

University Recreation & Wellness FY21 Annual Report

Fiscal year 2021 presented tremendous challenges and opportunities for University Recreation & Wellness (RecWell). COVID-19 affected all aspects of our programs, facilities, services, and operations, presenting both novel challenges and opportunities. RecWell served the campus community throughout the fiscal year through continuous commitment to our mission and core values.

Accomplishments

Reopening RecWell facilities as safely as possible and providing services and programming was our primary goal for FY21. A group effort was necessary to achieve this goal. Key components of our reopening are listed below:

- Facility and Fitness staff creatively planned and reorganized exercise equipment layouts and space utilization to support safely reopening indoor recreation facilities on a phased timeline, with the first reopening on August 3, 2020.
- While we halted high-risk activities and services (steam room, sauna, diving boards, slide, water basketball, log rolling, racquetball, squash, wallyball, volleyball, basketball, soccer, towels/towel service, guest passes, yoga mats), through research and collaboration with campus colleagues we were able to maintain many amenities, such as water fountains, showers, locker rooms, and personal training services. We creatively modified access points for the recreation spaces within the School of Public Health, in spite of heavy restrictions due to COVID-related research. In addition, spaces for high-risk users were identified in Ritchie Coliseum.
- We implemented a reservation system (IM Leagues) to help control access and limit capacities in each location.
- In Spring 2021, to account for shifting campus guidelines and to further ensure patron and staff safety, we adopted a “Green Screen Policy” to enforce campus compliance among RecWell users.

RecWell provided **engagement opportunities for students** when few other options were available. Throughout the year, adjustments were made to existing programming efforts to encourage student engagement in activities and programs. A few noteworthy changes made were:

- Modifications to studios and relocations of group fitness classes to accommodate physical distancing during in-person classes
- Modified Intramural Sports activities and rules to ensure adequate physical distancing and increase cleaning of shared equipment
- Facilitation of Club Sport conditioning and fitness practices, including collaboration with the Group Fitness program to offer team workouts.
- Modified Adventure Program trips utilizing bike transportation in place of vehicles.
- For the first time, the Challenge Course offered open enrollment programming including the Alpine Tower, High Ropes Course, Giant Swing, and the Leap of Faith
- The Fitness and Adventure programs collaborated to offer curbside rental of BodyPump equipment for those individuals wishing to exercise at home.
- Virtual Program Offerings
 - Group Fitness Classes
 - Personal Training and Virtual 5k/10k training plans
 - Adventure Program Escape Rooms
 - Intramural Sports - Esports and trivia

RecWell continued to offer **professional and student staff development efforts** spearheaded by the department’s Diversity, Equity, and Inclusion (DEI) Standing Committee. These efforts included:

- In September, staff took time to reflect on the ways in which White Supremacy Culture was present in their own work and within the organization. Following these sessions, three staff members analyzed meeting notes to identify recommendations for the department becoming more inclusive on both an individual and organizational level.
- In October, DEI hosted a departmental book club featuring *How To Be An Antiracist* by Ibram X. Kendi, spurring a larger conversation around connections between antiracism and wellness. These conversations provided the foundation for a department-wide social marketing campaign and a MSAC conference presentation on the topic. The social marketing campaign included a two-part educational component for professional and student staff and an accompanying digital marketing campaign.
- In February and March, in recognition of the various challenges brought to the forefront by national events rooted in systemic racism and violence, engagement spaces for student employees were created and hosted by RecWell professional staff with shared social identities.

RecWell professional staff were proud to serve the Division and the Campus on COVID-related projects and committees throughout the fiscal year.

- 7 staff served as Case Managers for students assigned to isolation and quarantine housing, and Wallace Eddy assumed co-leadership of the entire case management program in Spring 2021
- Wallace Eddy also served on the Divisional Response Team throughout the fiscal year
- 3 staff served on the Early Contact Identification Team
- Andrea Bussler served as the Vaccine Clinic Project Manager and Jairo Cruz supported the non-medical staffing efforts of the clinic
- Mary Kate Crawford co-led the development of the online COVID-19 education training for students, and Hope Llanso provided the graphic and videography support for the online modules.
- Tami Lee and Jorge Herrera served on the Face Covering Task Force and the Emergency Management Committee, respectively.

