

Why did you decide to come to UMass?

- School I hated the least
- Big school, so many opportunities
- Liked campus visit
- The campus
- Full scholarship
- Had good vibes with the coaches
- Fell in love with the campus
- Isenberg
- Coach
- Wanted to stay in New England
- Good Kinesiology program
- Wanted to go to a big school in
- Sports Management
- Academics
- Far from home

What skill sets are you leaving UMass with?

- Advocate for myself
- Prioritize
- Time management (7)
- Dealing with hard days
- Leadership (3)
- Communication skills (4)
- Critical thinking skills
- Problem solving
- Perseverance
- Well-rounded
- Dealing with failure
- Confidence (2)
- Build relationships
- Better understanding of the sports industry

What are your plans after graduation?

- No plans yet.
- Moving home
- Interviews/applications
- Accounting job in _____
- Marketing for Dell
- Grad school for speech language pathology
- Want to go into Human Resources
- Still figuring it out; would like to live in _____
- Going to try and play professionally

- Something in sports agency
- Grad school for Physical Therapy
- No idea

Did you achieve your academic goals?

- Yes (10)
- Not necessarily; learned more from strength coaches

Were you able to balance academic requirements with athletic requirements?

- Yes (3)
- Yes but at the cost of sleep, sanity, attitude

Academics more challenging in-season or out?

- In season (10)
 - Bus travel
 - Conference meet the weekend before Finals.
 - So much school missed.
 - Meets take all weekend
- Out of season

Coaches consistent with you and your teammates?

- Up and down.
- Training can be confusing.
- Favorites played
- Yes, with reservations.
- No (2)
- One size fits all mentality
- There was a coaching change
- Had 3 coaches in 4 years
- Yes (2)
- For sure
- Yes, with Coach
- Transition to a new coach was tough

Most challenging part of being a student athlete?

- Something every day
- Balance
- Time management (4)
- Unequal treatment
- Not achieving goals you set
- So much more responsibilities
- Meeting academic deadlines

- Some professors do not appreciate the time commitment
- get second-class treatment

What changes needed to improve student-athlete relationship?

- Training
- Disconnect between Coach and student athletes
- 4 hour practice, lifts and academics
- Coach: really good checking on student athletes
- Coach: be more positive
- Very unequal, clear favoritism
- Better communication between coach and athletes (3)
- More emphasis on mental health
- Player/coach relationship
- Trust both sides
- Coaches are like family
- Really like the new coaches

Would you recommend our program to a prospective recruit?

- Depends
- Loves the team and UMass
- Didn't do what she wanted as a
- Not enough trainers
- Depends on the event.
- Questions about Coach
- No (2)
- Definitely
- Yes (2)
- Be ready for the cold
- Absolutely
- Definitely now
- Yes, with reservations

Would you make the same choice to attend UMass again?

- Probably (2)
- Definitely. Good experience with Coach
- Yes (5)
- No
- Knowing if she would have had 3 coaches in 4 years....
- Would do things differently

What advice would you have for a freshman coming into the program?

- Really enjoy it
- Make friends with the team

- Use all the resources
- Uses the tutors
- Don't distance yourself
- Work hard in classes
- Have fun with _____
- Enjoy teammates
- Don't take it too seriously
- Set priorities
- Get resources outside of the coaching staff or coaches out of your area
- Understand what it is up front,
- Know how much gear you will have to get
- Put in all the extra work you can
- Be honest with the coaches
- Plan your classes early
- Make time for consistent sleep
- Dorms suck
- Savor every moment
- Do extra work away from sport
- Tools are here to succeed but no one will hold your hand
- It'll be hard but worth it.

If you were Director of Athletics and could make one improvement, what would it be?

- More equal funding (2)
- Need for a representative for international athletes
- He's doing a good job
- Make coaching changes beyond the high profile sports
- Tear down and replace Boyden
- The schedule has too many commitments; do we need to be there every day?
- Upgrade facilities
- Need more _____. Practice ones break at the seams.
- Turf field _____
- Look at all the teams with losing records and clean house.
- Bring more branding.
- New pool
- Dry facilities

Were you aware of the services offered by the Offices of Student Athlete Development?

