

Department of Recreational Sports

Group RecXercise Classes

Fall 2023

Purpose of Assessment

The Department of Recreational Sports (Rec Sports) offers a variety of group exercise classes, called Group RecXercise classes, at its three facilities 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 Affairs Planning, Assessment & Research has assisted with assessing the Group RecXercise classes.

Key Findings with Recommendations

Student Affairs Planning, Assessment & Research 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. However, there were several comments related to requesting specific classes be offered more often, classes offered earlier or later in the day, or suggested new classes to implement. 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 were very satisfied overall with the quality of the program. However, responses requested more frequent cleanings of class floors, especially before Yoga or Pilates classes. Some also said that the classes were repetitive, variations would be appreciated, and that classes were too crowded.
- 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 to improve 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, their attitude towards it is more positive and open than in 2021.
- Respondents were satisfied with the check-in process, but some criticized the cut-off point. They suggested letting participants in the classes even if they are 10 minutes late instead of the current 5 minutes. They mentioned the struggle with a tight class schedule and traffic to be reasons for late attendance. If that is a frequent pattern in certain classes, maybe consider start them 5-10 min later. Some also mentioned that the App had glitches and was not very user-friendly, which made the check-in process harder sometimes.

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 42 questions, of which 32 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 3,709 pass-holders was distributed via email on November 3, 2023; however, the email addresses for four pass-holders were undeliverable. Non-respondents received up to four reminders before the survey closed for analysis on December 18, 2023. Of the 3,705 pass-holders receiving the survey, 566 completed at least part of it resulting in a 15% response rate (14% lower than the response rate in 2021).

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 2023 responses. Comparisons between fall 2023 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 2023 Percent [n=548]	Fall 2021 Percent [n=285]	Fall 2019 Percent [n=674]	Fall 2017 Percent [n=634]
Evening (5 - 7 pm)	68%	74%	73%	74%
Morning (6 - 11 am) *	39%	44%	28%	22%
Night (7 - 10 pm)	31%	29%	35%	30%
Afternoon (2 - 5 pm)	29%	37%	32%	33%
Noon (12 - 2 pm)	14%	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 2023 Percent [n=547]	Fall 2021 Percent [n=285]	Fall 2019 Percent [n=667]	Fall 2017 Percent [n=632]
Wednesday	67%	72%	71%	70%
Thursday	65%	73%	68%	69%
Tuesday	62%	72%	67%	69%
Monday	62%	71%	67%	67%
Friday	48%	47%	43%	48%
Sunday	32%	32%	30%	33%
Saturday	30%	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, on the next page, the "1-2 days" selection was chosen most frequently again in 2023 like in previous years. However, there has been a steady increase in students participating "1-2 days" throughout the years and a steady decrease in students participating more than two times per week since 2017.

On average, how many days a week do you participate in Group RecXercise class?	Fall 2023 Percent [n=548]	Fall 2021 Percent [n=285]	Fall 2019 Percent [n=674]	Fall 2017 Percent [n=633]
1-2 days	47%	44%	42%	36%
Changes every week	33%	28%	27%	21%
3-4 days	18%	25%	27%	37%
5 or more	2%	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, 72% of the 548 respondents chose 45 minutes as their preference, 24% chose 60 minutes, and 4% chose 30 minutes. Responses this year were like those in 2021 as 79% of those 285 respondents chose 45 minutes as their preference, 18% chose 60 minutes, and 3% chose 30 minutes.

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, but it decreased slightly compared to last year. Those who selected “other” were provided the opportunity to write a response. Parking, especially at the Southside facility, and scheduling conflicts (especially with classes and work) were the most common responses. Other responses included not enough Southside options and more free options.

What are factors that keep you from attending Group RecXercise as often as you might like? (Check all that apply)	Fall 2023 Percent [529]	Fall 2021 Percent [n=285]	Fall 2019 Percent [n=668]	Fall 2017 Percent [n=629]
Not enough free time	59%	64%	68%	70%
Timing of Classes	56%	67%	‡	‡
Parking	36%	27%	34%	28%
Class not offered that you like	26%	21%	29%	28%
Cost	24%	10%	‡	‡
Travel time from home or school	22%	29%	31%	25%
Attending another workout facility	6%	3%	7%	3%
Too crowded	6%	3%	14%	10%
Quality of Instructors	5%	4%	‡	‡
Other	3%	3%	13%	7%

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. Most of the respondents who selected “other” wrote that they found out about it at the “Living Well” program. Other responses included promotion emails, the app, and Fish Camp.

