

CAMPUS RECREATION

Annual Report

June 1, 2020

Mission Statement

Campus Recreation provides a welcoming environment with sustainable facilities and programs that enables the University community to engage in recreation and wellness opportunities. Wellness is an important component to personal leadership development. This supports the mission of the University and the Division of Student Affairs to transform lives of students and serve society by preparing leaders for a diverse and global society. The University, Division of Student Affairs, and Campus Recreation share the values of innovation, inclusivity, and leadership. It's these values and others that frame the work of Campus Recreation to provide opportunities for leadership development and wellness activities for students and the academic community.

Executive Summary

Campus Recreation (CR) collaborations, programs, and services were greatly affected by the Governors' shelter in place order instituted on March 20th due to the Covid-19 pandemic. In spite of the sudden halt of Spring semester activities the department made great strides in the Fall semester meeting the recommendations of the external review panel, improving facilities, innovating services, and collaborating with partners. Innovations have been implemented by new staff hires including revised procedures for Adventure Recreation and in-service training by New Member Services staff. Fitness Programs instituted online registration processes utilizing UPace and CSI. Assessment activities have led to the remodeling of the Bike Center and new programming offerings such as eSport. Intramural Sports and Student Wellness have begun online virtual programming. Aquatics and Risk Management have improved staff training on prevention of blood borne pathogens. Club Sports collaborated on a blood drive. The Ice Arena continues to provide inclusive programming to international and other-abled students. Facility improvements and maintenance is ongoing and will face new challenges with disinfection protocols as a result of the pandemic. Despite the challenges brought on by the pandemic, CR staff have continued to work diligently to provide programs and services in a new virtual environment.

Accomplishments and Challenges

The Covid-19 Pandemic had a significant impact on Campus Recreation Spring 2020 planned activities. Repositioning Campus Recreation programs, services, and refund of fees were the primary challenges for all the units in the department. In spite of this unforeseen event there were quite a few accomplishments and new policies, procedures, protocols, and recommendations from last years' program review have been implemented. Listed below are accomplishments and new policies by unit.

Adventure Recreation

- New AR Coordinator hired (1/2020)
- Kids Climbing Clinic sold out for the first time (Spring 2020)
- New climbing wall waivers to increase timing efficiency with check ins
- Created head and assistant instructor feedback form and checklist for climbing wall
- Activities waiver for future trips & challenge course programs
- Gear rental check out/in procedures improved
- Climbing wall shift expectations/duties were stipulated
- Created and revised top rope and lead climbing clinic manual and training
- Top rope belay clinic required for new hires
- Lower rental center prices to attract more customers
- Deleting Climbing 101 option without top rope belay endorsement

Aquatics & Risk Management

- Hosted the Illinois Open Swim Meet, July 5-7 2019, 400+ youth swimmers from throughout the state
- Hosted the Tri-the-Illini, October 6 2019, 600 participants in annual triathlon in collaboration with Triathlon club
- Hosted Wild Bill Classic, February 21-23, 700 participants in annual three-day water polo tournament in collaboration with Women's Water Polo club
- New model for staff to obtain re-certification status for First Aid/CPR/AED instituted that encompasses both online and classroom environments in order to conserve financial resources without compromising effectiveness and integrity of training

- Policies regarding Blood borne Pathogen training for employees are now completed within 10-days of new employees being hired

Bike Center

- Sponsored Bike To Work Day
- Sponsored Bike Rodeo
- Instituted Bike Abatement Program
- Student staff are fully equipped to run open hours alone (keywatcher updated and multiple students have access)
- Established additional documentation for repairs and procedures

Club Sports

- Competitive Club Sports Blood Drive in partnership with Student Wellness yielded 25-donors
- Increased documentation requirements for club travel and competitions
- Introduced a club officer change over guide to clubs
- Increased information to clubs on risk management and travel tips
- Ensured all clubs know the club sports point of contact

