

Annual Report

16

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ACTIVE TERPS LIVE WELL



DIVISION OF
STUDENT AFFAIRS

UNIVERSITY RECREATION & WELLNESS

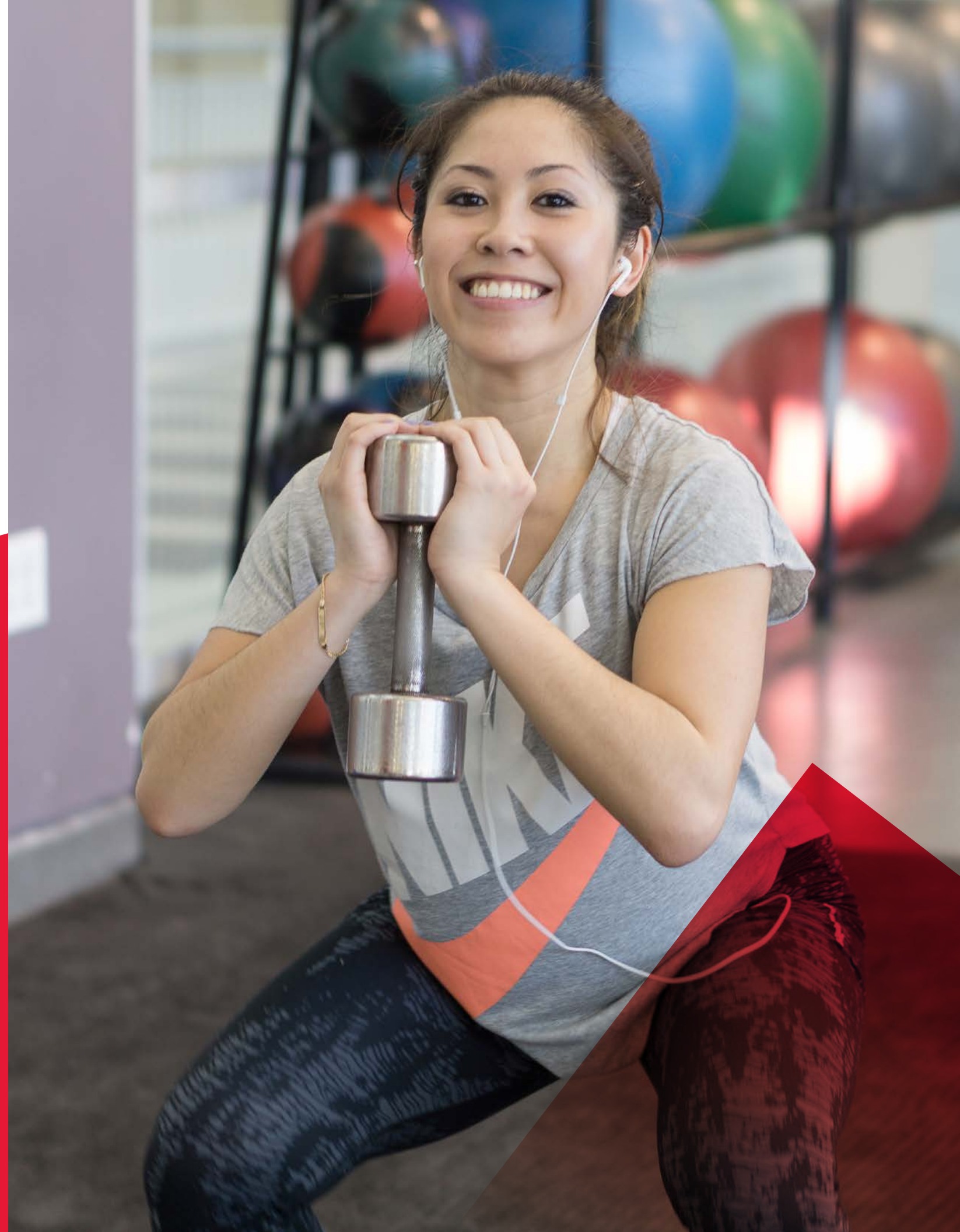
University Recreation & Wellness (RecWell) is committed to serving the entire campus community. In FY17, as in other years, RecWell supported the academic mission of the university through its strong partnership with the School of Public Health, collaboration with the Libraries, and by providing support for various classes and academic projects. Thirteen staff members teach academic courses.

As a unit within the Division of Student Affairs, RecWell supported campus events such as New Student Welcome, Terps After Dark, Family Weekend, Homecoming, and Maryland Day. RecWell staff serve on university committees, including Hazing Steering, University Awards, Veterans Steering, the President's Commission on Disability Issues, ID Card Evaluation, the President's Energy Initiatives Implementation Task Force, Emergency Management, and the Campus Senate Student Affairs Committee, and served as co-chairs or chairs of the Bowling Tournament, Year End Celebration, and the Golf Tournament. In addition to these events, RecWell staff members serve on numerous divisional committees.

This year, the department focused on collaboration across campus and living out the core value of "inclusion." These foci are evidenced in diverse program offerings, innovative training techniques, and facility enhancements that allowed the department to meet the needs of a more diverse student, staff, and community population. These successes would not be possible without the hard work and commitment of student employees. This report addresses our successes, student stories, innovations, goals, and challenges.

OUR MISSION

TO ENRICH THE EDUCATIONAL
EXPERIENCE AND ENCOURAGE
PERSONAL GROWTH BY INSPIRING
THE UNIVERSITY COMMUNITY TO
BE ACTIVE AND LIVE WELL.



DEPARTMENT STRUCTURE AND FUNCTION



STAFF STRUCTURE

University Recreation & Wellness (RecWell) employs 47 professional staff members and approximately 850 student employees in a given year. In addition to staff directly managed by RecWell, the department contracts with the Department of Residential Facilities for approximately 35 custodial and maintenance staff, including salary and benefit costs.

University Recreation & Wellness is organized into five functional areas: aquatics, business, facilities, programs, golf course, and one cross-functional area of risk management and assessment. A leadership team consisting of the Director, six Associate Directors, and two senior assistant directors, manages the Department.

- The Associate Director for Aquatics, Yvonne Taylor, is responsible for aquatic programs, aquatic events, and community programs (community classes, events, and TerpQuest). She also manages the day-to-day risk management activities for the department (accident reports, risk audits, CPR training, etc.).
- The Associate Director for Business, Brent Flynn, is responsible for managing the fiscal activity of the department including accounting, payroll, and purchasing, as well as member services functions and information technology.
- The Associate Director for Facilities, Andrea Thompson, oversees informal recreation in facilities on north and south campus, outdoor facilities, facility maintenance, scheduling of events in RecWell facilities, pool operations, facility and equipment operations, and department sustainability initiatives.
- The Director of Golf Operations, Jeff Maynor, manages the University Golf Course, including course maintenance, community programming, coordination with Intercollegiate Athletics, and golf instruction.
- The Associate Director for Programs, Barbara Aiken, oversees three program areas: fitness programs and services, intramural sports, and student employment, and the communications and marketing support function. She also oversees the wellness direction for all programs.
- The Associate Director for Risk Management and Assessment, Wallace Eddy, oversees the adventure program, the club sports program, and department-wide risk management, assessment, and learning outcomes initiatives.

For a graphic representation of the Department's structure, see the organizational chart on page 54-55.

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 382,199 square feet of indoor recreation facility space as listed below:

Eppley Recreation Center & Outdoor Pool / 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) / 7,150 sq. ft.

Regents Drive Studios / 1,794 sq. ft.

Bike Shop & Club Studio (Cole Field House) / 2,682 sq. ft.

The Department manages 194 acres of outdoor recreation space, including: the artificial turf field, 8 tennis courts, LaPlata Beach (area adjacent to LaPlata residence hall), lawn space adjacent to the ERC outdoor pool, Adventure Program outdoor complex, turf volleyball court at Washington Quad, the Engineering Fields, Fraternity Row Field, the Chapel Field, Leonardtown Park, and the University Golf Course (UGC).

THE VAST MAJORITY OF ACREAGE IS AT THE UNIVERSITY GOLF COURSE.

