

Department of Recreational Sports

Group RecXercise Classes

Fall 2021

Purpose of Assessment

The Department of Recreational Sports (Rec Sports) offers a variety of group exercise classes, called Group RecXercise classes, at its facility to members for an additional fee. Approximately every other year Rec Sports assesses the exercise classes of members who purchased a pass offering unlimited access to classes by semester. The feedback guides Rec Sports staff to address concerns and make improvements to Group RecXercise. This is the sixth time Student Life Studies has assisted with assessing the Group RecXercise classes.

Key Findings with Recommendations

Student Life Studies identified several key findings and developed actionable recommendations the department may take based on the results. However, Rec Sports staff may identify other findings using their knowledge and understanding of the classes. Staff members are strongly encouraged to read all the results and qualitative comments to gain a fuller understanding of students' experiences.

- Overall, members were pleased with their Group RecXercise classes. Generally, they were satisfied with their instructors, the variety of classes, the cost, and the class schedules. However, there were several comments related to requesting specific classes be offered more often, classes offered earlier or later in the day, and technical difficulties while registering for the classes. While not able to please everyone all the time, the staff could review the times and variety of classes offered to meet the needs of most members.
- Respondents indicated their dissatisfaction regarding the audio systems in the rooms where the classes are held multiple times. This is an issue that the staff could investigate and try to solve for improving the satisfaction of the RecXercise patrons.
- Overall, the respondents were positive about the instructors and attendants at the facility. Respondents expressed their appreciation for their instructors and attendants and indicated their satisfaction.
- Most of the respondents did not support the idea of attending virtual live or on-demand group RecXercise classes in the future; however, they were slightly more in favor of on-demand classes than virtual live classes.
- Respondents were satisfied with the check-in process, but some found it useless and some preferred eliminating the attendants from this process as they tend to reduce the efficiency and speed of this process.

Method and Sample

The electronic survey was created using Qualtrics®, a software program that creates web-based surveys and databases. The survey was sent to those who had purchased passes for Group RecXercise classes (pass-holders) over the past two years. It included 43 questions of which 33 were quantitative, six were qualitative, and four were demographic. Due to branching technology, not all respondents saw all questions. The data were analyzed using SPSS®, a statistical software package, and Microsoft Excel®.

The survey link sent to 1,043 pass-holders was distributed via email on November 11, 2021; however, the email addresses for eight pass-holders were undeliverable. Non-respondents received up to three reminders before the survey closed for analysis on December 23, 2021. Of the 1,035 pass-holders receiving the survey, 295 completed at least part of it resulting in a 29% response rate (11% higher than the response rate in 2019).

Results

Results include frequency percentages, means, and standard deviations (sd) for the number of people (n) who responded to the question. For ease of reading, frequency percentages have been rounded to the nearest whole percent, so totals may not add up to exactly 100%. In addition, summary themes are contained in this report; the full qualitative responses can be found in a separate document. All tables are listed in descending order of the 2021 responses. Comparisons between fall 2021 to previous years' responses are made where appropriate.

The first set of questions asked about respondents' exercise behavior. Respondents were asked about the most common time and day to attend a Group RecXercise class through a check all that apply response option. Tables 1 and 2, show that evenings and Monday through Thursday continue to be the most common times when members attend RecXercise classes.

What is the most common time for you to attend a Group RecXercise class? (Check all that apply)	Fall 2021 Percent [n=285]	Fall 2019 Percent [n=674]	Fall 2017 Percent [n=634]
Evening (5 - 7 pm)	74%	73%	74%
Night (7 - 10 pm)	29%	35%	30%
Afternoon (2 - 5 pm)	37%	32%	33%
Morning (6 - 11 am) *	44%	28%	22%
Noon (12 - 2 pm)	13%	10%	10%

Table 1—Time to Attend Classes

*Hours were 6:30 am - 10:00 am in 2019

What are the most common days for you to participate in Group RecXercise? (Check all that apply)	Fall 2021 Percent [n=285]	Fall 2019 Percent [n=667]	Fall 2017 Percent [n=632]
Thursday	73%	68%	69%
Wednesday	72%	71%	70%
Tuesday	72%	67%	69%
Monday	71%	67%	67%
Friday	47%	43%	48%
Sunday	32%	30%	33%
Saturday	27%	28%	26%

Table 2—Days to Attend Classes

Respondents were asked, on average, how many days a week they participated in Group RecXercise. As noted in Table 3, the "1-2 days" selection was chosen most frequently again in 2021, like in 2019 and 2017.