Facilities

- Irrigation systems at the Complex Center Playfields have been replaced
- The indoor tracks at both the Athletic Recreation Center and Campus Recreation Center East have been replaced
- The new tennis courts at Illini Grove and Gregory Drive are 95% complete

Fitness Programs

- Fitness Programs offered the first In-house Group Fitness (GF) Instructor Training Course and In-house Personal Trainer Prep Course
- Group Fitness offered its first virtual fitness classes via Zoom
- Personal Training (PT) began to regularly produce Tuesday Tips
- Began development of the fitness, health, and wellness weekly newsletter
- Began a mentorship program for newly hired and less experienced GF instructors as well as those completing Les Mills Certifications
- Instituted a battery replacement system to help efficiently replace batteries in Multi-Purpose rooms
- Developed a metrics collection process to determine participation and capacity in GF classes
- Utilized UPace software for class reservations
- Utilized CSI software for registration of in-house GF course and in-house PT prep course
- Developed in-house course to increase applicant pool for PT instructors to serve the waitlist of over 100 people
- Modified Les Mills contract to increase number of Les Mills courses on site and set the cost at a discount of 50% to allow more students to participate

Ice Arena

- Hosted Weathering the Winter
- Hosted Beckwith Residence Hall Skate
- Hosted Moonlight Skates

Intramural Sports

- Switched to the Competitive Sports model to allow for full staffing
- Instituted new virtual programming
- Intramurals helped host the Special Olympics flag football tournament in the fall
- Program Assistant Lead position was created to help with hiring and scheduling officials among other office duties
- Sport Leads are now responsible for creating and running the official's sport trainings
- Created new official's evaluation form and follow up system to provide higher quality advice from the supervisors and give the officials a chance to see their evaluation with comments

Member Services

- New Assistant Director, Monica Towner
- New Graduate Assistant, Mariela Marquez
- Began Fall and spring in-service meetings for all staff
- Instituted monthly staff meetings focused on training and professional development
- Set weekly office hours for Program Assistants

Student Wellness

- Fall semester programming was offered remotely for the first time
- Grand Opening of ARC Instructional Kitchen & Food Pantry Agreement
- DIY wellness workshops offered for free and achieved 99% capacity
- Custom Classes experienced a three-fold increase as compared to FY19 in only 2-months of being open
- Set a schedule for social media-based content, specifically, Wellness Wednesday and Foodie Friday
- Developed new process for making custom class reservations to minimize emails with clients
- Developing a process and guidelines for operating the student food pantry
- Meditation room almost complete

Assessment

Utilization is one form of assessment and Campus Recreation closely tracks whom and how many individuals utilize its facilities, programs, and services. During the period May 1, 2019-April 5, 2020, Campus Recreation facilities had over a million visitors, with the ARC supporting over 800,000 visits by 44,507 individuals. Table 1 in the Appendix details the number of visits by unique individuals. Table 2 indicates that the males are more likely to use Campus Recreation facilities. Males outpace females by approximately 4,000 and they utilize the facilities at almost twice the rate, 63.5% to 36.3%, respectively.

Table 3 illustrates that 21.6% of all visits were by undergraduate Seniors. Over half (or 66.8%) of the over one million visits to Campus Recreation facilities were by undergraduates (See Table 4 in the Appendix). Graduate and professional school students comprised 20.3% of total visits. Current and retired faculty and staff comprised 8% of total visits during the period.

CR embraces data-driven decision making and has launched both facility and program satisfaction surveys which will be administered in alternating years. A department-wide facility satisfaction survey was conducted in FY19 and one finding was the need for improving the Bike Center. As a result, the Bike Center is currently under renovation. Another finding was the need for more space and programming for wellness. The newly remodeled and enlarged Instructional Kitchen opened in January and a Meditation Suite is currently under construction.

A department-wide program satisfaction survey was conducted in FY20 and one finding was the desire for additional free group fitness classes. Fitness Programs ran an in-house training to generate more instructors and scheduled several free classes for the week following spring break which unfortunately had to be canceled due to the pandemic. Another finding was the desire for more open swim time and Aquatics made adjustments to its schedule to increase open swim hours. Intramurals identified the desire for and currently is offering eSports options.

