



Campus
RECREATION SERVICES
THE UNIVERSITY OF UTAH

2019-20 ANNUAL REPORT

MISSION STATEMENT AND GOALS

Campus Recreation Services is committed to the development of the complete individual through active engagement, educational enrichment and the discovery of lifelong happiness.

Quality Service. Campus Recreation Services is committed to providing quality programs, facilities, and services.

Student Focused. Campus Recreation Services is dedicated to meeting the needs of students.

Staff + Administrative Excellence. Provide exceptional delivery of services and resources that result in a remarkable experience for our guests.

Safe environment. Provide a safe, accommodating, and secure environment for the University community.

Increased visibility. Be creative in meeting the needs of participants, building a positive image, and increase university community awareness.

Diversity. Meet the needs of the University's diverse campus community.

FACILITIES AND PROGRAMS

George S. Eccles Student Life Center. Opened 2015

This facility is 185,000 square feet and offers a large and varied collection of spaces for recreational pursuits, including sport courts, pools, climbing, lifting, cardiovascular, combatives, ancillary services, Outdoor Adventures, and all CRS program and services.

Crimson Field. Opened in 2019

A lighted artificial turf field, located to the north of Lassonde and shared use with Athletics.

McCarthy Family Track and Field. Opened in 2013

A 400 meter track with synthetic turf infield located on the Northeast side of campus. Shared use with Athletics.

University Federal Credit Union Playfield Opened in 2017

A new field that opened in August, 2015. A synthetic turf field located on the roof of the new Business Loop parking structure.

Lassonde Sport Courts Opened in 2017

Four sand volleyball courts and basketball court on the north side of Lassonde Studios. All courts are lighted.

Outdoor Adventures

Provides equipment rental for outdoor activities, Cooperative Adventure Trips, resource center, and special events and programs.

Crimson Crew

Hire, train, evaluate and recognize student staff in a program designed with the intentional intent of professional development.

Intramural Sports

Provides students, staff, and faculty the opportunity to compete on teams or as individuals.

Fitness Program

Non-credit classes, fitness and instructional based. Personal Training provides individual exercise direction with a certified personal trainer.

Sport Clubs

Provides students the opportunity to compete on teams against other university sport clubs.

FULL TIME STAFF

Glenn Despain	Maintenance Specialist
April Pavelka	Manager, Fitness Program
Jessica Pechmann	Manager, Marketing
Jeanne Huelskamp	Manager, Membership Services
Allison Hughes	Co-Manager, Outdoor Adventures
Cheri Jenkins	Associate Director, Operations
Rob Jones	Senior Manager, Outdoor Adventures
Ryan Kirchner	Manager, Scheduling and Climbing
Kegan Arthur	Manager, Gear Central and The Core
Jake Myers	Manager, Intramural Sports and Sport Clubs
Greg Reinhardt	Manager, Student Development
Jonathan O'Neil	Maintenance Assistant
Josh Tribe	Business Manager
Mark Weiss	Manager, Aquatics
Mary Bohlig	Director

PROGRAM HIGHLIGHTS/CORE OBJECTIVES/GOALS

PROGRAM/ACTION

CORE OBJECTIVES

ASSOCIATED GOALS

CRIMSON CREW

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| <ul style="list-style-type: none"> • 208 students attended recruitment sessions and 75 attended 27 training sessions • 250 CC members participated in 11 educational and social events • Nearly 200 students were employed with CRS throughout the year. • Last year, there were 20,417 scheduled shifts and 60,753 hours of employment • A total of 673 Rapid Assessments (RA) were completed. These RAs are an informal way to evaluate and/or reward CC staff while on-shift | <ul style="list-style-type: none"> • Crimson Crew, Administrative Operations • Crimson Crew • Crimson Crew • Crimson Crew and Administrative Operations • Crimson Crew and Administrative Operations | <ul style="list-style-type: none"> • Quality Service, Student Focused, Staff Excellence • Student Focused, Staff Excellence • Student Focused, Staff Excellence • Student Focused, Staff Excellence, quality service • Student Focused, Staff Excellence |
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OUTDOOR ADVENTURES

