#### Campus Recreation Programs, Services and Facilities Survey 2010

In April 2010, the Office of Institutional Effectiveness and Analysis sent an email to all student users and non-student members of the Recreation & Fitness Center that visited the facility from July 1, 2010 – April 1, 2010 requesting they participate in an online survey to help the Department of Campus Recreation assess satisfaction of recreation programs, services and facilities on the Boca Raton campus. Below is the email that was sent to 9,528 users:

You are receiving this email as our records indicate you have visited the Recreation & Fitness Center during the 2009 – 2010 academic year. If you have not used the facility during this time, please indicate so in your first response.

This appraisal is part of our continuing efforts to improve the quality of recreation facilities and services at FAU. Your completion of this survey allows us to review important satisfaction issues that impact individual experiences when utilizing our facilities and programs. We appreciate your participation.

Two respondents will be randomly drawn from all who complete the survey to win a \$25 gift card to Barnes & Noble.

If you have any questions about the survey, please contact Eric Hawkes, Director of Campus Recreation at <a href="mailto:campusrec@fau.edu">campusrec@fau.edu</a>.

Thank you for using FAU Campus Recreation facilities.

1,140 individuals responded to the survey (12% response rate).

Results of the survey can be found in the following pages compared to previous years.

#### **Campus Recreation Programs, Services & Facilities Survey 2010**

#### Please indicate the frequency with which you use the Recreation & Fitness Center

| Frequency      | # of Respondents | Percentage | 2009 Percentage  | Increase/Decrease |
|----------------|------------------|------------|------------------|-------------------|
| 5+ x week      | 109              | 9.6%       | 9.6%             | 0.0%              |
| 3-4 x week     | 345              | 30.3%      | 34.8%            | -4.5%             |
| 1-2 x week     | 358              | 31.4%      | 31.7%            | -0.3%             |
| 1-2 x month    | 170              | 14.9%      | 14.0%            | 0.9%              |
| 1-2 x semester | 133              | 11.7%      | 8.6%             | 3.1%              |
| Never          | 24               | 2.1%       | 1.0%             | 1.1%              |
| Total          | 1139             |            | 1146 Respondents |                   |

#### **Cardiovascular Equipment**

#### Do you use Cardiovascular Equipment on a weekly basis when you visit the Recreation & Fitness Center?

|       | # of Respondents | Percentage | 2009 Percentage  | Increase/Decrease |
|-------|------------------|------------|------------------|-------------------|
| Yes   | 833              | 74.7%      | 72.1%            | 2.6%              |
| No    | 282              | 25.3%      | 23.6%            | 1.7%              |
| Total | 1115             |            | 1132 Respondents |                   |

#### How satisfied are you with: The ability to use the cardio equipment when you need it

| Satisfaction      | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|-------------------|------------------|------------|-----------------|-------------------|
| Very Dissatisfied | 18               | 2.2%       | 3.2%            | -1.0%             |
| Dissatisfied      | 27               | 3.3%       | 1.6%            | 1.7%              |
| Neutral           | 41               | 4.9%       | 4.1%            | 0.8%              |
| Satisfied         | 347              | 41.9%      | 44.8%           | -2.9%             |
| Very Satisfied    | 396              | 47.8%      | 46.3%           | 1.5%              |
| Total             | 829              |            | 790 Respondents |                   |

#### How satisfied are you with: The variety of cardio equipment

| Satisfaction      | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|-------------------|------------------|------------|-----------------|-------------------|
| Very Dissatisfied | 14               | 1.7%       | 3.0%            | -1.3%             |
| Dissatisfied      | 19               | 2.3%       | 2.3%            | 0.0%              |
| Neutral           | 51               | 6.2%       | 5.8%            | 0.4%              |
| Satisfied         | 325              | 39.3%      | 38.4%           | 0.9%              |
| Very Satisfied    | 419              | 50.6%      | 50.4%           | 0.2%              |
| Total             | 828              |            | 789 Respondents |                   |