Diversity

One of the primary values of CR, the Division of Student Affairs, and the University is that of inclusion. CR strives to provide diverse facilities, programs, and a welcoming environment so it can be “a place for everyone.” Analysis of unique card swipes for all CR locations indicates that the majority of clients were White (39.82%). International students make up the next largest number of clients at 23.54%. Asian clients were 16.85%, Hispanic 10.97%, African American 5.19%, American Indian/Alaskan Native 3.46%, and Multiracial 2.93%. In addition, there were 3,269 non-students whom also utilized the CR facilities for whom ethnicity was not available. Asian, Hispanic, and African American students utilized CR in proportion to their representation on campus.

In addition to ethnic diversity, CR facilities are utilized by students from every college/school on campus. Students from College of Letters, Arts, & Sciences (32.42%), Grainger College of Engineering (23.6%), Gies School of Business

(10.75%), and Agriculture Consumer & Environmental Sciences (7.39%) made up the majority of clients. A dozen other schools/colleges made up the balance of clients (25.84%). CR strives to meet the needs of diverse students through specialized programming. Aquatics collaborated with Interagency Athletic Association to host a swim meet for underprivileged youth and is examining the feasibility of adaptive swim lessons. The Bike Center sponsored a youth Bike Rodeo. Fitness Programs hosted a private yoga class for Women’s Wellness Resource Day. Ice Arena hosted ISSS Skate, Beckwith Residence Hall Skate, and Weathering the Winter.

Table A. TOTAL UNIQUE SWIPES FOR ALL LOCATIONS		
	COUNT	%
Amer. Indian/Alaskan Native	15	3.46%
Asian	7,312	16.85%
African American/Black	2,252	5.19%
Hispanic	4,760	10.97%
International Students	10,210	23.54%
Multiracial	1,272	2.93%
Native Hawaiian/Pacific Islander	18	0.04%
Unknown	262	0.60%
White	17,274	39.82%

Innovation and Change

A year ago CR undertook a program review process with external evaluators. Listed below are some of the recommendations from that process and how they are being operationalized.

- Conduct needs assessment on current programs, services and facilities - started a cycle of conducting facility satisfaction and program satisfaction surveys (in alternating years) in order to determine if the needs of students and the community are being met
- Create a structure for the training of all student employees to provide minimum qualifications before starting employment in CR - started a Fall all-staff training at the beginning of the semester with common themes for all student employees before unit specific training
- Create a plan for student wage increases while also avoiding compression at other levels of employment - reviewed all student positions expectations and responsibilities and created a plan for rate adjustments that also includes measures to avoid compression
- Create and implement onboarding plan for full-time staff that is thorough and consistent - implemented onboarding process that addresses orientation, core department expectations, collaborations, and accessible resources for all incoming full-time staff.

Facilities

Progress on last year’s facilities goals has been made. The irrigation systems at the Complex Center Playfields have been replaced. The indoor tracks at both the Athletic Recreation Center (ARC) and Campus Recreation Center East (CRCE) have been replaced. New tennis courts at Illini Grove and Gregory Drive are 95% complete. The replacement of LED lighting throughout all Campus Recreation facilities is a ongoing project that will continue until all lights are LED. Funds for replacement of weight room floors at both the ARC and CRCE have been reprioritized and redirected. Remodeling of swipe desk areas with more secure turnstiles at the front entrance of both ARC and CRCE is an ongoing project. In addition to completing the ongoing projects, FY 21 goals include:

- Continue to improve the cleaning standards for all CR facilities
- Continue to improve the safety standards for all CR facilities
- Continue to implement the university’s Green Initiative in all upcoming projects and renovations

- Continue communicating with staff about upcoming projects, in order to have the least negative impact on programming for students/clients
- Continue to be strategic with the Operations Area equipment replacement plan

