



Campus
RECREATION SERVICES
THE UNIVERSITY OF UTAH

2020-21 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 activities, including sport courts, pools, rock climbing, lifting, cardiovascular, combatives, ancillary services, Outdoor Adventures, and all CRS staffing, programs, 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 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

Kegan Arthur	Manager, Gear Central and The Core
Glenn Despain	Maintenance Specialist
Jeanne Huelskamp	Senior Manager, Member Services
Cheri Jenkins	Associate Director, Operations
Rob Jones	Senior Manager, Outdoor Adventures
Ryan Kirchner	Manager, Scheduling and Climbing
John MacDonald	Director
Jake Myers	Manager, Intramural Sports and Sport Clubs
Jonathan O'Neil	Maintenance Assistant
April Pavelka	Manager, Fitness Program
Jessica Pechmann	Manager, Communications
Greg Reinhardt	Senior Manager, Student Development
Galen Staats	Manager, Outdoor Adventures
Cami Tribe	Business Manager
Mark Weiss	Manager, Aquatics

PROGRAM HIGHLIGHTS/CORE OBJECTIVES/GOALS

PROGRAM/ACTION

CORE OBJECTIVES

ASSOCIATED GOALS

CRIMSON CREW

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| <ul style="list-style-type: none"> • 283 students attended recruitment sessions and 127 attended 42 training sessions • 178 CC members participants in 7 educational and social events • CRS hired 141 students throughout the year and 289 students worked at least 1 shift. • Last year, there were 20,390 scheduled shifts and 64,551 hours of employment • A total of 993 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 set a new revenue record for June 2021, an increase of over 7%. • Overall revenue increased 8% from the previous year. • Virtual Adventure Clinics were held due to the pandemic. 225+ unique individuals participated in at least one of these programs. • 7 Summit Virtual Challenge had over 200 student participants. • 15,783 participants were served through the equipment rental program. • Galen Staats joined the Outdoor Adventure team replacing Allison Hughes. | <ul style="list-style-type: none"> • Outdoor Adventures, Marketing • Outdoor Adventures, Marketing • Outdoor Adventures, Marketing • Outdoor Adventures, Marketing, Administrative Operations • Outdoor Adventures, Administrative Operations • Outdoor Adventures, Administrative Operations | <ul style="list-style-type: none"> • Quality service, safe environment, student focused • Quality service, Visibility, diversity • Quality service, safe environment, student focused • Student focused, Safe environment, Diversity, Quality service • Student focused, Staff excellence, safe environment • Student focused, Staff excellence, safe environment |
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INTRAMURAL SPORTS

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| <ul style="list-style-type: none"> • Intramural Sports were not able to be held due to the pandemic. • Jacob Myers transitioned to supporting the Outdoor Adventure program in the absence of a full time OA manager. • Intramural Sports programs have been scheduled for a return in Fall 2021. | <ul style="list-style-type: none"> • Intramural Sports, marketing • Intramural Sports, marketing | <ul style="list-style-type: none"> • Student focused, Safe environment • Quality service, Student focused, Safe environment, Diversity |
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FITNESS PROGRAM

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| <ul style="list-style-type: none"> • Virtual and on-demand classes were offered to both members and faculty/staff without membership to support healthy lifestyles during the pandemic. • 1,025 classes were offered. • 695 unique participants registered for classes, with 4,709 participations. • Personal Training returned in the spring with 136 Personal Training sessions completed. • Additional programs and special events engaged 988 participants. | <ul style="list-style-type: none"> • Fitness program, marketing • 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 • Quality service, student focused |
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AQUATICS

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| <ul style="list-style-type: none"> • There were 14,379 member participations last year, which was a decrease due to the pandemic closure. • Swim lessons were not able to be held due to the pandemic. • Eight in-service trainings with 166 lifeguard participations and 27 participations in safety trainings • Implemented a reservation system for swim lanes | <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