6
acres of
greens 

12
acres of
native area 

26
acres of
fairways 

77
acres of
forest 

55
acres of
rough 

4
acres of
tee
grounds 



FY17 HIGHLIGHTS AND KEY STATISTICS



AQUATICS & COMMUNITY

The Aquatics & Community Programs staff supports aquatic related events, teaches most aquatic-related Kinesiology academic courses, audits the emergency preparedness skills of RecWell student staff, and serves members of the local community with a summer day camp program (TERP Quest), community classes, Learn-to-Swim classes, and the University of Maryland Aquatic Club (UMAC) for youth and adults (Terrapin Masters). This was a challenging year with various aquatics & community staff members out for long periods of time on parental leave or FMLA medical leave and the resignations of the Manager of Lifeguards and Head UMAC Swim Coach. Despite being short staffed for much of the year, there were some highlights.

- The ERC Natatorium was host to 20 campus events and eight external events, including the Maryland High School Swimming & Diving Championships and USA Swimming Futures Swim Meet. The USAS Meet brought 608 swimmers and 1500 spectators to UMD, and generated \$26,624 in net revenue
- TERP Quest summer day camp sustained a 95% participation rate with 840 total participants after expanding the camp season from six weeks to seven weeks. Total revenue was nearly \$204,000.
- The Learn-to-Swim program saw group lesson participation increase by 11% from 690 total participants in FY16 to 768 in FY17. Another 238 individuals took advantage of private and semi-private swimming lessons, a 3.9% increase in participants over FY16.
- The community program held 31 different classes this year, including CPR/AED/First Aid, Lifeguarding, Water Safety Instructor, and Medication Administration. The total revenue generated for all community classes was just over \$16,000.
- In its 4th year, the UMAC youth program served 114 participants and achieved USA Swimming Level 3 status. Participation levels continue to be lower than expected, and the head coach resigned in April, so RecWell decided to suspend the youth program, effective May 31st to thoroughly review the financial structure, how resources are being allocated, how the program is managed, and whether or not this program can be successful long-term.

11%↑

Learn-to-Swim
group lesson
participation

\$204,000

Terp Quest
summer day camp
gross revenue



\$16.8 million
budget

\$2.2 million
goods + services sales

BUSINESS SUPPORT

The **Business Operations** staff oversees financial activity including budgeting, payroll, accounting, and purchasing. RecWell managed close to \$16.8 million in revenue and tracked close to that amount in expenses, including over \$2.3 million in student employee wages.

The **Member Services** staff was responsible for over \$2.2 million in goods and services through the point of sale system.

- In FY17, the total membership count for faculty/staff, alumni, student, dependents and spouses, and UMD affiliates was 4,061, an increase of 3.35% from FY16. Additionally, 205 faculty/staff registered for the free limited access membership that allows them to use the SPH Fitness Center.
- By offering a free “family” trial weekend in June to go along with the free “faculty/staff” trial week in January, RecWell continued its campaign to get more faculty/staff to be active. A total of 113 individuals took advantage of the program, and 18 purchased memberships at its conclusion.
- The ERC continues to be a location where faculty, staff, alumni, and students bring their friends and colleagues to visit. In FY17, RecWell sold a total of 18,504 guest passes (a 5.2% increase from FY16).

During FY17, the **Development** staff raised over \$100,000 in sponsorships, individual gifts, and in-kind gifts. On March 8, 2017, University Recreation & Wellness participated in the University-wide Giving Day, a one-day fundraising effort to support scholarships, programming, and initiatives across the University of Maryland. Fifteen Club Sports participated on the day; five more than the previous year. There were 966 unique donations totaling \$27,015.05. Club Sports won the top three positions on the Student Organizations leaderboard, and they took six of the top ten positions. In total, with the many competitive bonuses won, \$39,511.05 will be deposited into RecWell Club Sports accounts.

RecWell’s **Information Technology** staff expanded malware protection to include all workstations and printers in the department. Accomplishments this year also included:

- Virtualized all production servers via DIT
- Upgraded the club sport management system to include SmartWaiver which allows for digital waivers
- Implemented the bursar’s FastTransact system to handle online payments for event reservations
- Added an Intranet-based feature for electronically managing student employee applications and record keeping

\$129,528

revenue from
sales of
18,504 guest
passes

\$100,000

donated funding

264

design requests filled



1,122

Average # of visitors to blog each month



Healthy Dose of Recognition. RecWell communications staff worked with the University Health Center to prepare a joint nomination, resulting in Maryland being named one of 26 Healthiest Colleges in the U.S. *Greatist* highlighted our recreation facilities as well as our mental health resources and sexual health education.

The **Communications & Marketing** staff launched the academic year with a messaging focus on Inclusion and promotion of the Rise Above video, "You Belong at RecWell." Kate Maloney continued to manage Communications while also assuming responsibility for Marketing and supervision of Aaron Auyeung, Coordinator for Graphic Design. In its second year, the student Active Terp Outreach Team gave tours to UNIV100 classes, participated in 45 outreach events, and designed the spring social media challenge.

Highlights for FY17:

- 264 graphic design and photography requests were filled.
- The Terp Wellness Blog—a collaborative effort with the University Health Center—averaged 1,122 unique visitors per month. One post by a RecWell group fitness instructor titled "How Group Fitness Saved my Life" was read 562 times and shared on Facebook 161 times.
- This year, 5,365 people subscribed to the *Well in a Shell* e-newsletter which goes out 9 times per year to communicate how to be active and well at UMD. This is an increase in subscribers of 20% over FY16. 82% of subscribers were students and 16% were faculty/staff.
- RecWell once again sponsored a campus subscription to *Student Health 101*, an online wellness magazine for college students. In FY17, 4,875 different individuals opened the magazine, and 78% of students polled indicated they learned something from reading it that they would apply to their daily life.
- RecWell was featured in 11 media stories this year. *Greatist* named UMD one of 26 Healthiest Colleges in the U.S.



Giving voice to the student experience: This retro-styled postcard featured a handwritten note of encouragement from a former participant to inspire incoming students to go on an adventure trip with RecWell prior to arriving on campus this fall.

Social media continues to be a central way RecWell communicates with students. Several professional staff and many trained student employees collectively manage 16 RecWell-affiliated social media accounts, with 16,234 total followers across all accounts.

To encourage sharing and dialogue among diverse members of the #ActiveTerp community, RecWell invited students to reflect on prompts posted to Facebook and Twitter related to their identity, personal recreation experience, and issues of inclusion.

535
responses



60,119
impressions



179
unique
participants



In your own words. What does being an Active Terp mean to you?

Liana Aguirre-Echevarria To me, being an Active Terp means taking care of myself and being a part of a wonderful community. There are so many different ways to be active and connect with others, whether it's on an adventure trip, in the weight rooms at Eppley, or at the rock wall, I can always find great people and live a healthy lifestyle at the same time.
Like · Reply · Message · 4 · April 3 at 11:09am

Strike a pose! Yoga, dance, or sport—celebrate the joy of movement by striking a pose and sharing a photo.

Laila Abujuma With 10+ years of Tae Kwon Do under my belt, bodycombat gave me a way to hold on to the martial artist in me!
Like · Reply · Message · 1 · April 3 at 2:18am

Inspiration. Tag someone who inspires you to be active and live well.

Natalia Zamudio Shaliah George because when the pressures that come with being a Fearless Terp become a little overwhelming, you remind me that exercise is a good way to shake off some of the stress. How many people can you say will call you to remind you to hit the gym up, or even go with you when your schedules allow for it? Thank you!!!! 😊
Like · Reply · Message · 1 · April 4 at 9:53am

#WellnessWednesday. Share 1 of your wellness goals from any dimension: emotional, environmental, financial, intellectual, physical, social, spiritual, or vocational.

