

Student-Athlete Exit Interview Questions
(Questions can be chosen at random, please use probes)
Monday, April 27, 2015

Athletic Council Members: Alfred Mathewson, Amy Neel, Mike Rocca, Tim Goldsmith, Nick Schlereth and Rita Chavez

Sports Represented: Skiing, Swimming, Track/Field, Golf, Cross Country

Men Present: 9

Women Present: 6

- What factors led to your decision to attend the University of New Mexico?
 - Scholarship/financial aid
 - Good Program
 - Lottery Scholarship
 - Friend invited
 - Denied by other schools accepted by UNM
 - Good diverse culture
 - Altitude, weather

- If you had to make the decision to attend college again, would you make the same choice? Why?
 - YES:
 - Good coaches
 - Great practice facilities
 - Good weather
 - Great competition
 - Good opportunity
 - Good Academics
 - NO
 - Coaching changes hard in the middle of season
 - Never had the same trainer or coach
 - Advisement was not helpful
 - Was hard to get acclimated to New Mexico/UNM

- Would you encourage other student-athletes to attend the University of New Mexico? (Why yes? Why no?)
 - YES
 - Good facilities
 - Played good teams
 - Traveled to compete
 - Good coaches
 - Good trainers
 - Good resources
 - Good post season play
 - Good team
 - Good Climate
 - Depends on their goals; athletically yes if they only want to play college, no if they want to go professional; Academically yes received a good education
 - NO
 - Better communication with scholarship money, how received and when distributed
 - Advisory issues
 - Do not know the correct hours of practice have to take coaches word

- How was your experience athletically? Academically? Socially?
 - Athletics including equipment : Facilities/Operations Travel/Housing/Meals: Athletic Training/Sports Medicine/Strength and Conditioning: Academic including Academic Advising: Social:
 - **Academics**
 - Had to take core classes again, already had in high school
 - Would like coaches to be more flexible when it comes to taking classes or studying for tests
 - The football coaches were flexible with class schedule and studying needs
 - Hard had to make a decision to either play sports for a scholarship or to change major
 - When coaches are recruiting they should be honest and tell the students they will not be able to play a sport if they go into nursing, engineering, health related fields etc. The student should make the choice before entering college not while already there
 - Professors are hard to work with during the sport season
 - Was unable to take classes that are required for major
 - Advisors encouraged student-athletes to take different courses
 - **Athletics**
 - Student-athletes should be informed what majors would interfere with the sport. Recruiter should say they can't take nursing, science classes, etc. because class time interferes a great deal with the sport
 - Good strength coaches
 - Coach was flexible when it came to adjusting schedule to take a class
 - Good experience if you are looking to go professional
 - Good team/coaches
 - Great trails and tracks
 - Hard to sit in a van for 18-hours worrying if you are going to get to your destination safely
 - **Academic Advisors**
 - Advisors were not well-informed about majors
 - Had to figure out my own schedule so that it would be correct
 - Advisors recommend student-athletes take classes that are needed; or easy classes
 - Athletics including equipment : Facilities/Operations Travel/Housing/Meals: Athletic Training/Sports Medicine/Strength and Conditioning: Academic including Academic Advising: Social:
 - Facilities are great
 - Equipment is good
 - Some sports have to pay for their own equipment, which is expensive(athletic department should pay)
 - Travel is good
 - Travel is a good bonding experience
 - Travel in unsafe old vehicles
 - Travel was nice to have all the logistics taken care of for you, only had to concentrate on competition
 - Socially, was a good experience
 - Team is a family
 - Good to meet other student-athletes
 - Culture is diverse and ability to learn other cultures
 - Freshmen look to upper classman for guidance
 - Good to help with community functions
 - No locker room for team
 - Had to purchase own equipment
 - Would be nice to get recognition from our own athletic department
 - Tent Weight Room treated like children
 - Not allowed to enter tent weight room if sport is not scheduled, even if nobody is there
 - Not allowed to get milk after a run if weight room says no
 - Weight room has a condescending atmosphere
 - Be happy with what we have and it always would be nice to get more but that's just the way it is in college athletics

What would you like to improve or change about your experiences as a Lobo athlete?