#### How satisfied are you with: The cleanliness of cardio equipment

| Satisfaction      | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|-------------------|------------------|------------|-----------------|-------------------|
| Very Dissatisfied | 16               | 2.0%       | 3.2%            | -1.2%             |
| Dissatisfied      | 13               | 1.6%       | 1.0%            | 0.6%              |
| Neutral           | 49               | 6.0%       | 4.3%            | 1.7%              |
| Satisfied         | 297              | 36.4%      | 37.4%           | -1.0%             |
| Very Satisfied    | 441              | 54.0%      | 54.1%           | -0.1%             |
| Total             | 816              |            | 784 respondents |                   |

#### **Free Weight Equipment**

#### Do you use Free weight Equipment on a weekly basis when you visit the Recreation & Fitness Center?

|       | # of Respondents | Percentage | 2009 Percentage  | Increase/Decrease |
|-------|------------------|------------|------------------|-------------------|
| Yes   | 597              | 53.8%      | 57.3%            | -3.5%             |
| No    | 513              | 46.2%      | 35.9%            | 10.3%             |
| Total | 1110             |            | 1132 Respondents |                   |

#### How satisfied are you with: The ability to use the free weight equipment when you need it

| Satisfaction      | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|-------------------|------------------|------------|-----------------|-------------------|
| Very Dissatisfied | 16               | 2.7%       | 2.1%            | 0.6%              |
| Dissatisfied      | 58               | 9.9%       | 10.4%           | -0.5%             |
| Neutral           | 64               | 11.0%      | 10.0%           | 1.0%              |
| Satisfied         | 264              | 45.2%      | 47.6%           | -2.4%             |
| Very Satisfied    | 182              | 31.2%      | 29.0%           | 2.2%              |
| Total             | 584              |            | 624 Respondents |                   |

#### How satisfied are you with: The Variety of Free Weight Equipment

| Satisfaction      | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|-------------------|------------------|------------|-----------------|-------------------|
| Very Dissatisfied | 10               | 1.7%       | 2.1%            | -0.4%             |
| Dissatisfied      | 24               | 4.1%       | 10.4%           | -6.3%             |
| Neutral           | 55               | 9.5%       | 10.9%           | -1.4%             |
| Satisfied         | 241              | 41.6%      | 47.6%           | -6.0%             |
| Very Satisfied    | 249              | 43.0%      | 29.0%           | 14.0%             |
| Total             | 579              |            | 623 Respondents |                   |

#### How satisfied are you with: The Cleanliness of Free Weight Equipment

| Satisfaction      | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|-------------------|------------------|------------|-----------------|-------------------|
| Very Dissatisfied | 10               | 1.7%       | 2.4%            | -0.7%             |
| Dissatisfied      | 12               | 2.1%       | 2.1%            | 0.0%              |
| Neutral           | 37               | 6.4%       | 6.8%            | -0.4%             |
| Satisfied         | 243              | 42.0%      | 43.6%           | -1.6%             |
| Very Satisfied    | 277              | 47.8%      | 45.1%           | 2.7%              |
| Total             | 579              |            | 619 Respondents |                   |

#### **Selectorized Equipment**

#### Do you use Selectorized Equipment on a weekly basis when you visit the Recreation & Fitness Center?

|       | # of Students | Percentage | 2009 Percentage  | Increase/Decrease |
|-------|---------------|------------|------------------|-------------------|
| Yes   | 495           | 45.5%      | 47.0%            | -1.5%             |
| No    | 594           | 54.5%      | 43.0%            | 11.5%             |
| Total | 1089          |            | 1132 Respondents |                   |

#### How satisfied are you with: The ability to use the selectorized equipment when you need it

| Satisfaction      | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|-------------------|------------------|------------|-----------------|-------------------|
| Very Dissatisfied | 11               | 2.3%       | 2.7%            | -0.4%             |
| Dissatisfied      | 19               | 3.9%       | 3.1%            | 0.8%              |
| Neutral           | 48               | 9.9%       | 9.8%            | 0.1%              |
| Satisfied         | 228              | 47.2%      | 50.3%           | -3.1%             |
| Very Satisfied    | 177              | 36.6%      | 34.1%           | 2.5%              |
| Total             | 483              |            | 519 Respondents |                   |