Hailey Bradley One of my physical wellness goals is to run a full marathon next school year and to continue making time for my own mental health and always staying in check with my body
Like · Reply · Message · April 5 at 1:21pm

2,852
facebook
followers
25%↑



2,074
Twitter
followers
19%↑



1,303
Instagram
followers
41%↑



FACILITIES

The Eppley Recreation Center (ERC), while in great condition, has started to show its age at times. Repairs to the roof, HVAC, and other equipment are upcoming. Despite these challenges, the facility staff was successful in completing several major projects both in the ERC and at satellite facilities, including:

Projects in the ERC:

- Funded by a Moving Maryland Forward grant, gender-inclusive restrooms were added at the ERC and gender-inclusive locker room spaces added at Ritchie and the ERC.
- Men’s, women’s, and family locker rooms were updated with new lockers.
- Carpets were replaced in the ERC administrative suite and the Intramural Sports Office (Armory).
- An underutilized section of the men’s locker room (ERC) was converted into a new multipurpose space. Now known as the Natatorium Studio, this 1300 sf space will accommodate dryland training, group fitness classes, staff training, swim meet hospitality, and rental groups.
- Pool pak replacement project (in progress)



Projects in satellite facilities:

- The lighting in the Ritchie arena was converted to LED. Pepco rebates for the project will total \$16,000, defraying the cost of the project significantly.
- A house keeping closet was installed on the first floor of the Armory to accommodate cleaning needs. A new gym cleaning protocol has drastically improved the cleaning standard in the Armory gymnasium
- Video cameras were added in the Armory office and gymnasium.
- Following the closing of Cole Field House, a need for additional group fitness space was present. In response, a new fitness space was opened in Regents Drive Garage. The new space accommodates a cycling studio, multipurpose space, restrooms, showers, and changing rooms.

The table below shows a summary of some of the key statistics from FY17 in the area of Facility Reservations. Despite decreases in unique rental groups and revenue from furnishings, overall revenue generation increased this year.

Facility reservation data					
	FY14	FY15	FY16	FY17	% Change from FY16
Revenue Generation	\$877,976	\$948,145	\$777,996	\$809,379	4.03%
Unique Rental Groups	214	255	248	226	-8.87%
Revenue from Furnishings	\$31,023	\$64,174	\$33,281	\$29,454	-11.50%

“Some of our transgender constituents are happy to and prefer to use gendered facilities. However, we regularly hear from many who would not feel comfortable or safe using a gendered facility. Gender-neutral spaces, such as the new gender inclusive restroom and locker room in Eppley, provide critical options for our trans students, faculty, and staff -- especially our nonbinary constituents -- who otherwise may not find other spaces to be accessible to them. More options and greater privacy are exciting for everyone, even for non-LGBTQ+ people who might also not want to be defined by their gender.”

— NIC SAKURAI, MA, MBA, CPC
 DIRECTOR OF LEADERSHIP INITIATIVES AND ASSOCIATE DIRECTOR
 LESBIAN, GAY, BISEXUAL, AND TRANSGENDER EQUITY CENTER



GOLF

In the first 11 months of FY17, 32,700 rounds were played at the golf course. This is within 50 rounds of the number played last fiscal year over the same period. February saw record high temperatures and rounds of golf during the month were the highest for any February in the 20 years that records have been kept. This was followed by a wet spring which saw rain or the forecast for rain on almost every weekend during April and May.

Highlights for the year include:

- The course hosted the UMD Homecoming 5K Fun Run, Intramural Golf, Res Life Golf 101, and 26 university-related outings raising money for scholarships, varsity sports, club sports, and other student organizations.
- The course hosted 110 juniors for summer camps, taught after-school programs, and had over 70 golfers participate in the junior instruction programs.
- The "Friends" program continues to be a source of pride, with 45 returning and one new member. The annual Friends of the Golf Course outing is one of the most popular events, consistently hosting 20 to 24 groups.
- Online and golf shop sales saw increases this year. Online sales reached nearly \$10,000 as compared to just \$3,000 in 2013. In addition, a "trunk show" occurred during the Ladies Invitational resulting in nearly \$3,000 in sales in one day.
- Brendan Rapp has been active in working with the Institute of Applied Agriculture to host classes and is collaborating with two professors on a research project.

"Our daughter, Emma Blue, loves all things athletic, especially golf. She is eight years old and over the last year, she has participated in the University of Maryland's summer golf camps, as well as the fall and spring leagues. She has met girls that enjoy golf as much as she does, and we appreciate that there are female instructors. Her confidence and skills have improved tremendously as well as her understanding of the game. We live in Calvert County and drive about 45 minutes to the course, but the quality of the program is worth it."

—MOLLY SINCLAIR
MOTHER OF EMMA BLUE,
JUNIOR GOLF LEAGUE PARTICIPANT





PROGRAMS

ADVENTURE

The **Adventure Program** serves the outdoor pursuit interests of the university community and offers benefits for students and others seeking to interact with and appreciate the natural world and those that want to challenge themselves or connect with others through a shared outdoor experience. RecWell Adventure includes the trips program, challenge course program, climbing wall, outdoor gear rentals, and the bike shop.

By the Numbers:

89 adventure trips held

755 total trip participants

13,399 trip contact hours

146 challenge course programs

4,736 challenge course program participants—54% with campus groups

2,106 unique visitors to the climbing wall

5,637 total participations at the climbing wall

3,372 total visits to the bike shop—an increase of 3% over FY16

1,887 unique visitors to the bike shop—up 9% from FY16



After participating in a weekend whitewater kayak and rafting trip offered through a collaboration between the RecWell Adventure program and Veteran Student Life and made possible through an Adapted Sports grant from the Department of Veterans Affairs, Angel Lopez, a student veteran, was motivated to become a RecWell Adventure Trip Leader.

Angel signed up for the HESI318T Adventure Leadership course, completed it in May, and will begin leading trips for RecWell in June.

“Coming into this semester, I had no idea that leading adventure program trips was going to be so revealing. Being from prior active military service, my initial thought was that I wouldn’t learn much about myself because of already having a great deal of leadership experience...but to my surprise, I’ve learned more about leadership and myself during this semester than I have in the 5 years I spent on submarines.”

—ANGEL LOPEZ
STUDENT VETERAN, ADVENTURE TRIP LEADER

Highlights:

- The number of adventure trips, trip participants, and bike shop visitors continued trending upward.
- The bike shop successfully relocated to a larger and more usable space in Cole 0249.
- The annual climbing competition, a student-led event, attracted 107 rock climbers from UMD and other area institutions (Towson, Loyola, Georgetown, James Madison, Frostburg, Mount St. Mary's, and Gettysburg College). This was the highest event attendance to date.
- RecWell Adventure and Veteran Student Life were awarded a \$42,882 Adaptive Sports Grant from the Department of Veteran Affairs. The grant enabled programs that engaged veteran students through physical activity in order to support them in a way that cannot be found in the classroom.
- RecWell Adventure received a \$750 Rise Above -isms Grant for an Interfaith Exploration adventure, an overnight backpacking trip focused on strengthening relationships between students of various spiritual beliefs.

For the last two years, the RecWell Adventure Program has partnered with ECO City Farms to host Bike & Serve trips for the UMD community. ECO City Farms is a local non-profit "urban farm and educational center for sustainable urban agriculture."



On these trips, led by RecWell Adventure Program Trip Leaders, UMD students bike from campus to ECO City Farms' location in Edmonston, MD (about a five-mile ride along the Northeast Branch Trail). Once at the farm, participants assist ECO City Farms staff with various tasks that help keep the farm running. Our students have helped with planting, weeding, composting, painting, trash removal, and light construction. After several hours of service, the group breaks for lunch and a discussion about the impact of ECO City Farms' work, before biking back to campus.

"ECO City Farms relies on help from volunteers, like those from the Adventure Program, to grow healthy food for our community. The students that bike to our farm put our mission of healthy eating and active living into practice."

—KAYLA AGONROY
COMMUNICATIONS & VOLUNTEER COORDINATOR
ECO CITY FARMS





FITNESS

The **Fitness** program serves the health and exercise needs of the UMD community offering benefits for those seeking to get in shape, stay in shape, work out on their own or with others, relieve stress or train for a physical challenge. The fitness program includes group fitness classes, fitness assessments, personal training services, and informal workout opportunities in the department's weight, cardio, and functional training spaces.

