

ANNUAL REPORT

EPPLEY RECREATION CENTER



ACTIVE TERPS LIVE WELL

17

18



DIVISION OF
STUDENT AFFAIRS
UNIVERSITY RECREATION & WELLNESS

In FY18, University Recreation & Wellness (RecWell) focused on living out the core value of “empowerment”. This value is defined by the pursuit of learning, growth, and continuous improvement. By serving as educators, mentors, and models of life-long learning, professional staff create opportunities for student employees to develop competence and confidence. This focus is evidenced in the support of student and professional staff in their personal and professional development. In addition to in-service trainings, the leadership development program, and development sessions for student staff, the department supported 37 students in attending professional conferences, 8 of whom are pursuing careers in collegiate recreation and student affairs. Assessment of professional staff in regard to thriving workplace and inclusion efforts further demonstrated this commitment to continuous improvement within the department. This year was marked by an unusual number of personnel changes. These changes created growth opportunities for current staff members to take on additional responsibilities and develop new skills.

In addition to empowerment of student and professional staff, RecWell engaged participants in meaningful experiences that promote personal growth and wellness. Stories of engagement and testimonials from participants are highlighted throughout this report.

In FY18, as in other years, RecWell supported the academic mission of the University through collaboration with campus partners including the School of Public Health and the Libraries, and by providing support for various classes and academic projects. This report addresses these and other successes, 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) employed 46 professional staff members and approximately 845 student employees in FY18. In addition to the staff directly managed by RecWell, the department contracts with the Department of Residential Facilities for approximately 35 custodial and maintenance staff, including salary and benefits costs.

RecWell 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 three senior assistant directors manages the department.

- The Associate Director for Aquatics position is currently vacant. For most of the FY18 reporting year, Yvonne Taylor held this position and was responsible for aquatic programs, aquatic events, and community programs (community classes, events, and TerpQuest). She also managed 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 Bussler, oversees informal recreation in facilities on north and south campus, outdoor facilities, facility maintenance, scheduling of events in RecWell facilities, 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, oversaw three program areas: fitness programs and services, intramural sports, and student employment, and the communications and marketing support function. In preparation for her retirement in July, a national search was conducted and Mary Kate Crawford was hired for the role of Associate Director.
- 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 50-51.

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 380,414 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) / 5,365 sq. ft.

Regents Drive Studios / 1,794 sq. ft.

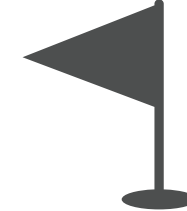
Bike Shop & Club Studio (Cole Field House) / 2,682 sq. ft.

The Department 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). The vast majority of acreage is at the UGC:



26
acres of
fairways 

4
acres of tee
grounds 

6
acres of
greens 

12
acres of
native area 

55
acres of
rough 

77
acres of
forest 

FY18 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) and community safety, tennis, and Learn to Swim classes.

In the summer of 2017, the natatorium was closed for a major equipment (Pool Pak) replacement project. That project was completed, but the number of aquatic events held in FY18 was necessarily reduced to 11 (vs. 28 in FY17). Nonetheless, over 10,000 athletes participated in these events. The Terp Quest average weekly gross revenue was 20% higher this year even though a drop in the number of weeks offered (from 7 to 6) resulted in an overall decrease in total gross revenue.

A team of external consultants was hired to conduct a needed review of the Aquatics & Community Programs staff structure, finances, and programs. They suggested several structure and program changes could be appropriate. One recommendation was to discontinue the UMAC (University of Maryland Aquatics Club) program, which was done. Arrangements were made for UMAC participants to join other swim club programs already practicing in UMD pools. Several more recommendations are being implemented or considered.

This was another challenging staffing year for the unit. A new Coordinator for Lifeguards was hired in early summer, and a new Manager of Pool Operations joined the team in January. The pool operations function was moved from Facilities to Aquatics. A failed search for an Assistant Director of Aquatic Events and Operations led to a revision of that job description and an opportunity for the current Coordinator for Aquatic Programs, Natalie Taylor, to move into an Assistant Director role. At the end of the year, the Associate Director resigned to take a position back in her home state of California.

Despite numerous ups and downs, programs in the unit were successful.

By the Numbers:

758 children and adults participated in Learn to Swim classes

745 children participated in Terp Quest Summer Day Camp

400 safety skills audits were performed despite a 3-month break to assess and restructure the program

330 Terrapin Masters swim practices were held

284 people participated in community safety or tennis classes

200 students worked as lifeguards, swim instructors, pool operators, safety skills auditors, and camp counselors

"A group of staff members from across campus signed our kids up to take a Parent & Tot swim class together at the ERC. The instructor from RecWell was so knowledgeable and friendly and taught us the basic fundamentals of pool safety for parents with toddlers. She asked each parent what goals they had for their child and made sure each child got personal attention. It was also a great opportunity for UMD moms to connect and socialize. We've created a fun and supportive network with each other and our kids play together even now that the lessons are over."

—LAURA HOOD
ADELE H. STAMP STUDENT UNION
RECWELL MEMBER

Photo from top to bottom:
Kelly Hedgepeth, Conferences & Visitor Services with Owen
Carolina Ethridge, Office of the Vice President for Student Affairs with Julianna
Vanessa Taft, Office of Student Conduct with Jackson
Laura Hood, Adele H. Stamp Student Union with Molly



\$16.9 million
budget

\$2.2 million
goods + services sales

BUSINESS SUPPORT

The **Business Operations** staff oversees financial activity including budgeting, payroll, accounting, and purchasing. RecWell manages nearly \$16.9 million in revenue and tracked close to that in expenses, including over \$2.4 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 FY18, the total membership count for faculty/staff, alumni, student dependents, spouses, and UMD affiliates was 4,488, an increase of 9.3% from FY17 and a 21.13% increase since FY15. Growing popularity of monthly membership options partially contribute to this growth. Additionally 213 faculty/staff registered for the free limited access membership that allows them to use the SPH Fitness Center and the Reckord Armory.
- The ERC continues to be a location where faculty, staff, alumni, and students bring their friends and colleagues to visit. In FY18, RecWell sold 17,641 guest passes generating \$123,487 in revenue.

