

2018-2019 Assessment Final Report

KU Recreation Services

Increase Competency Level of Facilities Student Supervisor Staff for Risk Management Documentation through Staff Trainings

Introduction

Assessment Project Description

The student Facility Supervisor position with KU Recreation Services (KURS) is responsible for the active supervision of the Ambler Student Recreation Fitness Center. Generally speaking, they are responsible for ensuring the safety of KURS members, as well as ensuring the facility is a member-friendly environment.

In the event of an injury, facility maintenance issue, or behavioral incident, the Facility Supervisor is responsible for completing documentation. Incident and accident reports are completed using a software called Connect2Concepts. Reports are submitted, detailing the member(s) involved, the events leading up to the injury or incident, gathering witness accounts, and allowing for follow-up.

Anecdotally, reports that were being submitted prior to the assessment project were lacking detail. The purpose of this project was to empirically identify the quality of accident and incident reports via rubric, and apply a training approach to improve performance based on the identified area(s) of need.

The project utilized a “pre-test” mock report, followed by a tailored training addressing commonly missed areas, and a subsequent “post-test” mock report for comparison. After assessing the results of the post-test, we would determine the effectiveness of the tailored training.

Service/Program Student Learning Outcome(s)

Students who work as Facility Supervisors will be able to...

- Apply gained knowledge to accurately complete risk management documentation in Connect2, a reporting software.

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Population/Sample:

The population sample for this assessment project was KURS Facility Supervisors, an elevated student position within the Facility Operations team. Fourteen Facility Supervisors participated in the assessment.

Assessment Method(s):

During a team meeting, the Facility Supervisors were presented with a mock scenario, detailing a fictional incident that took place at the Ambler SRFC. They were tasked with writing an incident report based on the mock scenario; they had freedom to create the participants involved, witnesses, but were given the key details (location, time, etc.).

This report was graded, with a max score of 24 points. Of the 24 possible points, 19 points were whether or not a certain item of the report was completed. The final five points were a 1-5 scale for the Facility Supervisor's narrative account of the incident.

After assessing the pre-test, we tailored training based on items of the incident report that were commonly missed. After training, we administered a post-test. The mock scenario remained the same. The post-test report was graded using the same scoring system.

Summary of Key Findings/Results

The pre-test incident reports had the following results:

- Number of supervisors – 14
- Average score – 21.7/24
- Median score – 22/24
- Brief text alert – 9 of 14 completed successfully
 - A successful brief text alert is a one-sentence, concise description of the incident. This item was missed if a Facility Supervisor either omitted this step or included too much information or multiple sentences.
- Report filer's account – 3.79/5

These results identified two areas to address: the “brief text alert,” and the “report filer's account.” The brief text alert is a one-sentence, concise description of the

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incident; this message would be included with a text message when a report is submitted.

The report filer’s account is the narrative of events from the perspective of the report filer, i.e., the Facility Supervisor. Ideally, it addresses who the incident or accident involved, what events happened, where it took place, when it took place, and, if known, why it happened or what events led up to the incident or accident.

Following the pre-test, we tailored our training to focus on improving these two areas. We educated the students at a staff training and reminded over the semester to use the “brief text alert” as a one-sentence description of the event; concise and to the point. Additionally, we focused on improving the narrative portion of the “report filer’s account” to address the 5 W’s – who, what, where, when and why.

The post-test incident reports had the following results:

- Number of Supervisors – 14
- Average score – 22.4/24
- Median score – 23/24
- Brief text alert – 14 of 14 completed successfully
- Report filer’s account – 4.1/5

Here are the results, comparing the pre-test scores to the post-test:

Category	Pre-Test (n=14)	Post-Test (n=14)	Change
Average Total Score	21.7	22.4	+0.9
Median Score	22	23	+1.0
Brief Text Alert	9/14 (64.28%)	14/14 (100%)	+35.72%
Report Filer’s Account Average Score	3.8	4.1	+0.3

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This assessment supported our hypothesis that incident reports generally lacked detail in the narrative portion from the report filer (i.e., Facility Supervisor), and highlighted unnecessary length in the brief text alert.

