



**2017-2018**

**Sports & Fitness**

**Student Supervisor**

**Orientation / Training Manual**

**Table of Contents**

[Student Supervisor Orientation & Training 3](#_Toc458422662)

[Opening Shift Procedures 5](#_Toc458422663)

[All Shift Procedures 6](#_Toc458422664)

[Closing Shift Procedures 7](#_Toc458422665)

[Shift Reports 8](#_Toc458422666)

[Guest Passes 9](#_Toc458422667)

[Existing Guest Check-In 9](#_Toc458422668)

[New Guest Check-In 9](#_Toc458422669)

[Release Forms 11](#_Toc458422670)

[Facility Point of Sale 12](#_Toc458422671)

[Resale Items 12](#_Toc458422672)

[Fitness Sales (Massage & Personal Training Sessions) 13](#_Toc458422673)

[Fitness Sales (Specialty Classes) 14](#_Toc458422674)

[Guest Pass Payments 15](#_Toc458422675)

[Membership Payments 16](#_Toc458422676)

[Locker Rental 17](#_Toc458422677)

[New Locker 17](#_Toc458422678)

[Locker Renewal 17](#_Toc458422679)

[SLC Memberships 18](#_Toc458422680)

[New Membership 18](#_Toc458422681)

[Membership Renewal 19](#_Toc458422682)

[Fitness Program Scheduling 20](#_Toc458422683)

[New Appointment 20](#_Toc458422684)

[Canceling an Appointment 20](#_Toc458422685)

[Injuries & Incidents 21](#_Toc458422686)

[Incident Report 21](#_Toc458422687)

[Injury Report 21](#_Toc458422688)

[Intramural Sports Registration 22](#_Toc458422689)

[How to register as an intramural sport free agent 22](#_Toc458422690)

[How to register your intramural sport team 22](#_Toc458422691)

[How to register for individual intramural sport tournament 22](#_Toc458422692)

[How to register as an intramural sport free agent (Manually) 22](#_Toc458422693)

[Club Sports Registration 23](#_Toc458422694)

[How to register for tryouts for a UHD Sport Club 23](#_Toc458422695)

[How to register for tryouts for a UHD Sport Club (Manually) 23](#_Toc458422696)

# Student Supervisor Orientation & Training

**Employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Full-Time Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

The following checklist is designed to ensure that you are properly trained in each area of responsibility for the position of student supervisor. After the completion of your training in that area, you will initial, acknowledging that you have been trained and fell comfortable performing that duty or accepting the responsibility for the task. Supervisors are required to receive training in all areas and should feel comfortable and knowledgeable about the operation of the facility.

|  |  |  |  |
| --- | --- | --- | --- |
| **Area of Training** | **Date Completed** | **Employee Initials** | **Supervisor Initials** |
| **Facility Overview** |
| - Building Entry, Facility Opening, and Security System |  |  |  |
| - Computer Log-On |  |  |  |
| - Facility Forms  |  |  |  |
| - First Aid Response |  |  |  |
| - Facility Policies (Breaks, Clocking In, Tardiness) |  |  |  |
| - Radio Assignment |  |  |  |
| - Facility Closing and Security System |  |  |  |
| - Submitting Reports & Paperwork |  |  |  |
| **Facility Report** |
| - Opening Checklist |  |  |  |
| - Listing Shift Staff |  |  |  |
| - Cash Drawer Verification |  |  |  |
| - Facility Walk Through |  |  |  |
| **Member Check In** |
| - Acknowledging Messages & Comments |  |  |  |
| - ID Card Policies |  |  |  |
| - Release Forms |  |  |  |
| - Guest Pass Policy |  |  |  |
| **Memberships & Data Entry** |
| - Membership Types |  |  |  |
| - Guest Passes |  |  |  |
| - Release Forms |  |  |  |
| - Challenge Forms |  |  |  |
| **Point of Sale** |
| - Cash Handling |  |  |  |
| - Payment Types & Payment Information |  |  |  |
| - Locker Rental |  |  |  |
| - Fitness Program Scheduling (Personal Training, Assessments, Massages) |  |  |  |
| - Sports Club Fees & Donations |  |  |  |
| - Facility Rentals |  |  |  |
| - End of Shift Deposit |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Area of Training** | **Date Completed** | **Employee Initials** | **Supervisor Initials** |
| **Facility Set Up** |
| - Sports Program Set-Up  |  |  |  |
| - Studio Program Set-Up |  |  |  |
| **Miscellaneous Policies** |
| - Minor Policy  |  |  |  |
| - UHD ID Cards |  |  |  |
| - Lost & Found |  |  |  |
| - Removing Locks & Personal Items  |  |  |  |
| - Personal Item Storage |  |  |  |
| - Staff Coverage |  |  |  |
| - Supervisor Meetings |  |  |  |
| - Key Assignment |  |  |  |
| - Discipline & Termination |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item Assigned**  | **Date Assigned** | **Employee Initials** | **Supervisor Initials** | **Date Returned** |
| Supervisor Key - Key Number:  |  |  |  |  |
| Supervisor Key FOB – Key FOB Number: |  |  |  |  |
| Student Life Center Staff Shirts – Blue Size: Red Size:  |  |  |  |  |