By the Numbers:

3,650 fitness classes held—an increase of 34% over FY16

7,788 unique fitness class participants—an increase of 11% over FY16 numbers, 81% women

53,258 total contacts/participations—a 33% increase over 5 years and 4% over FY16

272 small group workouts held

47 weight/fitness orientation sessions held

\$54,002 generated for personal training services

2,121 personal training sessions held

162 unique personal training clients, 30% of them graduate students

844 total walking challenge participants—faculty, staff, and graduate students

238 student fitness program employees—group fitness instructors, personal trainers, and weight/fitness facility staff



"I feel I have more energy and I have lost six pounds too. He pushes me harder than I would myself. He is very knowledgeable about all aspects of my training and is very easy to work with. I am hitting the gym now Monday through Friday. He has really motivated me to work hard and he gives great positive feedback. I think working out at Eppley has saved my life."

—FRANCIS HAWKINS
PERSONAL TRAINING CLIENT
COMMUNICATIONS SYSTEM ANALYST
DIVISION OF INFORMATION TECHNOLOGY

Highlights & Lowlights:

- Over 200 students attended the Terps After Dark Zumbathon, a late-night Friday event done in partnership with TerpThon that raised over \$500 for Children's Miracle Network.
- After revising the program structure to account for the loss of Cole Field House as a walking venue, participation skyrocketed in the summer (Sizzlin Summer Series) and winter (Wellness@Work) walking challenges for faculty/staff and graduate students. RecWell saw increases of 18% and 42% in the number of participants in summer 2016 and winter 2017, respectively.
- Construction of the new cycling and multipurpose studios in Regents Drive Garage (replacement spaces for those lost to Cole Field House renovation) was completed in February. These much improved activity spaces allowed for several classes to be added to the fitness class schedule for the busy spring semester.
- Weight/fitness orientation participation again fell below expectations, continuing a downward trend over the last three years. This program will be evaluated and restructured in FY18.

"As a grad student, I rely on the facility, the group fitness classes, and the trainers to help keep me balanced through the rigors of PhD life. What I like most about RecWell is how open they are to being inclusive, from people beginning their wellness journey to people who are advanced or farther along. There's no pressure to look a certain way. It's all about being active, healthy, and having fun doing it.

Everyone I've ever met has been nothing less than helpful, kind, supportive, and encouraging. This type of atmosphere makes RecWell not only a gym but a community. The community of respect and friendship I have found at RecWell provides me moral support to believe that if I can get through a grueling workout, I can get through practically anything else that comes my way. It would be hard to imagine what grad school would be like without the community of friends and support I've found in RecWell!"

—AMANDA KHANH NGUYEN
GROUP FITNESS PARTICIPANT
PH.D STUDENT, DEPARTMENT OF SOCIOLOGY



INFORMAL RECREATION

The **Informal Recreation** program serves the indoor and outdoor recreation and wellness needs of those wishing to engage in physical activity on their own or with friends at almost any time they choose. Facilities and equipment are available for students, members, and guests to play a variety of sports, get some exercise, or just relieve stress. The department maintains facilities for informal activity in Eppley Recreation Center, Reckord Armory, Ritchie Coliseum, the School of Public Health, and the following outdoor facilities: Chapel and Engineering Fields, Fraternity Row, LaPlata Beach, Leonardtown Park, the Outdoor Aquatic Center, the University Golf Course, and Washington Quad.



By the Numbers:*

Open 353 days in FY17

990,571 total entrances, averaging 2,806 per day

24,991 different individuals entered RecWell facilities at least once in Spring 2017

88.2% of all Spring 2017 entrances were by students, 84.5% of them undergraduates

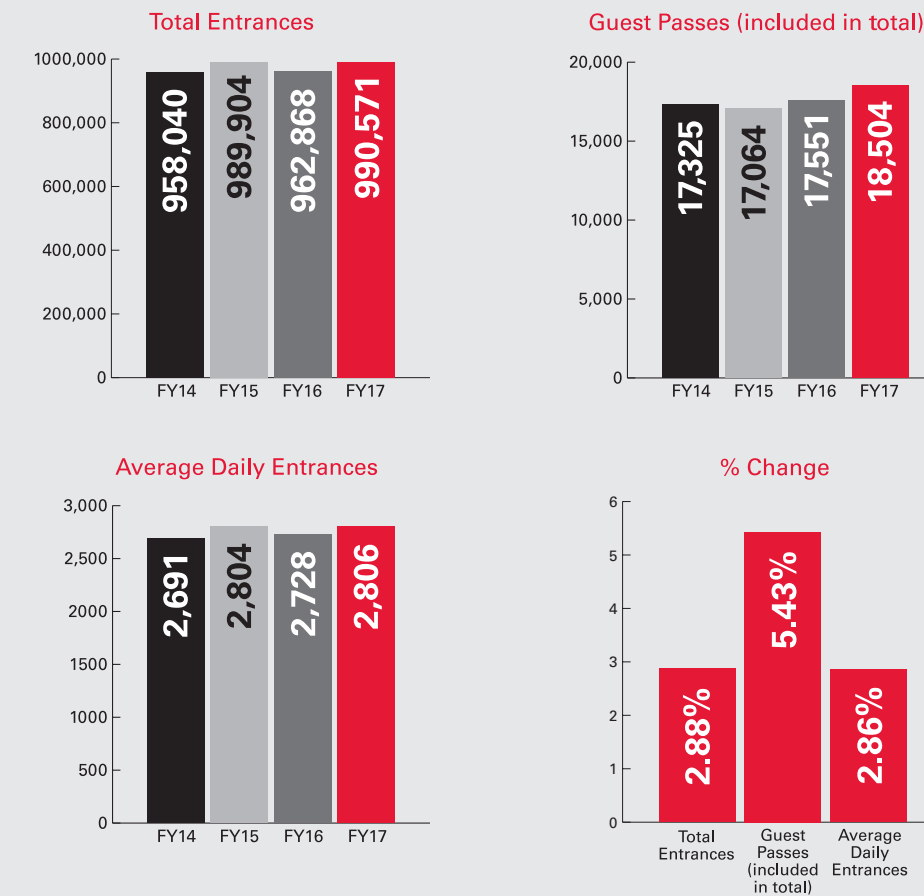
57.1% of all students visited a RecWell facility in spring Spring 2017, up slightly from 55.8% in Spring 2016

*For indoor spaces and the Outdoor Aquatic Center. Entrance data is not available for all other outdoor spaces.

Highlights:

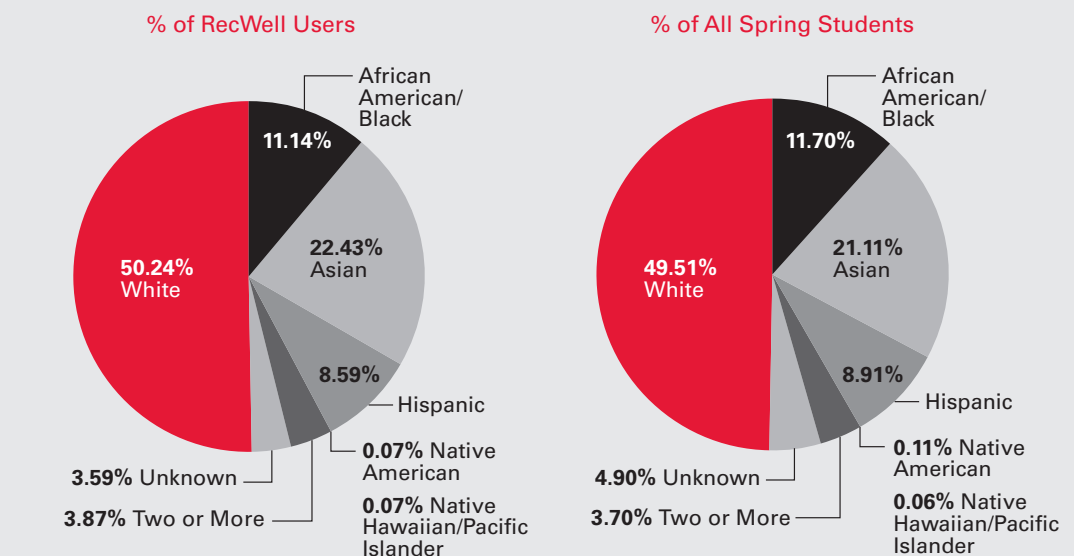
Facility entrance data continued its upward trend in total and average daily entrances.