- Coaching changes in the middle of the season
 - Educate Advisors, they should all be telling us the same thing
 - Athletic Advisors and university advisors should have the same information
 - Give scholarship/financial aid information at the beginning of the year (a timeline for the entire semester)
 - Less meetings and emails
- What impact did your athletics experiences at this institution have on your personal growth?
 - Time Management

How did administration support your sport?

- Got to know Paul Krebs and Janice Ruggiero because they are usually at all sporting events
 - Nice to see that Paul Krebs and Janice are supportive to different teams
 - Never saw an administrator at our competitions
 - Sport Coordinator made a huge change this year, we saw him at quite a few if not all of our meets
 - Sport Coordinator attended our regionals with the team and it was nice to spend time with him and see how supportive and interested he was in the team; different from previous year
 - Janice Ruggiero is great she always talks to us, ask's how we are doing and we see her at our games/meets/competitions etc.
 - Sport Coordinator makes an appearance but does not reach out or talk to any student-athletes
 - Most did not know who were their Athletic Council Team Liaison
 - Most did not know that the administrator's title was Sport Coordinator but if you mention administrator's name they knew who they were
- How are racial or sexual issues handled with student athletes at the University of New Mexico? (Racism? Sexism?)
 - No sexual or racial issues
 - No difference in treatment of men and women
- What type of changes do you feel would be beneficial for intercollegiate athletics in general?
 - Coaches should be honest in the recruiting process felt misled about what major could be taken
 - Explain scholarships and financial aid more thoroughly (give a timeline out at beginning of the semester) Explain that they will have other expenses that come out of scholarships and financial aid.
 - International students need a lot more information before coming out, need to make sure they know about medical insurance, if they meet eligibility requirements before they come to America
 - More information on NCAA while recruiting
- What type of changes do you feel would be beneficial for intercollegiate athletics in general?
 - More honesty from coaches regarding majors that can or cannot be taken if playing a sport
 - Tell student-athletes what all comes out of scholarship money or what has to be paid with scholarship funds
 - Coaches should be better informed when it comes to recruiting international students

Student-Athlete Exit Interview Questions
(Questions can be chosen at random, please use probes)
Thursday, April 23, 2015

Athletic Council Members: Alfred Mathewson, Nick Schlereth, Dan Barkley, Marie Lobo, Amy Neel, Janet Poole, Jackie Hood, Todd Seidler and Rita Chavez

Sports Represented: Swimming, Track, Volleyball, Sand Volleyball, Women's Basketball, Skiing and Football

Men Present: 8

Women Present: 9

- What factors led to your decision to attend the University of New Mexico?
 - Scholarship/financial aid
 - Facilities
 - Coach
 - In State
 - Good Team

- If you had to make the decision to attend college again, would you make the same choice? Why?
 - YES:
 - Local advantages
 - Good Education
 - Weather
 - Good Team
 - NO
 - Coaching changes are hard mid-season
 - Forced to use NM health Insurance
 - Inform Int'l students in greater detail about insurance
 - Inform student-athletes in greater detail what scholarships include or exclude
 - Give time lines for certain deadlines regarding scholarships (more advanced notice)
 - Inform student-athletes how they will received money and hold to that date because of obligations
 - (late checks cause a hardship)
 - Coach

- Would you encourage other student-athletes to attend the University of New Mexico? (Why yes? Why no?)
 - YES
 - Training Facilities excellent
 - Good community support
 - Great team mates-for out-of-state student-athletes they feel team mates are their family
 - Good Academic Programs
 - Good coach
 - NO
 - Better communication with scholarship money, how received and when distributed
 - Advisory issues
 - Changes in head coaches during the season
 - Better communication when being recruited, will they be able to play the sport and get the degree they want, (several had to change majors because of class schedules)
 - Need better academic advisors-some are great and accessible and it seems as some just don't care
Need to be more informed about classes that need to be taken before graduation/need to be more informed period.