# Opening Shift Procedures

Items below pertain to supervisors working an opening shift in the Student Life Center. Staff are to access a workstation using their UHD STAFF DOMAIN (not their Gator ID). All staff on shift are expected to clock in for their shift using an available workstation (excludes the 2nd floor computer). All staff must be clocked in, logged into CSI, and ready for the facility to open no later than 7am (9am during semester breaks).

1. Enter the facility (using your assigned Key FOB)
2. Staff will clock into their shift via P.A.S.S. in the supervisor office.
3. Obtain the facility key ring in the supervisor office
4. Unlock the supervisor office via the security system (Change from Pin/Card Only to Unlocked)
5. Turn on the facility lights (all floors, gyms, locker rooms), sound system, and televisions.
6. Disperse facility radios to each station (1st, 2nd, and 3rd floors)
7. Unlock member access areas of the facility (studio, bathrooms, gyms)
8. Return to the 3rd floor and ensure that all staff have arrived and are prepared for their shift.
9. Prepare your facility report for your shift (print out an Inventory Detail report at the end of shift). Note any items that are low or out, and if anything was added to inventory.
10. You will log-in to the 3rd floor point of sale computer and log in to CSI
11. Verify the cash drawer count is correct (should be at $50.00) and ensure no student account or credit card slips are left in the drawer from the shift before. Note starting amount on facility report. If amount is over, be sure to note this on your facility report.
12. Staff Assignments:
	1. 3rd Floor Desk Attendant – Prepares all studio class sign-in sheets, place pen/clipboard in studio, and have ID request form attached with release form out and ready for IDs
	2. 2nd Floor Desk Attendant – Prepares fitness cleaning chart & reviews specific equipment for their shift.
	3. 1st Floor Desk Attendant – Checks ID slots, status of equipment for check out, and gym bleachers for items and is clean.
13. Facility Walk Through
	1. Complete your first facility walk through and note items on your facility report
	2. Check shampoo & soap levels in locker rooms are adequate (if not refill)
	3. Check for items left over-night in daily lockers. Place appropriate signs on lockers.
14. Unlock Facility Doors promptly at 7:00am (or 9:00am if on semester break hours)

# All Shift Procedures

These procedures pertain to all supervisor shifts worked and should be followed to ensure that items from the previous shift are completed and that items for the following shift are properly transferred.