How did you find out about Group RecXercise classes? (Check all that apply)	Fall 2023 Percent [n=533]	Fall 2021 Percent [n=280]	Fall 2019 Percent [n=666]	Fall 2017 Percent [n=628]
Friends/Word of Mouth	50%	44%	44%	52%
Rec Sports website	32%	29%	25%	30%
Rec Sports Social Media	17%			
Rec Center advertising	14%	18%	17%	18%
Rec-a-Palooza	10%	13%	7%	4%
Kinesiology class	10%	8%	8%	‡
Other	6%	3%	5%	3%
MSC Open House	5%	7%	2%	5%
Residence Halls	2%	<1%	2%	--
RecTV	2%	<1%	1%	1%
Lobby Tables	1%	1%	3%	‡

Table 5—Marketing
‡ Question not asked

Members need to purchase passes to attend most of the classes. Using a check all that apply option, respondents were first asked which semester they attended Group RecXercise. About 79% of the respondents attended in Fall 2023, 53% in Spring 2023, and 16% attended in Summer. Table 6, in order of the semester term, shows which type of access students had when they attended Group RecXercise in 2023. Most participants had an All Access Pass or went to Free Classes. Free classes were more popular in the Fall semester compared to the Spring semester. And All Access Passes were more popular in the Spring semester compared to the Fall semester.

Which type of access did you utilize? (select all that apply)	All Access Pass (paid)	Free Classes	One Class Pass (paid)	n
Spring 2023	58%	54%	21%	274
Summer 2023	47%	51%	22%	83
Fall 2023	41%	70%	16%	411

Table 6—Access Type

At the start of fall 2023, an increased number of Group Fitness classes were offered as "free classes." Most classes before 4pm were offered at no additional cost. Respondents were then asked if that changed how many classes they attended per week. 33% reported that they attended more classes per week, 51% said they attended the same number of classes, and 16% of students reported that they attended fewer classes than before.

Following up on the previous question, members were asked how this change has affected their choice of whether to purchase an All Access Pass or not. 32% of the 517 respondents said that they were not planning to buy an All Access Pass and will not buy one either. 20% said that they already purchased one. 19% of the respondents reported that they were considering buying an All Access Pass before and now they will buy one. 13% were considering buying one and now they will not buy it. And lastly, 9% were not planning on buying an All Access Pass and now will buy one. Students who selected "other" were given the opportunity to write a response. Most of the respondents wrote that they were still considering, it did not fit their schedule to make it worth it, and that the change has not changed their plans. Others also mentioned that they are waiting for the mid-semester discount and one person said that they don't have the budget for it.

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, fun, and stress management were the most common

factors for why members attended, like in past years. 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 community, professional development, general fitness, and weight.

Why did you attend Group RecXercise classes? (Check all that apply)	Fall 2023 Percent [n=517]	Fall 2021 Percent [n=282]	Fall 2019 Percent [n=657]	Fall 2017 Percent [n=628]
Build strength	71%	74%	67%	68%
Fun	68%	68%	64%	64%
Stress management	66%	69%	64%	67%
Build endurance	54%	64%	52%	56%
Motivation	51%	60%	52%	53%
Lifestyle change	44%	39%	44%	‡
Flexibility	36%	29%	26%	30%
Social environment/Community	23%	28%	18%	22%
Class requirement	4%	5%	3%	4%
Other	2%	1%	3%	2%

Table 7—Reasons to Attend Classes

‡ Option not asked

When asked what equipment they used in classes, the responses included balls, dumbbells, 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 previous years. Table 8, on the next page, reveals that Pilates, Rec Yoga, and Party at the Barre were the most popular activities. Compared to 2021, Cycle 6 Pack, Cycle Strength Intervals, and Club Dance experienced the biggest decrease in percentage. Rowing, Strike, and 321 Burn were the least popular classes in 2023.

Class	Fall 2023 Percent [n=500]	Fall 2021 Percent [n=277]	Fall 2019 Percent [n=641]	Fall 2017 Percent [n=625]	Spring 2015 Percent [n=366]
Pilates	50%	27%	32%	35%	16%
Rec Yoga	42%	38%	37%	44%	23%
Party at the Barre	31%	41%	20%	‡	‡
Yogalates	25%	‡	‡	‡	‡
Cycle Express	24%	31%	28%	21%	12%
Cycle Strength Intervals	20%	31%	18%	‡	‡
Body Blaster	17%	34%	49%	63%	51%
Step & Sculpt	15%	18%	17%	15%	‡
Zumba	14%	14%	21%	27%	14%
Club Dance	13%	24%	11%	‡	‡
H.I.I.T.	13%	12%	23%	23%	18%
Instructional Dance Classes	13%	‡	‡	‡	‡
H.I.I.T the Dancefloor	12%	17%	‡	‡	‡
Kickboxing	12%	13%	16%	17%	9%
Kickboxing Strength Intervals	8%	‡	‡	‡	‡
Cardio Water	7%	2%	3%	4%	1%
Cardio Step Party	7%	7%	11%	21%	12%
Barre Fight	6%	12%	‡	‡	‡
Cycle Strong	6%	9%	11%	‡	‡
Cycle 6 pack	5%	27%	20%	‡	‡
Functional Core	5%	‡	‡	‡	‡
Rows and Reps	4%	‡	‡	‡	‡
Shockwave	4%	4%	3%	5%	3%
Lower Body Blast	2%	5%	10%	‡	‡
Roll and Recover	2%	‡	‡	‡	‡
Rowing	1%	2%	5%	8%	‡
321 Burn	1%	5%	9%	12%	‡
Strike	1%	‡	‡	‡	‡