Issues/Challenges

Aging facilities will always be a concern for the department. To address maintenance issues, several projects were undertaken, and others are either currently underway or planned for this year:

- Ritchie elevator repairs were completed in May 2021.
- ERC Elevator Modernization Project was procured in Spring 2021 and retrofit during Summer 2021.
- Upgraded and replaced the hot water heater at the Outdoor Aquatic Center in Summer 2021.
- Upgraded and replaced one pool heater in the Natatorium

The **financial impact** of the pandemic was also significant for the department. Opportunities for revenue generation were severely hampered due to restrictions for off-campus visitors and a significant decrease in the number of students on campus.

- A loss of approximately \$1.5 million in revenue from goods and services processed through member services operations, cancellation of Terp Quest Summer Camp, swim lessons, tennis lessons, and other summer session activities.
 - Revenue from personal training in FY21 (\$18,346) saw a decrease of 76.8% in personal training revenue from FY20 (\$79,143). There was also a 75.7% decrease in overall sessions sold (FY20 - 3,205; FY21 - 778).
 - In a typical year, the aquatics and safety programs typically generate over \$75,000 in revenue from the sale of swim lessons, community safety courses, and the masters swim program. In FY21, the programs did not generate any revenue.

- RecWell saw over 250 staff members cancel their payroll deduction membership throughout the year. Additionally, we did not offer the sale of guest passes during the fiscal year resulting in further revenue loss. In a typical year, over 16,000 guest passes are sold.

A concerning trend surfacing in FY21 is the **decrease in the number of applicants for student positions**. In FY20, there were 1,406 applications and in FY21, 922, a 34% decrease. The number of student employees, however, remained close to constant with only a 6.3% decrease (988 in FY20; 926 in FY21). Student recruitment and training for positions requiring certifications (lifeguards, swim instructors, group fitness instructors) has been challenging. A national shortage of qualified aquatic staff is particularly concerning and may affect the hours of operation of our aquatic facilities.

To address challenges in certifying group fitness instructors, the Coordinator for Fitness Programs secured 7 certifications for 7 students utilizing a scholarship-style application process. These funds increased diversity and outreach to our fitness community and secured more instructors to teach classes in the upcoming academic year.

Despite these challenges, several RecWell student employees had success in being accepted into graduate education with assistantships in collegiate recreation and receiving RecWell award accolades and scholarships.

- Dani Abel was offered the GA of Intramural Sports at University of Kentucky
- Jenn McGrath was offered the GA of Intramural Sports at Texas A&M
- Kelly Salomon was offered the GA of Intramural Sports at University of West Florida
- Brock Sassler was offered a Graduate Coordinator position at the University of Florida
- Kayla Foster received the James Kehoe-Ethel Kesler Leadership and Service Award
- Rae Knicely and Ian Hidalgo received the RecWell Student Employee Scholarship of \$500

Goals for 2021-2022

RecWell looks forward to the next fiscal year with several exciting **facility projects** on the horizon. To accommodate shifting fitness trends and in response to the popularity of some changes made to the fitness spaces due to pandemic modifications, RecWell intends to repurpose some spaces in the ERC to better serve our patrons. The following changes are anticipated in the ERC:

- Repurposing a section of the East Gym for weightlifting
- Revising the layout of weight equipment in the Lower Weight Room to accommodate changing fitness industry trends.
- Reverting “The Shell” back to a drop-in location for functional training. For the last two years, this space had been used exclusively for personal training clients.
- Repurposing a racquetball court for use by personal trainers when working with clients

In addition to the projects within existing facilities, RecWell intends to construct a **Thrive 450 Outdoor Fitness Space** using funds approved by the Facilities Student Advisory Subcommittee (FSAS) for the project in early Spring 2020. The new equipment will provide both informal and structured physical activity opportunities on the south side of campus, a currently underserved area. Delays in securing site approval have hindered the progress of this project to date.