- How was your experience athletically? Academically? Socially?
 - Athletics including equipment : Facilities/Operations Travel/Housing/Meals: Athletic Training/Sports Medicine/Strength and Conditioning: Academic including Academic Advising: Social:

- **Academics**
 - Not challenging enough for international students
 - Professors are hard to work with during the sport season
 - Was unable to take classes that are required for major
 - Advisors encouraged student-athletes to take different courses
 - Had to change major because was told something different during recruiting process
 - Coaches in football allowed student-athletes to come late to practice if it interfered with a class. Academics first football 2nd.
 - Good business school; professors were flexible

- **Athletics**
 - The coach emphasis was not on academics was on the sport. Was not allowed to take time for a class offered only at a certain time or studying when needed
 - Student-athletes should be informed what majors would interfere with the sport. Recruiter should say they can't take nursing, science classes, etc. because class time interferes a great deal with the sport.
 - Should have safe vehicles, if a team has to travel to compete they should feel safe while on the road. (When something happens due to vehicle not being safe to drive and someone gets seriously hurt or dies then it will be noticed or dealt with)
 - Facilities are great
 - Student-athletes that are not football players are not allowed to enter the weight room
 - Coach would not provide good meals or would deny food for a longer period after a game
 - (i.e.) Had to eat where coach wanted to stop, KFC, Pizza; no nutritional value
 - Had to have salad for 6 meals in a row
 - Coach would disgrace women student-athletes telling them they need to slim down and if they did they would perform better
 - Olympic sports have to practice outside all the time they are not allowed to use the IPF when there is bad weather

- **Academic Advisors**
 - Advisors were not well-informed about majors
 - One student-athlete had 4 different athletic academic advisors and they all told her different things (a change in advisors should not cause changes in classes etc.-Advisors all should be giving same information)
 - Student-athlete was not able to be seen by an advisor because the advisor was writing a paper for another student-athlete
 - Student-athletes were not given a travel schedule to prepare ahead of time
 - Get too many emails, so student-athlete ignores quite a few of them
 - Student-athlete was told they could apply for a 5th year scholarship two days before the application was due (Need more time!)

- **Athletics including equipment : Facilities/Operations Travel/Housing/Meals: Athletic Training/Sports Medicine/Strength and Conditioning: Academic including Academic Advising: Social: (cont)**
 - Facilities are great
 - Off campus housing good
 - Training room good
 - Strength and conditioning (should be able to have various sports practice in the tent training room)
 - Even if the tent training room is empty athletes are not allowed to enter
 - Trainers don't show up to practice or games, student-athletes have no water or treatment
 - Trainers are important to student-athletes there is a lot of turnover with GA's
 - There are several student-athletes for track and cross country and there is only one trainer for all those student-athletes it causes a lot of congestion and some student-athletes to take care of themselves or take care of each other
 - Feel that the trainers are tired and don't want to deal with a sport or ignore the student-athletes when they ask for help (why?)

What would you like to improve or change about your experiences as a Lobo athlete?

- Coaching changes in the middle of the season
 - Medical Insurance-should be allowed to use their own insurance for Int'l student-athletes
 - Educate Advisors, they should all be telling us the same thing
 - Athletic Advisors should be able to talk with the university advisors
 - Recruiters should give the full truth about majors when they are being recruited; for example the recruiter should tell the student-athlete they should consider another major because it will always conflict with the sport schedule, or give them information that the coach will or will not work the student-athlete when it comes to study or exam time. The student-athlete can make a better choice for him or herself
- What impact did your athletics experiences at this institution have on your personal growth?
 - Taught how to look for solutions on your own
 - Appreciate hard work
 - Learn from adversities
 - How to work under pressure
 - How to balance academics, sport, work and social life
 - To push yourself past your limit
 - Can receive critiques better and understand why they are given
 - How to stay calm when under pressure
- How did administration support your sport?
 - Mr. Krebs came to see our competitions
 - Janice came to see our competitions/whether or not we are one of her sports
 - Administration did not recognize us within the department, on campus or the community for winning a National Championship
 - Olympic sports were impressed how much their sport coordinator attended practices and games Student-athletes felt his support this year
 - Olympic sports understand that football and basketball support all the other sports, but Olympic sports should have safe equipment,(vehicles) equipment purchased for them for practice and competition. Administration should make themselves known at practice or events. Administration should attend sport banquets whenever possible
 - Appreciate notes from Vice-President
- How are racial or sexual issues handled with student athletes at the University of New Mexico? (Racism? Sexism?)
 - There quite a few comments from various coaches, trainers for female student-athletes to watch their weight (Even though the athlete feels good and is healthy)
 - Women have weekly weigh ins
 - Men do not receive many comments about weight issues
 - Weight issues need to be addressed with coaches and trainers. They should leave weight issues to the doctors
 - Different dynamic for men and women when it comes to weight
 - A coach jokes about their own race and sometimes is offensive to players
- What type of changes do you feel would be beneficial for intercollegiate athletics in general?
 - Look at study hall requirements, basically it is a social hour and could study better on own time
 - Student-athletes were given a career night to show what jobs might be available to them after graduation but they were mostly sales jobs, student-athletes would like a more diverse group: Accountants, Lawyers, Doctors, Nurse, Science /Research, teachers etc.
 - A year after the students graduate they should be contacted to see what type of job they are doing does it have anything to do with their degree
- What type of changes do you feel would be beneficial for intercollegiate athletics in general?
 - Nothing different that has already been said