- Yes (8)

What kind of programs offered by the Department of Athletics do you think are the most beneficial?

- Tutor (3)
- Study area
- Academic advising
- Career Advisement
- Individual tutor

Anything else to discuss?

- _____ feels like the bottom of the totem pole
 - Less coverage in the media
- Training in the Cage is horrible
- Have at least one athletic trainer who is team specific. 1 for men, 1 for women
- Travel is hard on student athletes, particularly American Airlines.

Questions for 2018-9-2018 Seniors

Ice-breakers

1. Why did you decide to come to UMass
 - Sister is a student (family ties)
 - Familiar with Coach _____
 - Better fit – Commonwealth Honors College provides a good balance of studies and softball
2. What skill sets are you leaving UMass with?
 - Time management
 - Leadership
 - Stress management
3. What are your plans after graduation?
 - Undecided
 - Need work experience

Academics

1. Did you achieve your academic goals? Yes/No
 - Yes
2. Were you able to balance academic requirements with athletic requirements? Why were you successful/unsuccessful?
 - i. If not, when was it most difficult (In –season, Out-of-season)?
 - Yes
3. Were your academics more challenging in-season or out-of-season?
 - Out-season is more challenging. I take more courses in the fall which makes it harder, but then I can concentrate on sports in-season.

Athletic Experience

1. Do you feel that your head and assistant coaches were consistent with how they handled you and your teammates?
 - _____ coaches are afraid of transfer students
 - Treating everyone fairly; much better than freshmen and sophomore years due to coach shifts and culture changes
2. What was the most challenging part of being a student-athlete at UMass?
 - Sophomore year experience; I felt manipulated and disrespected.
3. What changes, if any, are needed to improve the coach and student athlete relationship?
 - Coaches need to maintain formal relationships; sometimes they are too comfortable which is a fine line.
 - Head coach needs to be a stronger leader
 - Coaches need to consider and respect players' time outside of _____ - i.e. meetings last minute scheduled.
4. Would you recommend our program to a prospective recruit?
 - Yes. A few years ago, no.
5. Would you make the same choice to attend UMass again?
 - Yes
6. What advice would you have for a freshman coming into the program?
 - "Failure" is OK – both for _____ and school
 - It's challenging being a student athlete; balancing act.

7. If you were the Director of Athletics and could make one improvement to our athletics department, what would you recommend?
 - More field maintenance for non-football sports.
 - Field improvements,

Support Services-Sample Questions (ask one)

1. How aware were you of the services offered by the Offices of Student Athlete Development and Academic Services?
 - Yes
 - _____ is fantastic. ____ helped me with coping skills which changed my experience.
 - Had a tutor when I was a freshman.
2. What kinds of programs offered by the Department of Athletics do you think are the most beneficial?

Is there anything additional you would like to discuss?

- No

Senior – _____

Questions for 2018-2019 Seniors

Icebreakers

1. Why did you decide to come to UMass? For the _____ program.
2. What skill sets are you leaving UMass with?
3. What are your plans after graduation? Degree in Resource Econ and Communications. Has interviews.

Academics

1. Did you achieve your academic goals? Yes/No YES
2. Were you able to balance academic requirements with athletic requirements? Why were you successful/unsuccessful?
Yes – well-prepared based on high school schedule.
3. Were your academics more challenging in-season or out-of-season? _____ with priority registration both seasons could get classes needed.

Athletic Experience

1. Do you feel that your head and assistant coaches were consistent with how they handled you and your teammates?
Currently chaotic. _____ is finding her style. Freshman having a hard time. Seniors saw it coming.
2. What was the most challenging part of being a student-athlete at UMass?
Time management
3. What changes, if any, are needed to improve the coach and student athlete relationship?
4. Would you recommend our program to a prospective recruit?
5. Would you make the same choice to attend UMass again?
Yes.
6. What advice would you have for a freshman coming into the program?

7. If you were the Director of Athletics and could make one improvement to our athletics department, what would you recommend?

New ____ facility is great.