1. Clock into your shift via P.A.S.S. in the supervisor office.
2. Obtain the facility key ring in the supervisor office.
3. Prepare your facility report for your shift (print out an Inventory Detail report at the end of shift). Note any items that are low or out, and if anything was added to inventory.
4. You will log-in to the 3rd floor point of sale computer and log in to CSI
5. Verify the cash drawer count is correct (should be at $50.00) and ensure no student account or credit card slips are left in the drawer from the shift before. Note starting amount on facility report. If amount is over, be sure to note this on your facility report.
6. Prepare studio if there is any upcoming aerobic/specialty classes
7. Prepare gym(s) if there are any upcoming practices or games.
8. Complete your initial facility walk-through at the beginning of your shift (two additional walk-throughs are to be completed during your shift). Ensure all staff have their radios, are in their areas, and ready for work.
9. Visit 2nd Floor, review, and sign-off on fitness center cleaning chart. Inquire about any broken or damaged machines.
10. Check washer & dryer for uniforms and/or sheets. Finish washing/drying and instruct the 1st floor attendant to fold the uniforms or sheets.
11. Check 3rd floor area for miscellaneous tasks (copies of forms, data entry of release forms, guest passes, etc.)
12. Prepare for the end of your shift
	1. Print out the Invoice Listing Detail & Inventor Report.
	2. Complete & drop your Facility Deposit.
	3. Finish your Facility Report.
	4. Turn in completed membership forms, guest pass forms, ID card forms, and release forms entered.
13. Make sure 1st floor is checking both gyms that is cleaned prior to the end of the shift

# Closing Shift Procedures

1. Clock into your shift via P.A.S.S in the supervisor office.
2. Obtain the facility key ring in the supervisor office.
3. Prepare your facility report for your shift and print out an Inventory Detail report. Note any items that are low or out, and if anything was added to inventory.
4. You will log-in to the 3rd floor point of sale computer and log in to CSI
5. Verify the cash drawer count is correct (should be at $50.00) and ensure no student account or credit card slips are left in the drawer from the shift before. Note starting amount on facility report. If amount is over, be sure to note this on your facility report.
6. Prepare studio if there is any upcoming aerobic/specialty classes
7. Prepare gym(s) if there are any upcoming practices or games.
8. Complete your initial facility walk-through at the beginning of your shift (two additional walk-throughs are to be completed during your shift). Ensure all staff have their radios, are in their areas, and ready for work.
9. Check washer & dryer for uniforms and/or sheets. Finish washing/drying and instruct the 1st floor attendant to fold the uniforms or sheets. If not dry by end of your shift, leave items in dryer and a note for opening supervisor to fold.
10. Check 3rd floor area for miscellaneous tasks (copies of forms, data entry of release forms, guest passes, etc.)
11. Prepare for facility closing
	1. 1st Floor Desk Attendant - Items set up for staff basketball, volleyball or badminton make are cleaned up, and put back in their place.
	2. 8:40 pm – Make announcement about locker rooms closing at 8:50pm.
	3. 8:50 pm – Make announcement about locker rooms closing and facility closing at 9:00 pm.
	4. 9 pm – Make announcement that facility is now closed.
12. 1st floor - shut down women’s and men’s locker rooms and restrooms ( walk-through and ensure all members are out)
13. 3rd floor – Lock 1st & 3rd Floor entry doors from security computer at 9:00pm
14. Request all desk attendants to clear floors verbally. Guide any remaining guest out.
15. Make sure all working staff clears out each floor and logs off CSI. Computers can remain powered on.
	1. Do Not Log out of 2nd Floor Computer
	2. Do Not Log out of ID Machine Computers
	3. ONLY COMPUTER THAT DOES NOT GET LOGGED OFF IS 2ND FLOOR. ALWAYS LEAVE COMPUTER AS IS.
16. Turn off Facility Lights (all floors, gyms, studio, and trainer room) and Lock the appropriate areas.
17. Turn off all televisions and sound system.
18. Instruct desk attendants to bring up all completed forms, any leftover ID’s, and radios.
19. Receive fitness center cleaning chart from 2nd floor and attach to your facility report.
20. Place radios on chargers.
21. Prepare for the end of your shift
	1. Print out the Invoice Listing Detail & Inventor Report.
	2. Complete & drop your Facility Deposit.
	3. Finish your Facility Report.
	4. Turn in completed membership forms, guest pass forms, ID card forms, and release forms entered.
22. Turn off 3rd floor lights, Lock student supervisor office, and Leave & Secure the facility. Check all doors!