Goals

1. Steward resources to structure facilities and programs to meet the needs of the changing community
Metrics: Facility & Program Satisfaction Surveys
2. Design a process that allows users to be able to check status of submitted maintenance work orders
Metrics: Document that a process has been implemented and number of work orders processed through the new mechanism
3. Create a safe environment for youth learning, development, skill building, and interaction that serves the CU community
Metric: Document learning outcomes for youth learning/development/skill building
4. Create and maintain a student development model that includes consistent onboarding, annual training, and ongoing performance evaluation processes
Metric: Document satisfaction with onboarding, training, and evaluation of supervisors by student employee

Appendices—Selected Tables

Table 1. Overall Utilization

Location	Unique Visitors	Total Visits
All Locations	48,439	1,117,681
ARC	44,507	826,715
CRCE	24,164	283,575
Ice Arena	4,747	7,391

Table 2. Gender of Visitors for all Locations

Gender	Unique Visitors	Total Visits
Female	21,973	405,731
Male	26,000	710,323
Unknown	29	955
No Data	442	672

Table 3. Class Level

Class Code	Description	Unique Visitors	Total Visits
1	Freshman	7,937	139,572
2	Sophomore	9,724	162,249
3	Junior	10,415	173,662
4	Senior	14,952	241,578
5	Und Non-Degree	46	226
7	Graduate I	7	80
8	Graduate II	38	884
9	Grd Non-Degree	8	56
D3	Dentistry Yr 3	27	622
GR	Graduate	9,396	215,379
M1	Medicine Yr 1	58	2,720
S1	Doctoral - UIS	1	5
Y1	First Year	576	8,892
Y2	Second Year	95	2,091
Y3	Third Year	206	4,589
	No Data	9,360	165,076

Table 4. Type of Visitors

Description	Unique Visitors	Total Visits
Faculty/Staff	2,242	77,237
Graduate	8,482	206,401
Undergraduate	35,181	746,544
College of Law	450	9,943
College of Medicine	68	2,995
School of Music	5	25
Veterinary Medicine	456	7,489
Ret. Faculty/Staff	187	12,270
Visitor	1,232	43,374
All others	847	11,403

Table 5. Website Analytics

Users	224,833
New Users	210,808
Page Views	1,103,941
Sessions	478,081
Pages/Session	2.31
New Visitors	74.5%
Returning Visitors	25.5%

Table 6. Event Utilization

Event Types								
Define:	Numbers should be calculated using the total number of "Bookings" and "Reserved Hours" for each event type which can be generated using EMS Software Report Statistics Event Type Analysis.							
Event Type	Fall		Spring		Summer		Total	
	Rental Hours	Rentals	Rental Hours	Rentals	Rental Hours	Rentals	Rental Hours	Rentals
Events	3329	849	8328	4770	4159	712	15816	6331
<i>Auditions</i>	74	30	11	3	0	0	85	33
<i>Banquets</i>	190	30	144	13	89	7	423	50
<i>Birthday Parties</i>	34	17	32	16	6	3	72	36
<i>Camps</i>	0	0	0	0	0	0	0	0
<i>Career Fairs</i>	490	36	293	18	0	0	783	54
<i>Competitions</i>	443	90	238	51	227	60	908	201
<i>Conferences</i>	5	1	369	31	320	65	694	97
<i>Cooking Classes</i>	50	14	46	19	9	5	105	38
<i>Group Fitness Classes</i>	176	160	0	0	36	25	212	185
<i>Late Night Dances</i>	0	0	0	0	0	0	0	0
<i>Meetings</i>	543	169	312	81	10	2	865	252