#### How satisfied are you with: The variety selectorized equipment

| Satisfaction      | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|-------------------|------------------|------------|-----------------|-------------------|
| Very Dissatisfied | 9                | 1.9%       | 2.7%            | -0.8%             |
| Dissatisfied      | 26               | 5.4%       | 4.7%            | 0.7%              |
| Neutral           | 48               | 9.9%       | 7.6%            | 2.3%              |
| Satisfied         | 209              | 43.2%      | 47.9%           | -4.7%             |
| Very Satisfied    | 192              | 39.7%      | 37.2%           | 2.5%              |
| Total             | 484              |            | 516 Respondents |                   |

#### How satisfied are you with: The cleanliness selectorized equipment

| Satisfaction      | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|-------------------|------------------|------------|-----------------|-------------------|
| Very Dissatisfied | 7                | 1.5%       | 2.9%            | -1.4%             |
| Dissatisfied      | 7                | 1.5%       | 1.6%            | -0.1%             |
| Neutral           | 35               | 7.3%       | 5.5%            | 1.8%              |
| Satisfied         | 196              | 40.9%      | 44.6%           | -3.7%             |
| Very Satisfied    | 234              | 48.9%      | 45.4%           | 3.5%              |
| Total             | 479              |            | 513 Respondents |                   |

#### **Use of Recreation & Fitness Center Locker Rooms**

#### Do you use the Recreation & Fitness Center Locker Rooms on a weekly basis?

|       | # of Respondents | Percentage | 2009 Percentage  | Increase/Decrease |
|-------|------------------|------------|------------------|-------------------|
| Yes   | 728              | 66.1%      | 54.5%            | 11.6%             |
| No    | 373              | 33.9%      | 35.2%            | -1.3%             |
| Total | 1101             |            | 1132 Respondents |                   |

#### How satisfied are you with: The cleanliness of the locker rooms

| Satisfaction      | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|-------------------|------------------|------------|-----------------|-------------------|
| Very Dissatisfied | 19               | 2.6%       | 2.6%            | 0.0%              |
| Dissatisfied      | 16               | 2.2%       | 1.1%            | 1.1%              |
| Neutral           | 47               | 6.5%       | 2.5%            | 4.0%              |
| Satisfied         | 293              | 40.6%      | 34.2%           | 6.4%              |
| Very Satisfied    | 346              | 48.0%      | 59.6%           | -11.6%            |
| Total             | 721              |            | 611 Respondents |                   |

#### **Recreation & Fitness Center**

#### The Rec & Fitness Center is clean

|                   | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|-------------------|------------------|------------|-----------------|-------------------|
| Strongly Agree    | 377              | 60.9%      | 64.6%           | -3.7%             |
| Agree             | 358              | 32.2%      | 29.2%           | 3.0%              |
| Neutral           | 17               | 1.5%       | 1.1%            | 0.4%              |
| Disagree          | 8                | 0.7%       | 0.3%            | 0.4%              |
| Strongly Disagree | 51               | 4.6%       | 4.2%            | 0.4%              |
| Total             | 811              |            | 1015.0%         |                   |

#### The Rec & Fitness Center is well maintained

|                   | # of Respondents | Percentage | 2009 Percentage  | Increase/Decrease |
|-------------------|------------------|------------|------------------|-------------------|
| Strongly Agree    | 676              | 61.0%      | 63.8%            | -2.8%             |
| Agree             | 348              | 31.4%      | 29.7%            | 1.7%              |
| Neutral           | 22               | 2.0%       | 1.3%             | 0.7%              |
| Disagree          | 11               | 1.0%       | 0.6%             | 0.4%              |
| Strongly Disagree | 51               | 4.6%       | 4.0%             | 0.6%              |
| Total             | 1108             |            | 1015 Respondents |                   |

Student Staff
The student staff members are consistently welcoming and courteous

|                   | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|-------------------|------------------|------------|-----------------|-------------------|
| Strongly Agree    | 386              | 34.8%      | 35.8%           | -1.0%             |
| Agree             | 496              | 44.8%      | 44.6%           | 0.2%              |
| Neutral           | 110              | 9.9%       | 11.3%           | -1.4%             |
| Disagree          | 82               | 7.4%       | 5.7%            | 1.7%              |
| Strongly Disagree | 34               | 3.1%       | 2.1%            | 1.0%              |
| Total             | 1108             |            | 1003            |                   |