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| <ul style="list-style-type: none"> • Outdoor Adventures was the only CRS program that was open during the summer, beginning May 18. And even with limited rental products, set a record for June income. • We continue to draw the largest audiences in the world for the Banff Film Festival and Radical Reels. • 607 students participated in 38 Cooperative Adventure Trips and Training, traveling 30,000 miles and spending 1,300 hours in the field. • We continue collaboration with the Office of Orientation to schedule and train staff for outdoor Swoop Camps. 126 students participated last year. | <ul style="list-style-type: none"> • Outdoor Adventures, Marketing • Outdoor Adventures, Marketing • Outdoor Adventures, Marketing, Administrative Operations • Outdoor Adventures, Administrative Operations | <ul style="list-style-type: none"> • Quality service, safe environment, student focused • Quality service, Visibility, diversity • Student focused, Safe environment, Diversity, Quality service • Student focused, Staff excellence, safe environment |
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INTRAMURAL SPORTS

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| <ul style="list-style-type: none"> • A total of 25 team and individual sports were offered. • There 306 different teams competing in over 785 games. • 2,227 unique participants and 9,212 participation hours | <ul style="list-style-type: none"> • Intramural Sports, marketing • Intramural Sports, marketing • Intramural Sports, marketing | <ul style="list-style-type: none"> • Quality service, Student focused, Safe environment, Diversity • Quality service, Student focused, Safe environment, Diversity • Quality service, Student focused, Safe environment, Diversity |
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FITNESS PROGRAM

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| <ul style="list-style-type: none"> • 147 classes offered with 1,524 hours of scheduled classes. • 882 unique participants registered for classes, with 18,255 participations. • A total of 1,092 Personal Training sessions were completed • Due to Covid closure, all classes were moved to virtual in mid-March. There were a total of 79 virtual classes with 1,070 participations. | <ul style="list-style-type: none"> • Fitness program, marketing • Fitness program, marketing • Fitness program, marketing • Fitness program, marketing | <ul style="list-style-type: none"> • Quality service, student focused • Quality service, student focused • Quality service, student focused • Quality service, student focused |
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AQUATICS

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| <ul style="list-style-type: none"> • There were 49,731 participations last year, which was a decrease due to Covid closure • There were 473 swim lesson participants. • Ten in-service trainings with 257 lifeguard participations and 43 participations in safety trainings • Hosted several special events, including the Dive-In Movie and BBQ and family swim day. | <ul style="list-style-type: none"> • Aquatics, ESLC Management • Aquatics • Aquatics, ESLC Management, Crimson Crew • Aquatics, ESLC management | <ul style="list-style-type: none"> • Quality Service, safe environment,, student focused • Quality Service, Safe Environment, • Quality service, student focused, safe environment • Quality service, student focused |
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FACILITIES

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| <ul style="list-style-type: none"> • Aside from daily administrative and operational responsibilities, maintenance included: air duct repair in Crimson Lagoon, raised countertops in OA, transitioned from Freshens to Shake Smart, ADA upgrade on all entry doors, installed upgraded wifi, started design on new disc course, enhanced ventilation in The Core, reconfiguration of The Core included new Hammer Strength and Free Motion circuit training • Installed and modified new bouldering pads in The Summit • Completed necessary design to convert two of the fitness studios, moving Slickrock to the current Spirit and repurposing that room to functional fitness based programming. Project on hold due to Covid. • Gear Central had 8899 day use lockers rentals, 13,422 equipment rentals, and sold 1,846 pieces of merchandise. • The Core continues to be the most heavily utilized area of the ESLC, with 206,067 visits last year. • Participation in The Summit was 18,361, a 25% increase from last year due to Covid closure • The Summit offered 40 classes/ clinics, seven competitions and events and conducted 414 climbing and belay tests. | <ul style="list-style-type: none"> • ESLC management • ESLC Management • ESLC Management, Fitness Program • ESLC Management • ESLC management, Administrative Management • ESLC management, Administrative operations • ESLC management | <ul style="list-style-type: none"> • Quality Service, safe environment, student focused • Quality service, safe environment • Not able to complete due to Covid • Quality service, student focused • Quality service, safe environment, student focused • Quality service, safe environment, diversity, student focused • Quality service, safe environment, diversity, student focused |
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MARKETING AND OUTREACH

