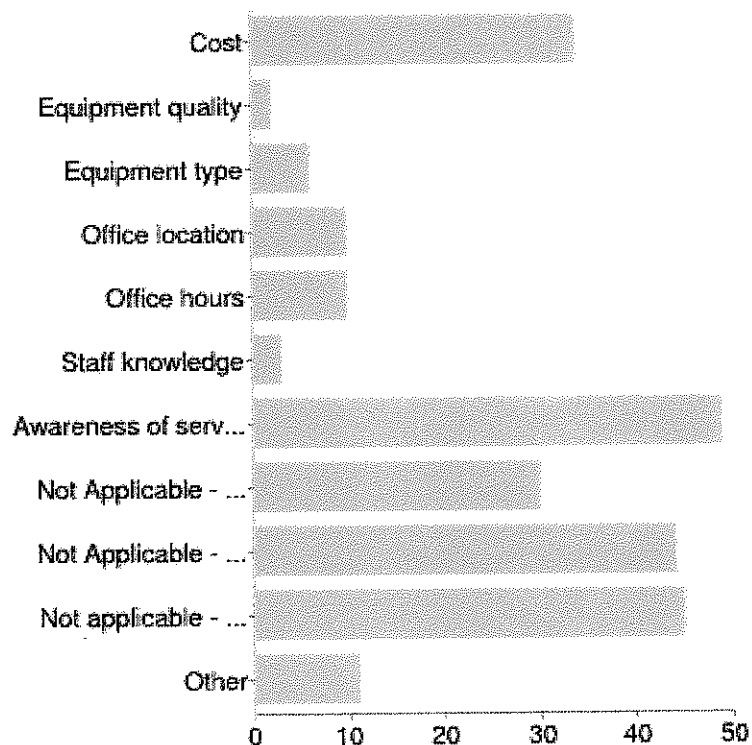
If you have a trainer through a different source; where and what do you like about their service?

Confidence that the person is a qualified and trained health professional able to identify what

exercises are appropriate not just for somebody, but for me and can accurately advise me on what to do. I don't need nor want a cheerleader/coach to say nice things and be encouraging. I want someone who knows exercise physiology and can apply it to me. N/A I don't know. I am a personal trainer and I use the SRC for my own clients. physical therapist post-surgery Na I had a trainer but they never showed during scheduled times or were constantly cancelling. n/a His experience was a great addition none They don't make me pay DOUBLE costs to use the establishment. Not applicable I don't have one Doesn't apply Planet Fitness-Availability, attitude

Outdoor Adventures

What is a significant barrier that prevents you from using the Outdoor Adventure equipment rental program? Please select all that apply.



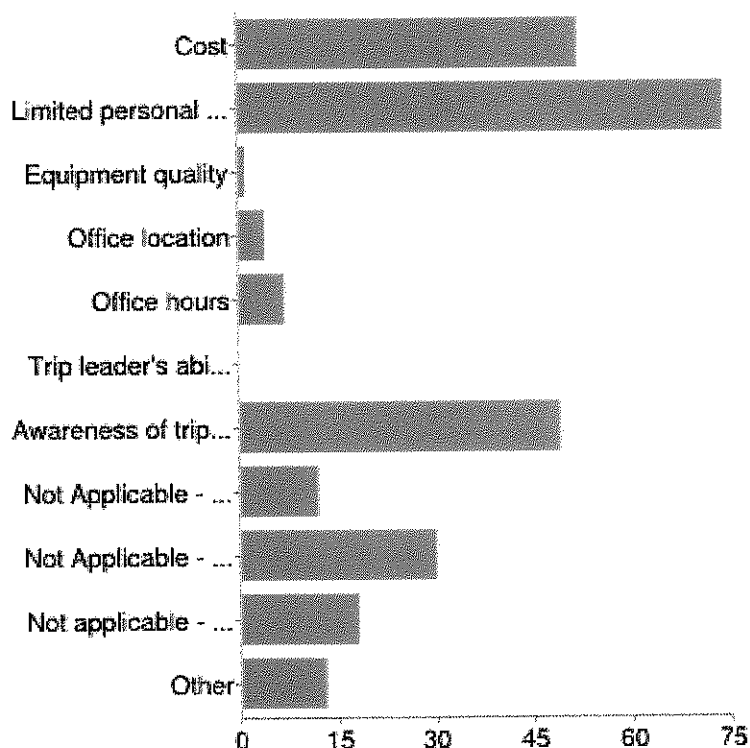
Cost	34	14%
Equipment quality	2	1%
Equipment type	6	2%
Office location	10	4%
Office hours	10	4%
Staff knowledge	3	1%
Awareness of services	49	20%
Not Applicable - I rent from OA	30	12%

Not Applicable - I own my own equipment	44	18%
Not applicable - I don't do the activities requiring Outdoor Adventure equipment	45	18%
Other	11	5%

Do you have any additional comments regarding the Outdoor Adventure rental program?

no GET PACKRAFTS! it is GREAT! It's a great way for students to try out equipment before purchasing it for themselves. I love it. N/A get some tarps! they're very useful
 No. Such a great program! None Please add photos and more detail on website about stuff for rent. I do not participate because I am an audioconference student. No n/a
 Cool program I don't use it much, but have recommended it to others. Nope They could use more funding to acquire more and better gear. I do not know what it is or does. I love OA More smaller, frequent trips that cost less. Need another van to fit more people Send out emails periodically to advertise their existence I wish it was easier to find prices for rentals online. Expensive! Its a really good deal for students!

What is a significant barrier that prevents you from participating in the Outdoor Adventure trips? Please select all that apply.



