Universal Changerooms:
Improving Patron Experience with Universal Changerooms at the UBC Aquatic Centre
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PURPOSE
The purpose of this study is to review and examine the implementation of a universal changeroom. The facility in focus was the University of British Columbia (UBC) Aquatic Centre. By using data collected from users, we intend to identify 3 main areas of improvement and then develop strategies to provide suggestions to improve user experience and furthermore promote the use of the pool for physical activity.

WHAT IS A UNIVERSAL CHANGEROOM?
Universal change rooms provide an alternative changing space for many individuals who may want added privacy or do not identify with the binary gender change rooms.

METHODS
Sample:
Data was collected from a sample population of 45 UBC Aquatic Centre users.

Recruitment:
Participants were recruited using a purposive sampling method. The exclusion criteria was that they must be of legal age and a user of the UBC Aquatic Centre.

Data Collection & Analysis:
Once informed consent was given by each participant, data was collected through a survey that would provide both quantitative and qualitative data. Quantitative data was analyzed using descriptive statistics while qualitative data was analyzed using a thematic approach.

3 AREAS FOR IMPROVEMENT
30 of the participants in the survey answered 'yes' when asked if they had used the universal changerooms before. Collectively they identified 3 main areas for improvement:

1. Safety
   - General concern arising from females who made up over half of the participants
   - Parents feeling uncomfortable letting children use the universal changeroom alone (specifically daughters)

2. Maintenance & Accessibility
   - Participants expressed that the changeroom was constantly dirty causing it to be a discomfort to use
   - Accessibility buttons are often broken and lockers out of order

3. Lack of Participation from Marginalized Groups
   - Participants claimed that knowledge of universal changerooms would affect their physical activity
   - Many of these participants are part of the non-cis gendered community

RECOMMENDATIONS
1. Improvement of Safety Protocols
   - Develop a code of conduct that is specific to the universal changeroom
   - Move benches outside the windows of changeroom so patrons who choose to sit aren’t able to look directly into space
   - Implement a protocol to ensure there are no loiterers outside the changeroom

2. Continuous Upkeep of the Facility
   - Spaces should be constantly monitored
   - Patrons may be encouraged to use space if it is continually operative
   - Ensure accessibility features are operational
   - A greater level of upkeep may result in a higher return rate to the facility for users

3. Target Audience Marketing of the Universal Changeroom
   - Use deliberate promotion strategies to target specific populations
   - Enact the ‘snowball technique’ where individuals from a specific community use their network to recruit similar participants

LIMITATIONS
A major limitation of this study was the lack of diversity among participants. There was an absence of transgender and non-conforming participants in the study. Therefore we cannot conclude how inclusive the universal changeroom is for patrons with different backgrounds and needs. An additional limitation was that the majority of the sample belonged to the age group of 18-29 years old. The results displayed contained bias because the sample size was not big enough to represent the population of users of the UBC Aquatic Centre.

Future research should aim to recruit a larger sample size with a wider diversity of the population in order to represent more accurate results.