#### The student staff members are readily available and willing to help when needed

|                   | # of Respondents | Percentage | 2009 Percentage  | Increase/Decrease |
|-------------------|------------------|------------|------------------|-------------------|
| Strongly Agree    | 399              | 38.1%      | 37.0%            | 1.1%              |
| Agree             | 422              | 40.3%      | 38.5%            | 1.8%              |
| Neutral           | 150              | 14.3%      | 12.0%            | 2.3%              |
| Disagree          | 52               | 5.0%       | 4.3%             | 0.7%              |
| Strongly Disagree | 25               | 2.4%       | 2.0%             | 0.4%              |
| Total             | 1048             |            | 1003 Respondents |                   |

#### The student staff members are professional in their interactions with co-workers and patrons

|                   | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|-------------------|------------------|------------|-----------------|-------------------|
| Strongly Agree    | 386              | 36.2%      | 36.6%           | -0.4%             |
| Agree             | 444              | 41.7%      | 40.2%           | 1.5%              |
| Neutral           | 149              | 14.0%      | 13.4%           | 0.6%              |
| Disagree          | 52               | 4.9%       | 2.9%            | 2.0%              |
| Strongly Disagree | 35               | 3.3%       | 2.3%            | 1.0%              |
| Total             | 1066             |            | 999 Respondents |                   |

#### The student staff members consistently enforce policies and procedures when necessary

|                   | # of Respondents | Percentage | 2009 Percentage  | Increase/Decrease |
|-------------------|------------------|------------|------------------|-------------------|
| Strongly Agree    | 368              | 36.5%      | 35.7%            | 0.8%              |
| Agree             | 417              | 41.4%      | 34.1%            | 7.3%              |
| Neutral           | 176              | 17.5%      | 15.9%            | 1.6%              |
| Disagree          | 24               | 2.4%       | 1.7%             | 0.7%              |
| Strongly Disagree | 22               | 2.2%       | 2.2%             | 0.0%              |
| Total             | 1007             |            | 1002 Respondents |                   |

# The student staff members communicate information in a style and tone that is appropriate for a given situation

|                   | # of Respondents | Percentage | 2009 Percentage  | Increase/Decrease |
|-------------------|------------------|------------|------------------|-------------------|
| Strongly Agree    | 391              | 37.8%      | 38.0%            | -0.2%             |
| Agree             | 429              | 41.4%      | 38.4%            | 3.0%              |
| Neutral           | 156              | 15.1%      | 12.5%            | 2.6%              |
| Disagree          | 28               | 2.7%       | 2.8%             | -0.1%             |
| Strongly Disagree | 31               | 3.0%       | 2.5%             | 0.5%              |
| Total             | 1035             |            | 1001 Respondents |                   |

#### **Overall Rating of Programs, Services, & Facilities**

#### Overall, I would recommend campus recreation programs, services, and facilities to others

|                   | # of Respondents | Percentage | 2009 Percentage  | Increase/Decrease |
|-------------------|------------------|------------|------------------|-------------------|
| Strongly Agree    | 796              | 69.9%      | 70.6%            | -0.7%             |
| Agree             | 309              | 27.2%      | 27.9%            | -0.7%             |
| Neutral           | 13               | 1.1%       | 0.7%             | 0.4%              |
| Disagree          | 15               | 1.3%       | 0.3%             | 1.0%              |
| Strongly Disagree | 5                | 0.4%       | 0.5%             | -0.1%             |
| Total             | 1138             |            | 1007 Respondents |                   |