- Maintenance projects included: Increased Functional Fitness area, moved stretching and some basic strength to the 3rd level. Added ten new Life Fitness half racks and 11 new super benches.
 - Completed 10 hole Disc Golf Course
 - Kahlert Village bouldering wall installed
 - Borehole and retention pond project on east side of building
 - Repair and improve landing pads in The Summit
 - Saved 174,203 plastic water bottles at our water bottle filling stations.
 - Gear Central had 107 day use lockers rentals, 2,122 equipment rentals, and sold 679 pieces of merchandise.
 - The Core fitness areas continue to be the most heavily utilized area of the ESLC, with over 174,000 participants
 - Participation in The Summit was 18,410, a 54% decrease due to the pandemic
 - The Summit offered 2 competitions with 163 participants which was a 3.8% increase from previous competitions. This was also live streamed with 536 views.
- ESLC management
 - ESLC Management
 - ESLC Management, Outdoor Adventure
 - ESLC Management
 - ESLC management, Administrative Management
 - ESLC management, Administrative operations
 - ESLC management
 - Quality Service, safe environment, student focused
 - Quality service, safe environment
 - Safe environment, sustainability
 - Quality service, safe environment
 - Quality service, safe environment, sustainability
 - Quality service, safe environment, diversity, student focused
 - Quality service, safe environment, diversity, student focused

MARKETING AND OUTREACH

- Supported and collaborated in numerous special events including, Wellness Fair, department Open Houses, Red, White and U Day.
 - Mailed 4,900 CRS welcome packets to new UU employees.
 - Electronic media:
 - 679,633 web site page views and 112,796 individual web site viewers
 - 788 Twitter followers, 3,000 Instagram followers, 2,600 Facebook likes
- Marketing, administrative operations
 - Marketing, administrative operations
 - Marketing, administrative operations
 - Visibility, quality service, student focused
 - Visibility
 - Visibility, student focused, quality service for remainder

SPORT CLUBS

- Sport Clubs were unable to be active and compete due to the pandemic. Plans are in development for Sport Club return in Fall of 2021
- Sport Clubs, Administrative Operations
 - Student Focused, Safe environment, Quality service

ADMINISTRATION

- Cheri Jenkins did a great job serving as Interim Director and supporting the department through transition with senior leadership.
- Staff turnover, included retirement of Mary Bohlig and resignations of Allison Hughes, and Josh Tribe. This led to the following new hires: Cami Tribe (Business Manager), Galen Staats (Outdoor Adventure), and John MacDonald (Director).
- Sponsored three graduate assistants in the areas of facility management, Intramural Sports/Sport Clubs, and Outdoor Adventures.
- The ESLC was opened on August 12, 2020 after being closed March 15, 2020. We opened with physical distancing of 10 feet between machines and personal workout stations. Masks were required for everyone, at all times, even while working out. No Intramural Sports or Sport Club activities were held.
- The track was closed, repurposing it with cardio equipment, non-weight strength equipment, and individual workout stations.
- Stopped using contracted night crew service January 21, 2021.
- Increased our HVAC filters to Merv 13 for higher filtration.
- Distributed \$28,000 in scholarships to our CC staff for the 2020-21 academic year.
- Covid closure had a large impact on our budget due to loss of income from many areas, including rentals, memberships, and merchandise sales.
- ESLC management, Administrative operations
- Administrative operations
- Administrative operations, Crimson Crew
- Administrative operations; ESLC Management
- Administrative operations; ESLC Management
- Administrative operations
- Administrative operations, student development
- Administrative operations
- Quality service, Staff excellence
- Staff excellence
- Quality service, Staff excellence
- Quality service, student focused, safe environment, visibility
- Quality service, student focused, safe environment, visibility
- Quality service
- Quality service, safe environment
- Staff excellence, quality service
- This disruption did not meet any goals