On average, how many days a week do you participate in Group RecXercise class?	Fall 2021 Percent [n=285]	Fall 2019 Percent [n=674]	Fall 2017 Percent [n=633]
1-2 days	44%	42%	36%
Changes every week	28%	27%	21%
3-4 days	25%	27%	37%
5 or more	3%	3%	7%

Table 3 - Number of Days per Week Participation

When asked their preference regarding the length of time for a Group RecXercise class, 79% of 285 respondents chose 45 minutes as their preference, 18% chose 60 minutes, and 3% chose 30 minutes. Responses this year were like those in 2019 as 60% of the respondents reported 45-minute classes, 33% said 60-minute classes, 4% stated 30-minute classes, and 1% preferred 90-minute classes.

Using a check all that apply option, respondents were asked about the factors that keep them from attending Group RecXercise classes as often as they might like. Table 4 illustrates that members continue to feel they do not have enough free time to attend classes, or the timing of classes is not suitable for them. Those who selected “other” were provided the opportunity to write a response. Scheduling conflicts (especially with classes and work) and classes of their liking not being offered were the most common responses. Other responses included laziness and parking issues.

What are factors that keep you from attending Group RecXercise as often as you might like? (Check all that apply)	Fall 2021 Percent [n=285]	Fall 2019 Percent [n=668]	Fall 2017 Percent [n=629]
Timing of Classes	67%	‡	‡
Not enough free time	64%	68%	70%
Travel time from home or school	29%	31%	25%
Parking	27%	34%	28%
Class not offered that you like	21%	29%	28%
Cost	10%	‡	‡
Quality of Instructors	4%	‡	‡
Too crowded	3%	14%	10%
Other	3%	13%	7%
Attending another workout facility	3%	7%	3%

Table 4—Factors Impacting Attendance
‡ Question not asked

To understand the marketing of the classes, respondents were asked how they found out about the classes. Table 5, on the next page, indicates that friends/word of mouth and the Rec Sports Website were the most common means. The respondents that selected “other” wrote responses including student orientation, working at the Rec, Fish Camp, and Howdy Week.

How did you find out about Group RecXercise classes? (Check all that apply)	Fall 2021 Percent [n=280]	Fall 2019 Percent [n=666]	Fall 2017 Percent [n=628]
Friends/Word of Mouth	44%	44%	52%
Rec Sports website	29%	25%	30%
Rec Sports Guide	19%	38%	47%
Rec Center advertising	18%	17%	18%
Rec-a-Palooza	13%	7%	4%
Kinesiology class	8%	8%	‡
Instagram	8%	2%	2%
MSC Open House	7%	2%	5%
Other	3%	5%	3%
Lobby Tables	1%	3%	‡
Residence Halls	<1%	2%	--
RecTV	<1%	1%	1%
Rec Sports Facebook page	<1%	1%	2%
Twitter	<1%	<1%	<1%
Snapchat	<1%	‡	‡

Table 5—Marketing
‡ Question not asked

Members need to purchase passes to attend most of the classes. Respondents were asked which passes they purchased, if any, over the last two years. Table 6, in order of the semester term, demonstrates this data. Most members had not purchased a pass for previous semesters, only the current (at the time) Fall 2021 semester. A majority of those who purchased a pass preferred to purchase the All Access First Week Pass on Sale. In Summer 2020, only one kind of pass was offered, this pass was purchased by 6% of the 261 respondents. In Summer 2021, 86% of the 261 respondents did not have a pass, 1% bought the Summer 2 Pass (\$30), 2% bought the Summer 1 Pass (\$30) and 10% purchased the All Access Pass.