Cost	52	20%
Limited personal time	74	28%
Equipment quality	1	0%
Office location	4	2%

Office hours	7	3%
Trip leader's abilities	0	0%
Awareness of trip offerings	49	19%
Not Applicable - I do participate	12	5%
Not Applicable - I can do most of the trips OA offers on my own.	30	12%
Not applicable - I don't enjoy these types of activities	18	7%
Other	13	5%

How would you improve the trips program? Please share anything you believe could help our program grow: trip ideas, sports to add, etc.

I dont know. More info More day trips that are beginner-friendly. Take less cheese on the backpacking trips! N/A more advanced trips, ie mountaineering and such that require experience and have prereqs but me more intense hut-to-hut, carpooling instead of using UAF vehicles if that would cut costs sometimes, introductory events like beginning tennis lesson or frisbee tossing Na more weekend up to week trips in special locations where it is better to go with group of people. You guys need a better way to get the word out about what you do. separate high from low end trips, and/or require some sort of standing for eligibility into high end trips. These could be a sort of minor...? Do more local trips, such as hiking to Chena Hotsprings. I know they do it now, but it would be nice if it is done more often. None not sure Shorter route to Chena Hot Springs for RAHI students. none should offer more frequent, shorter trips that cost less. Lowering the cost would be nice WEEKEND SUMMER TRIPS - WEEKEND WINTER TRIPS. Not applicable Advertise them via emails to students rafting Skydiving and LARPing in the woods should be offered. Offer more wilderness first aid training trips

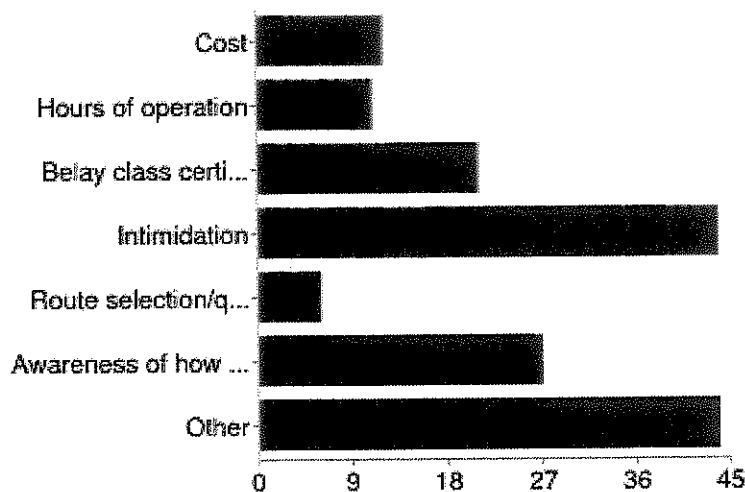
Anything else to add about Outdoor Adventures' trips?

They should focus more on Leave No Trace. I'd like to see more short kayak and hiking trips...overnights or two nights. N/A It would be awesome to see frequency, and overall, numbers increase so that the department could expand. As a means to make more money, or possibly offer more opportunities - exchange students LOVE OA trips. Consider targeting them as a worthwhile audience for future fundraising/trip ideas. It would be really great if OA offered a basic swift water awareness/safety course in late spring for incoming field technicians and students that will be working in riverine environments. Our lab spent a lot of money to hire an instructor from Alaska Rescue. It would be nice if some thing more casual and local could be offered on an annual basis since our techs are always rotating. Alaska Rescue offers training for instructors as well. I do have some more detailed ideas and experience in this field if you would like to chat more. I've been meaning to contact OA about this but have been swamped with field work. But I know there is a need for this and others would benefit recreationally as well. Thanks!

-Kristen 530.859.8709 kwsellmer@alaska.edu Trips should be engineered so they don't max

out at 6 participants. People generally come in groups of friends, and if only one or two friends can come, they won't bother. Also, more revenue. No. Again, I received this survey in my mail but I am an audio conference student. Advertise advertise advertise advertise Is there a listserv where I can find out what trips are coming up? None This is my second year here - I was not even aware of the "Draw" Program. I understand I pay a fee for the SRC usage in my tuition - but other than that - have no idea what services are offered for this fee; was with the understanding the fee went to cover cost of the SRC (Maintenance, ect.) No n/a Outdoor Adventures is a major asset to UAF. I've taken advantage in the past and have had great experiences I think there should be a second Outdoor/Survival First Aid opportunity for those who had other obligations during the time of the first class. I don't know if you have them, but having trips specifically for families (ie. a parent and kid for a canoe float trip) would be a neat idea to help parents not comfortable going out on their own and would help the next generation of adventurers. look fun but expensive more offers would be good, regarding brooks range, sea kajaking, snow shoeing, could skinning up a mountain be offered . make the terrain park more aware for students who live off campus. possibly send an email about the rules and configs. I keep meaning to, but the sign ups happen so quickly I often miss the deadline. They look great. I would be interested in trips that are \$100 or less. I have participated in the past but that was years ago and before children. I don't know that there is much awareness about the program though - when I mention a canoe trip I went on through OA or canoe rentals, i always have to explain what OA is located and what they do.

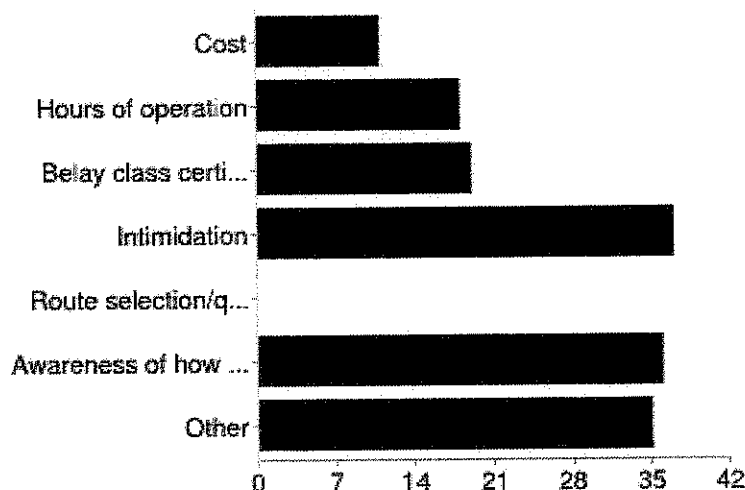
What is a significant barrier that prevents you from using the indoor climbing wall? Check all that apply.



