

Wellness and Recreation Services Advisory Committee
February 25, 2008, meeting

Despite the weather and late notification of classes cancelled at 4:00, we had an excellent turnout of student members, plus four new student members. That was great. And Tom Reidmiller nobly represented the faculty and staff. Thanks, Tom!

Those present: Scott Dirksen, Neal Molitor, Ellen Schiltz, Tom Reidmiller, Leila Rod-Welch, Chris, Denison, Tim Klatt, Kathy Green and new members: Kelly Eckhart, Paige Nagle, Billy Patterson, and Kristi Phillips. I'm attaching an updated membership list.

1. Discussion of input requested at the last meeting regarding observations of WRS customer service:

Leila noted good customer service from Cally at the Welcome Desk

- Lifeguards are noticed by students as sitting and talking with each other and not attentive to responsibilities; students don't feel safe as a result. Tim and Kristi OBrien (Aquatics coordinator) will follow up. Students are asked to continue monitoring as there was a lifeguard staff meeting just the past Sunday night addressing these observations by others. Lifeguards have been instructed to never sit together. Please keep us informed as to what you see.
- A student reported going to swim in the last 15 minutes of lap swim time and was discouraged by the lifeguards to enter as it was near time to close. This will also be addressed as swimmers are welcome until the actual closing time. The practice of allowing lifeguards to close the pool if no one enters in the last half hour needs to be assessed as it encourages guards to discourage latecomers.
- Students notice too many student staff at the Welcome Desk, not looking busy. Tim continues to address this issue. Often if is a case of a facility manager or staff person doing laundry hanging out there between other duties.
- Students notice up to three student staff at the fitness area desk, which looks we are paying three people to work at that time and they are socializing. Only one person is on duty. Kristy Leen (Fitness coordinator) will address this.

2. Neal reported, along with the other students who attended, on the meeting with Andrew Morse and Adam Bentley regarding the WRS budget needs, the Student Services Fee, and feasibility of a mandatory recreation fee. They felt Morse and Bentley are supportive of WRS services and since the meeting have expressed openness to a mandatory rec fee if there is assurance of student involvement in the annual proposed increases.

- As a part of this, there was discussion that committee members believe that few students realized that only \$9.00 per semester of the Student Services Fee is directed to WRS. They would like to conduct a survey to ask students "How much, in dollars, of your mandatory fees each semester do you believe you pay to use campus recreation and fitness services?"

- Ellen checked on possibility of an online survey and Kathy followed up with ITS, who said that it would take 2 - 3 weeks for the process of approval, authorization, creation, and distribution of the survey. Since that timing won't work for us this time, we are back to each student taking a role in an informal survey person-to-person. Chris Denison will communicate with the students and we will assume that Kelly will take Wed 3 - 4 at the Welcome Desk as she originally volunteered.

3. In scheduling our 30 minutes session with the Student Services Fee Committee in late March, most student members are available on Mondays between 3 - 5 p.m., so we'll try to schedule during that time once we get an announcement.

Thanks, everyone, for your active participation and input at today's meeting.

Our next meeting (and last of the year) is **April 28, 4 - 5 p.m., WRC 242**. But we will be communicating with students regarding the Student Services Fee Committee presentation in the meantime.

kathy