To prepare for the expiration of the Drupal 7 platform, RecWell will **launch a new website** on the Drupal 8 platform in August 2021. The new site will utilize the templates created for the University, contributing to a more consistent visual brand with other DSA departments. The website will also feature enhanced accessibility features, reorganization of menu items for easier navigation, and integration with other campus websites (e.g., calendar.umd.edu).

In September 2021, RecWell will begin to **transition to InnoSoft Fusion** (Fusion) as our new recreation management system to support the day-to-day operations of our facilities, including member/program management, access control, point-of-sale system, equipment rentals, camp registration, and user communication and reporting. Fusion will replace CSI, the system used for the last 15 years. The transition will save RecWell approximately \$10,000 a year and should be completed by the start of the Spring 2022 semester.

Departmental information points for VPSA Council

In addition to the programmed engagement opportunities discussed above, RecWell offers **informal recreation** opportunities for those who wish to engage in physical activity in a less structured environment. Equipment rental and facility reservations were available for students and members during the FY21 fiscal year.

RecWell facilities were open 306 days in FY21, providing service to an average of 533 users per day. In a typical year, RecWell facilities are open approximately 350+ days and average about 2,700 users per day.

During the **Spring 2021** semester:

- 6,525 different students entered RecWell facilities at least once
 - 88.37% of them undergraduates
- Student Users by Gender
 - Unique
 - Male: 3,434 (52.63%)
 - Female: 3,091 (47.37%)
 - Overall participation
 - Male: 55,355(61.96%)
 - Female: 33,988 (38.04%)

Table 1 shows the overall and unique totals for access to RecWell facilities by semester.

Table 1 RecWell Total Usage by Semester FY19, FY20, & FY21

	FY21		FY 20		FY19	
	Overall	Unique Users	Overall	Unique Users	Overall	Unique Users
Summer			65,882	6,440	99,053	10,384
Fall	73,726*	5,764	344,073	22,214	373,326	24,695
Spring	89,343	6,525	184,262	21,820	379,227	23,496
Guest passes sold	0		11,149		16, 885	
Total Usage	163,069		605,366		868,490	

**Fall total includes Summer 2020 (Aug 3-Aug 30)*

As shown in Table 2, RecWell student users loosely mirror racial demographics of the UMD student population.

Table 2 RecWell Users by Race FY21

	% of RecWell Users	% of UMD students
African American/Black	7.51%	11.52%
Asian	18.88%	22.94%
Hispanic	7.25%	9.29%
American Indian/Alaska Native	0.06%	0.12%
Native Hawaiian/Pacific Islander	0.05%	0.07%
Two or More	4.37%	4.13%
Unknown	5.23%	6.12%
White	56.66%	45.82%

Program Participation

The **University of Maryland Golf Course** hosted more rounds of golf than ever before, totaling 52,357 rounds, up from 32,754 in FY20 and 35,204 in FY19. Since reopening in May 2020, the Golf Course staff have worked tirelessly to serve the community. Record rounds of golf played required an increase in staffing and maintenance demands. This required hourly seasonal staff to remain on payroll throughout the winter months. Additionally, several professional staff from RecWell supported the course’s pro shop, business office, and grounds maintenance efforts.

To provide safe opportunities for student engagement, the **Adventure Program** made several adaptations during FY21, including contactless outdoor equipment rental and bike repair, a transition to bike transportation for all adventure trips, and virtual community building programs and escape rooms. Additionally, for the first time, the challenge course offered open enrollment programming including the Alpine Tower, High Ropes Course, Giant Swing, and the Leap of Faith.

- 31 adventure trips (60 trips in FY20; 48.4% decrease)
- 153 trip participants (347 in FY20; 55.9% decrease)
- 929 trip contact hours (5,574.5 in FY21; 83.3% decrease)
- 95 challenge course programs (132 in FY20; 28% decrease)
- 910 individuals used the climbing wall (938 in FY20; 3% decrease); however, there was an increase (37.9%) in total visits meaning the same people returned more often to use the wall
- 237 individuals visited the Bike Shop (1,326 in FY20; 82.1% decrease)

Staff continued to create virtual programming and offered virtual community building programs and escape rooms. Of the total 95 challenge course programs, 87 were virtual and 8 were in-person.