April 21 Exit Interviews

Plans after graduation:

- Professional golf
- Throwing out resume
- Landscaping job in Arizona
- Coach helping to find job (2)
- Job with Admiral Beverage
- Finish nursing degree (2)
- Graduate school in sports admin or marketing
- Clerkship with Florida law firm then law school
- Teaching English in China
- Applying for graduate school
- Software business consulting
- Graduate school for sports administration (2)
- Return to England for master's degree in business, play soccer

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Student-Athlete Exit Interview Summary
April 21 and April 26, 2016 (Four Sessions)

Baseball:
Softball:
Ski:
Football:
Men's Golf:
Men's Basketball:
Swimming/Diving:
Men's Track/Field
Women's Track/Field
Women's Soccer:
Women's Basketball:
Volleyball:



Total: 35

1. Coaches

- Men's Basketball
 - Head coach cares about students,
 - Coaches seem to have more structured strategy for recruiting than other teams
- Women's Basketball
 - Had great relationship with Coach Sanchez who was very focused on academics and with previous assistants, new coach not focused on academics

② Softball

- Coach is unprofessional, condescending, inconsistent
- Issues with culture, race

• Football

- Head coach is charismatic in front of cameras but has no personal relationship with players
- Players do not feel comfortable using his open door policy

• Track/Field

- Some students do not feel head coach knows them

• Women's Soccer

- New coach a lot more open, respects players' input

③ Volleyball

- Head coach is "two different people," intense on the court, nice off the court but this year has been better after Janice spoke to him
- Assistant coaches are wonderful

④ [Redacted] coach not sensitive to body issues – "you're too fat, must finish top 20"

- Other teams – some misinformation or misadvising during recruiting about majors (esp. nursing)
- Other teams – lack of information during recruiting for international students about taxes, health insurance coverage

- Several teams – coaches have an attitude to help students in academics as well as athletics
- 2. Athletics Department staff
 - Women's basketball coaching change was not handled well
 - Janice is only staff member known by student athletes
- 3. Resources and support for athletics
 - Numerous complaints about strength training coaches, weight room for those in temporary facility
 - Scheduling is a problem
 - Strength coaches don't get along
 - If you arrive late, you don't get to train
 - Strength training not sport-specific, many teams use same program
 - Basketball satisfied with strength coach, training opportunities
 - One student claimed injury from strength coach pushing too hard
 - Wish they could use football weight room
 - Carla, new trainer makes weight-based comments like calling someone a "Dorito eater"
 - Issue with bars for heavy lifting
 - Numerous complaints about health insurance not covering costs for sports-related injuries
 - One student received bills for 3 ACL surgeries
 - Health care facilities/debt collectors send bills to old addresses
 - One student had to pay for concussion bills
 - \$1K debt for one student "screwed up credit rating"
 - Brace for lower back issue not covered by insurance for one student
 - Complaints about in-house training/medical provision
 - Some teams (football) take priority over others in training room
 - Wish they still had access to chiropractor
 - Complaints about locker rooms
 - No rooms for Track and Field
 - Baseball just now breaking ground on locker rooms despite promise years ago
 - Complaint about timing of stipends – difficult in January and August when students have to pay forward on rent
 - Good comments about support services
 - Trainers are generally good
 - Trainer for women's basketball is top notch
 - Used all resources – nutrition, doctors, psychologists; all great
 - Nutritionist does a good job
 - Val very helpful with life skills
 - Good comments about facilities
 - Baseball likes their field
 - Good track facilities except locker room
 - Best pool in the conference
 - Golf course is awesome, indoor hitting facility
 - Soccer field is good