Picnics	148	52	0	0	64	20	212	72
Private Events	537	217	315	102	87	48	939	367
Tournaments	1096	156	709	93	329	40	2134	289
Reoccurring Events	5374	2961	2523	1241	586	235	8483	4437
Classes	602	562	518	382	8	8	1128	952
Practices	4772	2399	2005	859	578	227	7355	3485
Tours	0	0	7	1	1	1	8	2
Tablings	159	59	97	50	33	12	289	121
Risk & Safety Courses	185	29	327	38	87	17	599	84
Internal Programs	5884	2541	8657	3441	2024	1229	16565	7211
Adventure Rec Clinics	62	31	0	0	28	14	90	45
Aquatic Programs	237	101	255	108	134	76	626	285
Group Fitness Programs	2819	1777	1485	1049	1448	1011	5752	3837
Ice Arena Programs	67	26	46	15	2	1	115	42
Intramural Sports	2142	446	2266	456	216	67	4624	969
Outreach Programs	20	4	4	2	78	25	102	31
Wellness Programs	117	36	210	64	39	8	366	108
Bike Center Programs	0	0	0	0	0	0	0	0
Campus Recreation Trainings	420	120	676	178	79	27	1175	325
Drop-In Reservations	4657	4774	2882	2944	2250	2289	9789	10007
TOTAL	20045	11336	13247	6573	6158	4058	39450	21967

Table 7. Group Fitness Class Utilization

Group Fitness Classes				
Class	Total			
	No. Courses	Available Participations	Participants	Unique Participants
Barre	4	200	46	16
Barre Above	210	10500	2462	726
Bodyattack	125	6250	2616	1108
Bodyattack Express	74	3700	1820	936
Bodycombat	218	10900	4815	1660
Bodyflow	0	0	0	0
Bodypump	158	7900	5328	2803
Bodypump Express	45	2250	1466	942
Bodystep	8	400	289	155
Cycle	239	11950	4993	2882
Deep Water Exercise	54	2700	273	204
Gentle Yoga	35	1750	1014	352
H2O Cardio	30	1500	94	35

HIIT	8	400	164	24
HITT Barre	31	1550	492	26
Iyengar	0	0	0	0
Mat Pilates	6	300	80	12
Pound	45	2250	505	317
Pilates	21	1050	293	10
Pulsepointe Barre	0	0	0	0
Ripped	0	0	0	0
TRX HIIT	0	0	0	0
Vinyasa	115	5750	2548	716
Workout in the Water				
Yoga + Meditation	18	900	263	0
Zumba	115	5750	1276	9
TOTAL	1559	77950	30837	12933

Table 8. Personal Training Utilization

Personal Training Sessions	
Session	Total
	Participants
1-in-1 Personal Training Session Total	2095
<i>Student</i>	1376
<i>Member</i>	719
30-Minute Personal Training Session Total	53
<i>Student</i>	53
<i>Member</i>	0
Group Personal Training Total	539
<i>Student</i>	469
<i>Member</i>	70
Consultation/Program Design	28
<i>Student</i>	25
<i>Member</i>	3
Running Group	0
<i>Student</i>	0
<i>Member</i>	0
Boot Camp	0
<i>Student</i>	0
<i>Member</i>	0
TOTAL	2715

Table 9. Club Sports by Gender

Club Sport Gender Demographics				
Club Sports	Male	Female	Nonbinary	Total
Badminton				0
Baseball	22			22
Basketball (Men)				0
Basketball (Women)				0
Boxing	81	46		127
Cycling	15	4		19
Goshin Jitsu				0
Gymnastics	12	13		25
Hockey (Men)	29			29
Hockey (Women)		11		11
Judo				0
Jujutsu				0
Kendo Naginata				0
Lacrosse (Men)	34			34
Lacrosse (Women)		17		17
Rowing (Men)	33			33
Rowing (Women)		33		33
Rugby (Men)	40			40
Rugby (Women)		26		26
Shotokan Karate				0
Soccer (Men)	23			23
Soccer (Women)		21		21
Softball		15		15
Swimming	28	21		49
Synchronized Ice Skating		10		10
Synchronized Swimming		10		10
Table Tennis	35	5		40
Tae Kwon Do				0
Tae Kwon Do at UIUC				0
Trap & Skeet	82			82
Triathlon	10	6		16
Ultimate Frisbee (Men)	53			53
Ultimate Frisbee (Women)				0
Volleyball (Men)	37			37
Volleyball (Women)		23		23
Water Polo (Men)	24			24
Water Polo (Women)		19		19
TOTAL	558	280	0	838