The **Aquatics** program hosted informal recreation swimmers throughout the fiscal year. Reservations at both the indoor and outdoor pools demonstrated the popularity of both facilities to the campus community. Unfortunately, the program was unable to host most of their typical programming until April 2021. At that time,

the unit resumed Learn to Swim classes, Tennis Lessons, Scuba certification courses, Lifeguard training courses, the Terrapin Masters Swim Club, and Machine Aquatics.

The **Fitness** program was able to achieve success programming virtual and in-person classes and events, despite limitations caused by COVID-19. Due to various COVID-related closures, Fitness lost 12 weeks of in-person instruction between the Fall 2020 and Spring 2021 semesters, in addition to the entire Summer 2020 and Winter 2021 semesters. In addition to overall closures, Fitness lost the use of one studio space for all FY21 due to square footage and capacity guidelines.

Despite significant limitations, the group fitness and small group training program hosted the following:

- 2,245 regularly scheduled group fitness classes (3,788 in FY20; decrease of 40%)
- 12 special events in FY21 (decrease of 74% from FY19 (47))
- 73 private group fitness classes (43 in FY20; increase of 70%)
- Partnerships with campus organizations (Club Sports, SEE, the SGA, etc.) to put on private classes to foster small group engagement in RecWell and across campus.

The **Personal Training** program expanded its existing collaboration with other DSA departments (nutrition coaching through HPWS) to the Counseling Center, offering a pilot program for free personal training services for students referred by the Counseling Center - ActiveT.E.R.P. (Terrapin Exercise Referral Program). Following the launch of the program in Spring 2021, 8 students were referred by counselors and 5 of those students signed up for personal training sessions. A full assessment of the program is planned for FY22.

The **Intramural Sports** program experienced a very different type of year in FY21, shaped entirely by COVID-19. Highlights include successfully implementing a multitude of programmatic and operational changes needed to offer in-person sports, a shift to focusing on virtual “pre-training” material for student officials, and the recruiting and training 71 new officials to ensure the future success of the program.

The **Club Sports** program was dramatically affected by restrictions to off-campus travel and on-campus visitors, resulting in the elimination of all club competition. Despite these limitations, 27 of the 46 Clubs held modified practices across campus resulting in over 90 hours of practice time per week. Club practiced for about 6 weeks in the Fall and nearly 11 weeks in the spring, resulting in 1,500 hours of reserved practice and meeting space.

Safety skill training was still active during the pandemic and was necessary to continue RecWell operations.

- 39 CPR/First Aid courses delivered to:
 - 276 RecWell student employees and Club Sports safety officers
 - 67 Dining Services employees
- Risk and safety staff reconfigured safety skill courses to be in alignment with COVID-related policies and protocols. All course instruction was reduced to a maximum of 10 participants and enhanced sanitation and social distancing protocols were implemented.
- With the new guidelines for provision of service being changed due to the pandemic, the athletic training program, in consultation with their supervising physician and University General Counsel, developed a telehealth program to service the needs of campus remotely. The athletic training clinic was open for 165 days and served 206 clients.
- Risk and safety staff collaborated with the athletic training program to integrate concussion management training into the safety skills requirements of student employees and club sport officers. Given the often-hidden nature of head injury and the potential for significant negative outcomes, staff felt this was

critical information for risk management and safety. The training is via blended learning and at students' individual pace.

RecWell Core Values

University Recreation & Wellness operates with six core values: inclusion, empowerment, integrity, innovation, collaboration, and stewardship. Definitions of these core values may be found at <https://recwell.umd.edu/about-us>. A few highlights of how these values were lived in FY21:

- RecWell's commitment to its core value of ***inclusion*** was evident throughout FY21, most notably through the work of the Diversity, Equity, and Inclusion Standing Committee highlighted above and the *Active Terps Promote Change: Antiracism is Wellness* social marketing campaign. This campaign consisted of several educational sessions for professional and student staff and print and digital marketing materials. The primary focus of the campaign was to establish a positive correlation between community wellness and antiracist behavior and to encourage Terps to promote change in their local communities through antiracist actions.
- RecWell's value of ***empowerment*** was more limited this year than in previous years due to COVID-19; that said, several RecWell student employees had success in being accepted into graduate education with assistantships in collegiate recreation and receiving RecWell award accolades and scholarships. Additionally, RecWell was able to provide scholarship opportunities for current student employees interested in developing skills in their areas. Fitness, for example, offered seven scholarships for students to obtain new fitness certifications, allowing them to teach more group fitness classes. Finally, RecWell expanded its safety skills program to include concussion management, providing another area of expertise for our student employees.
- FY21 was the year of ***innovation!*** Limitations due to the COVID-19 pandemic required us to think creatively to maintain engagement and connection with the RecWell community. Staff in a variety of areas offered new or modified programming, from esports and trivia in Intramural Sports, virtual escape rooms and curbside equipment rental in the Adventure Program, to virtual fitness classes and personal training in Fitness. In addition, Facilities staff came up with innovative ways to maximize space while maintaining safety; in fact, one solution - expansion of the Lower Weight Room in Eppley Recreation Center - was so popular that it will become a permanent change to our facility space.
- ***Collaboration*** was essential during FY21. Not only did many RecWell staff serve on COVID-related committees, work groups, and initiatives campus-wide, but many collaborated with departments and units across campus. For example, two RecWell staff members, Mary Kate Crawford and Natalie Taylor, co-chaired the 20th Annual Student Affairs Year End Celebration, which included hybrid virtual and in-person programming for DSA staff. Additionally, Eppley Recreation Center Plaza served as one of three on-campus locations for the "Pines on Parade" celebration this spring. Montrell Cade, Myles Kelly, Bre Rowh, and RecWell student staff supported the event logistics for the parade.
- RecWell's value of ***stewardship*** was demonstrated through participation in the university-wide Giving Day, a one-day fundraising effort to support scholarships, programming and initiatives across the University of Maryland. Thirty-three clubs participated, with their donations totaling \$57,530, plus an extra \$2,000 for having the most student donors. They also won the top 8 positions on the Student Organizations leaderboard, and they took 13 of the top 20 positions. In total, with the many competitive bonuses and matching campaigns won, over \$73,000 was deposited into RecWell Club Sport accounts.

- ***Integrity***, while always a core value to RecWell, was especially important in FY21. We relied heavily on student staff to keep our facilities clean, to manage restricted capacity limits, to enforce COVID policy compliance, and to ensure the safety of everyone who visits our facilities or participates in our programs. Our confidence in our student employees to manage these efforts speaks to their integrity, and our commitment to providing safe spaces and compelling programs for our community speaks to the integrity of our professional staff.

Conclusion

University Recreation & Wellness, like every department on campus, endured significant challenges this past year. These challenges presented new opportunities for our staff and students to live out our core values and reaffirm our mission to inspire the University community to be active and live well.