4. Support for academics

• Advisors

○ Good advisors

- Keyana Smith
- Brian Ferguson
- Derek Sokolov
- Chris Baca

○ Trouble with advisors

- Complaints that advisors are just there to make sure students are eligible, not to make sure they understand requirements for majors and help them make schedules and plans for majors
- Two students complained about nursing major – are having to extend their programs because of poor advising/coordination with department
- Student steered into exercise science even though she wanted to do PT
- [REDACTED] not knowledgeable, several students said they were forced to take extra classes because of poor advising, but one student said she did a good job and encouraged them to see department advisor.
- [REDACTED] – “hit or miss,” doesn’t always answer emails (several students), doesn’t inform students about pre-requisites *Professional Development*

• Suggestions for advising

- “Teach students to be more proactive, learn how to use software for registration to set up their schedules, etc.”
- Get students to contact department advisors
- Make sure coaches talk to advisors

• Interaction with faculty

- Faculty members worked well with me as student-athlete as long as I introduced myself as an athlete and made good first impression.
- Faculty in core courses were less flexible with absences than upper-division instructors
- English faculty most difficult to deal with over missing classes
- Difficulty with [REDACTED] in Chemistry to reschedule exam, communicated through coach
- Complaint about [REDACTED] in C&J – told players “all you black female athletes look alike” when he confused basketball player with softball player
- Business school always supportive
- Some professors automatically hate football players

5. Preparation for next steps

• Complaints

- UNM doesn’t offer criminal justice degree – had to take criminology which doesn’t prepare me for law enforcement
- No time for internships in undergraduate business major, so can’t compete with students who did internships in job market
- Need more internships
- Life Skills workshops were inconvenient, not always helpful

- Career workshop was a waste of time
 - Career fair great for business but not other majors
 - Career fair not relevant for foreign students
 - Positive comments
 - Liked workshops that paired professionals with students
 - Career Fair helpful
6. Restructure time demands?
- 20 hour limit good in theory but in practice is much more
 - Not attending optional practice may lead to reduced playing time
 - Coaches know that other schools get away with more practice so they feel forced to do it
 - Athletic administration should discuss limits with coaches to make sure they know the NCAA rules
 - Time limit should include meetings, rehab time, etc., not just actual practice
 - Time demand changes depend on sport
7. Equitable access to facilities, advisement, etc.
- Complaints about not being able to walk on football turf
 - Recognition that football, basketball get better facilities
8. Hazing
- No incidents reported
 - Women's soccer doesn't haze anymore!
 - Hazing classes have been effective – no one will ever haze again at UNM
9. Unfair treatment
- Hierarchy in track – women's cross-country gets better treatment than others, some athletes are overworked while others are being "saved" for big competitions
10. Changes for better
- Free parking passes
 - Free shuttle from Lobo Village
 - Better connection with Lobo Village (concert series?)
 - Better food on the road for ski team (they have to pack their own lunches while other teams eat at nice restaurants)
 - Buy textbooks rather than rent them
 - Student-athlete cafeteria like University of Arizona
 - More nutritionists for more specific advice for each team
 - Sell alcohol at games to attract more fans
 - Make sure coaches get grades before tournaments so they know who is eligible
 - Require student athletes to see at least one sport/game outside of their team
 - Create more of a family atmosphere among student athletes (and students on campus)
 - Weekly calendar/letter to coaches to help them encourage players to participate in campus events
 - Need more traditions, more fun, less pressure

11. Overall experience

- Several students said they had a good experience, would recommend UNM to others

Session #1
Student-Athlete Exit Interview
Thursday, April 21, 2016

■ Softball (SB) ■ Ski Team (ST), ■ Football (FB)

SB – Coach is very unprofessional - condescending... Inconsistent in instruction (Makeup - Seriousness) - does not mentor assistant coaches - Assistant coaches allowed to disrespect players - Head coach violates confidentiality - assistant coach does not want player - inconsistent - these are damning comments... One moment will joke with players about things like makeup but the next minute will try to be serious about the game (all 3 players strongly agreed with this criticism – lack of professionalism) Joking / Seriousness - consistently called unprofessional - does not set the standard - Did not create an environment that was understanding of their culture - must pay attention to cultural needs of players concerns dismissed - don't be too black - get us the win... When issues of race came up they were turned back on the player who raised the issue – consistently...