Cost	12	7%
Hours of operation	11	7%
Belay class certification	21	13%
Intimidation	44	27%
Route selection/quality	6	4%

Awareness of how to access	27	16%
Other	44	27%

What is a significant barrier that prevents you from using the outdoor climbing wall (rock and ice)? Check all that apply.



Cost	11	7%
Hours of operation	18	12%
Belay class certification	19	12%
Intimidation	37	24%
Route selection/quality	0	0%
Awareness of how to access	36	23%
Other	35	22%

Do you have anything to add about the climbing walls available through DRAW?

no It would be nice to see the indoor bouldering area expanded Not very appealing. They are one of my favorite aspects of the SRC! Fun to watch people on the walls. N/A The outdoor climbing wall looks great. No. I never see anyone on the outside structure. Like truly - NEVER. I've often wondered what the use statistics are on it. How do I access the ice wall? No n/a Our walls are fun to use and pretty assessable, the climbing wall is a nice place to be The climbing walls are awesome! Having to get belay certified also gave me the confidence to climb without taking a class. I never would've discovered my interest in climbing had it not been for the walls. none I use them. How accessible is this rock/ice wall to students?? The outside wall is an eye sore and very rarely see it in use. A big expense and wonder about the insurance cost (along with the snowboard ramps etc), for something so few use, and availability of time to use it. To build such items, ie the ice climbing

wall, is there really a knowledgeable person who knows how and UAF doesn't incur some sort of lawsuit of this? Cool stuff, brotatoes. The outdoor climbing wall has been a waste of money that serves way too few of students. Looks challenging.

Patty Ice Arena

Learn To Skate has been successful for the youth. While we occasionally have adults participate, a vast majority of the users are youth. Would you be interested in an adult only class? Please explain.

no Yes, as a class maybe. no, i know how to skate yes! sure, but it seems redundant if there is already an all ages class Yes. I've been skating since I was little, but now I can't since I have no time and when there's ice at home, I would be attending Mount Edgecumbe High School. I'm not interested in an adult-only class. But I am interested in learning how to skate! Meh. Personal time constraints exist, but I would be interested in an adult-only class if it were offered. I would not go learn to skate if I knew I would be primarily accompanied by children. N/A No - prefer to learn with my kid I really liked the open skate time. Years ago (don't you hate reading that), I would take my lunch hour and skate. There were always a handful of people and someone would turn on the radio. I'm not interested in a class, but might be if I also had open skate time to practice and play. No kids only No, I don't like ice skating. Not really; I don't have time for skating but know how to do it. No. Maybe, my children have both attended classes. I already know how to skate. A beginning hockey lesson would be fun though. Never tried - but would be willing to give it a go! Me personally no as I can skate- However- for best results- groups should be aged based. So an adult only class would be good No, I am not present there. I might be depending on the status of my disability. No, I know how to skate. That may be enticing to me, though I would be a bit embarrassed too. no. No n/a yes Possibly. I'm not sure I'd be able to do it without child care for my kids though. I think it is fine the way it is. Yes, so I don't feel intimidated when 6 year olds are skating circles around me. backwards. yes, going to a class where there are mostly kids is not dignified. Maybe. No, i already know how to skate Yes, I'd prefer to be with other adults. However I am not likely to spend money on this class. Nope none I know how to skate, but I imagine adults who do not would feel uncomfortable in a class filled with kids. No, I don't have enough time. Adult only class would be great. Not interested Yes Yes, because learning alongside youth, who are sometimes already better than the adults, can be very embarrassing for first-time skaters. Yes, I would be interested in an adult only skating class, especially one that was focused on basic technique used for hockey. A woman's only class would also be nice. Yes, and maybe a conditioning class? Yes; I can basically get around the rink but would like to become better. Never heard of this program before. Need better advertising. But not interested in learning to ice skate. I would be interested in an adult only class. Adults learn differently from kids and need different teaching

styles. Not to mention embarrassment. times that were in the evening No, I know how to skate.

During any games (youth to adult) the concessions stand is open. Half the year it is operated by Youth Soccer and other half the year it is operated by Figure Skating. These clubs use it as a fundraiser.

no This does not apply to me. No opinion We get to go to the games - Is there a fee for this! Perhaps a sign downstairs indicating whether the concession stand is currently closed or open. Recommend somewhere by the entrance. Perhaps along the wall on the left as you enter the main doors. Whole foods N/A more juice options, different foods not just typical hot dogs and nachos Items with less or no packaging. Packaging is the main source of waste from the games. I would like to see healthy/ sustainable foods. "Healthy" stuff - less sugar None I've never used the concession stand. If they don't already, it'd be nice to have healthier options. No n/a hot dogs with sauerkraut are all I need I don't have anything to say. Concession food is not something I eat. More accessible to persons with disabilities I do not purchase items from the concession stand. However, if they were selling pet dragons, I would be more than happy to assist them with their fundraising needs. Nope none larger variety of products I don't go to games nope...it too is good I wasn't aware the concession stand was open. Hot dogs, chili dogs, candy, soda I have never visited it. Espresso no, I don't use it. Healthier options are always nice. Hot food. Soup, chili, hot sandwiches, etc.