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. Cycle and Core was mentioned the most. Boxing, Ballet, Aggie Strong, TGIF Barre, Sunrise Yoga, and Women on Weights were also among the responses.

Respondents rated 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, on schedule, and prepared. Respondents least agreed that instructors explained class goals. However, all the means were high. Most means in 2023 were like 2021. However, the availability of instructors before and after classes increased from 4.29 (lowest score in 2021) to 4.63 this year. The frequency percentages shown in Table 9 reflect those of the 2023 survey.

Overall, Group RecXercise instructors...	Strongly Agree (5)	Agree (4)	Neither agree nor disagree (3)	Disagree (2)	Strongly Disagree (1)	Fall 2023 Mean (sd) [n]	Fall 2021 Mean (sd) [n]	Fall 2019 Mean (sd) [n]	Fall 2017 Mean (sd) [n]
Are friendly	79%	20%	1%	<1%	--	4.77 (.47) [498]	4.82 (.38) [278]	4.70 (.52) [642]	4.70 (.49) [622]
Are motivating	75%	23%	1%	<1%	--	4.73 (.50) [497]	4.72 (.51) [276]	4.59 (.58) [641]	4.59 (.58) [616]
Begin and end class according to the schedule	70%	27%	3%	<1%	--	4.67 (.54) [498]	4.72 (.52) [278]	4.61 (.59) [643]	4.53 (.66) [618]
Are prepared	69%	28%	2%	<1%	--	4.65 (.56) [498]	4.71 (.47) [278]	4.59 (.60) [641]	4.59 (.58) [619]
Are knowledgeable	68%	29%	3%	<1%	--	4.64 (.57) [496]	4.65 (.56) [277]	4.56 (.62) [638]	4.51 (.63) [616]
Are available to answer your questions before and/or after class*	67%	29%	4%	<1%	--	4.63 (.56) [498]	4.29 (.75) [278]	4.13 (.90) [646]	3.99 (.88) [620]
Are concerned about my safety	68%	25%	6%	1	<1%	4.58 (.69) [497]	4.58 (.62) [277]	4.47 (.71) [644]	4.47 (.68) [620]
Explain class goals	64%	31%	4%	1%	--	4.57 (.63) [498]	4.56 (.38) [278]	4.42 (.71) [643]	4.42 (.69) [619]

Table 9—Group RecXercise Instructors

‡ Question not asked

*"Are available 10-15 minutes before and after class" was the question before 2023

Respondents were asked who their favorite instructors were and why. From the 190 responses, many of them included the name Hannah as their favorite instructor. People commented on her motivating and passionate approach. Other instructors that came up in the responses were Anna Maria, Chandler, Julia, Laura, Sara Beth, Maggie, Sophia, and others. HIIT, Step and Sculpt, Cycle, Yoga, and Pilates were some of the most popular classes as indicated by the responses to this question.

Respondents were then asked which Rec Sports facility they most utilize for Group RecXercise classes. As seen in Table 10 on the next page, 81% of the 494 respondents use the Main Rec the most, followed by Southside with 16%, and Polo Road with 3%.

Which Rec Sports facility do you most utilize for Group RecXercise classes?	Fall 2023 Percent [n=494]
Main Rec (West Campus)	81%
Southside	16%
Polo Road	3%

Table10-Use Distribution of the Rec Centers

Members were asked to rate the overall quality of the program. Table 11 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, the mean was still very high.

Please rate the overall:	Excellent (5)	Above Average (4)	Average (3)	Below Average (2)	Poor (1)	Fall 2023 Mean (sd) [n]	Fall 2021 Mean (sd) [n]	Fall 2019 Mean (sd) [n]	Fall 2017 Mean (sd) [n]
Experience with the group RecXercise program	67%	27%	5%	<1%	--	4.61 (.61) [493]	4.64 (.59) [276]	↓	↓
Value of the Group RecXercise program	67%	26%	6%	<1%	--	4.59 (.64) [493]	4.58 (.65) [276]	↓	↓
Quality of the rooms used for Group RecXercise classes	62%	27%	10%	<1%	--	4.51 (.69) [493]	4.55 (.64) [276]	4.42 (.70) [653]	4.43 (.71) [623]

Table 11—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 cleaner floors, especially before Yoga or Pilates classes. Some respondents also indicated problems with the sound systems in the rooms where the classes take place. 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. Some also mentioned that classes were too crowded.