Appendix A – Physical Plant

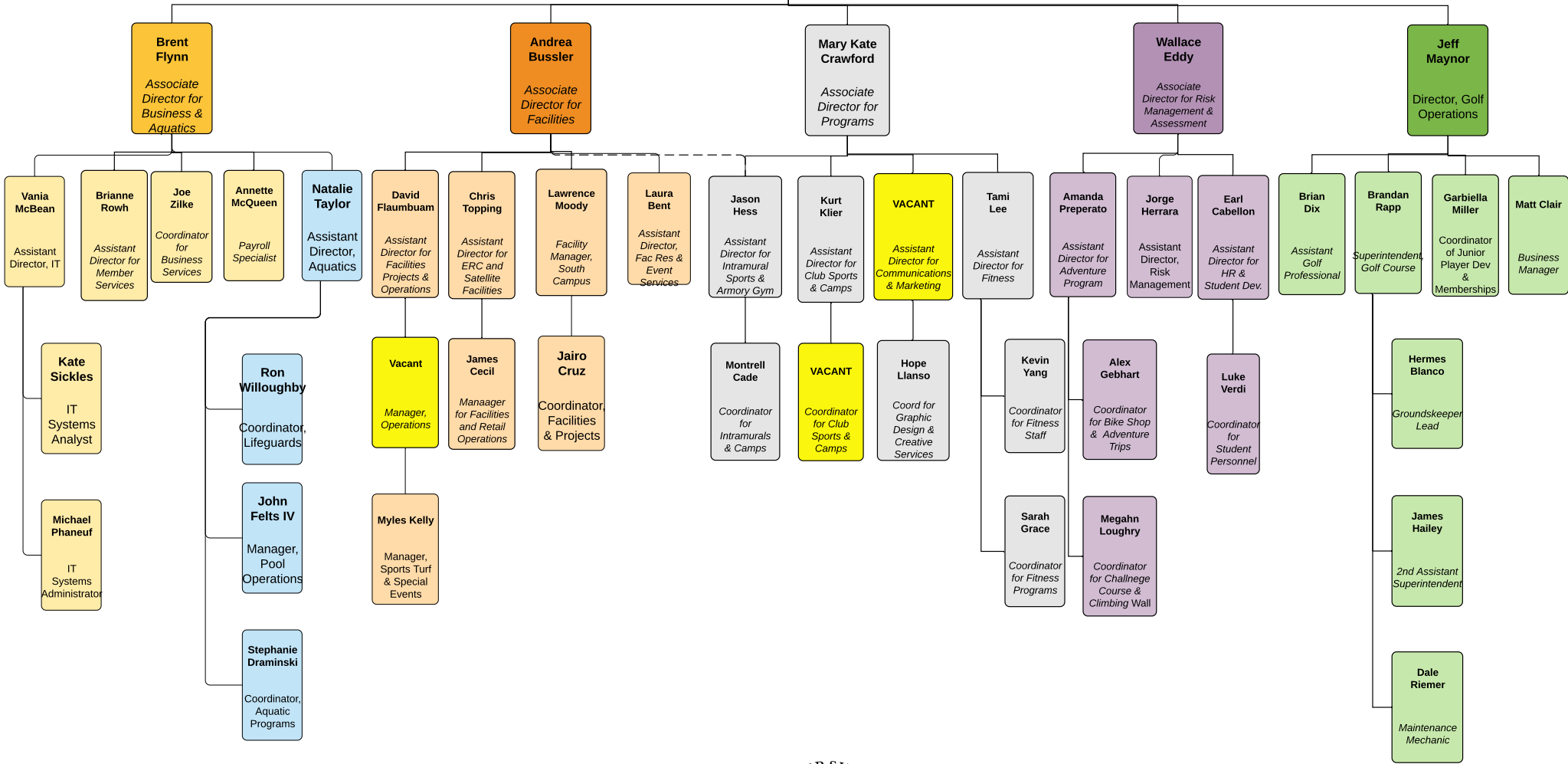
Excellent stewardship is critical to the operation of University Recreation & Wellness so that safe, clean, and inviting spaces are available for recreational activity at the University. The department is entrusted with 400, 872 square feet of indoor recreation facility space as listed below:

• Eppley Recreation Center & Outdoor Aquatic Center	258,000 sq. ft.
• Ritchie Coliseum	51,000 sq. ft.
• Reckord Armory	28,800 sq. ft.
• University Golf Course buildings	32,773 sq. ft.
• School of Public Health Building (shared)	24, 226 sq. ft.
• Severn Fitness Center (shared)	1,597 sq. ft.
• Regents Drive Garage Studios	1,794 sq. ft.
• Bike Shop & Club Studio (Cole Field House)	2,682 sq. ft.

RecWell manages 192 acres of outdoor recreation space, including: the artificial turf fields, LaPlata Beach, lawn space adjacent to the ERC outdoor pool, turf volleyball court at Washington Quad, the Engineering Fields, Fraternity Row Field, the Chapel Field, Leonardtown Park, and the University Golf Course (UGC). Most acreage is at the UGC:

- 26 acres of fairways
- 6 acres of greens
- 4 acres of tee grounds
- 12 acres of native area
- 55 acres of rough
- 70 acres of forest

Jay Gilchrist
Director



DIVISION OF
STUDENT AFFAIRS
UNIVERSITY RECREATION & WELLNESS