Our rink staff offer basic hockey equipment for resale in the skate room. Currently we have skate sharpening services, but also tape, whistles, mouthguards, laces, and helmet repair kits.

no This does not apply to me. Need to advertise this more and put up a case with samples. Other ideas: pucks, sock tape and stick tape, stick wax, skate guards, a basic and generic cup N/A No. None No n/a Nope. I didn't know that this was available. Good to know! No Idea used gear swap box Don't know, none Sticks nanook water bottles like the hockey ones with the straw... nope

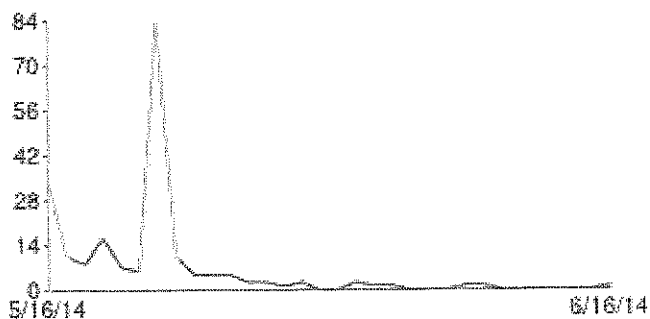
Thank You

Please share your contact information so that we can respond to any concerns or questions raised in the survey. We will not add you to any mailing list. Name and email in enough.

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racarey@alaska.edu

Number of daily responses



**DRAW Departmental Review – Outdoor Adventures
Fall 2013**

Committee Member: Mark Oldmixon (Director), Sam Braband (Outdoor Adventures Coordinator), Michelle Klaben (OA Student employee), John Carlson (School District Principal – Watershed Charter School), Erik Anderson (Educational Outreach - Fish and Game), Erik Ofelt (Associate Director of Facilities) when discussing Terrain Park.

Process: We utilized the Association of Experiential Education's Manual of Accreditation Standards. Sam first conducted a self-assessment using this manual to give himself a score (1-5)* on each point. He also collected supporting documentation. The committee reviewed the self-assessment and then met to discuss each point and come to a consensus on a "score." While the number serves as a way to summarize the result, the comments and reasons for not receiving a perfect score is where the report focuses.

*

ND	0	1	2	3	4	5
Does Not Apply	Insufficient Evidence/ Unable to Rate	Does Not Meet	Partly Meets	Meets	Exceeds	Exemplary

SUMMARY: A quick synopsis of the scores below reveals that Outdoor Adventures is a very strong program and operates above average in many categories due to being in Alaska. Things are unique up here and that requires a unique approach. Outdoor Adventures is strong with certifications, credentials, support and education as well as having a dedication to safety. However, there is always room for improvement. Outdoor Adventures would benefit from detailed documentation of decision making procedures, a dedication to confidentiality of participants medical information and a focus on specific learning outcomes for each trip and activity.

Section 1 - Philosophy and Foundation

Scored 19 out of 20 (95%)

Outdoor Adventures is rich with history and tradition. We operate with a spirit for student development and certainly place their needs ahead of the staff's personal needs. Outside of regular conversation, we are not rich in assessment and documentation of where OA should focus their energy. These conversations change with the season and staff turnover. In general, we could improve assessment measures to ensure educational models are being applied on trips and confirm participants are learning.

Section 2 - Ethical Principles

Scored 24 out of 25 (96%)

Overall Outdoor Adventures has a high ethical standard. We have room for improvement with regards to security of confidential documents.

Section 3 - Program Governance

Scored 34 out of 35 (97%)

Governance has been improved with the reorganization into DRAW. We could potentially maintain documentation that would allow a new manager to seamlessly transition. Currently, historical knowledge is required.

Section 4 – Program Oversight and Management of Activities

Scored 81 out of 95 (85%)

Documentation of risk analysis is limited to new programs and not daily activity. We do not maintain an outside committee to review our risk. Periodic reviews are more sporadic. Confidentiality could be treated with greater care. We have no plan in place for a lost-person protocol. We default to our WFR training for all medical and many crisis response scenarios; we also rely on the University system to assist during emergencies.

Section 5 – Human Resources: Staff selection, hiring, training, and supervision

Scored 26 out of 35 (74%)

Outdoor Adventures does a great job of hiring qualified and professional student staff, as well as professional employees. We do not see large turnover. Once hired though, we need to improve the on-boarding process and general communication through the staff. Due to student schedules and the many moving parts of OA, details are often lost in the shuffle. This is never connected to safety concepts, but efficiencies and customer service have suffered due to poor communication.

Section 6 – Transportation

Scored 46 out of 65 (71%)

Transportation is anecdotally “the most dangerous” activity that outdoor programs do. In the case of UAF, it has proven to be responsible for the most amount of fiscal loss. It has not proven to be physically dangerous, but accidents have occurred. While we obey the University policy to the letter of the law, the law is flawed. Student drivers receive no training from UAF or OA staff. Clean driving records are required, but nothing tests whether they are good drivers, experienced in winter conditions, trailering and more. When further training has been requested of EHS&RM, we have been directed to online courses. These courses are ineffective when compared to on the road training. While it would be natural for OA staff to provide this on-road training, nothing says professional staff are any better drivers.

After a recent accident, we have taken it upon ourselves to reach out to a local tourism company for help. We anticipate offering training in collaboration with the Great Alaska Tour Company. With this training, we hope to raise the bar and reduce costs.