Conclusions

Impact of Assessment

The results of the pre-test identified some misunderstanding in the amount and depth of information needed in two key areas of a report – the brief text alert, and the report filer’s account. The former only needs to be a one-sentence, concise summary of the incident or accident, whereas the latter needs to be more of a thorough recounting of the events leading up to, during and after the incident; it should answer who, what, where, when, and (if possible) why.

By empirically seeing that these areas were commonly missed, we focused our training on these two areas of the report. The remaining items are required fields in the online form, and a report can’t be submitted without completing these items. These two fields are text boxes, and we will continue to focus our training on including the appropriate amount and depth of information for each required fields. As we train new Facility Supervisors, we will emphasize these two areas, and will use meetings and internal newsletters for ongoing training reminders.

Lessons Learned

Because we have mandatory team meetings every other month, and create newsletters on the opposite months, we have built-in opportunities to administer the pre- and post-tests, as well as deliver the trainings. While it was not a challenge of the assessment process, a challenge with application of knowledge is that accidents and incidents can be infrequent at times. A Facility Supervisor may not ever complete an actual report if an accident or incident doesn’t occur on shift. These skills may be lost if not used consistently enough, so we need to create opportunities for practical applications, whether in meetings or on shift with additional mock scenarios.

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Appendix

Misconduct Incident Report – Checklist for Assessment

Incident Report Item	Score	Out of...
Date		1
Time		1
Facility where incident occurred		1
Location of incident		1
Brief text alert <i>One-sentence description of incident</i>		1
First name		1
Last name		1
Home phone		1
E-mail address		1
Activity at time of incident		1
Nature of incident		1
Action taken		1
Witness		1
Witness written account <i>Description from witness account that gives perspective</i>		1
Employee completing report – First name		1
Last name		1
Home phone		1
Alternate phone		1
E-mail address		1
Report filer’s account of incident <i>Description from Facility Supervisor, giving objective perspective; 1 to 5 scale, 1 being minimal info, 5 being thorough</i>		1-5
Total		24



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Accident Report Scenario

It's 8pm on a weekday, and the ASRFC is very busy. On basketball court 1920, there is a large crowd, with a full court basketball game going on. Towards the end of the game, two patrons get in a verbal argument. You hear the commotion and begin to head towards the court. As you approach, the argument turns physical. The two patrons begin to throw punches, but the fight is quickly broken up by their teammates. One of the patrons involved was left with a bloody nose as a result of the fight, and is demanding that the police be called. You call KUPD, and they arrive shortly after to handle the situation.

Misconduct Incident Report

Instructions for completing the form.

Please complete accurately and objectively. All fields with an * are required and will need to be completed before submitting the form.

Date of Incident*: _____

Time of Incident*: _____

Facility where incident occurred (circle)*:

ASRFC
Adams Campus

Shenk Sports Complex
Central District Turf Field

Location of incident*: _____

Brief Alert Text Description*:

Notification: (Select all that apply)

- Police Called (A)
- Participant Removed (A)
- Minor Incident

Person(s) Involved:

- Member
- Guest
- Employee

Affiliation

- Student
- Faculty/Staff
- Other

Member ID*: _____

First Name*: _____ Last Name*: _____

Street Address: _____

City: _____ State: _____ Zip: _____


Home Phone*: _____ Alternate Phone: _____

E-mail Address*: _____

Gender (circle): Male Female Neutral Other

Is the person involved a minor? (circle): Yes No

Activity at time of incident? (circle)

Activity 

Independent Exercise

KU Fit / Personal Training

Intramurals

Open Rec

Outdoor Pursuits


Special Event

Sport Clubs

Maintenance

Other (specify in notes)

Nature of incident (circle)

Choose Incident 

Policy Violation

Evidence of Drugs, Alcohol, Tobacco

ID Confiscation

Inappropriate Behavior


Physical Violence

Theft

Vandalism

Other (specify in notes)

Action Taken (circle)

Choose Action 

Removed from SRFC

Police Called

Other (specify in notes)

Witness Status (circle):Member

Guest

Employee

First Name: _____

Last Name: _____

Home Phone: _____

Alternate Phone: _____

E-mail Address: _____

Description of Incident

Witness written account

Large empty rectangular box for writing the witness account.

Employee Completing Report

First Name*: _____ Last Name*: _____

Home Phone*: _____ Alternate Phone*: _____

E-mail Address*: _____

Report Filer's Account of Incident

Additional Information

Submit