RecWell Facility Entrance Data



The racial diversity of RecWell facility users continues to be a highlight as it mirrors that of the campus student population.

Spring 2017 RecWell Facility Users by Race





INTRAMURAL SPORTS

The **Intramural Sports** program serves the needs and interests of those who enjoy engaging in healthy activity through friendly sports competition. Officiated by students, intramural games provide opportunities for learning the value of teamwork and sportsmanship while also relieving stress and lifting one's mood. The intramural sports program includes team and individual sport tournaments, Gym Class Heroes events, and an extensive officials' development program.

By the Numbers:

29 sport tournaments and events offered

3,452 games played of 3,960 scheduled (87%)

7,761 unique participants—27% women and 37% students of color

52,357 participations—up from 50,652 in FY16, a 3% increase

189 student officials, supervisors, and program assistants

Highlights & Lowlights:

- This year, 87% of all scheduled games were played.
- After several years of working to decrease the forfeit rate in Intramural Sports, the rate dropped to its lowest ever—5.76%—in the spring 2017 semester, and was only 7.1% for the year.
- Intramural Sports saw female participation continue its upward trend reaching 27% this year.
- Participation by first year students increased by 7% this year.
- Four UMD student officials traveled to officiate at national basketball and flag football tournaments, and 13 UMD students officiated at regional basketball and flag football tournaments.
- RecWell is unable to expand its outdoor intramural sports program, due to limited facility space. For outdoor team sports, games are now scheduled until 1am five nights a week, and many teams are on waitlists.



“Growing up, I played as many sports as I could. At UMD, my friends call me the ‘Intramural King.’ One of my friends recently asked me why I like playing sports so much. At first I responded with the obvious: the competition, the exercise, the feeling of accomplishment, the confidence boost, the clarity of mind. But as I gave those responses, I realized there was something more to why sports are such a big part of my life—the people.

I’ve had the privilege of playing on over 65 intramural sports teams with hundreds of fellow Terps who I can confidently call true friends of mine. Sharing the bond of being someone’s teammate and having his or her back on the field creates long-lasting relationships off the field. That is why I love sports so much.”

—JOSEPH “AVI” KOZLOWSKI '17
INTRAMURAL SPORTS PARTICIPANT
KEHOE-KESLER AWARD WINNER



CLUB SPORTS

The **Club Sports** program serves the needs of students interested in continuing to compete in specific sports, as well as those seeking to learn new sports. It offers opportunities for meeting people who share a common interest and engaging in physical activity at both recreational and competitive levels. As student organizations, they also offer opportunities for students serving as club officers to develop their leadership, communication, and management skills, with the support of the RecWell professional staff.

By the Numbers:

46 club sports supported

4,190 participant risk assumption forms received—an all-time high for the program

192 home club events

\$128,540 generated by club sport fundraising efforts

6,516 hours of reserved practice/meeting space in seven different campus facilities

23 clubs competed in national tournaments

6 gold medals, 11 silver medals, and 4 bronze medals won by the UMD Wushu Club at their National Championships

Program Highlights:

- Officer Transition Training was improved with the main focus on finances and governance. Meetings were arranged for the past officers and the officers-elect to manage the smooth transition of power, governance, club finances, and program policies.
- The number of safety officers increased by over 15%, demonstrating greater attention to risk management among the clubs.

Some Individual Club Sports Highlights:

- The Triathlon Club assumed responsibility for managing the Terrapin Triathlon event, previously a RecWell event. This year, a 5K Run was added, 280 people successfully competed, and the Club raised \$3,800.
- The Barbell Club women won 4th place in the US Collegiate Power Lifting National Championships.
- The Women's Ultimate Club BTeam won their conference championship.
- The Men's Lacrosse Club is currently ranked 5th in the nation.
- The Cycling Club, in conjunction with the City of Hyattsville, hosted the Route One Rampage with over 400 riders and over 1,000 spectators.



Photo credit: Dawn Bayer

"A lot of our team are members of the LGBT community. Through the club, we've all found a place where we can be accepted and be ourselves. We have peers who understand what we're going through. This team helped me realize who I am. I don't know what I would do without my support system, and this team is my support system."

—JULZ HARVEY '17
WOMEN'S RUGBY CLUB PRESIDENT



STUDENT EMPLOYMENT AND DEVELOPMENT

RecWell relies on hundreds of student employees to help manage its various facilities and programs. As a result, significant staff time and energy is devoted to hiring, training, supervising, and developing the students that serve in front-line customer service and operational support roles. One highlight of FY17 was the increase in the number of female, Asian, and Hispanic students hired.

By the Numbers:

836 student employees—52% women and 42% students of color

364 students trained in American Red Cross CPR/AED

124 student leaders trained in multicultural competencies

45 student employees sent to professional conferences—NIRSA Annual, AORE, and Mid-Atlantic Fitness Expo

1,965 applications received, 404 students hired

STUDENT EMPLOYEE DEVELOPMENT

All RecWell professional staff play some role in encouraging the personal growth of the department's student employees, and all find this to be one of the most rewarding aspects of their job.

In line with our core value of “empowerment,” the department is committed to creating opportunities for student employees to develop competence and confidence. This year, several efforts were made to expand the student employee experience through innovative training techniques and to assess their learning.

Development opportunities for student employees begin at hiring. Initial interviews are conducted by current student employees. The interview process for supervisory positions includes a panel of their peers. This format provides the opportunity for both new and current employees to refine their interview skills. Once hired, the training process for new employees is extensive, and in-service training provides more opportunities for growth, including the involvement of student supervisors as trainers. Student employees may also acquire certifications or attend conferences, and this year students were involved in the revision of the wage scale, design of the website, and purchase of new weight equipment.

“The leadership development program gave me a chance to reflect on my leadership style. It gave me the opportunity to process what I have already achieved, and where I still have to go. I discovered that I have changed as a person. Change rarely happens fast, and the change that I went through happened over time, during many shifts, and through many interactions. This experience gave me the chance to see that change and the road I have ahead of me.”

—NATALIA OCHMAN '16

NORTH CAMPUS FACILITY SUPERVISOR & PROGRAM ASSISTANT /
CHALLENGE COURSE FACILITATOR / HVAC STUDENT ASSISTANT

Two key projects undertaken this year were (1) the redesign of the student supervisor leadership development training and (2) the analysis of the 2016 graduating senior survey.

The training program for new student supervisors was significantly revised in structure and content. Multicultural capacity training (knowing yourself, understanding others, understanding marginalization and privilege, and practicing inclusion) was added to the Leadership Challenge component, and students were organized into small cohorts who engaged in facilitated discussions led by professional staff cohort advisors. Rather than the usual one-day Leadership Challenge program as had been done, the cohorts met with their advisors over the course of the school year. Student learning and satisfaction was assessed to determine the effectiveness of the cohort model.

- 85% of students were able to identify the 5 principles of the leadership challenge.
- 94% of students were able to articulate how they used one of the principles in their role as a supervisor.

Following completion of the new multicultural capacity track, a few students shared their thoughts:

I think in general I will be more aware of how other places of work incorporate inclusion practices and how privilege affects how people function in the workplace.

It's actually one of my favorite parts [of my job]. I love working at a place that promotes inclusion and accepts everyone for who they are.

This makes me proud to work at a place like this.

I loved this program. I think [my adviser] did a tremendous job leading our cohort and we were always able to have productive meetings. These topics were very interesting as well, as they were definitely not something I would have thought of in my free time by myself. We were really able to dig deep into our lives and share our experiences with the group in order to grow and build off of them.

In the spring of 2016, the Student Development team conducted a survey of RecWell student employees who were graduating to determine what they believed they had learned as a result of working for RecWell. Seventy-three students responded.