Section 7 – Equipment, Nutrition, and Hygiene

Scored 29 out of 35 (83%)

Outdoor Adventures prides itself of quality equipment for all aspects of the program. Low quality equipment may be cheaper in the short-term but costs dearly in the long range and has safety concerns. Participants have access to all this equipment on trips and with rentals; it is not just for instructors. We do not provide clothing for participants; this has been deemed too costly to maintain and has not proven to be an obstacle for participation.

We have not been given much negative feedback on our food choices. Most students are excited not to be served dehydrated beans.

Hygiene has not been a concern. We provide appropriate supplies for bathroom activities but could require more prominent use of hand sanitizer.

Section 8 – Venue selection

Scored 9 out of 10 (90%)

We always gain permission or have the right permits for accessing lands. We do not have a published procedure for venue selection, but rather we use local knowledge and risk assessment techniques to decide on locations for programs. Not all staff visit an area before a trip; that is too costly and time committing. We have usually been in the same area or environment, but don't scout every route.

Section 9 – Environment and Culture

Scored 40 out of 40 (100%)

Outdoor Adventures earned a perfect score here because we do operate at a high standard with regards to Leave No Trace techniques. We have been criticized in the past by participants for being too strict with things like human and food waste disposal. Land Managers have been complimentary to our techniques and practices. We have hauled great amounts of trash out of the wilderness; done preventive trail work on areas we frequent; and reported others' spill sites to land managers.

Section 10 – International Considerations

Scored 37 out of 40 (92%)

Outdoor Adventures has travelled to Mexico, Belize and Canada. We have also not traveled to Mexico as planned due to dangerous conditions. We always follow UAF policy and procedures. We sometimes get complacent with Canada, since it is so close and we are only there briefly and often in a more urban setting (Dawson and Whitehorse).

Technical Sections

The following sections relate to the technical sports in which Outdoor Adventures operates. The Section number may skip ahead because we did not assess sports in which we do not actively guide programs (i.e. SCUBA and horseback riding).

Section 11 – Hiking, camping, backpacking

Scored 43 out of 50 (86%)

We can lead a hiking, camping and backpacking trip with short notice and minimal effort. Our trips provide an experience whereas our classes provide a specific educational model. We do not have formal learning outcomes associated with each day trip. We also lost points in this category because we don't have a thorough de-briefing process unless something unique happened.

Section 12 – Climbing Activities

60 out of 60 (100%)

Climbing activities have been our bread and butter for years. We have a tremendous amount of experience with climbing within the OA staff. For these reasons, we scored high. We maintain certifications, pass on knowledge quickly and have plenty of opportunities for all skill levels.

Section 13 – Manufactured Climbing Walls

Scored 49 out of 60 (82%)

While the off-campus climbing programs are operating smoothly, we have two gaps in our management of the manufactured climbing walls. We provide adequate supervision of the climbing wall to feel safe, but we are not operating at the highest level of safety. The indoor wall is ultimately unmonitored outside of the certification process. We also need to pay for an outside inspection team to come certify the outdoor wall. This is priority for Spring/Summer.

Section 14 – Bicycle Touring and Mountain Biking

Scored 29 out of 40 (73%)

Outdoor Adventures has only done a few biking trips in the past few years. We used to manage Green Bikes, but have passed all responsibility to the Office of Sustainability. We received a lower score here because we do not have written policies and procedures and no curriculum to speak-of.

Section 17 – Winter Activities

Scored 110 out of 120 (92%)

Needless to say, Outdoor Adventures operates in the winter months. We are often asked if we are open year round because people assume we would take the winter off due to cold or the summer off due to no school. They are always surprised to hear we are operational year round. We scored high in this category out of necessity, the minute you do not respect winter, it will take advantage of your complacency. We lost a few points for dog sledding, because we only do this event as an amusement during Winter Carnival.

Section 19 – Initiative games and problem-solving activities

We left this section un-scored because the question did not apply to our scenario. We do offer these types of programs but most often through the use of the climbing wall. Anytime we are asked to be team builders for private groups, a professional staff member is calling on personal experience to lead the group through a series of activities and games. The debriefing of these events is not professional quality; we are not trained to teach conflict resolution or communication techniques. That is fully disclosed when we are asked to lead these games. We are best at ice breakers.

Section 30 – Flat and White water canoeing, kayaking and rafting

Scored 48 out of 55 (87%)

Watersports is a growing branch of Outdoor Adventures with the intentional focus on inflatable boats and the donation of hardshell kayaks. We consciously sold our sea kayaks as we felt we were becoming too rusty on skills to safely complete the trips. We also decided to focus on the interior rivers versus the oceans to cut down on drive times.

Overall our water programs are great. Many student leaders maintain a Swiftwater Rescue credential. We have had some close calls and student participants have flipped into the river. At some level this is an inherent risk of the activity, but it is also scary. We debrief these incidents each time.

Section 43 – Incidental Activities – Hulbert Nanook Terrain Park

Scored 30 out of 40 (75%)

The Hulbert Nanook Terrain Park is a new addition to DRAW in 2013. With only a few months a year of operation we are happy with the progress. We lowered our score a point or two because we do not provide instruction on how to ski or snowboard and the activity itself required advanced skills.

**DRAW Departmental Review – SRC/Patty Pool/Patty Ice
Fall 2013**

Committee Member: Mark Oldmixon (Director), Kaydee Miller (Wellness Coordinator), Valerie Rickards (Business Manager), Shallyn Farrington (Student), Thadd Williamson (EHS&RM), Mike Ruckhaus (DDC)

Process: We utilized the standards developed by the Council for the Advancement of Standards in Higher Education (CAS) Recreational Sports Programs (RSP) with the National Intramural and Recreational Sports Association (NIRSA). Kaydee first conducted a self-assessment using this complete tool to give herself a score (1-5)* on each point. The committee reviewed the self-assessment and then met to discuss each point and come to a consensus on a "score." While the number serves as a way to summarize the result, the comments and reasons for not receiving a perfect score is where the report focuses the meat of this review.