Improve lift room.

Locker rooms need to be improved (weird/creepy hole in closet, can it be fixed?)

Support Services-Sample Questions (ask one)

1. How aware were you of the services offered by the Offices of Student Athlete Development and Academic Services?

Used tutors – was good.

Athletic training open hours are helpful.

Is there anything additional you would like to discuss?

Senior – _____

Questions for 2018-2019 Seniors

Icebreakers

1. Why did you decide to come to UMass?
Insight into the program. And a scholarship.
2. What skill sets are you leaving UMass with?
3. What are your plans after graduation? **Internship - in tech in Lithuania. Following on her education in ChemE**

Academics

1. Did you achieve your academic goals? Yes/No **YES**
2. Were you able to balance academic requirements with athletic requirements? Why were you successful/unsuccessful?
Yes – priority enrollment helps.
3. Were your academics more challenging in-season or out-of-season? **Vans mostly work to get to classes on time but not perfect.**

Athletic Experience

1. Do you feel that your head and assistant coaches were consistent with how they handled you and your teammates?
_____ training program has been good – best times
Challenges this year – coaches weren't really ready.
_____ is good
Blamed for a student-athlete not being there on time – now you'll all lose _____
2. What was the most challenging part of being a student-athlete at UMass?
Time management
3. What changes, if any, are needed to improve the coach and student athlete relationship?
We have the fastest raw power team we've ever had. But there are no _____. _____ was welcoming and optimistic at first. _____ and _____ are promising with mentoring.
4. Would you recommend our program to a prospective recruit?

5. Would you make the same choice to attend UMass again?
6. What advice would you have for a freshman coming into the program?
7. If you were the Director of Athletics and could make one improvement to our athletics department, what would you recommend?

Coach staff shows a lack of investment in the program.

Support Services-Sample Questions (ask one)

1. How aware were you of the services offered by the Offices of Student Athlete Development and Academic Services?

Changes to Athletic training have improved things (open hours fit better). ____ is the AT. ____ see how he treats ____ and they don't get that same treatment. Becoming more complacent. Rushed, not concerned.

Academic services – they've been thrown around. It's not helpful: Had an academic hold and asked ____ for help and he responded 'read the email' (even though scenario was not that straightforward)

Is there anything additional you would like to discuss?

Senior – _____

Questions for 2018-2019 Seniors

Icebreakers

1. Why did you decide to come to UMass?
Came for _____ but knew it was a good kinesiology program
2. What skill sets are you leaving UMass with?
3. What are your plans after graduation? Get an MA in kinesiology; maybe PT school

Academics

1. Did you achieve your academic goals? Yes/No yes and no – ups and downs.
2. Were you able to balance academic requirements with athletic requirements? Why were you successful/unsuccessful?
3. Were your academics more challenging in-season or out-of-season? Got the classes but couldn't get to early classes on time. Worse when at _____.

Athletic Experience

1. Do you feel that your head and assistant coaches were consistent with how they handled you and your teammates?
Not really under _____
Coached by _____. Suspended now for 'hazing' (for having younger student-athletes carry something).
____ and _____ are young. _____ is managing everything and not giving them authority.
_____ said she doesn't believe the team can win (doesn't believe in them)
2. What was the most challenging part of being a student-athlete at UMass?
Time management
3. What changes, if any, are needed to improve the coach and student athlete relationship?
We have the fastest raw power team we've ever had. _____ was welcoming and optimistic at first. _____ and _____ are promising with mentoring.
4. Would you recommend our program to a prospective recruit?

5. Would you make the same choice to attend UMass again?
6. What advice would you have for a freshman coming into the program?
Depends on leadership.
7. If you were the Director of Athletics and could make one improvement to our athletics department, what would you recommend?

Support Services-Sample Questions (ask one)

1. How aware were you of the services offered by the Offices of Student Athlete Development and Academic Services?

Academic Services is weak – _____ signed me up for to retake a class I had a C in but it hadn't been long enough to retake it (he doesn't know the rules)

Athletic training – doesn't understand rowing. Needs of walk-ons are different and complicate it.

