Lifeguard Performance

The Wade King Student Recreation Center strives to provide a safe and welcoming environment. During the 2015-16 Academic year the facility experienced an increase in patron and student staff feedback concerning lifeguard attentiveness and performance of routine maintenance on the pool deck.

Data: Increased patron feedback and student staff evaluations

Action: Survey of peer institutions’ lifeguarding best practices resulted in the introduction of an Up/Down Guard Rotation system (30 minutes on/30 minutes off) and a lifeguard station for Down Guards. Down Guards answer questions, complete maintenance tasks and can now complete light exercises while on deck.

Outcomes: Patron feedback indicated greater satisfaction and confidence in the supervision of the pool. Routine maintenance performed by lifeguards is being completed at nearly 100%. An assessment survey of lifeguards shows an increase in job satisfaction and “feeling more focused while on stand.”