*

ND	0	1	2	3	4	5
Does Not Apply	Insufficient Evidence/ Unable to Rate	Does Not Meet	Partly Meets	Meets	Exceeds	Exemplary

SUMMARY:

Section 1 - Mission

Scored 22 out of 35 (62%)

DRAW does perform a regular review (and document that review) the mission statement for the Department or individual programs. CAS heavily weighs having a focus on learning outcomes in the written mission. We have only had a mission statement for 2 years without review and do not focus on learning outcomes; for these reasons our score is low.

Section 2 - Program

Scored 95 out of 170 (55%)

Areas of success

DRAW collaborates well with other departments who are willing to work together. We reach out into the community on a regular basis. We do a focused annual survey that is used to help guide us in the next year. We use this to help with long-term planning. DRAW responds quickly and effectively to user requests and concerns. DRAW serves a large population through a diverse selection of formats. DRAW has become responsible for 3 facilities in the past couple of years (Ice, Pool and Terrain Park). Each time we have improved the customers experience and the budget. Safety is important to DRAW and we work hard to maintain a high standard.

Areas for Improvement

Our department lacks historical data and has not done much to collect data. Due to this lack of data, we do not make decisions "based on the numbers." We utilize our professional experience, University policy and goals as well as informal information from users and the industry. Our FUSION software will help with usage data to make more informed decisions. We do not have a student or diverse board for validation of decisions or permission. CAS places heavy emphasis on documented inclusion of all parties on all levels of decision making. Our learning outcomes and goals are not as well documented and intentional as CAS would like.

While DRAW is a part of the institutional conversation and integrated into the life, we feel that we could be more integrated into the student's lives.

Section 3 – Organization and Leadership

Scored 122 out of 200 (60%)

Areas of success

Our mission statement is strong and helps guide our decisions. We work diligently to provide meaningful opportunities and improve offerings to better serve our students and public. We do an excellent job advocating to administration for resources to serve our community. We work hard with other programs areas that overlap with our function areas.

Areas for improvement

Our staff and facilities are lacking in modern technology infrastructure and experience to use this technology. Inter and Intra department communication is an area where growth is needed. We have a very busy department with constant programming, not everyone is always fully aware of what other programs have happening. We could be doing more to encourage student employees to take leadership roles and initiative.

In summary

Our current staff does an excellent job, but should we have turn over, we do not have a "How to run DRAW" procedure manual nor a crew of students vying for our jobs.

Section 4 – Human Resources

Scored 63 out of 110 (57%)

Areas for improvement

Additional student staff would improve our functionality. Specifically, having enough student staff to do rounds and never have student staff alone in the building. Our lifeguard ratios are okay, but the emergency response time for a second guard is too slow. To improve this procedure requires adding a third student staff to sit at a desk in the hallway with minimal supervision and tasks. Additionally student staff could be more resourceful with finding information for inquisitive customers. They default to pro staff quickly. This also is the case with emergency response: student staff is trained to call the police anytime something is amiss. Our policies for handling situations in house are case by case.

We do not target “under represented” populations with our recruitment strategies. Our recruitment and hiring strategies meet UAF regulations. Our professional staff is educated, but not everyone meets national trends and only some have degrees applicable to their field of work. We rely heavily on other credentials and work experience.

Section 5 – Ethics

Scored 46 out of 75 (61%)

Areas for improvement

Our professional staff receives good ethics training through HR, but student staff does not.

Section 6 – Law, Policy, and Governance

Scored 45 out of 75 (60%)

Areas of success

Our programs are used as examples with regards to risk management and legal compliance. We do great things with minimal restrictions by university policy. We obey the law and still produce quality events and programming.

Areas for improvement

We should work with CTC instructors on what to do in case of emergency and develop risk management practices within their courses. Right now, oversight is minimal by CTC and DRAW.

Section 7 – Diversity, Equity, and Access

Scored 53 out of 105 (51%)

Areas of Success

DRAW staff feels that Fairbanks has a culture of come as you are and enjoy. We work to minimize body image judgment, economical hurdles, and more. When asked for help, we respond, but are not often pro-active. We cater to all skill levels and ages and rarely turn people or groups away. We are flexible with pay rates as much as possible.

Areas for improvement

While our programs are welcoming to everyone, diversity, equity and access are not a focal point of our program. We do minimal (if any) programming to cater towards under serviced populations to encourage further diversity. We do take pride in programming for everyone and do specific events to promote a healthy sense of self-expression. UAF does seem to be diverse in and of itself: we benefit from that built-in diversity. Our hours of operation and programming are set based on business models and voiced interest levels, not based on inclusion of certain demographics. Diversity and Multicultural training is non-existent.

Section 8 – Institutional and External Relations

Scored 24 out of 45 (53%)

Areas of success

We have had a successful capital campaign by contacting local business for donations with the idea that they will be recognized for their support.

Areas for improvement

We have had complications in the past with staff members signing contracts that should be reviewed by other UAF departments prior to commitment. Our staff always has the University's best interest in mind, but doesn't always follow the procedure. This is usually due to awareness. We have not applied for any grant funding outside of small TAB and Sustainability grants.

Section 9 – Financial Resources

Scored 15 out of 25 (60%)

Areas of success

We use our resources very smartly now and consult many groups and users before making serious change. We are open book about our strategy.

Areas for improvement

DRAW would benefit from direct, "guaranteed" University funding for programming and educational events. Our programs now are very focused on revenue versus expense. Regular financial support would allow us to do so much more with our current resources. We are getting by, but can't afford any slips or experiments.