Is there anything additional you would like to discuss?

_____ is doing fantastic.

Senior – _____

Questions for 2018-2019 Seniors

Icebreakers

1. Why did you decide to come to UMass?
Good recruiting visit; got scholarship
2. What skill sets are you leaving UMass with?
3. What are your plans after graduation? Physical therapy school (DPT program?)

Academics

1. Did you achieve your academic goals? Yes/No Yes, dual major with Kinesiology and Psychology.
2. Were you able to balance academic requirements with athletic requirements? Why were you successful/unsuccessful? Mostly. Double majored with Psych in order to get into those classes.
3. Were your academics more challenging in-season or out-of-season? Both

Athletic Experience

1. Do you feel that your head and assistant coaches were consistent with how they handled you and your teammates?
Closest to ___ who was mostly fair. Also recruited by ____
This season was stressful – stress on coaches was evident.
2. What was the most challenging part of being a student-athlete at UMass?
Time management is the hardest part. But it has shaped me. Made me an adult.
3. What changes, if any, are needed to improve the coach and student athlete relationship?
Your relationship depends on your relationship with your high school coach. I was prepared as it was similar for me. Coaches do need a more open door policy.
4. Would you recommend our program to a prospective recruit?
Yes
5. Would you make the same choice to attend UMass again?

Yes.

6. What advice would you have for a freshman coming into the program?

(regarding future:) Junior class will be good leaders; it's been hard and confusing for the current class, but it will depend on _____.

7. If you were the Director of Athletics and could make one improvement to our athletics department, what would you recommend?

Recognize the sports programs equally.

Support Services-Sample Questions (ask one)

1. How aware were you of the services offered by the Offices of Student Athlete Development and Academic Services?

Is there anything additional you would like to discuss?

Resources:

We get what we need mostly.

Academic support wasn't great, didn't use it much

Athletic training: strong support. ATs are willing to learn. Generally need more ATs – they're overworked. Open hours are working well.

Senior - _____

Questions for 2018-2019 Seniors

Icebreakers

1. Why did you decide to come to UMass?
For _____. Liked the team. And it was a good school.
2. What skill sets are you leaving UMass with?
3. What are your plans after graduation?
Will keep playing. Possibly coaching in the long-term

Academics

1. Did you achieve your academic goals? Yes/No Yes, definitely
2. Were you able to balance academic requirements with athletic requirements? Why were you successful/unsuccessful? Most of the time. Priority registration helped a lot.
3. Were your academics more challenging in-season or out-of-season? Equal.

Athletic Experience

1. Do you feel that your head and assistant coaches were consistent with how they handled you and your teammates?
At the time this season, felt that some coach was giving some exemptions and others not, but now looking back, it was fair, and those were hard decisions.
2. What was the most challenging part of being a student-athlete at UMass?
Getting it all done.
3. What changes, if any, are needed to improve the coach and student athlete relationship?
Coach could communicate better. Consistency with the culture shift.
4. Would you recommend our program to a prospective recruit?
Totally. We went through something this spring but we're in a good place now. The team is tight, we're a family.
5. Would you make the same choice to attend UMass again?
Yes. I wouldn't change a thing.

6. What advice would you have for a freshman coming into the program?

Stick together. We want to win.

7. If you were the Director of Athletics and could make one improvement to our athletics department, what would you recommend?

We've been really well supported.

Support Services-Sample Questions (ask one)

1. How aware were you of the services offered by the Offices of Student Athlete Development and Academic Services?

Is there anything additional you would like to discuss?

Questions for 2018-9-2018 Seniors

Ice-breakers

1. Why did you decide to come to UMass?
 - ISOM; not initially for athletics
 - Late into recruiting
 - Academics offered and financially a good decision
2. What skill sets are you leaving UMass with?
 - Time management; academic/ athlete balance
 - Leadership; team captain for 2 years which improved communication skills and confidence
 - Strong Leader
3. What are your plans after graduation?
 - MSA Graduate Program; online this summer
 - Full-time employment with _____ in the fall

Academics

1. Did you achieve your academic goals? Yes/No
 - Yes, did better than I expected.
 - Graduated a semester early
 - Got job I wanted
2. Were you able to balance academic requirements with athletic requirements? Why were you successful/ unsuccessful?
 - i. If not, when was it most difficult (In –season, Out-of-season)?
 - Yes- prioritize; athletics is time- consuming
 - Balance pretty well
3. Were your academics more challenging in-season or out-of-season?