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| <ul style="list-style-type: none"> • Hosted and collaborated in numerous special events, including Dive-In movies, Swoop Camps, Wellness Fair, Greek Week, Red, White and U Day. • Mailed 3,032 CRS welcome packets to new UU employees. • Electronic media: <ul style="list-style-type: none"> • 574,865 web site page views and 105,794 individual web site viewers • 723 Twitter followers, 2,650 Instagram followers, 2,606 Facebook followers and 2,572 likes | <ul style="list-style-type: none"> • Marketing, administrative operations • Marketing, administrative operations • Marketing, administrative operations | <ul style="list-style-type: none"> • Visibility, quality service, student focused • Visibility • Visibility, student focused, quality service for remainder |
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SPORT CLUBS

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| <ul style="list-style-type: none"> • Twenty-two teams were active this year, with a total of 644 students participating, • Seven teams and 288 athletes participated in their respective national championships. Unfortunately, many clubs were unable to compete in regional or nations tournaments due to Covid • Sport Club athletes generated \$9,425,250 in tuition dollars <p>MEN'S WATERPOLO</p> <ul style="list-style-type: none"> • Placed 4th in the National Tournament. <p>CYCLING</p> <ul style="list-style-type: none"> • Competed at Nationals, with Lia Westermann finishing 2nd and 9th and Zach Colton finished 3rd <p>MEN'S RUGBY</p> <ul style="list-style-type: none"> • Competed in the National 7s Tournament. <p>MARKSMANSHIP</p> <ul style="list-style-type: none"> • Won the Rocky Mountain conference <p>QUIDDITCH</p> <ul style="list-style-type: none"> • Won the regional championship <p>TENNIS</p> <ul style="list-style-type: none"> • Qualified for nationals but unable to compete due to Covid | <ul style="list-style-type: none"> • Sport Clubs, Administrative Operations • Sport Clubs, Administrative Operations • Sport Clubs, Administrative Operations • Sport Clubs, Administrative Operations for all listed below | <ul style="list-style-type: none"> • Student Focused, Diversity, Safe Environment, Increased Visibility • Student Focused, Safe environment • Student Focused, Increased Visibility • Student Focused, Safe environment, Quality service |
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ADMINISTRATION

- After one year, implementation of Fusion software finally completed. A rather difficult and complicated adventure.
- Served as host school for the 2019 NIRSA Regional Conference, October 16-18
- Had an acute cardiac arrest in the facility. Four student staff were instrumental in providing aid and saving a life.
- Completed construction and opened the Crimson Field. This is a lighted artificial turf field shared with Athletics.
- High amount of staff turnover, including resignations/relocation of Sean Monnier, Jeremy Smolik, Shawna Maurer, and Julian Gomez. This lead to many searches and the following new hires: Jake Myers, Jessica Pechmann, April Pavelka, Kegan Arthur, and Jonathan O'Neil
- Worked with HRE to developed protocols for extended hours to accommodate the opening of Kahlert Village. However, these new hours were not implemented due to Covid
- Completed our scheduled five year Audit
- Distributed \$32,000 in scholarships to our CC staff for the 2019-20 academic year.
- Sponsored four graduate assistants in the areas of facility management, Intramural Sports/Sport Clubs, and Outdoor Adventures.
- Over \$838,825 spent on CC salaries, benefits, training, and scholarships.
- Received a donation of ~\$1,200,00 from the Hopf Family to support programs and sports for women
- Completed the R+R through 2055
- Covid closure had a large impact on our budget due to loss of income from many areas, including rentals, memberships, and merchandise sales. For the first time since 1998, the department did not have carry forward.
- ESLC management, Administrative operations
- Administrative operations
- Administrative operations, Crimson Crew
- Outdoor spaces, Administrative Operations
- Administrative operations
- Administrative operations; ESLC Management
- Administrative operations
- Administrative operations, Crimson Crew
- Administrative operations
- Crimson Crew, Administrative Operations
- Administrative operations
- Administrative operations
- Administrative operations
- Quality service
- Staff excellence
- Safe environment, staff excellence, quality service
- Safe environment, quality service, student focused, diversity
- Staff excellence
- Quality service, student focused, safe environment, visibility
- Quality service
- Staff excellence, quality service
- Staff excellence
- Staff excellence, quality service
- Student focused
- Safe environment, quality service, student focused
- This disruption did not meet any goals

