



Flinders
University



**SPORT &
FITNESS**



Kaurna m

Flinders University acknowledges the Traditional Owners and Custodians of the lands and waters on which its campuses are located, these are the Traditional Lands of the Arrernte, Dagoman, First Nations of the South East, First Peoples of the River Murray & Mallee region, Jawoyn, Kurna, Larrakia, Ngadjuri, Ngarrindjeri, Ramindjeri, Warumungu, Wardaman and Yolngu people. We honour their Elders past, present and emerging.

Today, over **400 ABORIGINAL AND TORRES STRAIT ISLANDER STUDENTS** are enrolled in courses at Flinders University.



Flinders University Sport & Fitness

- Affiliate to the Flinders University
- Not for profit organisation
- 15 x Employed Staff
- 16 x Contracted Staff
- 1800 Gym Members (Students / Staff / Alumni / Public)
- 21 Sports Clubs - 1374 (Sports Club Members)
- 4 months experience implementing Xplor Rec



Facilities Indoor

Alan Mitchell Sports Centre

- **Level 3:** Sports hall (1 x Indoor Basketball Court), RPM Room, Reformer Pilates Studio, Group Fitness Studio
- **Level 2:** Squash Courts, Women's Only Gym, Cardio Room, The Bunker (Strength & Conditioning Athlete training facility).
- **Level 1:** General Weight Room

Sturt Gymnasium

- 1 x Indoor Basketball Court
- 1 x Lecture Room



Facilities Outdoor

Sturt Oval

- 1 x Oval (with lights)
- 1 x Tennis / Basketball Court

Sports Pavilion

- Oval 1 (with lights)
- Oval 2
- Pavilion (Club Rooms / Kitchen / Storage / 6 x change rooms)





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Xplor Recreation



Good



Bad/ Ugly



Reflection



Good



Staff Admin / Software

- Software can be customised to suit your business
- Approvals – Custom restrictions can be set to allow further approval before a booking is confirmed.
- Online Help Portal – Tech Support, Community Forums, Articles, webinars, video tutorials).
- Software Set Up – Online Training sessions, mapping custom needs/features to accommodate business needs, homework tasks, test mode.
- Club Booking – Club accounts, view/cancel all club bookings and make new bookings.
- Less manual admin time! – Streamlined processes.
- Automations – (Debt/Failed payments communications & restrictions are triggered, marketing/newsletters sent).
- Reports – Data can be exported into different file types.



Good (Continued) ✓

Customers Experience

- Purchase/Booking Process – Quick & Easy. Customers can see schedule booked.
- Transparency – Customers have control of their accounts (Finance Info, Payment info, Schedules).
- Communication - Automations have allowed members more frequent information about their memberships, accounts, and bookings than ever before.
- Automations – (Automatic invoices, rollover contracts, smart lists)
- Reports – Data can be exported into different file types.
- Waitlists – Group fitness classes capacity can be set, and then a waitlist can be created and automated.