Athletic Experience

1. Do you feel that your head and assistant coaches were consistent with how they handled you and your teammates?
 - Coaching turnover makes it difficult to answer.
 - Coach _____ - overall positive; learning through transitions
 - _____ is learning now.
2. What was the most challenging part of being a student-athlete at UMass?
 - Balancing everything you need to do. When things happen personally there is less flexibility.
3. What changes, if any, are needed to improve the coach and student athlete relationship?
 - Communication improved during my time.
 - Understanding – personal relationship with coaches; need to be open and honest.
4. Would you recommend our program to a prospective recruit?
 - Yes; not the same answer two or three years ago. Things have settled and moving in a positive direction for the team and UMass in general with the athletics office.
5. Would you make the same choice to attend UMass again?
 - Yes; proud to be a UMass grad and athlete.
 - I didn't do much exploring outside of sports so friendships aren't as strong.
6. What advice would you have for a freshman coming into the program?
 - Don't prioritize athletics right away; take academics very seriously
 - Most college athletes won't go pro.
 - Athletes don't explore beyond sport. UMass has so much to offer; explore.

7. If you were the Director of Athletics and could make one improvement to our athletics department, what would you recommend?
- Facilities improvements for _____
 - Cage - rodent problem among other issues.
 - Boyden – not good from a health stand point and for recruiting
 - Need a new “multi-purpose” building for all sports
 - Communication; branch all 21 sports as one team (UMass athletics). Bring everyone together to foster relationships among teams; across the board

Support Services-Sample Questions (ask one)

1. How aware were you of the services offered by the Offices of Student Athlete Development and Academic Services?
 - Pretty good awareness
 - Winning season course was new
 - Never really needed services so probably forgot about them.
 - Study Hall great facility, academic scheduling.

2. What kinds of programs offered by the Department of Athletics do you think are the most beneficial?

Is there anything additional you would like to discuss?

- Overall great experience
- Rodent problem in the cage with squirrels and rodents REALLY needs to be addressed.

Questions for 2018-9-2018 Seniors

Ice-breakers

- a) Why did you decide to come to UMass?
 - Relationships
 - Outgoing people
 - Environment
- b) What skill sets are you leaving UMass with?
 - Communication - wasn't good at before coming here
 - Time management
 - Build more relationships - best thing
- c) What are your plans after graduation?
 - Internships - media athletics/communications
 - Play _____ overseas

Academics

1. Did you achieve your academic goals? Yes/No
 - Yes; I had a lot of help. It is hard to fail because of tutors, academic tools, and right people supporting you.
2. Were you able to balance academic requirements with athletic requirements? Why were you successful/unsuccessful?
 - i. If not, when was it most difficult (In –season, Out-of-season)?
 - Wanted sports journalism- couldn't because of time, stayed in journalism
3. Were your academics more challenging in-season or out-of-season?
 - In season is more challenging; I am still playing catch up.

Athletic Experience

1. Do you feel that your head and assistant coaches were consistent with how they handled you and your teammates?
 - Assistant Coach does a good job with checking in. Best communication both on/off court.
 - Head coach didn't play that role.
2. What was the most challenging part of being a student-athlete at UMass?
 - Language - being an International student.
 - Time is so limited in-season.
 - Communicating with the right people when you need them.
3. What changes, if any, are needed to improve the coach and student athlete relationship?
 - Off the court - experience should be more than 100% _____. I want coaches to treat me as a person. They need to genuinely care about you and your family.
 - International students pay for taxes on cost of attendance; not clearly communicated.
4. Would you recommend our program to a prospective recruit?
 - Yes; definitely
 - Program is pretty organized both academically and athletically
5. Would you make the same choice to attend UMass again?
 - Yes

6. What advice would you have for a freshman coming into the program?
 - Will be crazy but worth it.
 - Communicate as much as you can with coaches, professors, and advisors.