ST – Advisor is absolutely no help - does not reply back to email ■ - not responsive to email - registered for class in Socorro - does not inform students about the prerequisites - every member of the team has a problem with ■ - misinformation about nursing...

Paul Krebs is good has a fan on SAAF

Chris Baca is awesome - Sokolov is very good... ■ Mixed reviews -

FB – Coach Davie is charismatic in front of the cameras - Self aggrandizement - no personal relationship with players - absence of respect for individual players - has open door policy but players do not feel comfortable using it – he seemed fake - Head coach claims credit for progress - felt awkward around head coach - felt more comfortable around assistant coaches

SB – Open students up to more majors - exposing new student athletes to majors - better career planning - Chris Baca's personality testing was effective - Administration should understand that some people come into UNM blind – provide more guidance

FB – Baca continues to receive high praise – Need workshop for pathways in majors... Changing majors as a result of not knowing these pathways... Career path workshop...

SB – image issues - new trainer making weight based comments - “Dorito Eater” “fat” trainer degrades players... ■

SB – Career workshop was a waste of time because there was nothing there - coordinate surveys to see career paths / provide workshops based upon interests identified in survey / Nutrition was Good – Need classes on Financial literacy - Taxes 401Ks / Loans and Interest /

About Resources and Awareness

SAAC is a good model / C&J and Business do a good job - but not in athletics - school based not from athletics...

- Trainers are generally good
 - Complaints about locker rooms
 - No rooms for Track and Field
 - Baseball just now breaking ground on locker rooms despite promise years ago
 - Good comments about facilities
 - Baseball likes their field
 - Good track facilities except locker room
 - Best pool in the conference
 - Golf course is awesome, indoor hitting facility
 - Soccer field is good
 - Nutritionist does a good job
4. Support for academics
- Advisors
 - Good advisors
 - Keyana Smith
 - Brian Ferguson
 - Trouble with advisors
 - Complaints that advisors are just there to make sure students are eligible, not to make sure they understand requirements for majors and help them make schedules and plans for majors
 - Two students complained about nursing major – are having to extend their programs because of poor advising/coordination with department
 - Faith – not knowledgeable, several students said they were forced to take extra classes because of poor advising, but one student said she did a good job and encouraged them to see department advisor.
 - Quinton – “hit or miss,” doesn’t always answer emails
 - Suggestions for advising
 - “Teach students to be more proactive, learn how to use software for registration to set up their schedules, etc.”
 - Get students to contact department advisors
 - Make sure coaches talk to advisors
 - Interaction with faculty
 - Faculty members worked well with me as student-athlete as long as I introduced myself as an athlete and made good first impression.
 - Faculty in core courses were less flexible with absences than upper-division instructors
 - English faculty most difficult to deal with over missing classes
5. Preparation for next steps
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 - Career Fair helpful
 - Life Skills workshops were inconvenient, not always helpful
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 - Time limit should include meetings, rehab time, etc., not just actual practice
 - Time demand changes depend on sport
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- Complaints about not being able to walk on football turf
 - Recognition that football, basketball get better facilities
8. Hazing
9. Unfair treatment
- Women's soccer doesn't haze anymore!
 - Hierarchy in track – women's cross-country gets better treatment than others, some athletes are overworked while others are being "saved" for big competitions
10. Changes for better
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 - Free shuttle from Lobo Village
 - Better food on the road for ski team (they have to pack their own lunches while other teams eat at nice restaurants)
 - Buy textbooks rather than rent them
 - Student-athlete cafeteria like University of Arizona
 - More nutritionists for more specific advice for each team
 - Sell alcohol at games to attract more fans
 - Make sure coaches get grades before tournaments so they know who is eligible
11. Overall experience
- Several students said they had a good experience, would recommend UNM to others