Section 10 – Technology

Scored 27 out of 40 (67.5%)

Areas of success

With the implementation of FUSION we will be making great strides to improve the customer experience.

Areas for improvement

We are doing a fair job of staying current with technology. We do not have the best cardio machines on the planet, but better than average. It is very costly to stay current with the rapidly advancing technology. We do not offer a mobile app at this time or use digital screens to help promote our program. At this time, the cost:benefit analysis shows that we should not spend the money on these products.

Section 11 – Facilities and Equipment

Scored 39 out of 75 (52%)

Areas of success

We are very financially aware when making investments into technology.

All staff has the ability to secure their work and space.

Areas for Improvement

Our weight room and locker rooms (SRC and Patty Ice) are lacking functional space to achieve the mission and goals. Examples include shower stalls, Olympic lifting options, appropriate space from spin bikes and racquetball courts.

While we are compliant with all regulations, Methicillin-resistant *Staphylococcus aureus* infections (MRSA) are becoming a larger national problem. This may force us to change our practices with regards to dress code and machine cleaning. Changes to the policy will be met with resistance and cost; even when educated.

Our work space is tight in the front office for the number of staff and volume of traffic. Additionally, we are seeing more and more personal training clients which requires privacy that is not available. Due to this, confidentiality is difficult too.

Throughout DRAW we do very little to accommodate disabilities. We have no specific programs for adaptive sports.

Our Emergency Response procedure needs to be more clear and broadly communicated to professional and student staff.

Section 12 – Assessment and Evaluation

Scored 41 out of 70 (58%)

Areas of success

Any data we do collect is used to make decisions. All staff are current on their annual evaluations.

Areas for Improvement

UAF and DRAW do not have a strong history of evaluation and assessment. DRAW is new and working towards a more data driven decision making process with a regular reviews and intentional programming. This CAS process and document is a good step towards this goal.

Attachments:

1. Complete CAS Instrument.
2. Kaydee's Self Assessment with notes
3. Committee scores

Administrative & Support - Program Review

Department of Recreation, Adventure, and Wellness

Updated: January 7, 2014

Unit Analysis Questionnaire

Questions are intended for unit leadership to answer with respect to structure/organization, function, associated budgets, efficiency and resourcing decisions.

1. Briefly describe your unit and its core functions.

The Department of Recreation, Adventure, and Wellness (DRAW) encompasses most of the recreation programs and facilities on campus. This includes the: Student Recreation Center, Patty Ice Arena, Patty Pool, racquetball courts, Outdoor Adventures, fields, climbing tower, skating pond and Hulbert Nanook Terrain Park. We make these venues available to UAF and the Fairbanks community for a fee. We also offer a variety of programs and services in conjunction with the routine facility operations (intramurals, camps, field trips, clinics and classes to name a few). We do not manage the trail system.

2. What is the FTE count within your unit? Include total of each FTE on restricted v. unrestricted funds, using the table below.

Unit Name: Department of Recreation, Adventure, and Wellness	# FTE (0.0)	Salary & Benefits (Labor) Budget (\$0,000.0)	Operating Budget (\$0,000.0)	Total Labor + Operating + Other Budgets
Restricted		\$15,095	\$42,464	\$57,559
Fund 1	4.8	\$649,106	\$272,800	\$921,906
Other	2.87	\$365,400	\$60,500	\$425,900
Totals:	7.67	\$1,029,601	\$375,764	\$1,405,365

a. Please attach an updated organizational chart, including FTE, job family classification and working title for each position.

ATTACHED

b. Has your organizational structure changed over time? If so, explain changes in budget or FTE trends for the past 3-5 years.

DRAW has seen major changes in organizational structure in the past 5 years. DRAW was formed in Fall 2011 without a Director, Wellness Coordinator or Outdoor Facilities Manager. By Spring 2012, we were fully staffed. By Spring 2013 we eliminated a professional staff position and replaced it with a graduate assistant. In November 2013 we replaced one FTE with student labor in the Patty Ice Arena. In May 2014 we opted not to fill the Assistant Director for Facilities position completely. We opted for a 9-month part-time Term-Non-Exempt position to manage the Terrain Park while other duties were absorbed by existing student employees and staff.

Our original organizational chart had 10.5 FTE, but we had never existed as a department before. Through the years we have learned a lot and responded to opportunities to cut costs while not sacrificing revenues or services. Every vacancy is reviewed carefully and every hourly-shift is evaluated for necessity.

3. How are your business operations and administrative staff organized? For example, do you have a business office/centralized processing center or are administrative staff distributed throughout your operations?

A majority of our business operation is handled by Valerie Rickards, the Business Manager. She is our internal PPA, handles deposits and budget tracking. She also serves as the SRC Manager as she sets policies, controls memberships (large revenue source) and rents the facility.

4. What are the primary and secondary services your unit provides? Please list with short descriptions, if necessary.

1. Primary - **Operate the Student Recreation Center**
 - a. **3 basketball courts, 1/8 mile track, cardio equipment, strength equipment, locker rooms, group fitness studio, indoor climbing wall**
2. Primary - **Operate the Patty Ice Arena**
 - a. **NHL sized ice rink**
3. Primary - **Operate the Patty Pool**
 - a. **25-yard, 6-lane pool, 2 large locker rooms with sauna, 1 racquetball courts, 1 spin studio**
4. Primary - **Operate Outdoor Adventures**
 - a. **Trips, rentals, classes, clinics**
5. Primary - **Operate the Climbing Tower**
 - a. **Rock climbing and ice climbing outside**
6. Primary - **Operate the Hulbert Nanook Terrain Park**
 - a. **Licensed ski area by the state of Alaska, consisting of 4 jumps and 12 rail features**
7. Primary - **Programming within each facility**
 - a. **Not only do we keep each building and facility open for business but we program the buildings to offer services, events and resources to UAF and the community. This includes (but not limited to): personal training, group exercise classes, Intramurals, clinics, tournaments, concert venue, NCAA competition.**

- a. Describe any revenue generated as a result of these services, if applicable.
All programs generate revenue through user fees, rentals, special programs and fundraising efforts.