# Shift Reports

**Invoice Listing Detail Report** – Reports all transactions you completed during your shift

1. In CSI, click on “Reports” on left column
2. Click on “Invoice Listing Detail”
3. Once screen comes up fill out all required fields
	1. Operator (look yourself up by last name)
	2. Beginning Date
	3. Ending Date
	4. Beginning Time (when your shift started and Ending Time (when your shift ended)
4. Click on Detailed Listing on top menu bar.
5. Once report comes up click on File and select Print.
6. Change printer to SLC1 on Peale.
7. Print it out & Go get report from printer in Admin Office.
8. Review the report.
	1. Cash invoice totals match amount being deposited. Initial on report that count matches.
	2. Credit Card totals match totals from credit card slips being deposited. Initial on report that count matches.
	3. Other totals match totals from student account slips being deposited. Initial on report that count matches.
9. Fold report and include in deposit envelope.

**Daily Cash Drawer must ALWAYS start & end with $50.00 after each shift**

**Inventory Listing Detail Report** – Reports the count of resale items after your shift or inventory purposes.

1. In CSI, click on “Reports” on left column
2. Click on “Inventory” and then select Reorder-List-Value.
	1. Select Report – Inventory Value
	2. Product Category – All Inventory Categories
3. Select Preview from the top menu bar.
4. Once report comes up click on File and select Export.
5. Choose Portable Document Format (PDF).
6. Once the PDF opens, print the report to the SLC1 on Peale printer in the Admin Office.
7. Review the report, note items that have a quantity (Qty) of 5 or less on the Facility Report
8. Staple your report to the Facility Report and turn in to the Admin Office.

# Guest Passes

## Existing Guest Check-In

For guests who have previously visited the Student Life Center, filled out a Guest Pass Form, and completed the current Release Form. Members must pay $5.00 and be checked into the facility using Member Check In.

1. Member pays for guest(s) passes ($5.00 per guest) via Point of Sale.
2. From Member Check In
	1. Member scans UHD ID Card or staff enters 900#
	2. Click on Guest
	3. Click on Find Guest (search by Last Name & First Name) – if not in system, use **New Guest procedures**.
	4. Find correct name and double click.
3. Guest Check In Error Message (Reached Limit) – Bypass and click OK
4. Repeat until all guest have been selected.
5. Click on Check In and select Yes to bypass all error messages
6. If Waiver Has Not Been Signed, Guest must sign release form prior to check in.
7. Member and Guest(s) are now checked in.

## New Guest Check-In

For new guests who have NOT previously visited the Student Life Center. A Guest Pass Form and current Release Form must be completed. Members must pay $5.00 for their guest to enter. Guest can use member check in going forward.

1. Guest and sponsor complete Guest Pass form, provides valid government ID, and signs release form.
2. Member pays for guest(s) passes ($5.00 per guest) via Point of Sale.
3. Check in the sponsoring member
4. Provide Guest Pass from to Department Business Administrator for entry
5. Guest can be checked in via CSI upon next visit.

# Release Forms

All Student Life Center members are required to sign a new UHD release form each academic year beginning on August 1st. Once the release form has been signed, a sticker should be placed on the back of the UHD ID to denote the current form has been completed. The date that the new form was signed is entered into CSI via the following:

1. Click on “Member Management” on left column
2. Click on “Member”
3. Input 900 #
4. Click on “Find Member” on top column
5. Once screen comes up go to “Insert” on top column
6. Click on “Message”
7. Click on “Add” on top column
8. Insert message “Release form signed on (Date)”
9. GO to “Date expired”
10. Insert “7/31 (following year)”
11. Click “Ok”
12. Close

Supervisors and desk attendants should have all UHD students, staff, and faculty who come into the facility to obtain a new ID sign the UHD release form at that time to alleviate the need to do so in the future.