Session #2
Student-Athlete Exit Interview
Thursday, April 21, 2016

Men's Golf:
 Baseball:
 Men's Basketball:
 Swimming/Diving:
 Men's Track/Field
 Women's Track/Field: 2
 Women's Soccer:



1. Coaches
 - Basketball – head coach cares about students
 - Basketball – coaches seem to have more structured strategy for recruiting than other teams
 - Other teams – some misinformation or misadvising during recruiting about majors (esp. nursing)
 - Other teams – lack of information during recruiting for international students about taxes, health insurance coverage
 - Several teams – coaches have an attitude to help students in academics as well as athletics
2. Athletics Department staff
3. Resources and support for athletics
 - Numerous complaints about strength training coaches, weight room for those in temporary facility
 - Scheduling is a problem
 - Strength coaches don't get along
 - If you arrive late, you don't get to train
 - Strength training not sport-specific, many teams use same program
 - Basketball satisfied with strength coach, training opportunities
 - One student claimed injury from strength coach pushing too hard
 - Wish they could use football weight room
 - Numerous complaints about health insurance not covering costs for sports-related injuries
 - One student received bills for 3 ACL surgeries
 - Health care facilities/debt collectors send bills to old addresses
 - One student had to pay for concussion bills
 - \$1K debt for one student "screwed up credit rating"
 - Brace for lower back issue not covered by insurance for one student
 - Complaints about in-house training/medical provision
 - Some teams (football) take priority over others in training room
 - Wish they still had access to chiropractor

Session #3
Student-Athlete Exit Interview
Wednesday, April 26, 2016
Student Athlete exit interviews

Participants – Mens Track (), Womens Track (), Womens Basketball ()

Coaches

MT – No conversation with head track coach; Coach left in middle of time. “Would have been nice to have a relationship with other coaches.”

WT – Head coach should probably know us.

WT – Pleasant coaching relationship with Franklin, but not about coaching.

WB – Started out with a great relationship with Coach Sanchez; very focused on academics; New coach not focused on academics; Previous assistants were wonderful

Athletic Dept Staff

MT – Fine, helpful

WT – Didn't know staff; didn't take Univ 101

WB – Coaching change not handled well; New head coaching choice – word came out through Twitter; Why fire womens coach and not mens? Would have liked to know first about the decision. Janice is really the only one the student athletes knew.

WT – did not know who the Athletic Council rep was.

Athletic Support

MT – Got moved to a tent for strength. Difficult time getting in lifting time. Kicked out if not in the right team time.

WT – Why did football get all the best stuff? Trainers are great, but not enough given the number of track athletes. Wait times were often significant to see trainer.

WB – Best stuff for weight training, over at the Pit. Trainer for women's b-ball is top notch. Deserves a raise!

WB – Used all resources – nutrition, doctors, psychologists, etc. All the services we have is all great.

Academic Support

WT – Flexibility for tests and projects. Didn't really know [redacted] and what he did.

WT – Academics always put first. Brian Ferguson is great. No complaints. Only issue with academics is on the side of faculty. Difficult to reschedule a test. Organic Chemistry II was difficult reschedule. [redacted] Communicated through coach, not through the student (or advisor).

WB – Business school has always been really supportive.

WT – Advisors have been fine; Coaches assume everything is fine.

Career Support

MT – there's plenty of stuff out there.

WB – What's established is really good. Career fairs are good. Don't want more vents. Being part of the Anderson School has been very position. Univ 101 was helpful.

Time Demands

MT – Had a lot of time to do what needed to be done.

WT – Usually under time limits in terms of NCAA rules.

WB – Time demands were OK. Few times where we went over. New coach is not as time sensitive.

MT – Know of some SAs who have a problem going for a nursing degree.

WB – Being an athlete definitely limits the number of majors that can be chosen.

Equitability Issues

MT – Everyone is pretty upset about the weight room issue. Issue with the bars available for heavy lifting.

Hazing

MT – No

WT – No

WB – No

Unfair Treatment

MT – No

WT – No

WB – No

Changes that would make the UNM experience better

MT – NA

WB – Coaches fall into seeing athletics as business. Since most athletic departments lose money, this should be more fun. Too much pressure. Put everyone on the same page – work, be athletes, - but still an enjoyable experience across the board. Need more traditions. Athletes are separated from main campus. There needs to be more combining of athletes and broader student body.