In its seventh year of **Development** work, the department continued to raise funds through corporate partnerships and individual gifts. RecWell was included in three Division of Student Affairs corporate partnerships with the Landmark, The Varsity, and Mazza GrandMarc. The three showcased their logo in the Epley Recreation Center and on the RecWell website. RecWell continued to receive gifts from individuals associated with the Geary F. Epley Enhancement Fund as well as Club Sports' alumni and friends.

- During FY18, we raised more than \$100,000 in sponsorships, individual gifts and in-kind gifts.
- On March 7, 2018, RecWell participated in the University-wide Giving Day, a one-day fundraising effort to support scholarships, programming and initiatives across the University of Maryland.
 - 19 Club Sports participated on the day; 4 more than in FY17.
 - There were 862 unique donations totaling \$21,888.69.
 - Club Sports won the top four positions on the Student Organizations leaderboard, and they took six of the top ten positions.
 - In total, with the many competitive bonuses won, \$30,000 will be deposited into RecWell Club Sport accounts.

Information Technology includes 3 professional staff members who support 6 servers and over 100 workstations and tablets, in 4 separate facilities, as well as multiple applications for registration, point of sale, and program management.

- Adopted new online summer membership renewal process.
- Implemented new smart classroom technology at Golf Course Thomas room.
- Provided consultation and support for facility enhancements and new microsites.
- Implemented full malware anti-bytes server for added security.

\$123,487

revenue from
sales of
17,641 guest
passes

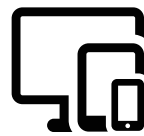
\$100,000

received in
donations and
in-kind gifts

167
graphic design
requests filled



18,000
active web users
each month



25%↑
“Get Moving @
Maryland”
e-newsletter
subscribers



The **Communications & Marketing** staff and other members of the department website development team spent 8 months preparing for the launch of a new department website in August. After procuring the services of website developer, idfive, inc., the team worked on site design and functionality; drafting, revising, and entering all new page content; choosing imagery for all of the new pages; creating a homepage video to underscore the dynamic nature of RecWell; entering calendar items; proofing all page content; and weathering technical issues as the site was handed over to UMD DivIT in early August. The new website is accessible and mobile-friendly. In its first year, there were 317,000 sessions, 18,000 monthly active users, and 570 daily active users.

While the launch of the website was a monumental project, RecWell continued to reach out to students and faculty/staff via social and print media and in-person at events. Total reach of the department Facebook page decreased, but Twitter and Instagram followers increased by 15% and 24%, respectively.

This year’s social marketing campaign, “ActiveTerps are Active Bystanders,” sought to create a culture in RecWell facilities and programs where all participants feel welcome and included. Student employees were trained to take positive action when seeing or hearing something that could harm or exclude others. The University Health Center peer educators provided a customized Step Up training for 233 student supervisors, head guards, adventure trip leaders, personal trainers, and group fitness instructors. In a post-training survey, 89% agreed the training increased the likelihood they would intervene if a problem situation arose while they were working. This campaign was also supported by the “No more, not here” graphic series and a social media promotion encouraging ActiveTerps to pledge to be Active Bystanders. Message placement and promotion spanned 2 weeks with an estimated 32,899 impressions.



Other highlights for FY18:

- 167 design and photography requests were filled.
- A new event—RecWellcome—was held on August 27 in partnership with Resident Life to introduce incoming students to the many opportunities to be active at UMD.
- Creation and launch of several web microsites—Fitness Combine, Terp Quest, Well @ Work, and Sizzlin’ Summer Series—used for communication about large events or short-term programs.
- Our branded Student Health 101 subscription was retitled “Well in a Shell” and the monthly e-newsletter became “Get Moving @ Maryland —A Monthly Guide for Active Terps.” Subscribers increased by 25% to 6,711.



Graphics displayed on digital media screens to combat sexism and encourage active bystander behavior

32,899
campaign
impressions



233
student employees
completed bystander
intervention training



89%↑
agreed the training
increased the
likelihood they
would intervene



FACILITIES

RecWell facilities are managed with an emphasis on sustainability, fiscal stewardship, and customer service. To that end, facility staff focused on the maintenance, renewal, and enhancement of our existing facility spaces in order to support ever-expanding programs and services. Several projects were completed in FY18.

Projects in the ERC:

- Both chlorinators for the 50m pool and both UV systems for the 50m and instructional pools were replaced.
- Locks on Level 0 day-use lockers were converted to self-setting combination locks (to help reduce theft from unlocked lockers).
- Projectors in all classrooms and conference rooms were replaced.
- A new awards display was installed in the lobby.
- Security cameras were upgraded (in progress).
- Pool Pak replacement project was completed and the Natatorium re-opened as scheduled.



New awards display in ERC

Projects in Satellite Facilities:

- In coordination with Facilities Management, sound panels were installed in the Armory gym to improve acoustics for daily use and special events.
- An Armory office space was converted to a small conference/training room.
- The challenge course Alpine Tower was refurbished.
- The weight room floor in Ritchie was repaired.
- Carpet was installed at the golf course clubhouse.

In addition to facility projects, RecWell provides facility and operations support for Kinesiology classes, ROTC programs, Student Affairs and campus events (e.g. Family Weekend, Maryland Day), and the events and activities of numerous student organizations, campus departments, and rental groups. This year, RecWell provided support for the 2018 WETATI (We're Empowered To Achieve The Impossible) Entrepreneurship Convention. The event featured 12-year-old SharkTank Winner and Entrepreneur Mikaila Ulmer, President/CEO of Me & the Bees Lemonade. This was a two-day event held at Ritchie Coliseum and the Stamp Student Union.

In an effort to improve towel service for members and reduce the cost of lost or stolen bath towels, a new checkout/checkin system was implemented in September. Despite spending a little more on higher quality towels, this change resulted in a cost savings of approximately \$4,400 for the year.