# Facility Point of Sale

1. Click on “Point of Sale” on left column
2. Click on “Start Point of Sale”
3. Enter 900 #
4. Select category in which the member is purchasing in
5. Add Comments (Comments are needed for locker rental, guest passes, refunds, donations, club fees)
6. Click on “Payments”
7. Select form in which member is paying in
8. Click on “Receipt”

## Resale Items

1. Follow Point of Sale steps 1 – 4.
2. Click on “Payments”
3. Select form in which member is paying in
	* **Paying with cash**
		+ Count amount you are given and type in the amount.
			- Always check with black marker $20, $50, and $100 bills
			- Make sure you give back correct change if change needs to be given.
	* **Charging to student account**
		+ 1. Obtain student account slip (purchase must be at least $1.00)
			2. Fill out required information
				- Date, Receipt Number, and Staff Name,
				- Item(s) Purchased
				- Student Name, ID Number, and Purchase Amount
			3. Student signs & dates the form.
* **Paying with credit card** (Active Students **MAY NOT** pay with credit card)
* You will grab white slip (Note: Only staff, faculty, and alumni are allowed to pay with credit card, $1.00 minimum charge)
1. Obtain credit card payment slip (purchase must be at least $1.00)
2. Fill out required information
* Date, Receipt Number, and Staff Name,
* Item(s) Purchased
* Credit Card Type (Visa, MC, Discover, Other)
* Credit Card Info (Name on Card, Number, Expiration)
* Member Name (as it is on card), Address, and Phone.
1. Give to member to sign and fill out card billing address
2. Click on “Receipt”
* If it was charged to Student Account or Credit Card go back and put the Department Receipt # on slip.

## Fitness Sales (Massage & Personal Training Sessions)

1. Click on “Scheduler” on left column
2. Click on “Graph View”
3. Select fitness assessment, personal training, massage, or nutrition on top tabs
4. Select if Student or Non Student in service box
5. Select date the member wants to be scheduled for
6. Select slot with trainer the member asked for
7. Input 900 #
8. Click POS for Point of Sale to receive payment for the service.
9. Point of Sale will come up with amount listed for service.
10. Select “Massage”
	1. Verify if the member is a student or non-student since there is different prices
11. Click on “Payments”
12. Select form in which member is paying in
	* **Paying with cash**
		+ Count amount you are given and type in the amount.
			- Always check with black marker $20, $50, and $100 bills
			- Make sure you give back correct change if change needs to be given.
	* **Charging to student account**
		+ 1. Obtain student account slip (purchase must be at least $1.00)
			2. Fill out required information
				- Date, Receipt Number, and Staff Name,
				- Item(s) Purchased
				- Student Name, ID Number, and Purchase Amount
			3. Student signs & dates the form.
* **Paying with credit card** (Current Students MAY NOT pay with credit card)
* You will grab white slip (Note: Only staff, faculty, and alumni are allowed to pay with credit card, $1.00 minimum charge)
1. Obtain credit card payment slip (purchase must be at least $1.00)
2. Fill out required information
* Date, Receipt Number, and Staff Name,
* Item(s) Purchased
* Credit Card Type (Visa, MC, Discover, Other)
* Credit Card Info (Name on Card, Number, Expiration)
* Member Name (as it is on card.
1. Give to member to sign and fill out card billing address and phone.
2. Click on “Receipt”
* If it was charged to Student Account or Credit Card go back and put the Department Receipt # on slip.

Make sure member fills out Par-Q Form and File form in accordion file for trainer when done.

## Fitness Sales (Specialty Classes)

1. Click on “Point of Sale”
2. Click on “Start Point of Sale”
3. Enter 900 #
4. Select “Fitness Programs”
5. Click on “Payments”
6. Select form in which member is paying in
	* **Paying with cash**
		+ Count amount you are given and type in the amount.
			- Always check with black marker $20, $50, and $100 bills
			- Make sure you give back correct change if change needs to be given.
	* **Charging to student account**
7. Obtain student account slip (purchase must be at least $1.00)
8. Fill out required information
	* + - * Date, Receipt Number, and Staff Name,
				* Item(s) Purchased
				* Student Name, ID Number, and Purchase Amount
9. Student signs & dates the form.
* **Paying with credit card** (Current Students MAY NOT pay with credit card)
* You will grab white slip (Note: Only staff, faculty, and alumni are allowed to pay with credit card, $1.00 minimum charge)
1. Obtain credit card payment slip (purchase must be at least $1.00)
2. Fill out required information
* Date, Receipt Number, and Staff Name,
* Item(s) Purchased
* Credit Card Type (Visa, MC, Discover, Other)
* Credit Card Info (Name on Card, Number, Expiration)
* Member Name (as it is on card.
1. Give to member to sign and fill out card billing address and phone.
2. Click on “Receipt”
3. If it was charged to Student Account or Credit Card go back and put the Department Receipt # on slip.