7. If you were the Director of Athletics and could make one improvement to our athletics department, what would you recommend?
 - Increase cost of attendance money, especially for international and low-income families.
 - Create more practice facilities for other teams

Support Services-Sample Questions (ask one)

1. How aware were you of the services offered by the Offices of Student Athlete Development and Academic Services?
 - Academic services- tutoring, study hall rooms.1
 - Get a lot from athletic department.
 - _____ is extremely helpful.

2. What kinds of programs offered by the Department of Athletics do you think are the most beneficial?

Is there anything additional you would like to discuss?

- No

Questions for 2018-9-2018 Seniors

Ice-breakers

1. Why did you decide to come to UMass?
 - From ____ and wanted to attend a college known for animal science
 - Liked that it is a big school
 - During my tour I met the friendliest staff.
 - Of all colleges I looked at UMass had the best environment – academic and athletic
2. What skill sets are you leaving UMass with?
 - Personal responsibility- taking care of myself instead of relying on others
 - More confident; more open talking about myself and my abilities
3. What are your plans after graduation?

Academics

1. Did you achieve your academic goals? Yes/No
 - Yes. My goals changed during my time here (including my major), but I never let myself down.
2. Were you able to balance academic requirements with athletic requirements? Why were you successful/ unsuccessful?
 - i. If not, when was it most difficult (In –season, Out-of-season)?
 - First couple years – no. I was a little “cocky” thinking that like high school, athletics was just something fun to do. College athletics is very different.
 - I learned how to be more organized for a week or month instead of living daily.
3. Were your academics more challenging in-season or out-of-season?
 - Easy to study during fall. Lose Saturdays in the spring because at meets.

Athletic Experience

1. Do you feel that your head and assistant coaches were consistent with how they handled you and your teammates?
 - Not always.
 - Head coach- picks favorites; opinion of me is different.
 - Past athletes – “pretty crappy experience” with head coach
 - The athlete/coach relationship has been owned by both
 - Head coach - mistakes more forgiven or repercussions harder on some team members than others. Not consistent enforcement of code of conduct.
 - Unequal distribution of attention and care
 - I expect more of a head coach.
2. What was the most challenging part of being a student-athlete at UMass?
 - In the beginning, I didn’t know what that meant.
 - Hard to grasp that you are not a “normal” student.
 - Not necessary want to represent an organization (team) at all times.
3. What changes, if any, are needed to improve the coach and student athlete relationship?
 - More opportunity for everyone to build personal relationships –one-on-one meetings with the head coach.
 - Would like “non-____ talk” with the coach, even just checking in. There is no designated time for one-on-one.
4. Would you recommend our program to a prospective recruit?
 - Yes. There downfalls like we talked about above but benefits.

5. Would you make the same choice to attend UMass again?
 - Yes.

6. What advice would you have for a freshman coming into the program?
 - Ask them what they are expecting; test accuracy of impression what they want out of the program.

7. If you were the Director of Athletics and could make one improvement to our athletics department, what would you recommend?
 - Fair treatment across sports
 - Not a revenue generating sport but we want to hear more about our team and others
 - We are hosting conference ____ championships - but little has been publicized about it.
 - Wished we were talked about. It is “messed up” that we are only celebrated when an alumnus makes a donation. These are the only events ____ attends. I appreciate all ____ does but we should see him on other occasions. The _____ included “Go UMass Hockey” in his remarks but never other sports.

Support Services-Sample Questions (ask one)

1. How aware were you of the services offered by the Offices of Student Athlete Development and Academic Services?
 - Super aware- athletics great about it
 - ____ academics advisor- always talking to us
 - Final Exam Review- Group final review and individual

2. What kinds of programs offered by the Department of Athletics do you think are the most beneficial?

Is there anything additional you would like to discuss?

The team has basic needs:

- bleachers _____ so people can come watch us
- practice facility is unsanitary; had pink eye multiple times
- squirrels running around locker rooms and dead animals
- We share space with a lot of people who rent it out (basketball tournaments) but they are never cleaned afterwards. The team usually ends up cleaning.