Net Revenue was down a significant amount (15%) from FY17 due to the Natatorium being closed for 4 months for the Pool Pak replacement project. Several swim meets, camps, and swim team practices were not able to rent space during that period.

| Facility reservation data | | | | | |
|---------------------------|-----------|-----------|-----------|-----------|--------------------|
| | FY15 | FY16 | FY17 | FY18 | % Change from FY17 |
| Revenue Generation | \$948,145 | \$777,996 | \$809,379 | \$689,886 | -15% |
| Unique Rental Groups | 255 | 248 | 226 | 216 | -4% |
| Revenue from Furnishings | \$64,174 | \$33,281 | \$29,454 | \$25,019 | -15% |

By the Numbers:

16,120 individual bookings

12,860 reserved facility hours for non-RecWell events or classes

204 individual unique groups—94 student organizations, 56 university departments, and 54 university sponsored groups

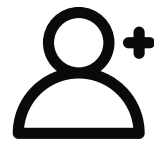
526,176 estimated facility special event participants



1,268

facebook
followers

10.73%↑



476

entries in
Facebook
Pick-A-Pro
contests



GOLF

In the first 11 months of FY18, 29,630 rounds were played at the golf course. Of those rounds, 2600 were played by faculty/staff and 3300 were played by students. In addition to supporting the daily operation of the course, staff contributed to several campus-wide events including Maryland Day, Homecoming, and Terps After Dark.

Highlights for the year include:

- Joined the Monarchs in the Rough program in conjunction with the Environmental Defense Fund and Audubon International. Through this program milkweed seeds were planted to help fight the population decline of Monarch Butterflies and increase sustainability efforts.
- Hosted 20 university-related golf outings raising money for scholarships, varsity sports, club sports, and other student organizations.
- Friends of the Golf Course outing was the largest in recent years with 105 participants in 26 groups, up from 20 groups in FY17.
- Hosted 23 community and junior golf camps and events serving over 1400 youth participants.
- Launched a new website in February with new mobile and user-friendly features.
- 219 members, including 43 new members and 16 student members.
- Increased interaction with campus community on social media outlets.
 - Facebook likes increased by 8.6% to 1284 and followers by 10.73% to 1268.
- Leased 72 new golf carts with advanced GPS systems allowing for enhanced golfer experience and improved control for course staff.





PROGRAMS

ADVENTURE

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



By the Numbers:

86 adventure trips held

752 total trip participants

12,901 contact hours

132 challenge course programs

4424 challenge course program participants, 600 TERP Quest participants, 900 Maryland Day participants, and 192 Terps After Dark participants

4,718 total visits to the bike shop (up 39.92% from FY17)

2,426 unique users (up 28.56% from FY17)

“Going on this trip improved my intercultural competency from meeting and interacting with students from different countries and cultures. I got to learn about their values and backgrounds. I also gained self-confidence from stepping outside of my comfort zone and learned to appreciate the beauty of nature and friendship.”

—EDUARDO UMANA

PARTICIPANT ON THE ADVENTURE PROGRAM SPRING BREAK KAYAK TRIP TO CAPE LOOKOUT;
RECIPIENT OF FUNDING FROM THE ADVENTURE PROGRAM ACCESS & ENRICHMENT FUND

The Adventure Program Access and Enrichment Fund was created to cover full or partial adventure trip costs for students who need financial assistance in an effort to provide more Terps with the opportunity to get outside and experience the wellness benefits of physical activity and spending time in nature.



Amanda Preperato, Assistant Director for Adventure Program, received the Student Affairs Outstanding Service Award.

Program Highlights:

- The Adventure Program was awarded the David J Webb Program Excellence Award from the Association of Outdoor Recreation & Education (AORE) at the Annual Conference in Roanoke, VA in November 2017. This award honors an outstanding non-profit outdoor program which has provided dynamic and innovative services to its participants, demonstrated professionalism and high standards of conduct, and contributed to the outdoor community at large by sharing information and assisting other programs. The program was nominated by program alumni.
- The Adventure Program and Veteran Student Life were awarded a \$29,500 Adaptive Sports Grant from the Department of Veteran Affairs. Through the grant, the program was able to create opportunities to engage veterans through physical activity in order to support them in a way that cannot be found in the classroom. The grant has ensured that veterans who suffer from both physical disabilities and the less visible wounds of war, such as post-traumatic stress disorder (PTSD) or traumatic brain injury (TBI), are able to participate in recreation programs.
- The Adventure Program staff instituted development sessions for student staff. The 2 to 3 hour sessions on diversity and inclusion, financial management, and meditation were offered to increase knowledge of these topics among student trip leaders, climbing staff, and challenge course facilitators.



Adventure Program staff receive the David J Webb Program Excellence Award from the Association of Outdoor Recreation & Education (AORE) at the Annual Conference in Roanoke, VA

\$29,500
Adaptive Sports
Grant





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:

3,721 group fitness classes held

7,324 unique fitness class participants, 71% of them women

54,679 total group fitness class contacts (participations)—a 2.7% increase over FY17

2,766 personal training sessions held—a 30% increase over FY17

384 unique personal training clients—a 137% increase over FY17

\$76,566 generated for personal training services

4,529 views of Form Check Friday workshops now live streamed to Facebook

949 faculty/staff members and graduate students participated in the summer 2017 and winter (Wellness at Work) activity challenges

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



"My goal to pass my initial Army Physical Fitness Test (APFT) motivated me to seek out the guidance and expertise of a RecWell personal trainer. Dan was extremely positive, energetic, and had a plan for every workout, geared towards my goals. He was patient in explaining each exercise to me, and kept our workouts interesting by incorporating new moves on a regular basis. Dan's friendliness and approachability made an initially nerve-racking endeavor much less scary! Working with Dan gave me the tools I needed to pass my initial APFT! I am also able to do workouts on my own now with greater confidence and general knowledge as to what I should be doing."

—BONNIE ALGER

DOCTOR OF MUSICAL ARTS '18, UMD SCHOOL OF MUSIC

Program Highlights:

- Accomplished complete replacement of 20-year old weight equipment, purchasing and installing \$659,000 worth of new equipment in all weight training facilities in the ERC, School of Public Health, and Ritchie Coliseum.
- The popularity of our PT+ program (a partnership with the University Health Center pairing a RecWell personal trainer with a UHC student nutrition coach) rose sharply. The capacity of the nutrition coaches is limited, so some clients had to be placed on a waiting list for this service.
- Graduate students accounted for 36% of all personal training clients.
- The decision to move Form Check Friday workshops to video and live stream it to Facebook resulted in significantly increased reach of this educational program.

