In January 2012, a survey was sent to graduates of University of the Pacific who had worked for the Department of Pacific Recreation for more than one semester. Using contact information provided by the Alumni Association, a total of 123 surveys were successfully sent to previous student employees. Of the 123 participants, 26 completed the survey, yielding a response rate of 21%.
YEARS OF EMPLOYMENT WITH PACIFIC RECREATION

NOTE: The majority of responses to the survey will pertain to employment experiences that were had between 2007 - 2010 (noted by blue shaded overlay)
POSITIONS HELD WITH PACIFIC RECREATION

• Baun Fitness Center Student Supervisor (2)
• Baun Guest Host (8)
• Facilities Guest Host (5)
• Climbing Wall Guest Host (3)
• Pacific Outdoor Connection leader (2)
• Referee/scorekeeper for RecSports (6)

(Number in parenthesis refers to the number of respondents per position)
CURRENT OCCUPATIONS

- Management (2)
- Chef
- Office Assistant/receptionist
- Graduate Student (6)
- Sports Director
- Professional athlete/coach
- Music Professor
- Accountant
- Marketing Program Specialist
- Youth Outreach Case Manager
- Cashier (2)
- Real Estate Property Manager
- Environmental Scientist
- Food industry employee (2)
- Healthcare Services
- Law Student
- Seeking Physical Therapy position
- Unemployed
5 WORDS THAT DESCRIBE YOUR EXPERIENCE WORKING FOR PACIFIC RECREATION

Fun, Educational, Friendly, Flexible, Easy

Wordle format
Rate the accuracy of a statement based on their experience working for Pacific Recreation.

The Likert Scale used ranged from Strongly Disagree (score of 1) on the low end to Strongly agree on the high end (score of 5).

My job with Pacific Recreation helped me to develop the communication skills that I use with my colleagues/customers at my current position.

Average Rating: 3.96 (out of 5.0)
Highest response: Somewhat Agree – 58.3%
Second highest: Strongly Agree – 25.0%

Due to my experience with Pacific Recreation, I am able to express my thoughts clearly and easily carry on conversations.

Average Rating: 3.83 (out of 5.0)
Highest response: Somewhat Agree – 54.2%
Second Highest: Strongly Agree – 20.8%
As a result of my job experience with Pacific Recreation, I am more confident \textit{interacting with diverse populations}.

Average Rating: 3.96 (out of 5.0)  
Highest response: Strongly Agree – 37.5%  
Second Highest: Somewhat Agree – 33.3%

Working for Pacific Recreation provided me with opportunities to \textit{creatively solve problems}.

Average Rating: 3.38 (out of 5.0)  
Highest response: Neither Agree or Disagree – 54.2%  
Second highest: Strongly Agree – 20.8%

My position with Pacific Recreation challenged me to \textit{think "outside the box"} in delivering services to customers/participants.

Average Rating: 3.17 (out of 5.0)  
Highest response: Neither Agree or Disagree – 50.0%  
Second Highest: Somewhat Agree – 29.2%
My experience at Pacific Recreation helped to ingrain in me the concepts of **teamwork and collaboration**.

Average Rating: 4.04 (out of 5.0)
Highest response: Strongly Agree – 41.7%
Second Highest: Somewhat Agree – 33.3%

Due to my employment with Pacific Recreation, I developed **personal accountability** as it relates to the completion of job duties.

Average Rating: 4.17 (out of 5.0)
Highest response: Somewhat Agree – 50.0%
Second highest: Strongly Agree – 37.5%

The environment at Pacific Recreation made me feel comfortable to **seek feedback and ask for assistance** when needed.

Average Rating: 3.96 (out of 5.0)
Highest response: Somewhat Agree– 41.7%
Second Highest: Strongly Agree – 37.5%
My experience with Pacific Recreation empowered me to **deal with any co-worker/supervisor conflicts** in a straightforward and professional manner.

Average Rating: 3.75 (out of 5.0)
Highest response: Strongly Agree – 33.3%
Tie for highest response: Somewhat Agree – 33.3%

My job with Pacific Recreation helped me to develop skills to **manage my time** to ensure that projects and tasks were completed in a high quality and timely manner.

Average Rating: 3.71 (out of 5.0)
Highest response: Neither Agree or Disagree – 41.7%
Second highest: Strongly Agree – 37.5%

While employed with Pacific Recreation, I understood how **my job responsibilities and contribution** to the Department **fit into the bigger picture** of Pac Rec's goals for programs and services.