#### If you have not used the facility as much as you intended to, which of the following were the reasons?

|                                       | Not Selected   % | Selected   % |
|---------------------------------------|------------------|--------------|
| I was not aware of what is offered    | 801   92.2%      | 68   7.8%    |
| Do not like exercise                  | 821   94.5%      | 48   5.5%    |
| I was injured or disabled             | 809   93.1%      | 60   6.9%    |
| I do not have time to use facility    | 355   40.9%      | 514   59.1%  |
| Child care was not available          | 853   98.2%      | 16   1.8%    |
| Lack of parking                       | 650   74.8%      | 219   25.2%  |
| Equipment I want/needed not available | 826   95.1%      | 43   4.9%    |
| Facilities are too crowded            | 690   79.4%      | 179   20.6%  |
| Lack of privacy                       | 819   94.2%      | 50   5.8%    |
| I do not know how to use equipment    | 779   89.6%      | 90   10.4%   |
| Use off-campus facilities             | 747   86%        | 122   14%    |
| Other                                 | 751   86.4%      | 118   13.6%  |

# What is your preferred method of learning about special events, programs, and facilities offered through FAU Campus Recreation

| Method            | # Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|-------------------|---------------|------------|-----------------|-------------------|
| FAU Website       | 221           | 20.2%      | 19.5%           | 0.7%              |
| Email Updates     | 614           | 56.0%      | 55.2%           | 0.8%              |
| Signage on campus | 61            | 5.6%       | 4.2%            | 1.4%              |
| Magazines         | 12            | 1.1%       | 1.4%            | -0.3%             |
| Breezeway Table   | 27            | 2.5%       | 3.3%            | -0.8%             |
| Word of mouth     | 72            | 6.6%       | 5.3%            | 1.3%              |
| Facebook          | 81            | 7.4%       | 10.2%           | -2.8%             |
| Other             | 8             | 0.7%       | 0.8%            | -0.1%             |
| Total             | 1096          |            | 974 Respondents |                   |

#### **Outcomes of Campus Recreation**

#### Use of campus recreation has expanded my interest in staying fit and healthy

|                   | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|-------------------|------------------|------------|-----------------|-------------------|
| Strongly Agree    | 467              | 44.8%      | 48.9%           | -4.1%             |
| Agree             | 405              | 38.8%      | 34.6%           | 4.2%              |
| Neutral           | 145              | 13.9%      | 14.4%           | -0.5%             |
| Disagree          | 19               | 1.8%       | 1.5%            | 0.3%              |
| Strongly Disagree | 7                | 0.7%       | 0.5%            | 0.2%              |
| Total             | 1043             |            | 915 Respondents |                   |

#### Campus recreation programs, services, and facilities contribute to the quality of life at FAU

|                   | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|-------------------|------------------|------------|-----------------|-------------------|
| Strongly Agree    | 589              | 56.5%      | 61.0%           | -4.5%             |
| Agree             | 391              | 37.5%      | 33.0%           | 4.5%              |
| Neutral           | 52               | 5.0%       | 5.6%            | -0.6%             |
| Disagree          | 6                | 0.6%       | 0.0%            | 0.6%              |
| Strongly Disagree | 5                | 0.5%       | 0.3%            | 0.2%              |
| Total             | 1043             |            | 908 Respondents |                   |

#### My recreational needs are met by the Department of Campus Recreation

|                   | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|-------------------|------------------|------------|-----------------|-------------------|
| Strongly Agree    | 428              | 41.1%      | 40.4%           | 0.7%              |
| Agree             | 409              | 39.3%      | 40.0%           | -0.7%             |
| Neutral           | 143              | 13.7%      | 15.3%           | -1.6%             |
| Disagree          | 49               | 4.7%       | 3.7%            | 1.0%              |
| Strongly Disagree | 13               | 1.2%       | 0.5%            | 0.7%              |
| Total             | 1042             |            | 913 Respondents |                   |

#### Participation has provided me with skills and abilities that I will use after college.

|                   | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|-------------------|------------------|------------|-----------------|-------------------|
| Strongly Agree    | 324              | 31.0%      | 33.4%           | -2.4%             |
| Agree             | 328              | 31.4%      | 28.2%           | 3.2%              |
| Neutral           | 328              | 31.4%      | 33.4%           | -2.0%             |
| Disagree          | 51               | 4.9%       | 4.0%            | 0.9%              |
| Strongly Disagree | 13               | 1.2%       | 0.9%            | 0.3%              |
| Total             | 1044             |            | 915 Respondents |                   |