“I remember my freshman year I found myself in quite a slump. I had moved to College Park from a small town in Maryland so I didn’t know many people. I was overwhelmed by the workload my biology major threw at me. I wasn’t sleeping, wasn’t taking care of my health, but above all I felt like I lost myself. I felt like all the things that made up my identity were gone and I didn’t know who I was, or what my purpose was anymore in a sea of 30,000 undergrad students.

When I got into fitness, I remember feeling a sense of accomplishment and purpose. I gained a newfound appreciation for my body, and the incredible things it can do. I’ve always been considered “bigger” and when I became a group fitness instructor I quickly noticed that I was one of the “bigger” instructors in the room during the first training. That used to make me feel really self-conscious until I realized that strong is NOT a size and I could do everything all the other instructors could do! This was a major breakthrough on my path to self-love and body positivity.

Participating in group fitness helped me change my own life. Teaching group fitness allows me to help others change their lives.”

—LAILA ABUJUMA
GROUP FITNESS INSTRUCTOR



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 354 days in FY18

945,771 total entrances, averaging 2,679 entrances per day

24,597 different individuals entered RecWell facilities at least once in Spring 2018

87.27% of all Spring 2018 entrances were by students, 81.75% of them undergraduates

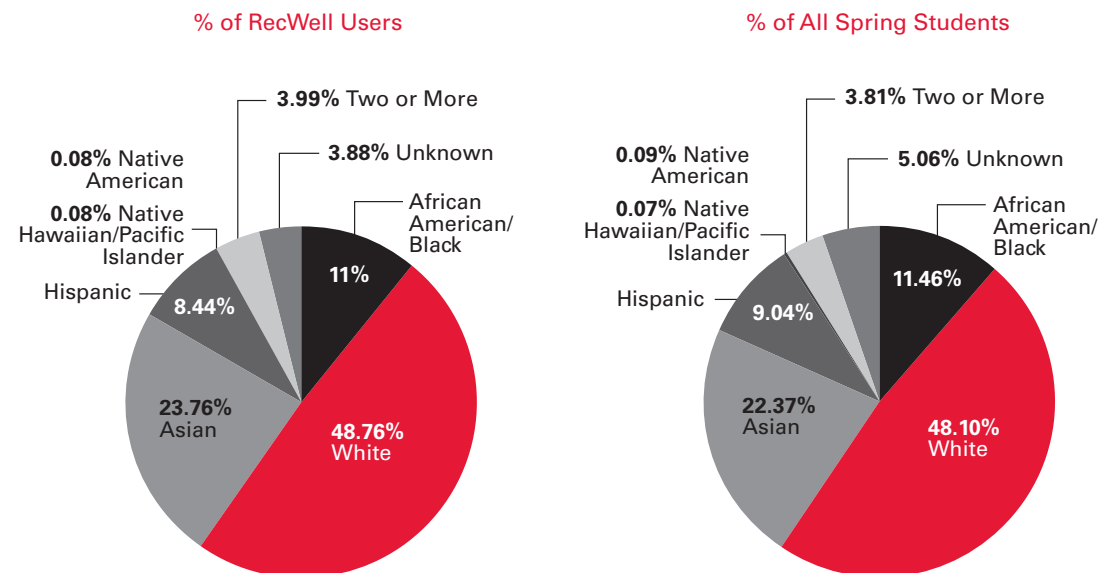
55.68% of all students visited a RecWell facility in Spring 2018

94 pieces of fitness and play equipment rented at McKeldin Library through the Active Terp Brain Breaks program

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



Spring 2018 RecWell Facility Users by Race



“I have been coming to the Eppley Recreation Center since 1998 and have used all the facility has to offer for close to 20 years. My first year as a member, I met a group of men and women who loved to play basketball as a form of exercise before going to work. Since then, we have met as a group every Wednesday and Friday at 7AM and it has been a mainstay in my life ever since. Many different groups of men and women have passed through with all level of skill and enjoyed playing because it is a safe environment that allows for friendly competition. We have players that range from first-year students to alumni from the 1970’s. The wonderful thing we have in common is that we all have been or are currently affiliated with the school in some capacity. The camaraderie we have formed during our games has also translated into lasting friendships and professional networks off the court. I am grateful I have been able to enjoy this outlet for so many years and look forward to the games continuing for another 20 years!”

—CHICO DONELSON '96
RECWELL ALUMNI MEMBER



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:

30 activities offered

3,410 games played of 3,951 scheduled—an 87% rate of play

7,812 unique participants—27% women and 40% participants of color

53,400 participations—up from 52,557 in FY17

231 student officials, supervisors, and program assistants

Program Highlights & Lowlights:

- Again this year, 87% of all scheduled games were played. The games played v. scheduled ratio was 93.5% and 95% for 7 by 7 soccer and 5 by 5 basketball, respectively.
- The forfeit rate in basketball was just 1.5%.
- After seeing a jump in the number of first year students participating to 18% in FY17, the number dropped back to 9.3% in FY18.
- Five UMD student officials traveled to officiate at national flag football and basketball tournaments, and 14 officiated at regional tournaments.



Julie Johnson qualified for both the NIRSA National Flag Football and NIRSA National Basketball Championships. She was named an All-American Flag Football official and was the first woman in the 40 year history of the National Tournament to be assigned the head Referee position during the Men's Open Championship game.

"Finding intramurals my first semester at Maryland changed my life. Freshman year when I came to Maryland I was terrified being so far from home. I had seriously considered transferring back home to a school in Massachusetts, then I started reffing flag football. Once I started reffing I found my family on campus and knew that there was no way I could leave. Now I'm moving halfway across the country to keep doing what I love."

—JULIE JOHNSON '18
INTRAMURAL SPORTS PROGRAM ASSISTANT

For the third consecutive year, the POV Squad won the 5v5 Basketball Coed A championship. The team embodies the program's values of excellent sportsmanship and teamwork.