Average Rating: 3.92 (out of 5.0)
Highest response: Strongly Agree – 37.5%
Second Highest: Somewhat Agree – 29.2%
LEADERSHIP AND PACIFIC RECREATION

Did your employment experience with Pacific Recreation help you develop your **definition of leadership**?

Yes: 63.2%
No: 36.8%

Has your definition of leadership **evolved** as a result of your current employment experience?

Yes: 47.4%
No: 52.6%
LEADERSHIP DEFINITION
Considering your current occupation, what was the single most important skill that you developed while working for Pacific Rec?

- People skills
- How to communicate effectively with all types of people.
- Working under pressure.
- Patience with others
- Customer service
- Multi-tasking
- Working with and managing a group of 30+ employees. It was crazy at times.
- Problem solving on the fly
- Ability to foster working relationships with a wide spectrum of individuals.
- Developing and implementing time management skills
- Confrontation with confidence
- Calendar management
- Dealing with diversity. On a daily basis I bridge the gap between remarkably wealthy property owners and section 8, food stamp receiving tenants.
- Communication
- Confidence in leading a group of peers.
- How to deal with under performing team mates.
What professional skills should receive more emphasis for current employees of Pacific Recreation in order to prepare them for post-graduation employment?

• Following through on procedures so that things aren't as messy and complicated.
• Communication, leadership, responsibility
• Timeliness
• Open communication and fair treatment during conflicts.
• Effective communication amongst colleagues
• Accountability
• Punctuality and perhaps speaking in front of groups of people
• Being a leader. Even if you don't hold a leadership title, you can still hold a leadership position within your work group, like leading a project.
• An opportunity to create something that hasn't been done before. It is a chance to further extend the skills taught at Pacific Recreation.
• Communication and team work
• The realization that skills learned are transferable to a variety of professional fields
• Accountability and responsibility, and no compromising quality
• Money management
• Responsibility
Are there any professional skills that Pacific Recreation didn't provide you the opportunity to develop, that are needed for your current occupation?

• Feedback- it should be encouraged so that the people who work at a place like the front desk and handle important paperwork and payments can weigh in on exactly what to do, where to file things and where to find them later. There was a lack of consistency and each person did it differently, so important things would be lost, or we wouldn't know where to look.

• A great organizational structure would have been nice.

• I don't know if this is controllable, but working with different personality types would be something to try to work in. Working with college students is quite a bit easier compared to working with all the different and potentially challenging personality types one will encounter upon graduation. Or maybe I was spoiled with really great people at Pacific.

• Public Speaking

• Developing communication skills was something I had to learn on the job from trial and error and mistakes. It would have been helpful to have someone teach me effective communication but I suppose it is not necessary since you do learn on the job.

• Management/supervisor roles. Have us set the schedules, have us order new equipment, call vendors, and make connections
CLOSING THE LOOP: SYSTEMS ALREADY IN PLACE

• Consistent Evaluation
  • Job Performance Averages done once per semester
    • Supervisor Evaluation
    • Self Evaluation
    • Goal Setting
    • Performance of job responsibilities
    • Leadership and Collaboration skills assessment

• Improved Technology
  • Updated Cash Handling system
  • New Member Management system
  • New shift scheduling system (When to Work)
  • Google Docs
CLOSING THE LOOP: SYSTEMS ALREADY IN PLACE

• Communication and Public Speaking
  • Students responsible for presenting at recruitment sessions
  • Student supervisors are assisting in presentations at Captain’s meetings
  • Students responsible to provide facility tours to groups/visitors

• Recognition
  • Tiger Bucks program to acknowledge and recognize exceptional contribution to department operations and programs
  • Elite Tigers of the Month
  • Spring Award Recognition event for Team Pacific

• Ownership in Department
  • Empowerment of students to bring forth operational/programming improvements and ideas
THE FUTURE OF PACIFIC RECREATION
STUDENT EMPLOYMENT

• Communication
  • Student supervisors will play a larger role in the training of new staff
  • Implementation of professional development opportunities
    • Senior requirement – resume submission
    • Workshops: interview, networking, social interaction, customer service

• Ownership in Department
  • Creation of Pacific Recreation Student Advisory Committee
    • Task of creating and sponsoring one campus wide recreation event
    • Understanding purpose and mission of Department: staff retreats
  • Assistance in crafting operations and training manuals

• Improved Technology
  • Software for RecSports scheduling
  • Online membership and registration forms
Pacific Recreation is committed to providing student employees with guidance and opportunities to gain the skills and experience needed to prepare themselves to be successful in post-graduation employment.