In the past two years, what type of pass did you purchase for each semester?	All Access Pass*	All Access First Week Pass on Sale*	Mid-Semester Hall Price Pass	I did not have a pass this semester	n
Fall 2019	11%	17%	>1%	72%	267
Spring 2020	8%	19%	>1%	72%	266
Fall 2020	10%	15%	1%	73%	268
Spring 2021	13%	23%	3%	61%	270
Fall 2021 (current semester)	25%	45%	3%	26%	278

Table 6—Pass Types

*The All-Access pass was called Unlimited Pass in Fall 2019 and Spring 2020

Members were asked why they attended Group RecXercise classes using a check all that apply formatted question. Table 7, on the next page, reveals that strength building and stress management were the most common factors for why members attended, like in Fall 2019. Alternatively, it being a class requirement was the least common factor. Those selecting the “other” response option were provided the opportunity to write a response, and those included statements like forced to exercise and a way to push oneself to workout.

Why did you attend Group RecXercise classes? (Check all that apply)	Fall 2021 Percent [n=282]	Fall 2019 Percent [n=657]	Fall 2017 Percent [n=628]
Build strength	74%	67%	68%
Stress management	69%	64%	67%
Fun	68%	64%	64%
Build endurance	64%	52%	56%
Motivation	60%	52%	53%
Lifestyle change	39%	44%	‡
Flexibility	29%	26%	30%
Social environment/Community	28%	18%	22%
Class requirement	5%	3%	4%
Other	1%	3%	2%

Table 7—Reasons to Attend Classes

‡ Option not asked

The next question asked the respondents what equipment was used by them in the group RecXercise classes. The responses included weights, bikes, steps, yoga mats, and resistance bands.

Respondents were asked to select all classes they attend the most often through a check all that apply option. Several of the class options changed compared to 2019 and 2017. Table 8, on the next page, reveals that Party at the Barre, Rec Yoga, and Body Blaster were the most popular activities. Unlike 2019 and 2017, Pound and Aqua Zumba were the least popular classes in 2021.

Class	Fall 2021 Percent [n=277]	Fall 2019 Percent [n=641]	Fall 2017 Percent [n=625]	Spring 2015 Percent [n=366]
Party at the Barre	41%	20%	‡	‡
Rec Yoga	38%	37%	44%	23%
Body Blaster	34%	49%	63%	51%
Cycle Express	31%	28%	21%	12%
Cycle Strength Intervals	31%	18%	‡	‡
Cycle Express	31%	‡	‡	‡
Pilates	27%	32%	35%	16%
Cycle 6 pack	27%	20%	‡	‡
Club Dance	24%	11%	‡	‡
Step & Sculpt	18%	17%	15%	‡
H.I.I.T the Dancefloor	17%	‡	‡	‡
Zumba	14%	21%	27%	14%
Kickboxing	13%	16%	17%	9%
H.I.I.T.	12%	23%	23%	18%
Barre Fight	12%	‡	‡	‡
Cycle Strong	9%	11%	‡	‡
Sunrise Yoga	7%	7%	8%	2%
Cardio Step Party	7%	11%	21%	12%
Cycle Endurance	6%	12%	‡	‡
Lower Body Blast	5%	10%	‡	‡
321 Burn	5%	9%	12%	‡
Ab Blast	5%	7%	4%	2%
Shockwave	4%	3%	5%	3%
Core Challenge	3%	‡	‡	‡
Rowing	2%	5%	8%	‡
Cardio Water	2%	3%	4%	1%
Aqua Zumba	2%	‡	‡	‡
Pound	1%	6%	‡	‡

Table 8—Most Common Class Attendance

‡ Option not asked

Members were provided the opportunity to list any class that they liked that was not listed. Sunday Dance Party, Saturday Cycle, Pilates, and Barbell Strength were among the responses.

The survey asked respondents to rate their overall experience with their instructors in a variety of areas. As seen in Table 9, on the next page, participants were overall positive about their instructors. Members viewed the instructors as friendly, motivating, and prepared. Respondents least agreed that instructors were available before and after classes. All statements areas were rated slightly higher than in 2019. The frequency percentages shown in Table 9 reflect those of the 2021 survey.