5. How do your business and administrative practices reflect UAF's mission and core values? Consider the practices within your unit and those that your unit is involved in.

- a. How do your services support and enhance UAF's core themes: to educate, discover, prepare, connect and engage?

DRAW most directly fulfills the "Engage" theme through promotion of healthy living through athletic activities, and support of youth development.

- b. How does your unit support a commitment to high-quality service?

We are constantly seeking opinions and comments from our customers to improve their experience. We have a can-do attitude and aim to provide a positive experience every time. We have worked hard to change the public image of the SRC in the eyes of the users and community. We have increased services over the

years as response to Administration's focus on recreation. This is seen with the addition of the climbing tower, Hulbert Nanook Terrain Park, skating pond, and special events in the SRC.

- c. Are there opportunities to make business processes more effective and efficient? If so, how?

We have made great strides to improve efficiencies by adding a new membership management software which is used across the department. This reduced paper consumption and improved customer service, accounting, data driven decisions, accountability, security and more.

- d. How does your unit ensure compliance and accountability without imposing unnecessary burdens?

We work closely with other involved departments to prioritize projects and paperwork. The paperwork is a burden, but deemed necessary by other departments and policies. Anything that falls into a grey area or outside a strict policy is discussed and vetted before moving forward.

- e. How does your unit address risk?

We do a number of high risk activities and take it very seriously. We work closely with EHS&RM, specifically Billie Swaim. We could feasibly have a department Risk Manager for 20 hours a week.

When seeking approval for new activities, we always do a risk assessment exercise to identify the risks and mitigations.

6. Please describe your largest customer group(s). If these customers were to rate business services in your unit, what do you think they would say? Please choose your perceived customer service experience on the scale below (circle one).

Our largest customer group is students, but Faculty/Staff is our largest revenue stream. Both would select:

Very Acceptable

- a. If you have conducted a recent customer satisfaction survey, please share the results as an attachment.

ATTACHED

- b. If you have conducted a survey or would like to see improvement with your level of perceived service selected above, please describe actions you are taking to create positive change.

We are always striving to offer a better customer service experience. We are working to improve this through student staff training.

7. How do you compare with other units (internal) or organizations (external) of relative size or scope (universities or other service providers)?

DRAW is very lean with staffing out of necessity due to our low general fund and student fee support. Nearly all DRAW money is earned through user fees and philanthropy. The \$75 student fee does not fund DRAW, only the SRC bond and an R&R account.

Compared to other universities of similar size and scope, we are funded less, have less

staff and charge students more for participation (Intramurals and outdoor adventure trips for example).

8. Process Improvement:

a. What processes or administrative workflows work particularly well in your unit?

We have a standard organizational chart with a strong worker to supervisor ratio. This prevents people and projects slipping through the tracks. At the same time there is enough cross training among professional staff to help each other out where needed.

b. What processes would you want to improve, change or eliminate within your unit?

DRAW struggles with meeting brand and logo guidelines while maintaining fiscal responsibility. For example we need to pay an extra \$1500 for a t-shirt with the UAF logo on it. When we buy 300+ shirts for Intramural championships it costs \$3000 from a non-approved company and \$4500 from an approved company. This forces us to not use the logo and automatically distances us from the UAF brand. The CLC agreement is cost prohibitive and limits our resale options. When buying the exact same plastic water bottle, the CLC agreement forces us to pay an extra few dollars per bottle, driving the price higher than Fred Meyers before we add our profit margin. The UAF logo rules have prevented brand awareness too. For example DRAW sponsored a local race but couldn't be recognized on the race t-shirt because the logo wouldn't be printed in an approved color.

We champion the brand whenever possible by using templates, slogans, and more. We love how DRAW is incorporated into the brand, but do struggle with the details sometimes.

9. "Shared services" is the consolidation of business operations that are used by multiple parts of the same organization. The goal of a shared service model is to allow each business unit/department to focus its limited resources on activities that support the UAF mission and core values.

a. Do you see opportunities to implement shared service models? If so, where and how?

Our business manager is very valuable to our department, however, the HR portion of her job could be done by someone outside the department. The budget and SRC management portion could not be done by another department.

b. Are there processes in your unit that could be shared with other units, or pooled? What impacts would you expect, in terms of service and efficiencies?

None that come to mind.

10. Impact of decreased funding:

a. What services would be most impacted by a 10% reduction in personnel funding, and how would they be impacted?

Student programming would decrease. The most likely spots would be adventure trips, intramurals and wellness activities. We would have to cut the staffing resources dedicated to these programs.

b. What services would be most impacted by a 10% reduction in non-personnel funding, and how would they be impacted?

Our facilities and equipment would quickly fall into disrepair and thus drive down revenue due to poor quality products and services.

- c. Would you consider shared service models to ensure the same level of services continue in the event of a personnel reduction?

Yes.

11. Metric Performance:

Identify any administrative metrics you are using that reflect your key service areas. Include actual or quantifiable performance data in addition to targets or performance goals for the last 3-5 years, if available. Note changes in trends based on performance/metric change. Examples: volume or number of items processed within a defined period of time, length of time it takes to complete each average transaction (days), accuracy rates, customer satisfaction, etc.

We do not use administrative metrics for assessment.