Bad



Staff Admin / Software

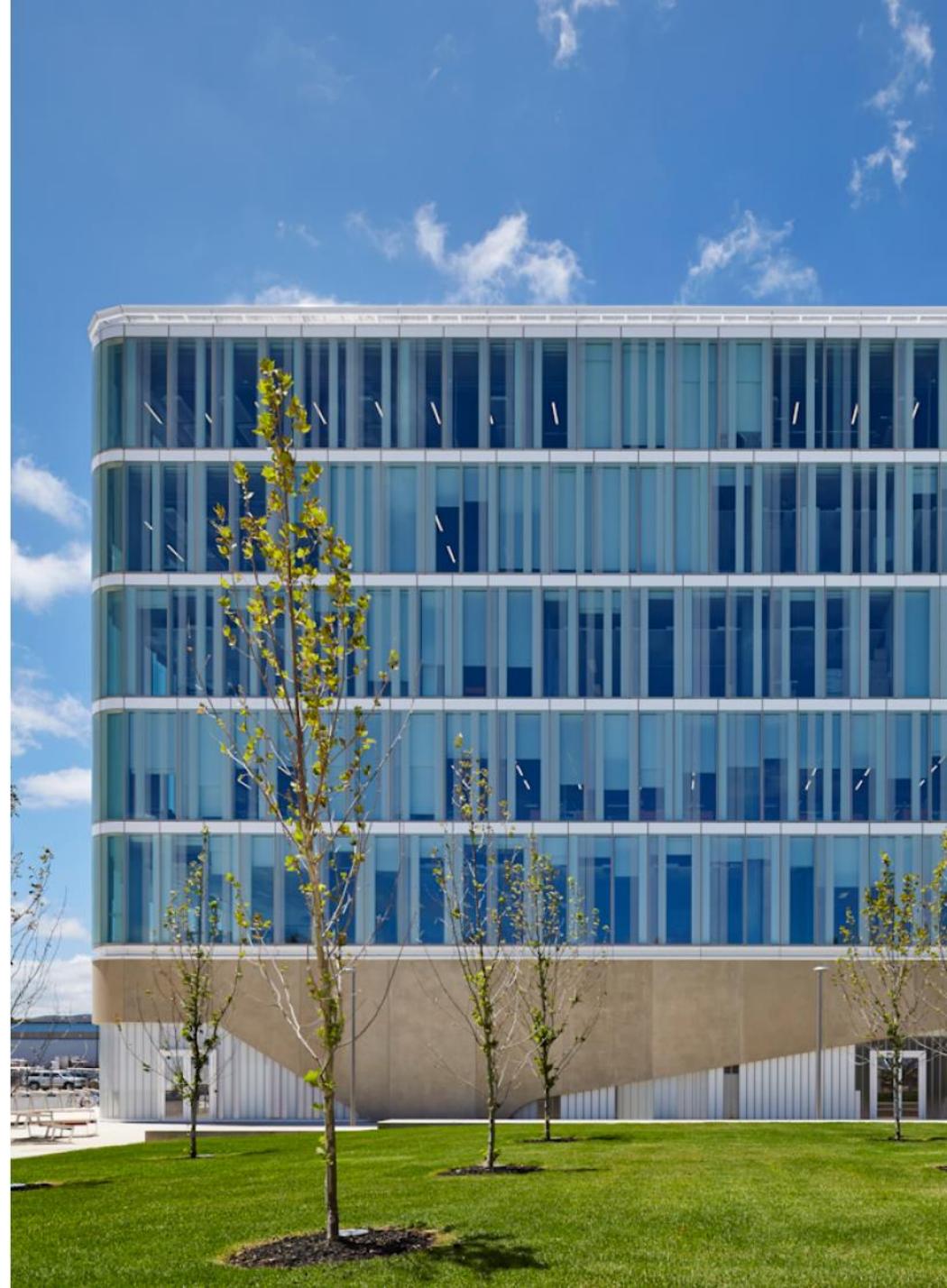
- Software creation – Time to build & develop is time consuming.
- Two Factor Authentication – Xplor Rec doesn't have TFA. A major concern for FU. Restricted access given, limited data allowed..
- Can't Permanently Delete – Actions involving a payment for a product or service cannot be deleted permanently or hidden.
- Document Templates – Contracts are still sent manually.
- Filters – When staff open the booking system it will default back to the filters / date that was last used.
- Booking Process – Lengthy, multiple ways to achieve the same thing.
- Support – All support was remote via zoom, phone, or screen sharing access.
- Too many steps to attend someone into a class
- Minor Business Changes – require a lot of background software update (e.g. price updates, new membership, business hours, etc).



Bad (Continued) X

Customers Experience

- Web-Based – Hard to navigate on a mobile device.
- System bugs – Delayed Debit fees, Members paying for multiple memberships,
- Perfectmind – Minimal understanding of how to set up system workflows and overrides.





Reflection

- Underestimated the amount of work time and energy needed to BUILD the program.
- Going LIVE highlighted issues; such as 'banking processes' as we weren't able to do these in TEST mode with real clients.
- After going LIVE, support dropped off. We no longer got access to our support/ trainer and we're restricted to online community support. Slower turn around time.
- In hindsight, pay an employee for the 3 months build phase and 3 month LIVE phase at a minimum. There were many times we were on the phone to support, connecting scanners and making changes. Taking away from current job roles.





Questions?