Overall, Group RecXercise instructors...	Strongly Agree (5)	Agree (4)	Neither agree nor disagree (3)	Disagree (2)	Strongly Disagree (1)	Fall 2021 Mean (sd) [n]	Fall 2019 Mean (sd) [n]	Fall 2017 Mean (sd) [n]
Are friendly	82%	18%	--	--	--	4.82 (.38) [278]	4.70 (.52) [642]	4.70 (.49) [622]
Begin and end class according to the schedule	75%	23%	2%	<1%	--	4.72 (.52) [278]	4.61 (.59) [643]	4.53 (.66) [618]
Are motivating	75%	22%	3%	--	--	4.72 (.51) [276]	4.59 (.58) [641]	4.59 (.58) [616]
Are prepared	72%	28%	<1%	--	--	4.71 (.47) [278]	4.59 (.60) [641]	4.59 (.58) [619]
Are knowledgeable	69%	28%	3%	<1%	--	4.65 (.56) [277]	4.56 (.62) [638]	4.51 (.63) [616]
Care about my safety	65%	30%	5%	--	<1%	4.58 (.62) [277]	4.47 (.71) [644]	4.47 (.68) [620]
Explain class goals	62%	32%	6%	--	--	4.56 (.38) [278]	4.42 (.71) [643]	4.42 (.69) [619]
Are available 10-15 minutes before and after class	44%	44%	9%	3%	--	4.29 (.75) [278]	4.13 (.90) [646]	3.99 (.88) [620]

Table 9—Group RecXercise Instructors

‡ Question not asked

Respondents were asked who their favorite instructors were and why. From the 143 responses, many of them included the name Shannon as their favorite instructor. People commented on her energetic approach to working out and her knowledge of the field. Other instructors that came up in the responses were Lauren, Megan, Stephanie, Michelle, Amanda, etc. HIIT was one of the most popular classes as indicated by the responses to this question. Other popular classes were Step and Sculpt, Barre Fight, and kickboxing.

Members were asked to rate the overall quality of the program. Table 10, on the following page, suggests that members are generally pleased with their experience with the Group RecXercise program. About two-thirds of respondents responded 'excellent' when asked about the rooms where the classes are held, the value of the program, and the overall experience. Respondents were least pleased with the quality of the rooms where the classes were held; however, this was rated more positively compared to previous years.

Please rate the overall:	Excellent (5)	Above Average (4)	Average (3)	Below Average (2)	Poor (1)	Fall 2021 Mean (sd) [n]	Fall 2019 Mean (sd) [n]	Fall 2017 Mean (sd) [n]
Experience with the group RecXercise program	70%	24%	6%	--	--	4.64 (.59) [276]	↓	↓
Value of the Group RecXercise program	67%	24%	9%	--	--	4.58 (.65) [276]	↓	↓
Quality of the rooms used for Group RecXercise classes	63%	30%	7%	<1%	--	4.55 (.64) [276]	4.42 (.70) [653]	4.43 (.71) [623]

Table 10—Overall Quality of the Program

Those who responded average or below to the previous questions were given an opportunity to explain why they responded so. Responses indicated problems with the sound systems in the rooms where the classes take place. Some respondents also indicated that the software used to schedule classes was not user-friendly and sometimes did not allow them to cancel an already registered class. Some also said that the classes were repetitive, and variations would be appreciated. Other issues included not having class times that would not conflict with academic classes.

The next question asked the respondents if they would attend live virtual classes in the future. Of the 278 respondents, 53% said they would not, 32% responded maybe, and 15% reported they would. Respondents were also asked if they would attend on-demand virtual fitness classes in the future. Of the 278 respondents, 44% indicated they would not, 37% responded maybe, and 20% shared that they would attend on-demand virtual classes.

Those who responded positively to the previous questions were given an opportunity to select which classes they would like to take virtually through a select all that apply format. Table 11, on the next page, shows that the most popular responses included Rec Yoga, Pilates, and Ab Blast. Alternatively, Cardio Step Party, Pound, and Cardio Water were among those least preferred.

