

**Florida State University Campus Recreation Mission**

*To provide quality recreational programs, services and facilities that maximize opportunities for life long learning, personal development and leadership through varied recreational endeavors.*

**Intramural Sports Staff Goals**

- To listen effectively to patrons and participants.
- To respond to patron and participant inquiries completely and accurately.
- To engage in teamwork and collaboration for the achievement of a common goal.
- To establish mutually rewarding relationships with colleagues, patrons, and participants.

**The Supervisor will...**

- Demonstrate his or her knowledge of Intramural Sports programming, principles, and procedures by scoring by scoring a minimum of 90% on the Supervisor Exam and on all Captains Rules Quizzes.
- Adapt the style and content of communication for a variety of audiences and settings to best articulate his or her knowledge of Intramural Sports programming, principles, and procedures clearly and effectively to all IM participants and personnel, as demonstrated by averaging a 3.5 overall rating in all sections for Supervisor Staff of the Participant Survey(s) and receiving a "Satisfactory" or greater score in the applicable category of the Professional Staff Performance Evaluation.
- Manage his or her time and responsibilities effectively, as confirmed by having zero (0) instances of tardiness for work shifts or meetings nor any unnecessary overtime as adjudged by the Professional Staff.
- Employ critical thinking in problem solving and make decisions or changes in behavior based on learning gained from past experiences and external feedback thereby taking proactive measures to enhance staff, patron, or participant experiences, as adjudged by receiving a "Satisfactory" or greater score in the applicable category of the Professional Staff Performance Evaluation.
- Work collaboratively with fellow supervisors and other IM staff members and contribute to the achievement of program goals, as adjudged by receiving a "Satisfactory" or greater score in the applicable category of the Professional Staff Performance Evaluation.

**The Supervisor Staff will...**

- Develop positive working relationships with officials and other Intramural Sports personnel by retaining 66% of staff from the fall to spring semester.
- Provide participants with the safest environment to play, as demonstrated by allowing zero (0) "avoidable" injuries as adjudged by the Professional Staff.
- Avert conflicts and confrontations among participants, teams, and staff by proactively addressing potentially problematic behaviors, as adjudged by an overall reduction in formal and informal Incident Reports.

**The Official will...**

- Demonstrate knowledge of applicable sport's rules, guidelines, and procedures by scoring a 90% on applicable sport's Official's Test.
- Apply rules knowledge and employ proper officiating mechanics in game situations, as confirmed by a "good" or "excellent" rating on the Official's Evaluation Form.
- Distinguish between examples of exemplary and condemnatory sportsmanship by participants, deemed by the ratings assessed by the officials and through the verification of Supervisors and Professional Staff.
- Illustrate knowledge of applicable sport's rules, guidelines, and procedures by averaging a 3.25 rating under the "Knowledgeable" section for Officiating Staff of the Participant Survey(s).
- Demonstrate hustle and express consummate attitude and dedication to performance by averaging a 3.25 rating under the "Active" section for Officiating Staff of the Participant Survey(s).

**The Sign-in Attendant will...**

- Demonstrate exemplary courteousness at all times by averaging a 3.5 rating under the "Courteous" section for Check-In Staff of the Participant Survey(s).
- Practice the highest level of customer service satisfaction by averaging a 3.5 rating in "Helpful" section for Check-In Staff of the Participant Survey(s).
- Demonstrate actual knowledge of Intramural Sports principles, guidelines, and procedures by scoring a 90% on the Sign-in Attendant's Test.
- Administer efficient check-in procedures by averaging a 15-second sign-in time per participant. (Sign-in time reflects the time for administratively checking in a participant. Answering participant questions and other positive customer service interactions shall not be considered part of this time.)

**The Office Staff Member will...**

- Demonstrate courtesy and constant customer service, as confirmed by informal feedback by the Graduate Assistant(s) and the formal Professional Staff Performance Evaluation.
- Complete daily administrative tasks efficiently and with 100% accuracy, as confirmed by feedback obtained from applicable Supervisor Report Forms and feedback from the Graduate Assistant(s) and Professional Staff members.

# FSU Campus Recreation | 2009-10 Team Goals & Learning Outcomes

## INTRAMURAL SPORTS

### **The Student Leadership Team Member will...**

- Seek the involvement and feedback of others to assist in identifying obstacles to achieving program goals as well as methods for overcoming them, as demonstrated by suggesting program and procedure improvements to Professional Staff members.
- Accept and carry out increasingly complex responsibilities, as adjudged by peer evaluations and receiving a "Satisfactory" or greater score in the applicable category of the Professional Staff Performance Evaluation.
- Demonstrate assertive behavior simultaneously with respect for others by effectively responding to and leading the staff during stressful situations, as adjudged by peer evaluations and receiving a "Satisfactory" or greater score in the applicable category of the Professional Staff Performance Evaluation.

### **The Sport Committee Member will...**

- Work collaboratively with fellow committee members and other IM supervisors and staff members and contribute to the achievement of sport and program goals, as adjudged by receiving a "Satisfactory" or greater score in the applicable category of the Professional Staff Performance Evaluation.
- Develop positive working relationships with sport officials by reducing the number of officials resigning during the season to less than 10% of the initial staff total, retaining at least 66% of staff from the fall to spring semester, and having at least 50% of the invited officials staff attend end-of-season and end-of-year recognition events.

### **The Officials Training Work Team will...**

- Demonstrate an organized approach to the development of oral presentations that effectively articulate sport rules and mechanics and stimulate learning by new officials, as adjudged by an average score of 80% or higher by all trained applicants on the Official's Test and confirmed by an average rating of "good" on the Official's Evaluation Forms of 60% of the hired officials.

### **The Officials Evaluation Work Team will...**

- Assess the performance of officials by performing a minimum of three written evaluations for each official (one early season, one mid season, one late season); and, the evaluator will successfully apply critical analysis through feedback to official, as confirmed by the consistent improvement of official's performance as demonstrated by a rating of 3.25 or higher under the "Knowledgeable" section and a rating of 3.25 or higher under the "Active" section for Officiating Staff of the Participant Survey(s).

### **The Marketing & Promotions Work Team will...**

- Effectively influence others through spoken, written, or artistic expression to participate in the varied offerings of the Intramural Sports program, as demonstrated by an increase in participants in identified sports and events.

### **The Customer Service Work Team will...**

- Promote an atmosphere of positive, proactive customer service by articulating service ideals and working cooperatively with various staff members, as confirmed by the averaging of a 3.5 rating under the "Courteous" section and a 3.5 rating in the "Helpful" section for Check-In and Supervisor Staff and 3.25 ratings in similar categories for Officials Staff of the Participant Survey(s).

### **The Facilities Management Work Team will...**

- Demonstrate an organized approach to the development of inventory systems and the management of facility-related issues, as demonstrated by a reduction in equipment-related and facility-related issues as reported on the appropriate Supervisor Report Forms and by the Professional Intramural and Maintenance Staff members.