STAFF DEVELOPMENT

Cheri Jenkins	NIRSA Region VI Conference, October 13-16, Salt Lake City UT Athletic Business Conference, November 13-16, Orlando, FL
Rob Jones	NIRSA Region VI Conference, October 13-16, Salt Lake City UT Association of Outdoor Recreation and Education, November 12-16, Spokane, WA
Allison Hughes	NIRSA Region VI Conference, October 13-16, Salt Lake City UT Association of Outdoor Recreation and Education, November 12-16, Spokane, WA AIARE Avalanche Safety and Rescue Course, Level I certification
Ryan Kirchner	Co-Chair, 2019 NIRSA Region VI Conference Committee NIRSA Region VI Conference, October 13-16, Salt Lake City UT NIRSA Utah State President Student Affairs Diversity Council member
Greg Reinhart	NIRSA Region VI Conference, October 13-16, Salt Lake City UT NASPA Strategies Conference, January 16-18, New Orleans, LA
April Pavelka	NIRSA Region VI Conference, October 13-16, Salt Lake City UT NIRSA 2021 Conference Submission Review Committee
Kegan Arthur	NIRSA Region VI Conference, October 13-16, Salt Lake City UT
Mark Weiss	NIRSA Region VI Conference, October 13-16, Salt Lake City UT NIRSA Triverture Conference, November 6-8, San Diego Recertified in the following: Red Cross Lifeguard, Lifeguard Instructor, Lifeguard Training, Water Safety Instructor and Certified Pool Operator
Jeanne Huelskamp	NIRSA Region VI Conference, October 13-16, Salt Lake City UT Student Affairs Professional Development Committee
Mary Bohlig	NIRSA Region VI Conference, October 13-16, Salt Lake City UT Campus Rec Magazine Advisory Board Athletic Business Conference, November 13-16, Orlando, FL Healthier Campus Initiatives Committee member
Jake Myers (GA)	NIRSA Region VI Conference, October 13-16, Salt Lake City UT NIRSA Region VI Basketball Championship Series, November 4-6, Phoenix, AZ

UTILIZATION DATA

Eccles Student Life Center	
Participations	590,915
Crimson Crew training + events	
Participations	1,723
Aquatics	
Participations	49,731
Intramural Sports	
Participations	9,212
Outdoor Adventures	
Trips + Training	607
Presentations	6,717
Equipment rental	16,782
Sport Clubs	
Participations	20,196
Credit Union Playfield	
Participations	2,000
McCarthy Family Track and Field	
Participations	3,000
Lassonde Sport Courts	
Participations	1,500
Fitness Program	
Participations	19,347
Special Events	
Participations	<u>12,000</u>
CRS TOTAL PARTICIPATION	733,730

DEMOGRAPHIC INFORMATION

SPORT CLUBS

Women	174
Men	324
Resident	222
Non-resident	276

OUTDOOR ADVENTURES TRAINING

Women	116
Men	136

OUTDOOR ADVENTURES TRIPS

Women	212
Men	143

FITNESS PROGRAM

Female	90%
Male	10%
Non Binary	0%
Student	83%
Faculty/staff	17%
Ethnicity	
Asian	17%
Hispanic/Latino/Chicano/a	4%
Black/African American	3%
Pacific Islander/Native Hawaiian	6%
middle Eastern	3%
Caucasian	60%
Native American/American Indian	2%
Multi-Racial	3%