Class	Fall 2021 Percent [n=129]
Rec Yoga	55%
Pilates	50%
Ab Blast	40%
Body Blaster	33%
Sunrise Yoga	30%
Zumba	28%
H.I.I.T.	28%
Party at the Barre	28%
Lower Body Blast	23%
Kickboxing	23%
Club Dance	21%
Step & Sculpt	20%
H.I.I.T. the Dancefloor	15%
321 Burn	15%
Cardio Step Party	11%
Pound	5%
Cardio Water	<1%

Table 11—Virtual Class Preferences

The next few questions asked the respondents about the check-in process. The first question asked them if they would be more inclined to go to class if they knew their spot was reserved. Of the 277 respondents, 79% responded 'Yes', 15% responded 'Sometimes', and 6% responded 'No'. The next question asked them if the instructors and attendants were knowledgeable about the check-in process. Of the 276 respondents, almost all (94%) reported instructors and attendants were knowledgeable and 7% said sometimes. Nobody selected the no response option.

The next question asked them if they found the 4-6 pm class attendants' check-in process easier. Of the 213 respondents, 88% responded 'Yes', and 12% responded 'No'. When asked if they would like to share more about their check-in experience and address any issues with the process, of the 40 respondents, most were positive and indicated that they did not have any major problems with the check-in process and that the attendants were friendly and efficient. Some did not understand the point of checking in if they had already registered online and some suggested not having the attendants as a part of the check-in process as they slowed things down.

When asked if they would purchase a pass again, of the 277 respondents, 63% stated yes, they would, 36% said maybe, and 1% shared that they would not.

Respondents were asked for any other comments that may be useful in improving the Group RecXercise program. Comments included improving the class registration user interface to make it easier and more user-friendly. Some suggested having more class times to improve flexibility, reducing the costs, fixing the sound systems in the rooms where the group classes are conducted, etc. Overall, the respondents were positive with their responses to this question and appreciated the instructors for their support during the classes.

Table 12, on the next page, shows the demographics of members attending Group RecXercise classes. Responses indicate that majority of the survey respondents were juniors, seniors, or graduate students. Respondents selecting the "other" option for their classification were provided the opportunity to write in a response; the one respondent who selected 'other' was a professional vet student.

Classification/Affiliation with Texas A&M	Fall 2021 Percent [n=278]	Fall 2019 Percent [n=649]	Fall 2017 Percent [n=627]
Junior	23%	22%	17%
Senior	22%	29%	25%
Graduate Student	22%	27%	33%
Sophomore	17%	12%	12%
Freshman	12%	5%	8%
Staff	3%	3%	3%
Spouse	1%	‡	‡
Faculty	<1%	2%	1%
Other	<1%	1%	2%

Table 12—Demographics

‡ Question not asked

Group RecXercise staff offered Fall 2021 All Access pass to five respondents through a drawing of those who completed the survey. A list of names, email addresses, and phone numbers can be found as a separate document for the staff to use for this drawing.

Department Background

According to its website (<https://recsports.tamu.edu/about-us-2/>) the mission of the Department of Recreational Sports is to “promote activity, wellness and development by providing high quality, inclusive experiences and facilities for students and community of Texas A&M University”. The department offers a variety of exercise classes to members through the Group RecXercise program; for an additional fee, members can purchase passes by individual class or the unlimited pass allowing unlimited access to class by semester. Most of the attendees are students, but faculty, staff, spouses, and community members can also join for a membership fee. Each class is taught by a trained instructor. Classes are offered at a variety of times during the day and week.

Project Details

The Department of Student Life Studies provides quality assessment services, resources, and assessment training for departments in the Texas A&M University Division of Student Affairs and student organizations. Services by Student Life Studies are funded, in part, by the Texas A&M University Advancement Fee. Results of this project and other assessment projects done through Student Life Studies can be found at <https://studentlifestudies.tamu.edu/results/>. Additionally, anyone can follow Student Life Studies on Facebook. To work with Student Life Studies for future assessment projects, please fill out the Assessment Questionnaire at <https://slsform.dsaapps.tamu.edu/>.

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