## Guest Pass Payments

1. Click on “Point of Sale” on left column
2. Click on “Start Point of Sale”
3. Enter 900 #
	* You will always charge member sponsoring guest.
	* Guest can only pay in cash, unless sponsor approves of the transaction going onto student account
4. Select “Guest Pass”
	* If more than one guest being sponsored by the same member right click and edit amount to correct amount
5. Click on “Payments”
6. Select form in which member is paying
	* **Paying with cash**
		+ Count amount you are given and type in the amount.
			- Always check with black marker $20, $50, and $100 bills
			- Make sure you give back correct change if change needs to be given.
	* **Charging to student account**
7. Obtain student account slip (purchase must be at least $1.00)
8. Fill out required information
	* + - * Date, Receipt Number, and Staff Name,
				* Item(s) Purchased
				* Student Name, ID Number, and Purchase Amount
9. Student signs & dates the form.
* **Paying with credit card** (Current Students MAY NOT pay with credit card)
* You will grab white slip (Note: Only staff, faculty, and alumni are allowed to pay with credit card, $1.00 minimum charge)
1. Obtain credit card payment slip (purchase must be at least $1.00)
2. Fill out required information
* Date, Receipt Number, and Staff Name,
* Item(s) Purchased
* Credit Card Type (Visa, MC, Discover, Other)
* Credit Card Info (Name on Card, Number, Expiration)
* Member Name (as it is on card.
1. Give to member to sign and fill out card billing address and phone.

**7.** Click on “Receipt”

* If it was charged to Student Account or Credit Card go back and put the Department Receipt # on slip

## Membership Payments

1. Click on “Point of Sale” on left column
2. Click on “Start Point of Sale”
* Enter 900 #
	+ Write a comment specifying it is an alumni membership and put the dates
1. Select “Memberships”
2. Choose the membership type.
3. Click on “Payments”
4. Select form in which member is paying in
	* **Paying with cash**
		+ Count amount you are given and type in the amount.
			- Always check with black marker $20, $50, and $100 bills
			- Make sure you give back correct change if change needs to be given.
	* **Charging to student account**
5. Obtain student account slip (purchase must be at least $1.00)
6. Fill out required information
	* + - * Date, Receipt Number, and Staff Name,
				* Item(s) Purchased
				* Student Name, ID Number, and Purchase Amount
7. Student signs & dates the form.
* **Paying with credit card** (Current Students MAY NOT pay with credit card)
* You will grab white slip (Note: Only staff, faculty, and alumni are allowed to pay with credit card, $1.00 minimum charge)
1. Obtain credit card payment slip (purchase must be at least $1.00)
2. Fill out required information
* Date, Receipt Number, and Staff Name,
* Item(s) Purchased
* Credit Card Type (Visa, MC, Discover, Other)
* Credit Card Info (Name on Card, Number, Expiration)
* Member Name (as it is on card.
1. Give to member to sign and fill out card billing address and phone.

**7**. Click on “Receipt”

* If it was charged to Student Account or Credit Card go back and put the Department Receipt # on slip

# Locker Rental

## New Locker

1. Click on “Lockers” on left column
2. Click on “Locker Assignment”
3. Once screen comes up click on “Men’s Locker Rental” if it’s a male or “Women’s Locker Rental” if it’s a female on top column
4. Look for an open locker that has not been assigned to anyone
5. Right click on locker
6. Click on “Assign Locker”
7. Once screen comes up input 900 #
8. Click on “Find Member” on top column
9. Select Session (whichever session we are in spring/summer/fall)
10. Click on “POS” on top column
11. Input 900 #
12. Click on “Locker Rental”
13. Click on “Session” we are in
14. Click on “Payment”
15. Select type of payment
16. Click on “Receipt”
17. Screen will go back to locker assignment
18. Click on “Note” and type (Session and R#)
19. Click on “Save”
20. Give receipt to member and make sure to write their locker number on receipt before giving it to member