Questions for 2018-9-2018 Seniors

Ice-breakers

1. Why did you decide to come to UMass?
 - Coach _____
 - Stayed with teammates during visit – welcoming and friendly
 - Exciting campus with a lot going on
2. What skill sets are you leaving UMass with?
 - Self-advocate – You need to advocate for yourself to make something happen
 - Being an athlete and a student, you need to forge your own path
 - Learn how to accomplish a lot; pull from different areas for support
3. What are your plans after graduation?
 - Teach Spanish

Academics

1. Did you achieve your academic goals?
 - Yes – broadened my goals and found a larger passion within education
2. Were you able to balance academic requirements with athletic requirements? Why were you successful/ unsuccessful?
 - i. If not, when was it most difficult (In –season, Out-of-season)?
 - Yes - I like being busy and athletics give structure with practice time, games, etc. You learn how to maximize time and energy.
3. Were your academics more challenging in-season or out-of-season?
 - Practice is normal; however, traveling is challenging because you never catch up on the weekends.

Athletic Experience

1. Do you feel that your head and assistant coaches were consistent with how they handled you and your teammates?
 - Consistency is a problem. As players, we are unsure of the goals of the coaches and teams, day-to-day, week-to-week. There is no overall consistent plan for expectations for the intensity of training, mindset, etc.
2. What was the most challenging part of being a student-athlete at UMass?
 - The culture of athletics with regards to expectations of being a teammate. There are clicks within athletics. Going to dinner with teammates, spending all free time, etc. – that’s what you are told makes you a good teammate. I like having a variety of friends and relationships outside of the team.
3. What changes, if any, are needed to improve the coach and student athlete relationship?
 - More frequent check-ins with athletes and better communication. Coaches need to listen more. Communication is one-way. The coaches care about us but doesn’t know who I am. Coaches need to ask for feedback – proactive approach vs. defensive approach. As a team we need to learn together. I want to be the best team possible.
4. Would you recommend our program to a prospective recruit?
 - Yes – but I struggle more recently. I can’t honestly say that the team enables you to grow as a leader. There is no development of individual and personal growth.
5. Would you make the same choice to attend UMass again?

- Yes – my overall UMass experience has been positive.
6. What advice would you have for a freshman coming into the program?
- Encourage them to get involved in campus outside the program. Athletics links you to your identity, but when you are not in a positive space, you need to have other positive things and outlets.
 - Not to be dependent on coaches' validation to feel valued as an athlete (consistency). Be confident and self-reflecting. Be able to affirm yourself. Not linking value to performance, time, and places. We are high achieving.
7. If you were the Director of Athletics and could make one improvement to our athletics department, what would you recommend?
- More interactions with people within athletics and outside – academics, ____, trainers
 - Make connections by having group meetings of all sports.
 - Foster leadership development; can be applied more broadly outside athletics. Athletes want to form relationships outside of the team but won't. Need to develop something together across all teams. Want active engagement with all teams.
 - Coaches need to have trainings in mental health of athletes and communication with athletes to be better leaders.

Support Services-Sample Questions (ask one)

1. How aware were you of the services offered by the Offices of Student Athlete Development and Academic Services?
- Very aware; I learned through the first year seminar. _____ is amazing. I definitely utilized him from freshmen year to now.
 - Need to have more _____ and sports psychology staff as mental health is a serious issue with teams. Bring the coach into the conversations so they can have buy-in to the philosophy. I discuss problems with _____ but it is disconnected from the team.
2. What kinds of programs offered by the Department of Athletics do you think are the most beneficial?

Is there anything additional you would like to discuss?

- As an athlete, I don't know the Athletic Department's values. _____ and coaches need to talk with the groups of athletes and share what the values look like day to day for athletes and coaches. How are we presenting/ living the values? Put to action, not just on a poster. Peer to peer. Continuous discussions are critical.
- I like having this opportunity for a personal interviews and would rather do these than written surveys. I would also do them annually for all athletes.