INTRAMURAL SPORTS

Freshman:	726	(541 Male /185 Female)
Sophomore:	711	(537 Male /174 Female)
Junior:	487	(400 Male /87 Female)
Senior:	520	(427 Male /93 Female)
Grad:	524	(404 Male /120 Female)
Faculty/Staff	83	(66 Male /17 Female)
Spouse:	32	(22 Male /10 Female)
Other	54	(48 Male/6 Female)

CRIMSON CREW LEADERSHIP + DEVELOPMENT

Crimson Crew Scholarship Recipients

Crimson Honor Award
Service Distinction
Emerging Leader

Kelsie Van Horn, Kristie Ho
Hannah Waldron, Daniel Chan, Jacob Olson, Kaylon Draney, Derek Quick, Jacob Langlois
Monique Stark, Jonah Hirshhorn, Kenan Conner

Conferences/Training/Certifications

CPR & AED (43)
AORE National Conference (2)
In-Service Lifeguard Training (257)
BOLT training (252)
Crimson Crew Recruitments (208)
Fall Training (120)

NIRSA Region VI Conference (18)
CC Council on-boarding events (188)
Facility Manager in-service training (68)
Gear/Core in-service training (198)
Crimson Crew Training (75)
CC Events and Workshops (250)

OA BOLT trip leader training

Rafting
Canyoneering
Backpacking
Wilderness 1st Aid
Risk Management

Leadership
Avalanche
Backcountry Skiing
Climbing
Policy Procedures/General Training

ASSESSMENT DATA

OUTDOOR ADVENTURES/Trip Satisfaction (N = 64)

Findings

- The following responses were 95% or higher: positive experience, met expectations, leaders demonstrated proper use of equipment, leaders worked well as a team, leaders were friendly and helpful, would participate in another trip, would recommend to a friend

Assessment Actions

- Continue to more local, one day trips that with a focus on beginner and intermediate skill development.

INTRAMURAL SPORTS USER SATISFACTION (N = 54)

Findings

- On a scale of 1-5, percentage rating a 4 or higher include: Officiating, Communication with officials, time of games; Good value for the money = 64%; participate for fun/enjoyment = 83%; contributes to their overall happiness = 76%; Found out via word of mouth = 57%

Assessment Actions

- Going directly to campus groups and organizations to promote program; consider replacing current software which is difficult to navigate; continue on-going training for sports officials; consider extending sport seasons.

FITNESS PROGRAM PARTICIPANT SURVEY (N = 61)

Findings

- 95% found instructor motivating, enthusiastic, and personable; 94% felt the classes relieved stress often or all of the time; 88% look forward to attending classes; 84% would recommend to a friend; 90% felt that classes makes them more focused and energized; 91% have taken classes previous semester/s

Assessment Actions

- All access pass was implemented, allowing more flexibility for class types and times. Direct feedback provided to instructors on engagement, inclusive language, and cueing. Changed classes from 50 minutes to one hour. Addressed and responded to marketing needs.

CRIMSON CREW ENGAGEMENT (N = 67)

Findings

- Employment has contributed to the following: problem solving skills (88%); sense of belonging/association (92%); sense of responsibility ((89%); self confidence (88%); awareness/respect for cultural differences (79%); teamwork skills (79%)

Assessment Actions

- Based on feedback, increased communication around Rapid Assessments

CRIMSON CREW INCLUSIVITY TRAINING (N = 120)

Findings

- 99% either extremely or somewhat satisfied with training; 88% anticipated using this information of great deal or a lot

Assessment Actions

- Will continue using this session during fall staff training

CRIMSON CREW TRAINING ASSESSMENT (N = 50)

Findings

- 96% either extremely or somewhat satisfied with training; 68% anticipated using this information of great deal or a lot; 77% were extremely well or well versed with CRS expectations after training

Assessment Actions

- Use of assessment to continue making improvements to CC onboarding training