#### Impact of Campus Recreation on personal abilities and attributes

#### Fitness level

|            | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|------------|------------------|------------|-----------------|-------------------|
| Definitely | 658              | 63.3%      | 65.4%           | -2.1%             |
| Somewhat   | 333              | 32.0%      | 30.9%           | 1.1%              |
| Not At All | 49               | 4.7%       | 3.7%            | 1.0%              |
| Total      | 1040             |            | 894 Respondents |                   |

#### **Balance/ Coordination**

|            | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|------------|------------------|------------|-----------------|-------------------|
| Definitely | 475              | 46.0%      | 43.3%           | 2.7%              |
| Somewhat   | 434              | 42.1%      | 43.9%           | -1.8%             |
| Not At All | 123              | 11.9%      | 12.8%           | -0.9%             |
| Total      | 1032             |            | 886 Respondents |                   |

#### **Physical Strength**

|            | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|------------|------------------|------------|-----------------|-------------------|
| Definitely | 622              | 60.2%      | 64.3%           | -4.1%             |
| Somewhat   | 349              | 33.8%      | 31.2%           | 2.6%              |
| Not At All | 63               | 6.1%       | 4.5%            | 1.6%              |
| Total      | 1034             |            | 885 Respondents |                   |

#### Feeling of Well Being

|            | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|------------|------------------|------------|-----------------|-------------------|
| Definitely | 728              | 70.4%      | 68.6%           | 1.8%              |
| Somewhat   | 257              | 24.9%      | 27.7%           | -2.8%             |
| Not At All | 49               | 4.7%       | 3.7%            | 1.0%              |
| Total      | 1034             |            | 888 Respondents |                   |

#### **Stress Management**

|            | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|------------|------------------|------------|-----------------|-------------------|
| Definitely | 636              | 61.6%      | 59.5%           | 2.1%              |
| Somewhat   | 317              | 30.7%      | 32.7%           | -2.0%             |
| Not At All | 80               | 7.7%       | 7.8%            | -0.1%             |
| Total      | 1033             |            | 889 Respondents |                   |

## Weight Management

|            | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|------------|------------------|------------|-----------------|-------------------|
| Definitely | 567              | 55.2%      | 59.5%           | -4.3%             |
| Somewhat   | 361              | 35.1%      | 32.7%           | 2.4%              |
| Not At All | 100              | 9.7%       | 7.8%            | 1.9%              |
| Total      | 1028             |            | 889 Respondents |                   |

#### **Overall Health**

|            | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|------------|------------------|------------|-----------------|-------------------|
| Definitely | 688              | 67.2%      | 67.7%           | -0.5%             |
| Somewhat   | 294              | 28.7%      | 28.9%           | -0.2%             |
| Not At All | 42               | 4.1%       | 3.5%            | 0.6%              |
| Total      | 1024             |            | 894 Respondents |                   |

#### **Respondent Demographics**

#### Gender

|        | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|--------|------------------|------------|-----------------|-------------------|
| Male   | 477              | 42.1%      | 45.4%           | -3.3%             |
| Female | 656              | 57.9%      | 54.6%           | 3.3%              |
| Total  | 1133             |            | 981 Respondents |                   |

## Where do you currently live?

|                    | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|--------------------|------------------|------------|-----------------|-------------------|
| On Campus          | 201              | 17.7%      | 22.6%           | -4.9%             |
| 1mile or less away | 116              | 10.2%      | 11.1%           | -0.9%             |
| 2-5 miles away     | 222              | 19.5%      | 19.5%           | 0.0%              |
| >5 miles away      | 598              | 52.6%      | 46.8%           | 5.8%              |
| Total              | 1137             |            | 979 Respondents |                   |

#### **Membership Status**

|                   | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|-------------------|------------------|------------|-----------------|-------------------|
| Part-time student | 115              | 10.3%      | 8.6%            | 1.7%              |
| Full time student | 934              | 83.8%      | 86.7%           | -2.9%             |
| Faculty           | 16               | 1.4%       | 1.0%            | 0.4%              |
| Staff             | 35               | 3.1%       | 3.3%            | -0.2%             |
| Alumni            | 14               | 1.3%       | 0.4%            | 0.9%              |
| Total             | 1114             |            | 974 Respondents |                   |