## Locker Renewal

1. Click on “Lockers” on left column
2. Click on “Locker Assignment”
3. Once screen comes up click on “Men’s Locker Rental” if it’s a male or “Women’s Locker Renal” if it’s a female on top column
4. Look for locker number member has assigned
5. Right click on locker
6. Click on “Edit”
7. Click on “Renew” on top column
8. Click on “Select Session” and change the session
9. Click on “POS” on top column
10. Click on “Payment”
11. Click on “Receipt”
12. Screen will go back to locker assignment
13. Click on “Note” and type (Session and R#)
14. Click on “Save”
15. Give receipt to member

# SLC Memberships

## New Membership

1. Member completes a UHD Sports & Fitness New Membership Application Form
2. Ensure all fields are complete and that form is signed & dated
3. Member completes a UHD Release Form. Ensure form is signed & dated.
	1. Minors must be with their parent/legal guardian and parent/legal guardian must sign release form.
		1. If under 16 years old, will need a valid ID card, or birth certification
	2. Student/Employee friend sponsors must have current release form on file and be present.
4. Member provides valid government issued ID
5. Make a copy of ID & attach to membership application
	1. Copy of sponsor UHD ID is required for friend memberships. Attach to application.
6. Verify member status (if ELI, Auxiliary, or CJ Cadet application)
	1. Note their ELI, CJ Cadet, or Auxiliary Info on application
7. Check off the type of membership being purchased
	* ELI Students and Auxiliary Members have no cost
	* Alumni – verify alumni info in BANNER
	* Student or Employee Friend – sponsor must be present and valid with UHD.
8. Go to **Point of Sale** to receive payment for membership (if applicable)
9. Turn page over and supervisor fills out
	* Name of S&F Employee completing the form (Please Print)
	* Receipt Number of Payment
	* Membership Dates
	* Membership Photo Taken
	* Comments (If any)
10. Put in Department Business Administrator’s box once complete

**NOTES:**

For Auxiliary, CJ Cadets, and ELI Students – refer to current rosters and lists in notebook to verify the status of the applicant. If applicant name is not found, allow applicant to complete the membership application, but do not accept payment until status is validated. Inform applicant of the issue and submit application & info to department business administrator.

**For Minor Memberships** – Minors must be in the presence of their parent and/or legal guardian at all times while in the Student Life Center. Minors are allowed to participate in fitness classes and be on the 1st floor with their parent/guardian. Minors found in violation will have the issue reported to their sponsor and may have their privileges revoked.

## Membership Renewal

1. Verify what kind of membership the member wants to renew
2. Give member the UHD Sports & Fitness Membership RENEWAL Application Form
3. Have member also fill out Release Form (if needed)
4. Member provides valid government issued ID
5. Make a copy of ID & attach to membership application
	1. Copy of sponsor UHD ID is required for friend memberships. Attach to application.
6. Verify member status (if ELI or Auxiliary) – CJ Cadets cannot renew memberships.
7. Check off the type of membership being purchased
	1. ELI Students and Auxiliary Members have no cost
	2. Alumni – verify alumni info in BANNER
	3. Student or Employee Friend – sponsor must be present and valid with UHD.
8. Go to **Point of Sale** to receive payment for membership (if applicable)
9. Complete back side (top portion) of application.
10. Take a membership photo
	1. Use ID Computer
	2. Save in Shared Folder
	3. Add to CSI under Member
		1. Double Click on Photo (or where photo goes)
		2. Select Import Picture
		3. Choose Picture File
		4. Click Done
11. Put in Department Business Administrator’s box once complete

# Fitness Program Scheduling

## New Appointment

1. Click on “Scheduler” on left column
2. Click on “Graph View”
3. Select fitness assessment, personal training, massage, or nutrition on top tabs
4. Select if Student or Non Student in service box
5. Select date the member wants to be scheduled for
6. Select slot with trainer the member asked for
7. Input 900 #
8. Confirm Booking
9. Initiate Payment (or select Series Sales if member has previously purchased a Trainer or Massage package)
10. Point of Sale will come up
11. Charge Member
12. Give reminder card with receipts after scheduling appointment

\*\*\*\*\*\*\*Only members who are booking their first fitness assessments, pre assessments, or post assessments do not get charged. If a member is booking a fitness assessment because they did not show up to their previous fitness assessment there is a $10.00 fee associated.