"I used to be on my high school teams and I mentally prepared myself that I would not have this opportunity to play with a team in college. However, as Freshman year kicked in, I realized that intramural games were a necessity. Intramurals is a time set apart from the rest of my week, where I can spend time with friends in a manner that I don't necessarily get otherwise. We become one team, who shares memories and triumphant moments. #neverlost"

—SHIRA CLEMENTS (JUNIOR)

"Intramural sports has allowed me to expand my network outside the classroom. The memories and friendships I've made on the court will last much longer than anything I have read in a textbook or heard in lecture."

—ANDREW PITKOFF (SOPHOMORE)

"Intramural sports is a way for me to connect to and learn from my teammates and opponents in a unique way. It enables me to branch out and form everlasting friendships with my teammates."

—AMANDA POVMAN (SENIOR)

"Being able to continue playing competitive sports in intramurals with close friends of mine has been one of the highlights of my college experience. There are fewer things that are more rewarding than seeing and celebrating with a close friend and a teammate after they hit a big shot or catch a big touchdown."

—ZACH WOHLBERG (JUNIOR)

"Playing intramural sports every semester has been the perfect outlet for me to be active and be around friends in a competitive and sportsmanship friendly environment."

—JACOB CITRON (JUNIOR)





CLUB SPORTS

The **Club Sport** program serves the needs of the 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, club sports offer opportunities for students to develop leadership communication, and management skills, with the guidance and support of the RecWell professional staff.

By the Numbers:

46 club sports supported

4574 club sport participant risk assumption forms received
(8% increase from FY17)

287 trips (off campus games or tournaments) in 19 different states

\$104,987 was generated by club sport fundraising efforts

6 clubs were awarded Pepsi Grants totalling \$8,000

Program Highlights:

- The Safety Officer program was expanded beyond first aid/CPR training to include bystander intervention training and hazing prevention training.
- Club Sport supervisors participated in a “beta test” of concussion management educational materials produced for NIRSA by Sport Risk and provided feedback.

Individual Club Sports Highlights:

- Men’s Lacrosse qualified for the National Championship and finished 3rd in the country. They also played the Peruvian National Team in an exhibition game.
- Men’s Ultimate qualified for Nationals after winning 5 straight contests at Regionals.
- The women on the Barbell Club won 5th place in the US Collegiate Powerlifting National Championships.
- Wushu won 7 gold medals and 6 silver medals at their National Championships.
- 5 MSOA members qualified to officiate at the NIRSA National Championships in flag football and basketball.
- Cycling, in conjunction with the City of College Park, hosted the Route One Rampage with over 400 riders and over 1,000 spectators. This was the first time the Club partnered with the City of College Park.
- Climbing had one student qualify for the World University Championships in Bratislava, Slovakia. Thomas Pitzel placed 11th overall in the Speed division.

Photo: Justin Tabatabai (left) with Joe Reilly,
Vice President of Men’s Lacrosse (right)



“I believe that club sports gave me my first true and most meaningful leadership experience to date. On any application or interview, one of the questions is inevitably, “What are your leadership experiences?” After being with the club lacrosse team for six semesters and an officer for three semesters, I have had my fair share of critical decisions, obstacles, and conflict resolutions that have not only shaped the program for the better—but myself as well. I have learned to work with teammates, parents, and officials, to be assertive, professional, and most importantly, understanding. Being part of the club has taught me about the life skills I will need beyond the classroom. Learning to compromise and listening to the needs of others aren’t tools that can truly be taught in the lecture halls, yet we may one day rely on these very skills as much as our classroom knowledge, if not more.”

—JUSTIN TABATABAI

MEN’S LACROSSE, RECIPIENT OF SPIRIT OF CLUB SPORTS AWARD



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 services and operational support roles.

By the Numbers:

844 student employees

2,204 applications received, 592 interviewed, 343 hired

395 students trained and certified as American Red Cross CPR/AED Professional Rescuers

37 student employees sent to professional conferences—NIRSA, AORE, and Mid-Atlantic Fitness

Highlights & Lowlights:

- A RecWell student employee—Luke Verdi—won the Division of Student Affairs Outstanding Student Employee of the Year award.
- A RecWell student employee—Jen Macko—received the James Kehoe-Ethel Kesler Leadership and Service Award.
- RecWell student employee demographics once again mirrored those of the overall UMD student population.
- The number of first year student employees declined by a few percentage points (from 50 to 31).

STUDENTS GOING INTO COLLEGIATE RECREATION/STUDENT AFFAIRS

In line with our core value of empowerment, the department is committed to creating opportunities for student employees to develop competence and confidence. To that end, the department supports students in travel to professional conferences. Several of these students, who are highlighted below, have chosen to pursue a career in Student Affairs/Collegiate Recreation.



Kelsey Gump
Washington State University
Graduate Assistant,
Adventure Programs



Jennifer Macko
Goucher College
Campus Recreation
Coordinator



Alan Yin
Bowling Green State University
Office of Residence Life:
Graduate Hall Director



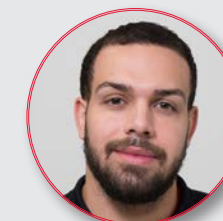
Julie Johnson
University of Nebraska
Graduate Assistant for
Intramural Sports



Megan Brady
University of Mississippi
Graduate Assistant for Sport Clubs
and Facility Operations



Avery Reneau
Virginia Tech
Graduate Assistant for
Intramural Sports



Luke Verdi
University of Maryland
Coordinator for
Student Personnel



Anna Hisnanick
University of Nebraska
Graduate Assistant for
Outdoor Adventures

ACCOMPLISHMENTS IN DIVISIONAL PRIORITY AREAS



ASSESSMENT & LEARNING OUTCOMES

In FY18, RecWell assessed the following:

- What student supervisors say they learned after participating in the Bystander Intervention Training session.
- Staff perceptions of department climate with respect to a thriving workplace
- Student employee job performance
- What graduating student employees say they learned through employment with RecWell
- Learning outcomes for employee training in Group Fitness, Intramural Sports, Adventure Program, TERPQuest, Facilities, and Aquatics

THRIVING WORKPLACE

The fall 2017 Gallup survey data was received, and the results were positive. While there is room for improvement, RecWell's engagement index had jumped from 36% (spring 2016) to 44% (fall 2017).