The data was analyzed in FY17. Nearly 75% of respondents reported that working for RecWell helped them to develop their interpersonal skills, and 80% of respondents indicated they “agreed” or “strongly agreed” that working for RecWell enhanced their development of interpersonal skills, problem solving skills, leadership skills, teamwork abilities, oral communication skills, and creative thinking skills. They were less likely to report development of written communication skills, so this presents a possible opportunity for some focused training in the future. This data will also impact the department’s learning outcomes in FY18.

Below are a few comments from respondents:

My leadership skills were enhanced immensely and I see a big change in my communication with others since I started working for RecWell.

Working at University Recreation & Wellness has definitely enhanced my oral communication and people skills, as well as my teamwork skills...Our in-service training really emphasizes how important it is to work as part of a team and communicate.

As a result of working for RecWell I have learned many invaluable skills. For one, I learned how to manage my time both efficiently and effectively. While taking 15–18 credits, working in two research labs, and working at the gym I was still able to increase and maintain a high GPA. I would have never been able to do so if my bosses and supervisors didn’t emphasize the importance of time management and self-regulation. It is one thing for a person to be able to juggle all of these responsibilities, but it is another to be able to do it and maintain good health!

I learned how to interact with and lead individuals with different personalities and backgrounds.

This project was the first step in articulating the rich learning that occurs in our student employment program. Moving forward the information gathered will directly impact department learning outcomes for FY18. The goal is to measure the learning that occurs in all student positions, as well as to provide more direction for professional staff as they design training and in-service programs.

STUDENT EMPLOYEE SUCCESSES

- Two Trip Leaders, **Kevin Buchanan & Meghan Loughry**, received graduate assistantships. Kevin will be the Outdoor Adventure Graduate Assistant for the University of Central Florida and will be seeking his M.A. in Educational Leadership with a focus on Higher Education and Student Personnel. Meghan will be the Challenge Course Graduate Assistant at Western Kentucky University and will be seeking her M.A. in Social Responsibility and Sustainable Communities.
- **Matt Baran** will attend the Ohio State University as the Graduate Assistant for Aquatics and will pursue a Masters in Student Affairs.
- **Diana Curtis** will be the Graduate Assistant for Facilities at Bowling Green State University and will pursue a Masters in Kinesiology.
- Three Intramural Supervisors are pursuing careers in collegiate recreation. **Avery Reneau** and **Charles Howell** will serve as professional interns in recreation at Embry-Riddle Aeronautical University in Florida. **Sylvain Tchaptchet** will be the Graduate Assistant for Competitive Sports at Oklahoma State University while pursuing his Masters in Public Health.

ACCOLADES FOR SOME STUDENTS

- Group Fitness Instructor, **Samantha Bingaman** was the recipient of the Division of Student Affairs Outstanding Student Employee of the Year and the Sally Sterling Byrd Award for typifying the model student and working to advance the campus.
- Trip Leader, **Meghan Loughry** was awarded the President's Commission on Disability Issues Undergraduate Service Award at the Disability Summit.
- **Joseph "Avi" Kozlowski** was awarded the Kehoe-Kesler Award.
- **Gabriela Alter** (Intramural Sports) and **Matthew Murphy** (Challenge Course) received RecWell Student Employee Scholarships.



Photo credit: Ben Borchers

"Working for RecWell introduced me to a new possibility for what I could pursue as a career. Seeing the positive impact I can make on the university community, as well as my fellow employees, helped me find my passion. Pursuing a career in this field allows me to combine my love for being active with dynamic and fulfilling work."

—DIANA CURTIS '17
GROUP FITNESS INSTRUCTOR /
PERSONAL TRAINER / WEIGHT/FITNESS SUPERVISOR /
FUTURE GRADUATE ASSISTANT FOR FACILITIES AT
BOWLING GREEN STATE UNIVERSITY

ACCOMPLISHMENTS IN DIVISIONAL PRIORITY AREAS



ASSESSMENT & LEARNING OUTCOMES

In FY17, RecWell assessed the following:

- What graduating student employees say they learned through employment with RecWell
- Student satisfaction with the revised format for the student supervisor leadership development program
- Learning outcomes for this new format
- Staff perceptions of department climate with respect to inclusiveness
- The effectiveness of processes used in management of the Sports Club program
- Student employee job performance
- Learning outcomes in Intramural Sports and HESI academic courses taught by RecWell staff

THRIVING WORKPLACE

The survey data for University Recreation & Wellness indicated a strong level of employee engagement, but there is room for improvement. All RecWell units held meetings with a CLOC representative to review the survey data and set goals. The goals for each unit varied slightly and included:

- Giving more frequent feedback on progress
- Creating more opportunities for communication and collaboration (weekly or biweekly meetings, short standing meetings, monthly lunch meetings)
- Giving more frequent praise and recognition
- Clarifying what can be expected of different staff members in the facilities unit

Staff were encouraged to take advantage of the CLOC Thriving Thursday workshops, and one staff member attended the full-day “Creating a Thriving Workplace” learning session. RecWell hosted a CLOC workshop – Giving Effective Praise and Recognition—for all staff members.

Other efforts resulting from the Thriving Workplace Initiative included:

- Individual staff members organizing opportunities for staff to play intramural sports, work out, or eat lunch together.
- Looking for ways to increase student employee engagement.
- Considering how to combine the “well workplace” and “thriving workplace” efforts.

WORK-LIFE INTEGRATION

RecWell staff is informed of opportunities for Work-Life integration. The majority participate in Education & Training, and many take advantage of flexible scheduling. Brent Flynn chairs the Kids Day Off program which this year served 42 campers.

DIVERSITY & INCLUSION

This year, RecWell implemented a year-long messaging campaign around “Inclusion,” a RecWell core value.

The ODI grant-funded Rise Above video, “You Belong at RecWell,” was promoted throughout the year, including at New Student Welcome. It has logged over 17,000 views. An “All Terps are Active Terps” graphics series was launched at First Look Fair with over 800 students participating. The Active Terp student outreach team designed a 15-day social media challenge that attracted 179 participants in April, and “inclusion” was the theme of several RecWell blog posts this year.

Other specific FY17 accomplishments in this priority area included:

- Developing and implementing a new multicultural competency training program for 124 student employees in leadership positions.
- In training, challenging 90 sport club officers to think of ways their clubs can be more inviting and inclusive.
- Adding training on adaptive climbing, mountain biking, and kayaking for adventure student staff.
- Adding some facilitated discussions about diversity & inclusion to in-service training for 78 student group fitness instructors.
- Offering the spring break Adventure Leadership & Learning Inclusion Experience (ALLIED) trip, a 5-day backpacking experience focused on exploring identity and its impact on leadership. This trip attracted diverse participants.
- Using funds from a Rise Above-Isms grant for an interfaith exploration backpacking trip focused on strengthening relationships between students of different faiths.
- Using funds from a Veterans Administration Adapted Sports grant to offer adapted biking and adapted climbing opportunities for veteran students and their families.
- Completing construction of gender inclusive rest rooms in the ERC, Ritchie Coliseum, and the Regents Drive Garage recreation facilities. This project involved collaboration with the campus LGBTQ community on facility design.
- Removing the gender requirement for the Kehoe and Kesler Awards for Leadership & Service.
- Continuing to build professional staff multicultural competencies by hosting Lunch & Learn sessions on selected diversity topics and Coffee & Conversation sessions designed to spark healthy dialogue about difference.
- Implementing a multicultural capacity training program for new professional staff hired after spring 2016.
- Creating a department Diversity & Inclusion Initiative Fund to support new program ideas, facility enhancements, and video projects that promote inclusion and target populations not currently participating in RecWell programs.

RecWell facilities continued to support a diverse array of groups hosting events, and the Diversity & Inclusion team continued to focus on accomplishing department diversity goals. New student employees continued to receive inclusive language training as part of new employee orientation, and all staff continued giving attention to diversity in hiring and promotion of student employees.