# **Primary Campus and Class Level-Students only**

#### **Primary FAU campus**

|                | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|----------------|------------------|------------|-----------------|-------------------|
| Boca Raton     | 1018             | 97.4%      | 97.0%           | 0.4%              |
| Dania Beach    | 5                | 0.5%       | 0.2%            | 0.3%              |
| Davie          | 11               | 1.1%       | 1.3%            | -0.2%             |
| Ft. Lauderdale | 9                | 0.9%       | 0.8%            | 0.1%              |
| Harbor Branch  | 1                | 0.1%       | 0.0%            | 0.1%              |
| Jupiter        | 1                | 0.1%       | 0.6%            | -0.5%             |
| Treasure Coast | 0                | 0.0%       | 0.0%            | 0.0%              |
| Total          | 1045             |            | 978 Respondents |                   |

#### **Class Level**

|                    | # of Respondents | Percentage | 2009 Percentage | Increase/Decrease |
|--------------------|------------------|------------|-----------------|-------------------|
| Freshman           | 170              | 16.2%      | 18.4%           | -2.2%             |
| Sophomore          | 153              | 14.6%      | 16.1%           | -1.5%             |
| Junior             | 242              | 23.1%      | 22.2%           | 0.9%              |
| Senior             | 261              | 24.9%      | 25.7%           | -0.8%             |
| Graduate Student   | 211              | 20.1%      | 15.8%           | 4.3%              |
| Non degree seeking | 12               | 1.1%       | 1.9%            | -0.8%             |
| Total              | 1049             |            | 964 Respondents |                   |



# Campus Recreation Programs, Services, and Facilities Survey

#### Sent and available to Recreation and Fitness Center Users

Q1 Please indicate the frequency with which you use the Recreation & Fitness Center:

|           | 5 or more times per week                                 | •                    |                |   |                 |                   |
|-----------|--|----------------------|----------------|---|-----------------|-------------------|
|           | 3 to 4 times per week                                    |                      |                |   |                 |                   |
|           | 1 to 2 times per week                                    |                      |                |   |                 |                   |
|           | 1 to 2 times per month                                   |                      |                |   |                 |                   |
|           | 1 to 2 times per semester                                |                      |                |   |                 |                   |
|           | Never  |                      |                |   |                 |                   |
| Card      | diovascular Equipment                                    |                      |                |   |                 |                   |
| <b>Q2</b> | Do you use Cardiovascular Equipment                      | on a weekly          | basis when you | u visit the Recre                           | eation and Fitn | ess Center?       |
|           | No     No  |                      |                |   |                 |                   |
|           | How satisfied are you with:                              |                      |                |   |                 |                   |
|           |  | Very<br>dissatisfied | Dissatisfied   | Neither<br>satisfied<br>nor<br>dissatisfied | Satisfied       | Very<br>satisfied |
| Q4a       | The ability to use the cardio equipment when you need it |                      | 0              | 0   | 0               | C                 |
| Q4b       | The variety of cardio equipment                          | O                    | 0              | 0   | 0               | 0                 |
| Q4c       | The cleanliness of cardio equipment                      | O                    | 0              | 0   | <u>()</u>       | 0                 |