Although progress continued on goals set in FY17, no new goals have been set based on the new survey results.

As creating and supporting a Thriving Workplace is a 2020 priority for the department, the Well Workplace committee was converted to the Thriving Workplace committee with a new focus on improving employee engagement and creating a best place to work. This energetic committee focused on 3 goals for the year:

- Creating more opportunities for staff to get together and get to know each other better (Q10)
- Encouraging continued professional growth (Q12)
- Working to create an environment where frequent praise and recognition is the norm (Q4)

Several team building and social activities were organized and held to help staff build supportive relationships at work. Committee members also looked for ways, primarily on campus, for staff to engage in professional development and promoted these opportunities.

Related to the goal of creating an environment where frequent praise and recognition is the norm, the committee surveyed staff members to learn how they wished to be recognized and for what. 29 of 42 staff members (70%) completed the survey. The results indicated that 70% of staff already feel they receive an appropriate amount of praise and recognition from their supervisors and colleagues. Most indicated a preference for private (1-on-1) praise and recognition as close to the time of the praiseworthy event as possible. Behavior that warranted praise and recognition included:

- Improved job performance or performance that exceeded expectations
- Efforts that go "above and beyond" one's job responsibilities, such as assisting with department, division, or campus initiatives or providing support for an area with a staff shortage
- Activities that raise the public image of UMD and RecWell, such as serving in professional association leadership positions, giving conference presentations, and winning awards and outside recognition

WORK-LIFE INTEGRATION

RecWell continues to be a leader in following the practices recommended by the Division's Work-Life Integration Initiative. The staff is updated on a regular basis about Work-Life opportunities available to them and most take advantage of 'flexible scheduling' and opportunities for 'education and training'. Although only three employees telework on a regular basis, many staff members have done so on occasion with proper approval.

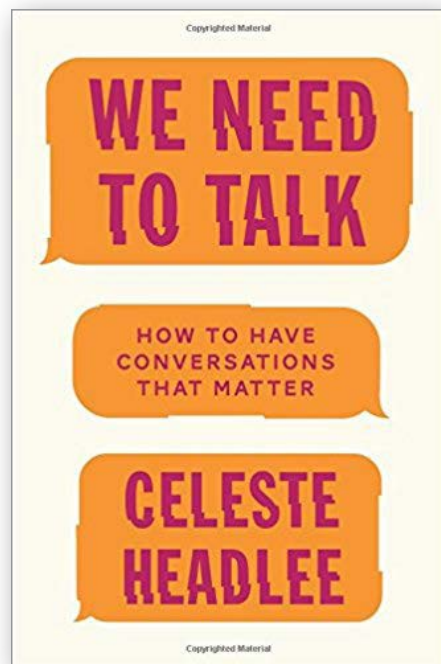
The department continued to support the "Kids Day Off" program providing structured activities for Student Affairs employees' children while local public/private schools were closed.

DIVERSITY & INCLUSION

In FY18, 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 to give attention to diversity in hiring and promotion of student employees.

The RecWell Diversity & Inclusion team exists to develop and implement new ways for RecWell to focus on diversity and inclusion. Some specific FY18 accomplishments in this priority area included:

- Facilitating several Coffee & Conversation sessions allowing staff to explore topics of diversity and increase their multicultural competency.
- Providing a full day of multicultural competency training for new full-time staff hired in the last year.
- Hosting a Book Club to read and discuss *We Need to Talk: How to Have Conversations That Matter*, by Celeste Headlee in the hope of improving staff capacity for active listening.
- Continuing to offer multicultural competency training for new student supervisors as part of the RecWell Leadership Development program.
- Implementing the RecWell Diversity Initiative Fund program to encourage innovative program ideas, facility enhancements, and video projects that promote diversity and inclusion. Three FY18 grants were awarded for (1) an Interfaith Exploration Adventure trip, (2) participating in LGBTQ Equity Office focus on TransTerp awareness (#TransTerps), and (3) partnering with Global Communities and International Student Services to create and offer a Pool Etiquette event aimed at encouraging people of color to use the pools.



The team also surveyed RecWell professional staff members to better understand RecWell's responses to the Gallup Thriving Workplace "C" (inclusiveness) questions. The results were analyzed and presented to senior staff. While over 90% of staff rated RecWell as "inclusive" or "somewhat inclusive," some results indicated a need for improvement in (1) fairness and transparency in decision making, (2) active listening, and (3) reducing the fear of judgement that prevents staff from presenting their diverse opinions and new ideas. The team's recommendation that the Director host periodic conversations with Assistant Directors/Facility Managers and Coordinators/Managers has already been implemented. The senior staff and Thriving Workplace Committee are working on others.

SUSTAINABILITY

RecWell is committed to an operation that includes daily sustainable practices as well as seeks to identify resources and innovative improvements for our facilities and programs. Decreases in material consumption through improved practices, use of technology to limit paper consumption, and strategic facility enhancements contribute to the Department's culture of sustainability.

Highlights from FY18 include:

- Changed daily towel checkout procedure, using eight dozen towels in FY18 versus 100 dozen in FY17. This resulted in an 88% reduction in materials and approximately \$4,400 in savings.
- Implemented staff polo recycling program where graduating students can turn in their shirts for others to use.
- Began using electronic submission of TERP Quest camper records, Personal Training registration, and Climbing Wall and Challenge Course release forms and waivers.
- Secured \$184,410 in sustainability related rebates and grants with an additional \$126,388 grants/rebates requested and awaiting approval.
- Installed Sphagnum Moss in Ritchie Cooling Tower as a pilot project. Early indication shows reduced corrosion and a 25% reduction in labor for cleaning.
- Salvaged approximately 75% of weight room/strength equipment to be repurposed and utilized by other campus units.
- Completed three LED lighting upgrade projects (ERC racquetball/squash courts, ERC gyms & weight room, Tennis Courts) resulting in an estimated energy savings of 755,336 kWh/year.