The next question asked the respondents if they would have any interest in attending video-based, in-person on-demand fitness classes. Of the 495 respondents, 43% said no, 31% were unsure, and 26% reported that they would have interest. These results are slightly more positive than in 2021. In 2021, 44% indicated they would not, 37% responded maybe, and 20% shared that they would attend on-demand virtual classes.

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. As seen in Table 12, of the 492 respondents, 83% responded yes, 14% responded sometimes, and 3% said no. The next question asked them if the instructors and attendants were knowledgeable about the check-in process. As seen in Table 13 on the next page, of the 491 respondents, almost all (94%) reported instructors and attendants were knowledgeable and 6% said sometimes. 2 respondents selected the no response option. Overall, these results are slightly more positive compared to 2021.

Do you feel more inclined to come to class knowing your spot was reserved?	Fall 2023 Percent [n=492]	Fall 2021 Percent [n=277]
Yes	83%	79%
Sometimes	14%	15%
No	3%	6%

Table 12 - Reservations

Were the instructors and fitness attendants knowledgeable and efficient at the check-in process?	Fall 2023 Percent [n=491]	Fall 2021 Percent [n=276]
Yes	94%	94%
Sometimes	6%	7%
No	<1%	--

Table 13 - Knowledgeable and efficient Check-in Process

The next question asked them if they found the 4-6 pm class attendants' check-in process easier. As seen in Table 14, of the 322 respondents, 93% responded yes, and 7% said no. When asked if they would like to share more about their check-in experience and address any issues with the process, of the 72 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 suggested a later cut-off point when students cannot join the class anymore. They suggested 10 minutes instead of the current 5 minutes. Respondents reported that some employees were rude when students arrived late. Some had problems with the app, mentioning that the app glitches and is not very user-friendly.

If you attended classes between 4-6 pm, did the fitness attendants make the check-in process easier?	Fall 2023 Percent [n=322]	Fall 2021 Percent [n=213]
Yes	93%	88%
No	7%	12%

Table 14 - Easy Check-In Process between 4-6 pm

When asked if they would purchase a pass again, of the 485 respondents, 29% stated they would, 23% said maybe, 4% shared that they would not, and 44 of the respondents have not purchased an All Access Pass. Next, they were asked if they plan to attend Group RecXercise classes in the future. Of the 491 respondents, 89% said yes, 11% said maybe, and less than 1% said no.

Respondents were asked for any other comments that may be useful in improving the Group RecXercise program. Comments included having more class variety and content provided in addition to more challenging classes. 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. The parking issue, especially at the Southside facility was mentioned several times too. Overall, the respondents were positive with their responses to this question and appreciated the instructors for their support during the classes.

Table 15, on the next page, shows the demographics of members attending Group RecXercise classes. Responses indicate that the majority of the survey respondents were students. Respondents selecting the "other" option for

their classification were provided the opportunity to write a response; the three responses included an intern, a Rellis student, and a system employee.

Classification/Affiliation with Texas A&M	Fall 2023 Percent [n=490]	Fall 2021 Percent [n=278]	Fall 2019 Percent [n=649]	Fall 2017 Percent [n=627]
Student	90%	94%	95%	94%
Staff	7%	3%	3%	3%
Faculty	1%	<1%	2%	1%
Spouse	<1%	1%	‡	‡
Other	<1%	<1%	1%	2%

Table 15—Demographics
‡ Question not asked

Group RecXercise staff offered Spring 2024 All Access passes 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

Student Affairs Planning, Assessment & Research 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 Affairs Planning, Assessment & Research are funded, in part, by the Texas A&M University Advancement Fee. Results of this project and other assessment projects done through Student Affairs Planning, Assessment & Research can be found at <https://sapar.tamu.edu/results/>. Additionally, anyone can follow Student Affairs Planning, Assessment & Research on Facebook. To work with Student Affairs Planning, Assessment & Research for future assessment projects, please fill out the Assessment Questionnaire at <https://sapar.tamu.edu/aqform/>.

Report prepared for: Anna Taggart and Miranda Price, Recreational Sports
 Report prepared by: Dennis Trukawka, Department of Student Affairs Planning, Assessment & Research
 Report prepared on: January 12, 2024
 Surveys designed by: Gabrielle Tharp, Student Affairs Planning, Assessment & Research
 Analysis prepared by: Dennis Trukawka, Department of Student Affairs Planning, Assessment & Research