WT – NA

Anything else?

MT – Weight room. Tough year for the track team.

WB – Need to have different events. Make a better connection with Lobo Village. Concert series? That might work. More athletes on different on campus committees.

advisors dealing with too many students

- Did you receive the resources and effective support necessary to be successful as a student athlete? In particular, did you receive adequate support in terms of:
 - Facilities
 - Training staff
 - Strength and conditioning staff
 - Nutrition
 - Psychological support

so much traveling and practice, don't get to use them. Have access to it, just not enough time.

unfair to be in the tent; football and basketball get precedent over others in orthopedics; can't even walk into football facility. Tent is overcrowded. Time slots are difficult with classes

was crazy even when we used football space; summer lifting is really hard when the tent gets hard. And hard when super cold, too. When is the new space coming? Val was very helpful – she does life skills. Found that really beneficial. Becky does her best with nutrition.

more beneficial when you go to see her (Becky) – not in a group.

feel like there was some false recruitment?

might be a good idea to have a faculty member there [at recruitment]? Some false information about there...

Team has a template given to athletes to say/what not to say to tell recruits. There are lies that hurt my soul.

- Did you receive effective and adequate support to be successful in your academic pursuits? In particular, did you receive adequate report from:
 - Faculty
 - Advisement

not much interest in advising for graduate school; went directly to department

core classes professors/profs don't work with you, upper division are better

missing class because of travel important. It's the faculty

– within first week discouraged to take the class

if you miss 3 classes, you are dropped. No proctoring exam option, when there is another school. Faculty member won't allow it.

work on professors not holding grudges due to past experiences; and need current students to work hard to impress them to rebuild relationship. Had teachers who automatically hate football players.

- Did UNM prepare you for the next steps in your life?
 - Did you receive effective and adequate career guidance?
 - Which life skills classes were helpful? Which were not as helpful?
 - What other life skills topics should have been included in the curriculum?
 - Are you aware of the resources that you could connect with as you move on to the next phase of your life, including those at UNM and the Athletic Department?

liked workshops that paired up professionals with students

career fair is great for business, but not for other majors

foreign students are forced to sit through 3 hours even though it may not be relevant; make it more tailored to student career interests and majors

might be nice to have more financial literacy (loans; credit cards, investing, etc.)

- If you could restructure the time demands placed upon you as a student-athlete, what would you change?

the 20 hours limit should start when you get there; not an adequate amount of time to take care of body

25-30 on sports; whether you are required or not

feels spring is way harder; practicing a lot – sand plus indoor plus travel on weekends

only touch a ball for 2 hours, filling the rest with fitness

- Do you feel that your sport had equitable access to the training room, facilities, strength and conditioning coaches, advisement, etc.?

See above.

- Do you know of any hazing of or initiation of athletes while at UNM?

Did not get to

- Please describe any unfair treatment you or others might have received based on gender, race, ethnicity, religious beliefs, or sexual orientation.

they couldn't use practice field when men were on it; male sports vs. female sports.

biggest difference between sports

█ if there are men in the gym, even when it is women's time slot, the women have to leave

█ Women have to know their place

█ men's team get to use the racks; the women get pushed to the other ones

█ women have to be quiet when men come in

Never have personally experienced it...

- If you could make changes at UNM to make the student-athlete experience better, what would they be?

█ Wish we could keep textbooks when we were finished; only can rent. [WHAT????]

█ I-clicker, too

█ wish academic advisors were more knowledgeable (see above)

- Are there other things you would like to add about your overall experience at UNM?

See above

- Are there any questions we did not ask that we should have asked?

█ Access to trainers?

█ previous years didn't even have trainers – but getting better

█ trainers often downplayed injuries, even when players said there something was

█ Rule: if you're running a fever, you don't play – but anything else have to play

█ practiced while 10 had strep throat – at the same time

█ bad lung virus, still had to practice

█ girls got mono – no contact, made them run

█ billing after surgeries needs to be addressed –

█ CA insurance doesn't matter here.

█ Coach is great about allowing us to miss a practice for a big test