\$184,410
sustainability
related rebates



755,336
kWh/year
energy saving



PROGRESS TOWARD GOALS FOR 2017–2018



1. Complete the design, development, testing and launch of new department website.

Accomplished. The new website launched in August 2017. The new design is mobile friendly, accessible, and tailored to meet the needs of key audiences. The navigation has been simplified, testimonials and social media features have been added, and a new calendar function allows users to easily identify and search for upcoming events.

2. Complete the review of the University of Maryland Aquatics Club (UMAC) youth program.

Accomplished. An external review, supported by two outside consultants, of the entire Aquatics program was completed in August 2017. It was determined that the best course of action was to discontinue UMAC for the foreseeable future. Concerns about coaches, staffing, finances, and the amount of distraction the club presented to RecWell staff, which prevented them from the primary purpose of serving the UM campus community, all contributed to this decision. Personnel resources (2 coaching positions) were reassigned to better serve the department. (Assistant Director of Aquatics and Coordinator of Facility Scheduling) A youth recreational swim program was initiated, which complements the Department's very successful Learn-To-Swim program for children.

3. Complete the installation of new weight equipment in all RecWell weight training facilities.

Accomplished. All strength equipment in the Eppley Recreation Center, Ritchie Coliseum, and School of Public Health was renewed in FY18. Much of this equipment was original to the spaces (20+ years old). Over 225 pieces of equipment were updated with a budget of +\$600,000. Many pieces were replaced 1-for-1; however, several new pieces were added to enhance the participant experience; these included a tire flip, increased functional training presence in the weight room, additional platforms/squat racks and a farmer's carry.

4. Conduct a review of peer institution policies and procedures for concussion management and design and implement UMD waivers and return-to-play protocols for intramural sports participants with suspected concussions.

Accomplished. After an extensive review of peer institutions, a new concussion education plan for employees and participants, a removal from play protocol, and a return to play protocol have been formalized.

5. Create a plan and begin intentionally collecting and effectively using contact information to communicate with specific target audiences.

Postponed. Much time was devoted to launching and then managing the new website, so this communications goal became less important. Staffing changes and turnover, especially in Aquatic & Community programs where target audiences are external, forced RecWell to put this on hold.

6. 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.

Partially Accomplished. The PoolPak project was completed in August 2017. Fans were installed in the natatorium and spectator seating to improve circulation and air management. The sound design project for the natatorium and Ritchie is in the procurement process with installation planned for FY19. Through coordination with Facilities Management, sound panels were installed in the Armory, improving acoustics in the space. Tennis court completion is projected for August 2018. The retaining wall project at LaPlata Beach has been placed on hold in anticipation of construction in the area.

7. Develop and implement a new leadership program for club sport safety officers.

Accomplished. The Club Sport safety officer was previously responsible for enacting first aid protocols and emergency action plans. The role was expanded to include trainings on hazing prevention and bystander intervention strategies.

8. Install public access AED equipment in compliance with campus public safety plan.

Nearly accomplished. Cabinets for four AEDs, one on each level, have been installed at the ERC. Three additional cabinets will be installed (Armory, Cole, and Ritchie) in the coming month. All seven units will be operational by September 2018.



GOALS

2018–2019 GOALS

- Complete installation of public access AED equipment
- Complete the following facility projects: (1) Open the new tennis courts, (2) Convert the Ritchie Coliseum concessions area into an Athletic Training Services facility, (3) Expand functional training spaces in RecWell facilities, (4) Upgrade support spaces in Ritchie Coliseum, (5) Implement office space modifications in the ERC, (6) Complete procurement of new artificial turf for LaPlata Beach.
- Implement and evaluate new concussion management protocol incorporating athletic trainers from the University of Maryland Medical Center, Department of Orthopedics.
- Conduct a review of current human resources processes and create standardized processes where needed.
- Complete searches and onboarding of 8 new staff members and initiate a search for a new Associate Director for Aquatics.
- Implement selected recommendations from the summer 2017 Aquatics & Community Programs unit review.
- Complete usability testing and assess the need for upgrades to the RecWell website.
- Reduce the need for custom programming by 85%. This entails moving to the UM CAS method of authentication for several different online programs.
- Research and evaluate Rec Management systems for use by department.
- Explore all possible avenues with the intent of finding a parking solution which will allow the department to continue with major swim meets during academic semesters
- Increase the number of student and junior golf memberships by 20%
- Expand the existing Monarch in the Rough program by establishing a wildflower garden on the golf course.

2020 GOALS

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

- Telling Our Story
- Risk Management
- Thriving Workplace
- Data and Evidence Collection
- Diversity & Inclusion
- Functional Area Process Improvement

A few new goals have been set in these areas for FY19:

- Complete follow-up assessment of department culture of inclusion to determine if the culture has improved. (Diversity & Inclusion)
- Assess the department's culture of inclusion for student employees. (Diversity & Inclusion)
- Develop and implement a process and templates for program area reviews. (Functional Area Process Improvement)
- Complete Level 2 of the national risk management best practices project. (Risk Management)
- Increase internal storytelling capacity and resources through best practices education of professional staff (Telling our Story)
- Write data-informed stories that demonstrate the value and impact of participation in RecWell programs. (Telling our Story)

ISSUES & CHALLENGES



The following list of personnel actions, organized by unit, were undertaken in FY18.

Business

- Brenden Williams was hired to replace Seung Choi as IT Systems Analyst.
- Nicole Jacobs resigned as Assistant Director for Member Services.
- Brianne Rowh was hired as the new Assistant Director for Member and Business Services, vacating her position of 10 years as Assistant Director for Fitness.

Facilities

- Dustin Humbert, Assistant Director for Facility Projects, and Matt Quigley, Manager of Pool Operations, resigned.
- The Manager of Pool Operations position was moved from Facilities to Aquatics.
- Position descriptions for David Flumbaum, Shawn Dennis, Chris Topping, and James Cecil were revised, giving all more responsibility for involvement in facility projects.
- The position description for Myles Kelly was revised giving him more responsibility for student employee supervision and event support.
- Matt Clair was promoted to Assistant Director for Facility Reservations and Event Services.
- A new position—Coordinator for Facility Reservations & Event Services—was added. Laura Bent was hired to fill that position.