17,000+
views of *You Belong at RecWell* video



SUSTAINABILITY

RecWell is committed to engaging in sustainable practices. In addition to decreasing consumption of electricity, water, chemicals, and paper products and salvaging and reusing equipment and materials, \$92,188 in sustainability related rebates and grants were secured to support these efforts. The Golf Course maintained its status as a member of the Audubon International Golf Course program, promoting sustainability through reduction in the use of chemicals and water and development of native areas and wildlife habitats.

New accomplishments this year:

- Installed LED lights in Ritchie Arena, the Golf Course cart storage area, and the ERC offices, hallways, restrooms, multipurpose, matted, and storage rooms.
- Reduced ERC electricity use bills by \$79,285.51 from June 1, 2016 to April 30, 2017 as compared to the previous year.
- Replaced window film in the ERC fitness center, multipurpose room, and Level 1 entrance areas with LLumar DRN-25 film which provides 59% summer solar heat gain reduction and 12% winter heat loss reduction.
- Replaced original 19-year-old lockers in ERC locker rooms. All used lockers were reused, sent to Terrapin Trader, or recycled according to their conditions.
- Replaced 2 original diving boards and stands at the outdoor pool with boards and stands (used less than a year) secured from a partner agency, rather than purchasing new.
- With grant funding received in FY16, completed installation of rain gardens in the Golf Course parking lot.
- Implemented the Bio Basics/Southern Organics Biological Program using worm compost to reduce fungicide chemical use on tees and approaches at the golf course.
- Saved 608,047 single use water bottles since installing 7 bottle filling stations in the ERC, Ritchie, Reckord Armory, and the Golf Course (2 year total).
- Achieved re-certification as a Gold level Green Office.



\$79,285↓

reduction in
electricity
consumption

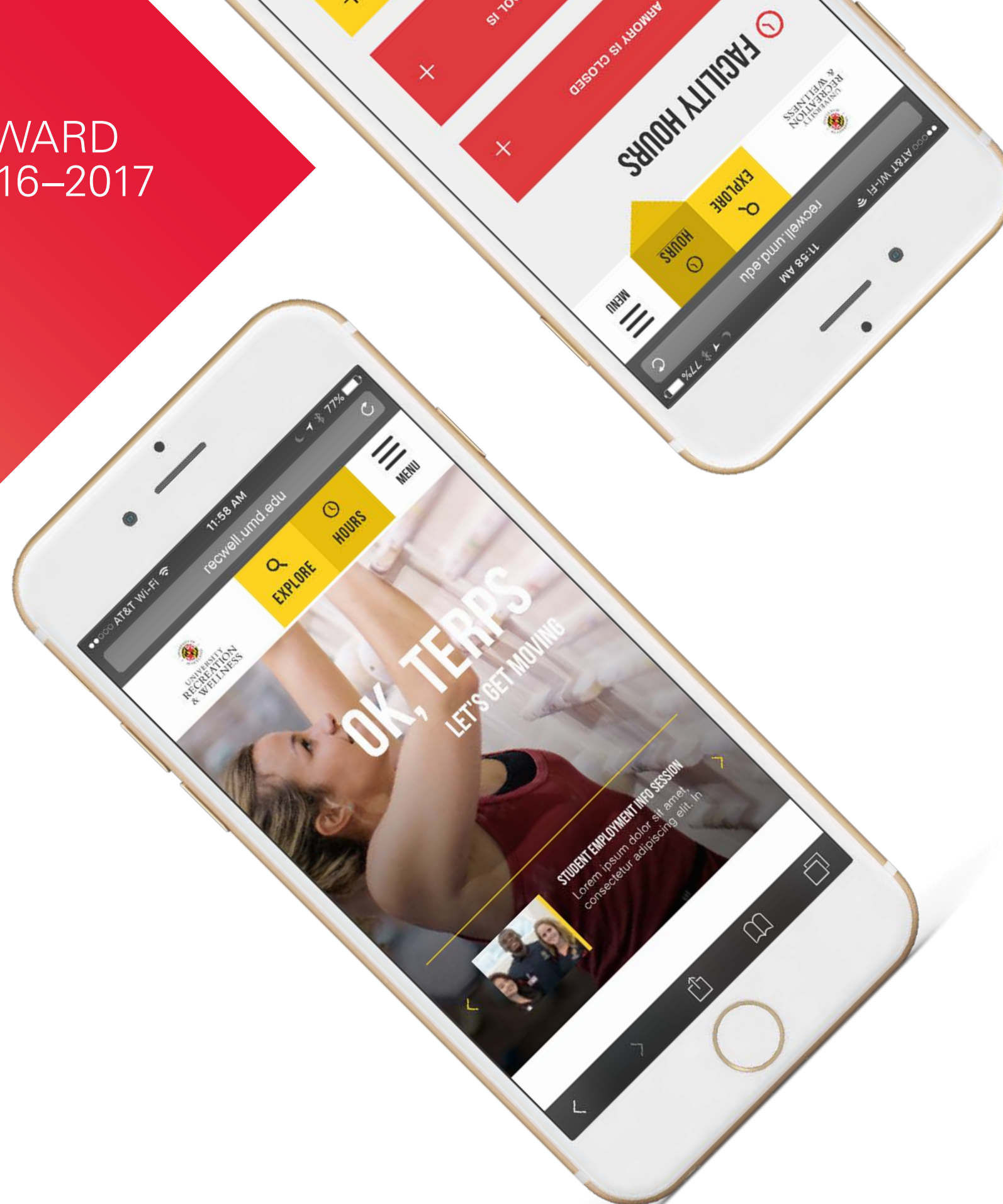


608,047

single use water
bottles saved



PROGRESS TOWARD GOALS FOR 2016–2017



- 1. Redesign the University Recreation & Wellness website to meet accessibility standards and to be more user- and mobile-friendly.**
Nearly accomplished. The services of idfive, inc. were procured, and work began on a new design for the department website in January. Development is nearly complete, and the new mobile-friendly and accessible website is scheduled to launch in early August.
- 2. Implement UMD IT security measures.**
Accomplished. Workstations and server security was enhanced and firewalls were strengthened. RecWell participated in DivIT recommended security scans, server logging, and assessments.
- 3. Convert member services to a paperless operation.**
Accomplished. All available membership services can now be completed online via electronic forms, e-receipts, and PDF document storage.
- 4. Major facilities projects including: (1) new tennis courts adjacent to ERC (replacing loss of courts at Cole), (2) converting space in Regent's Drive Garage for group fitness cycling and multipurpose space, (3) ERC Natatorium Pool Pak replacement, (4) create scope of work for LaPlata Beach turf replacement, and (5) finish design and construct gender-inclusive restrooms and locker room spaces.**
Partially Accomplished. Facility projects 2 (Regents Drive Garage) and 5 (gender inclusive restrooms) have been completed. The ERC Natatorium Pool Pak replacement is underway and scheduled for completion in late August. The new tennis courts are not yet scheduled for construction, awaiting procurement of a construction contract within budget. The LaPlata Beach turf replacement project was postponed to FY18.
- 5. Increase external clients for the University Golf course by partnering with the Alumni Association to create a recent graduate membership and increase community outreach by offering in-school or after-school programming to elementary schools in College Park.**
Accomplished. A recent-graduate membership has been created, and 28 young alumni have purchased them this year. Twenty-five students from University Park Elementary were enrolled in after-school programming.
- 6. Create "pollinator gardens" around the University Golf Course in concert with the Entomology Department to increase a bee-friendly environment to benefit the overall natural environment.**
Partially accomplished. Rain gardens were planted with material to attract butterflies and bees. Work continues on development of "pollinator" only gardens.



7. Review (and revise where necessary) the department's student employee wage scale.

Accomplished. The student employee wage scale was reviewed at all levels. After review of all student position job descriptions, the scale was restructured. Similar jobs were grouped into categories and given a new starting wage reflective of current job duties. Wage policies were also reviewed and revised.

8. Extend the work of the Diversity & Inclusion work team to student employees. Based on the framework created by the Student Affairs Diversity and Inclusion group, a team of staff will work to incorporate "knowing self," "understanding others," "understanding marginalization and privilege," and "practicing inclusion" into student staff training opportunities. Initially, these items may be incorporated into supervisor training and then expanded to all student employees based on feedback and feasibility.