Table 10. Aquatic Open Recreation Utilization

Open Recreation				
Participation Numbers	Fall	Spring	Summer	Total
Lap Swimming ARC Indoor	6671	3914	2519	13104
Lap Swimming ARC Outdoor	5437	0	14787	20224
Lap Swimming CRCE	5729	5123	1613	12465
TOTAL	17837	9037	18919	45793

Table 11. Utilization Swimming Classes

Type	Fall		Spring		Summer		Total	
	No. Courses	Participants	No. Courses	Participants	No. Courses	Participants	No. Courses	Participants
Adult	15	81	14	73	4	18	33	172
<i>Adult Beginner I</i>	3	38	3	35	1	15	7	88
<i>Adult Beginner II</i>	2	15	2	15	0	0	4	30
<i>Adult Intermediate</i>	2	9	2	7	0	0	4	16
<i>Adult Swim for Fitness</i>	2	13	2	13	0	0	4	26
<i>Private</i>	6	6	5	3	3	3	14	12
Youth	68	301	68	325	36	194	172	820
<i>Parent / Child</i>	2	30	2	26	2	36	6	92
<i>Preschool</i>	9	65	9	76	4	40	22	181
<i>Level 1</i>	9	37	9	34	4	19	22	90
<i>Level 2</i>	9	38	9	42	5	26	23	106
<i>Level 3-Beginner</i>	7	17	10	42	2	2	19	61
<i>Level 3-Advanced</i>	6	19	6	17	2	10	14	46
<i>Level 3</i>	2	14	0	0	3	10	5	24
<i>Level 4</i>	7	21	7	33	3	17	17	71
<i>Level 5</i>	5	19	5	24	3	12	13	55
<i>Level 6</i>	4	17	4	9	2	11	10	37
<i>Youth Swim Conditioning</i>	2	19	2	20	2	7	6	46
<i>Private</i>	6	5	5	2	4	4	15	11
TOTAL	77	377	77	396	36	208	190	981

Table 12. Outdoor Adventure Equipment Rentals

Outdoor Equipment Rentals	
Equipment	Total
Sleeping Bag	19
Sleeping Pad Total	13
<i>Sleeping Pad (Inflatable)</i>	2
<i>Sleeping Pad (Foam)</i>	11

Rain Tarp	1
Tents Total	5
2-Person Tent	1
4-Person Tent	4
Backpack	2
Mini Stove	
Cook Kits Total	0
Cook Kit (Small)	
Cook Kit (Large)	
Cooler	
Water Cooler	
Canoe	
Kayak	
Paddle/Life Jacket	
Bike	1
TOTAL	41

Table 13. Adventure Revenue

Adventure Rec Programs	Fall	Spring	Total
Party (member rate)	\$230.00	\$100.00	\$330.00
Climbing Wall (sales: chalk, harness, etc.)	\$51.20	\$55.60	\$106.80
Lead Belay Endorsements	\$120.00	\$420.00	\$540.00
Belay Clinic Endorsements	\$1,080.00	\$660.00	\$1,740.00
Belay Clinic Drop In	\$1,710.00		\$1,710.00
Kids Climbing Clinic (non-member)		\$220.00	\$220.00
Climbing 101 Class Member	\$300.00	\$160.00	\$460.00
Climbing 101 w/out Top Rope End.		\$50.00	\$50.00
Climbing 101 Non Member		\$75.00	\$75.00
SPR Belay Endorsement		\$480.00	\$480.00
Total Camping Equipment Rentals	\$3,190.00	\$815.00	\$4,005.00
ATC rentals	\$53.00	\$74.00	\$ -
Chalk Bag rental	\$33.00	\$7.00	\$ 40.00
Harness Rental	\$192.00	\$129.00	\$321.00
Harness & Shoe Rental	\$1,255.00	\$1,668.00	\$2,923.00
Shoe Rental	\$265.00	\$52.00	\$317.00
TOTAL	\$6,451.20	\$4,813.60	\$12,987.80