

What do you believe are some barriers to engaging with participants?

Confidence in supervisors to engage participants and poor past engagement experiences.
Students are technologically driven and face to face interactions are becoming barriers.
Efficacy of email communication and social media messages and posts. Student motivation to stay informed of program offerings
Their willingness to be engaged.
Location of the recreation center is on one side of campus. Housing for a majority of our freshman are across campus and it is hard to get them in their first year.
Time, resources, schedules, language barriers.
Training and preparation to increase engagement (currently trying to make changes, so engagement increases). Not reaching out to multiple areas on campus. Recreation center is not centrally located. Students don't readily stop by the intramural office and the intramural office is not located near the student center
Increased students working to pay for school. Increasing academic pressure and focus on academia. Over saturation of programming on campus
The negative stigma that comes from officials. However, on the other side, officials can become very defensive very quickly and therefore participants do not want to engage with that person. Extending from a negative interaction with one official can cause the participant to group all officials together and not feel comfortable talking to any of them when playing intramural sports, etc.
Fear of over-emailing. Lack of funds for incentive based engagement. Getting student employees out of their comfort zones
Student Supervisors thinking they have too many responsibilities throughout a shift to be engaging. Technology is becoming a barrier to engagement (Everyone seems to be on their phones/tablets)
1. Budget. Providing a staffing level to not only support our officials' development, but also provide customer service to participants is difficult. We accomplish this, but through setting high expectations for staff members. 2. Professional staff time. With only 2 professional staff in Competitive Sports, much of our time is spent in strategic thinking and training our student employees. We would love to implement an Intramural Sports Council to hear the participant voice more often and more clearly, but simply do not have the time. We resort to providing surveys and hearing informal feedback from staff members. 3. Student time. Students are very committed to other student organizations and academics on campus, and it is difficult for most to commit to 1 game per week for 1 hour. We have 50% of our undergraduates participating, but for them to have additional requirements or demands in terms of coming to additional trainings or feedback sessions, our turnout rate would be low.
That students do not take the time to engage with us, other than in personal face-to-face interactions, because they are constantly receiving emails, texts, social media notifications, etc. from other entities. They do not have time for us, nor are they overly invested in learning more about our programs or interacting with us.
Some participants see the supervisors as strict authority figures, not as people to reason with which may cause them to avoid the interaction. Current students also want instant gratification for any problems they may have and with one supervisor watching two fields sometimes this cannot be the case.
Lack of time/resources to train our student staff to provide the customer service that the professional staff would deliver if we were on the fields/courts for every game.
Lack of understanding of how to create and register a team.
We currently struggle to engage with students that do not already participate in intramural sports. The regular participants know where to get information and have a good base knowledge of how to access different things. Unfortunately, we have yet to find an effective way on campus to reach students that may have interest in participating but don't know about intramurals.
Limits from other departments on campus, some do not allow other departments to hang flyers, speak to their group/staff etc. for multiple reasons. / / Students think that their voices are not heard, so therefore take a mindset of "why bother anyway"
I think one barrier is getting all of your student supervisors to feel like they have enough of a stake in the program to engage participants in the way this survey defines engagement on a nightly basis. Our calling as professionals is to find the most effective way to cultivate that within the student staff; and while we often find that this is easy with most of our student staff, our goal is to develop that within those few who do not feel that they have that stake in the program. I think one other barrier is the participant perspective of the program-user structure in that it is very easy for participants to see our staff and our program as simply means to an end. That end is their chance to compete with other students in sport, and any engagement with the program beyond that does not seem to carry as much value to them.