## Canceling an Appointment

Members can cancel appointments no later than 24 hours of their original appointment day. If a member tries to cancel on the same day, the appointment is lost and no money (or series sales booking) is returned to the member.

1. Click on “Scheduler” on left column.
2. Click on “Graph View”
3. Select date of scheduled appointment
4. Right click on appointment
5. Click on “Cancel Session”
6. Select the reason for the cancellation
7. Click on “Done”
8. If purchase was made via a series sale, appointment can be returned to the series sales for future use (as long it was cancelled at least 24 hours in advance)

# Injuries & Incidents

## Incident Report

1. Fill out
	* Date
	* Time of Report am/pm
	* UHD Sports & Fitness staff name
	* Approximate time of incident am/pm
	* Location of incident
	* Individuals involved (name, status, id#, phone#)
	* Witness name (name, status, id#, phone #)
	* Description (be as detailed as possible)
	* Action taken
	* Circle if University Police was notified
	* Circle if injury occurred
	* Sign in supervisor section
2. Once filled out put in Gladis’ box

## Injury Report

1. Fill out
	* Date
	* Time of Report am/pm
	* UHD Sports & Fitness staff name
	* Approximate time of incident am/pm
	* Location of incident
	* Individuals involved (name, status, id#, phone#)
	* Witness name (name, status, id#, phone #)
	* Specific as possible of all injuries
	* Description of how injuries occurred including names
	* Circle if medical attention recommended
	* Circle is EMS was notified
	* Circle if University Police was notified
	* Action taken Sports & Fitness staff, university staff, or other individuals
	* Sign of injured party
	* Print name if injured party
	* If refused or declined injured party must sign inside box
	* Sign in supervisor section
2. Once filled out put in Gladis’ box

# Intramural Sports Registration

## How to register as an intramural sport free agent

1. Go to [www.uhd.edu/sportsandfitness](http://www.uhd.edu/sportsandfitness)
2. Click on intramural Sports
3. Click on the sport the member is interested in
4. Click “Free Agent Sign Up”
5. Sign up as a free agent online

How to register your intramural sport team

1. Team must pick up an intramural sport team entry packet on first or third floor of the UHD Student Life Center
2. Team will submit the following:
	* Team Entry Form
	* Team Roster
	* $20 Payment
3. Team will keep the rules
4. On bottom of Team Entry Form please write Receipt Number, Date, and Sports & Fitness Staff.
5. Paperclip the Team Entry Form and Team Roster together and drop off in Sports Coordinator box.

How to register for individual intramural sport tournament

1. Individual must pick up an intramural sport entry form on first or third floor of the UHD Student Life Center.
2. Individual will submit the following:
	* Entry Form
	* $5 Payment
3. Individual will keep the rules
4. On the bottom of Team Entry Form please write Receipt Number, Date, and Sports & Fitness Staff.
5. Drop off Entry Form in Sports Coordinator box.

How to register as an intramural sport free agent (Manually)

1. Free agent clipboards will be on the third floor and first floor of the UHD Student Life Center.

# Club Sports Registration

## How to register for tryouts for a UHD Sport Club

1. Go to [www.uhd.edu/sportsandfitness](http://www.uhd.edu/sportsandfitness)
2. Click on Club Sports
3. Click on the sport the member is interested in
4. Click on Player Eligibility Requirements and Tryouts
5. Have the member register online

## How to register for tryouts for a UHD Sport Club (Manually)

1. Write down the following information of the interested member
	* First and last name
	* Student ID Number
	* Phone Number
	* Email Address
2. Drop off information in Sports Coordinator box