STAFF DEVELOPMENT

Cheri Jenkins	Interim Director January-August 2021 Served on three search committees
Ryan Kirchner	NIRSA National Conference February 23-25, Virtual IDEA World Conference, August 21-22 Virtual NASPA Annual Conference, March 2021 Virtual NIRSA Utah State President New certifications: CPRO Instructor, NASM Corrective Exercise Specialist
Greg Reinhardt	Graduate of Doctor of Educational Leadership & Policy program Utah Student Affairs Staff Wellness Committee NIRSA National Conference February 23-25, Virtual New Certifications: Certified Pool & Spa Operator Three presentations to a national audience or conference
Kegan Arthur	American Red Cross CPR/AED for Professional Rescuers Instructor Certified Pool & Spa Operator Certification American Red Cross Lifeguarding for Professional Rescuers American Red Cross Adult and Pediatric First Aid/CPR/AED National Council for Mental Wellbeing Adult Mental Health First Aid USA
Mark Weiss	Recertified in the following: Red Cross Lifeguard, Lifeguard Instructor, Water Safety Instructor and Certified Pool Operator
Jeanne Huelskamp	Student Affairs Professional Development Committee NIRSA Zoom Conference November 18-19 Virtual Search Chair – CRS Office Business Manager Attended Student Affairs Diversity Committee January 22
April Pavelka	NIRSA National Conference February 23-25, Virtual IDEA World Conference, August 21-22 Virtual TexFit Fitness Conference, February 27 Virtual NASPA Annual Conference, March 2021 Virtual New certifications: CPRO Instructor, NASM Corrective Exercise Specialist

UTILIZATION DATA

Eccles Student Life Center	
Participations	248,632
Crimson Crew training + events	
Participations	698
Aquatics	
Participations	14,379
Outdoor Adventures	
Virtual Clinics/Virtual Challenge	425
Equipment rental	15,783
Crimson Playfield	
Hours of use	54
Number of practices	36
McCarthy Family Track and Field	
Participations	2,955
Fitness Program	
Participations	5,337
Special Events	
Participations	<u>137</u>
CRS TOTAL PARTICIPATION	288,436

DEMOGRAPHIC INFORMATION

OUTDOOR ADVENTURES RENTALS	
Guests served	15,783

OUTDOOR ADVENTURES PROGRAMS	
Unique participants	425

FITNESS PROGRAM	
Female	94%
Male	6%
Non Binary	0%
Student	89%
Faculty/staff	11%
Ethnicity	
Asian	15%
Hispanic/Latino/Chicano/a	0%
Black/African American	5%
Pacific Islander/Native Hawaiian	10%
middle Eastern	0%
Caucasian	65%
Native American/American Indian	1%
Multi-Racial	0%

CRIMSON CREW LEADERSHIP + DEVELOPMENT

Crimson Crew Scholarship Recipients

Crimson Honor Award
Service Distinction
Emerging Leader

Anna Busatto, Kaylon Draney
Tyler Ho, Emily Hansen
Kristen Mackie, Yuneon Lee

Conferences/Training/Certifications

CPR & AED (42)
CC Council on-boarding events (127)
In-Service Lifeguard Training (166)
Gear/Core in-service training (212)
Crimson Crew Training (127)

NIRSA Annual Conference (4)
CC Events and Workshops (178)
Facility Manager in-service training (140)
Crimson Crew Recruitments (283)

ASSESSMENT DATA

FITNESS PROGRAM PARTICIPANT SURVEY

Findings

- 99% left the class feeling less stressed and more focused; 100% look forward to attending classes; 95% felt the class help them feel more connected to the university

Assessment Actions

- Virtual group fitness classes were added with over 200 classes during summer 2020. Once back in person both virtual and in-person classes were taking place to allow for more engagement during the pandemic. The need for virtual will be evaluated as the pandemic evolves as well as how to best engage guests to meet their needs.

CRIMSON CREW ENGAGEMENT

Findings

- Employment has contributed to the following: communication skills (92%); problem solving skills (91%); teamwork (89%); self confidence (85%); awareness/respect for cultural differences (77%); sense of belonging (85%), time management (80%).

Assessment Actions

- Based on feedback, increased communication around consistent policy application

CRIMSON CREW INCLUSIVITY TRAINING

Findings

- 91% either extremely or somewhat satisfied with training; 73% 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

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

CRIMSON CREW OEO, AA, & TITLE IX TRAINING

Findings

- 87% either extremely or somewhat satisfied with training; 55% anticipated using this information of great deal or a lot; 83% were extremely well or well versed with mandatory reporting requirements

Assessment Actions

- Use of assessment to continue making improvements to needed trainings to reduce risk and increase safety and service.