Aquatics

- John Felts was hired as the new Manager of Pool Operations reporting to the Associate Director for Aquatics.
- Yvonne Taylor resigned as Associate Director for Aquatics in April. The position is currently vacant.
- Natalie Taylor was promoted from Coordinator for Aquatic Programs to Assistant Director for Aquatics, supervising Ron Willoughby, Coordinator for Lifeguards, and a new Coordinator for Aquatic Programs. The Coordinator search is underway.

Programs & Marketing

- Barb Aiken, Associate Director, announced her plans to retire at the end of the summer.
- Mary Kate Crawford was hired to fill the Associate Director for Programs position, vacating her position as Assistant Director for Intramural Sports.
- A new position, Assistant Director for Human Resources & Student Development was created, and Earl Cabellon moved into that role.
- Luke Verdi was hired as the new Coordinator for Student Personnel.
- Jason Hess was hired for the Assistant Director for Intramural Sports position, vacating his position as Coordinator for Intramural Sports.
- Due to Brianne Rowh's move to Assistant Director for Member Services, a search is underway for a new Assistant Director for Fitness.
- Aaron Auyeung resigned as Coordinator for Graphic Design. A search is underway for his replacement.

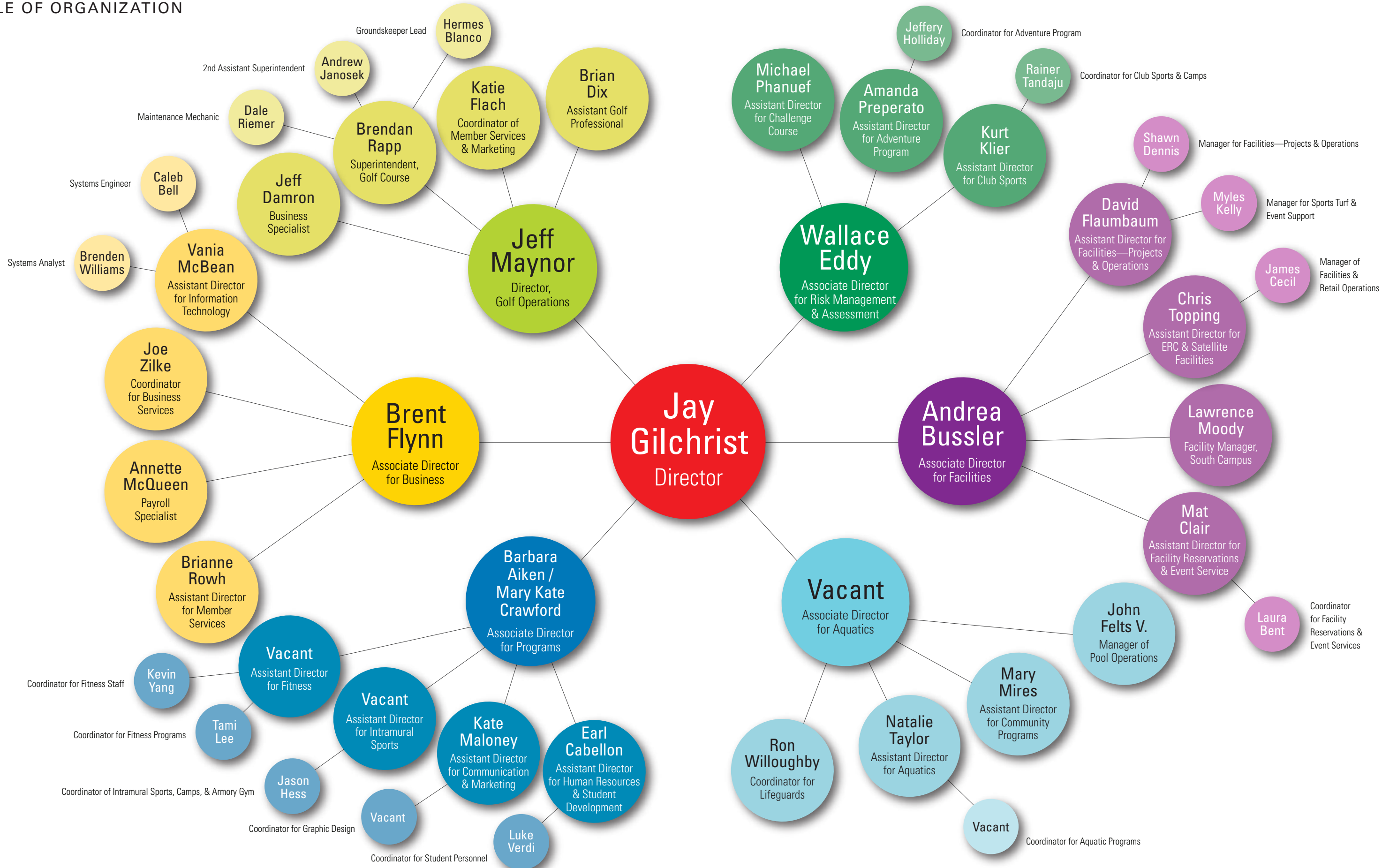
The biggest challenge currently facing University Recreation & Wellness is a shortage of parking to meet the demands of programs and facility events. Loss of parking lots near the ERC and around campus limit accessibility for daily use and our ability to meet the needs of rental groups, namely for large scale swim meets. RecWell's participation in informal recreation is down, and one reason may be the fact that it is increasingly difficult for members of the community to park near the ERC.

A second concern is the shift in summer course registration to an online format. These students do not pay the recreation fee, so revenue from summer students is declining.

A third challenge this year resulted from the retirement of a long-time Associate Director and the resignations of 6 staff members. As a result, RecWell was understaffed at different times, and a lot of time and energy was devoted to reviewing and adjusting job descriptions, posting vacant positions, conducting searches, and onboarding new employees. On a positive note, many of the vacancies provided opportunities for restructuring where needed and for some tenured staff to grow by assuming new roles and responsibilities.

ADDENDUM

TABLE OF ORGANIZATION



RECWELL.UMD.EDU