Accomplished. A new multicultural competency training program was added to the leadership development program for 124 students in supervisory positions.

9. Identify opportunities within the department to help engage the potential 500 additional freshman on campus for fall 2016.

Accomplished. After learning of an unanticipated increase in first year students for fall 2016, RecWell added several group fitness classes at prime times and two new intramural sport tournaments to accommodate the expected added demand for these activities.

10. Begin working with the Career Center and President's Promise to link student supervisory data with graduation survey outcomes to note degree to which employment in RecWell is correlated to success in the job search/graduate school environment. Depending on pilot study, the department may expand to all student employees. Ultimately, the department plans to link the findings of this exploratory study with the findings of the RecWell graduating student staff survey to note self-report learning with graduation survey outcomes.

Goal changed. Rather than work as planned with the Career Center and President's Promise to link student supervisory data to graduation survey outcomes, RecWell is participating in the SABIG data group linking recreation facility use data to academic outcomes.

GOALS



2017–2018 GOALS

- Complete the design, development, testing and launch of new department website.
- Complete the review of the Aquatics & Community Programs functional unit and UMAC youth swimming program.
- Complete the installation of new weight equipment in all RecWell weight training facilities.
- Conduct a review of peer institution policies and procedures for concussion management in intramural and club sports.
- Create a plan and begin intentionally collecting and effectively using contact information to communicate with specific target audiences.
- Complete the following major facility projects: (1) Replacement of natatorium Pool Pak equipment, (2) Installation of fans to improve air management in natatorium and spectator seating, (3) Implementation of sound design recommendations in the ERC natatorium and Ritchie Arena, (4) Construction of new tennis courts, (5) Installation of a retaining wall or alternate solution for LaPlata Beach.
- Develop and implement a new leadership program for club sport safety officers.
- Install public access AED equipment in compliance with campus public safety plan.

2020 GOALS

RecWell has identified 6 priority areas on which to focus for the next three years (2017–2020).

- Data and evidence collection
- Diversity & Inclusion
- Functional Area Process Improvement
- Risk Management
- Telling our Story
- Thriving Workplace

At this writing, work teams are being organized to set short and long-range goals to pursue in these areas. A few known goals for FY18 are:

- Develop and implement an enhanced onboard program for new professional staff. (Thriving Workplace)
- Change the purpose of the existing Well Workplace team to Thriving Workplace and shift the focus to pursuing goals related to employee engagement. (Thriving Workplace)
- Complete the response/feedback portion of Level 1 and the initial surveys for Level 2 of the national risk management best practices project, in keeping with the timeline agreed to by the B1G directors. (Risk Management)
- Review and revise the severe weather emergency action procedures (EAP's) to ensure consistent responses at all outdoor facilities—pool, climbing wall, playing fields, and golf course. (Risk Management)

ISSUES & CHALLENGES

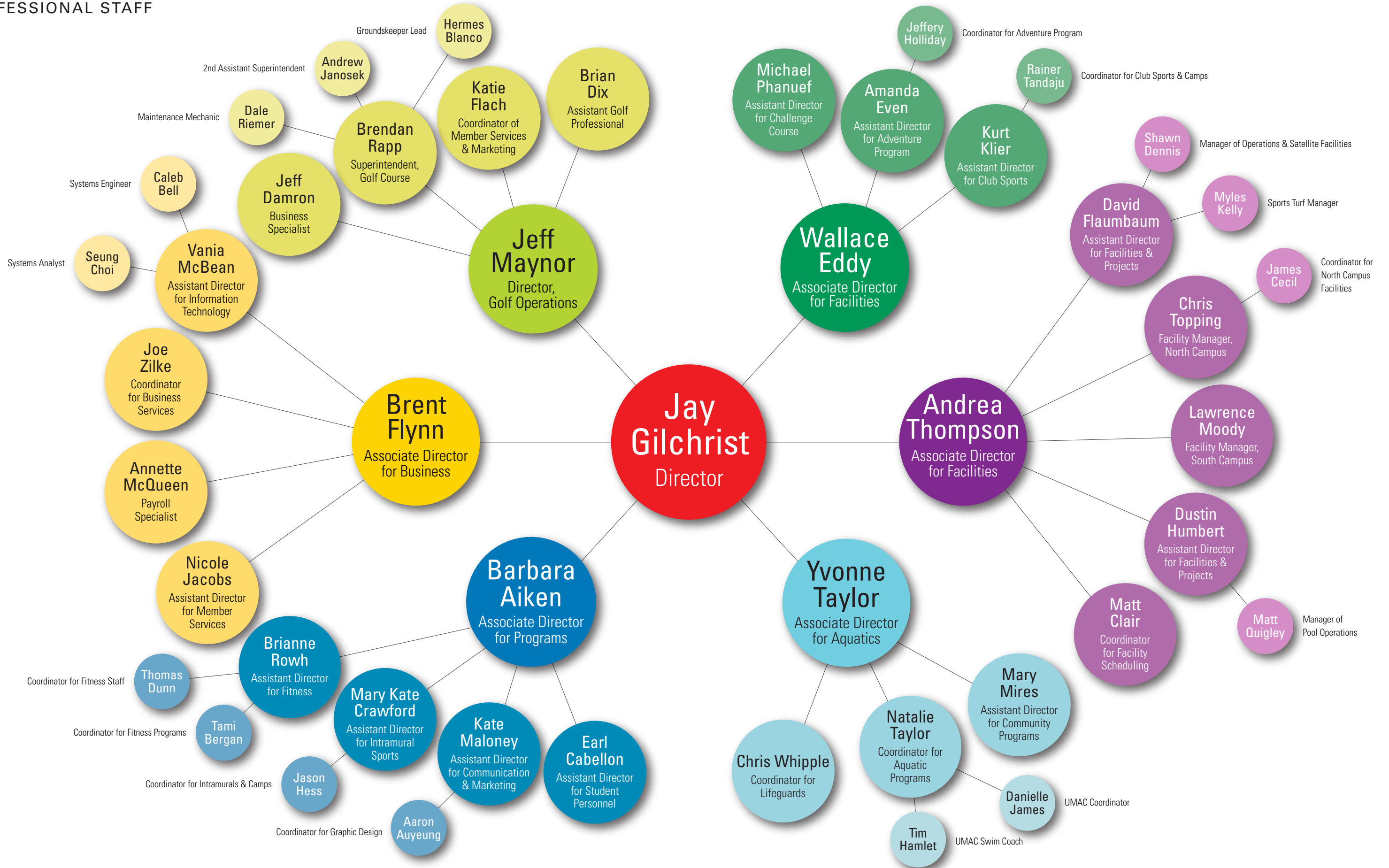
The biggest challenge facing University Recreation & Wellness continues to be a shortage of facility space to meet program needs and demand. Though games are scheduled 6 days a week and often past midnight, there are still teams on waiting lists for popular outdoor intramural sports. The demand for club sport practice and competition space, both indoors and out, cannot be met. As a result, many sports-oriented student organizations cannot be supported or accepted into the program. Despite being open 18 hours per day, fitness facilities are often very crowded while opportunities for expansion continue to be limited by space and high construction costs.

After the loss of Cole Field House, and given the university's space shortages, RecWell facilities seem to be under constant threat of adaptive reuse for other campus needs, further limiting options for students and members of the campus community to engage in healthy physical activity.

Another challenge is in the area of Information Technology. The department is increasingly reliant on technology to function. The hardware and software needed to support department functions continues to increase in number and complexity, and computer security—protection against malware, viruses, and the loss of private information—requires significant attention by all IT staff. Currently, 3 professional staff members support six servers and over 100 workstations and tablets in 4 separate facilities, as well as multiple applications for registration, point of sale, and program management. A related concern is IT staff retention, as university salaries are often much lower than for similar jobs in the federal government or private sector.

ADDENDUM

PROFESSIONAL STAFF



RECWELL.UMD.EDU