| Q5   | How should the cardio equipment area   | a be improved        | 1?               |                     |                 |                |
|------|--|----------------------|------------------|---------------------|-----------------|----------------|
|      |  |                      |                  |                     |                 |                |
|      |  |                      |                  |                     |                 |                |
|      |  |                      |                  |                     |                 |                |
| Free | e Weight Equipment   |                      |                  |                     |                 |                |
| Q6   | Do you use the Free Weight Equipmen  O Yes   | t on a weekly        | basis when yo    | u visit the Recr    | eation and Fitr | ness Center?   |
|      | No     No |                      |                  |                     |                 |                |
|      | How satisfied are you with:  |                      |                  |                     |                 |                |
|      |  |                      |                  | Neither satisfied   |                 |                |
|      |  | Very<br>dissatisfied | Dissatisfied     | nor<br>dissatisfied | Satisfied       | Very satisfied |
| Q8a  | The ability to use the free weight equipment when you need it  | C                    | C                | C                   | O               | ©              |
| Q8b  | The variety of free weight equipment   | 0                    | C                | 0                   | 0               | •              |
| Q8c  | The cleanliness of free weight equipment   | 0                    | C                | 0                   | 0               | 0              |
| Q9   | How should the free weight equipmen  | t area be impr       | oved?            |                     |                 |                |
|      |  |                      |                  |                     |                 |                |
|      |  |                      |                  |                     |                 |                |
|      |  |                      |                  |                     |                 |                |
|      |  |                      |                  |                     |                 |                |
| Sele | ectorized Equipment  |                      |                  |                     |                 |                |
| 010  | Do you use the Selectorized Equipmer   | ot on a wookly       | , basis when was | u vioit the Boo     | raction and Eit | <b></b>        |
|      | Do you use the Selectorized Equipmer<br>Center?  | it on a weekiy       | basis when yo    | ou visit the Reci   | eation and Fit  | ness           |
|      | <ul><li>Yes</li><li>No</li></ul>   |                      |                  |                     |                 |                |
|      | 110  |                      |                  |                     |                 |                |

| How satisfied are you with:   |                      |              |   |                         |                            |
|---|----------------------|--------------|---|-------------------------|----------------------------|
|   | Very dissatisfied    | Dissatisfied | Neither<br>satisfied<br>nor<br>dissatisfied | Satisfied               | Very satisfied             |
| Q12a The ability to use the selectorized equipment when you need it | 0                    | 0            | 0   | O                       | <b>©</b>                   |
| Q12b The variety of selectorized equipment                          | 0                    | <u> </u>     | 0   | •                       | <u>•</u>                   |
| Q12c The cleanliness of selectorized equipment                      | 0                    | 0            | 0   | C                       | <u>()</u>                  |
| Q13 How should we improve the selectorize                           | ed equipmen          | t area?      |   |                         |                            |
| Locker Rooms  |                      |              |   |                         |                            |
| Q14 Do you use the Recreation & Fitness C  Yes No                   | enter Locker         | Rooms on a w | reekly basis?                               |                         |                            |
| How satisfied are you with:   |                      |              | Neither                                     |                         |                            |
|   | Very<br>dissatisfied | Dissatisfied | satisfied<br>nor<br>dissatisfied            | Satisfied               | Very satisfied             |
| Q15a The cleanliness of the locker rooms                            | •                    | <u>()</u>    | <b>O</b>                                    | <b>(</b> )              |                            |
| How should we improve the locker roo                                | oms?                 |              |   |                         |                            |
| Recreation and Fitness Center                                       |                      |              |   |                         |                            |
|   | Strongly agree       | á            | either<br>agree<br>nor<br>sagree Disagre    | Strongly<br>ee disagree | NA/No<br>basis to<br>judge |
| Q26a The Rec & Fitness Center is clean                              | <u>•</u>             | C            | 0   | O                       | •                          |
|   |                      |              |   |                         |                            |

Q26b The Rec & Fitness Center is well maintained

#### **Student Staff**

#### The student staff members:

|  | Strongly agree | Agree | Neither<br>agree<br>nor<br>disagree | Disagree | Strongly disagree | NA/No<br>basis to<br>judge |
|--|----------------|-------|-------------------------------------|----------|-------------------|----------------------------|
| Q27a Are consistently welcoming and courteous  | 0              | 0     | 0                                   | 0        | 0                 | 0                          |
| Q27b Are readily available and willing to help when assistance is needed                   | 0              | C     | C                                   | C        | 0                 | •                          |
| Q27c Are professional in their interactions with co-<br>workers and patrons                | 0              | C     | C                                   | C        | 0                 | •                          |
| Q27d Consistently enforce policies and procedures when necessary                           | <u> </u>       | C     | C                                   | C        | 0                 | <u>•</u>                   |
| Q27e Communicate information in a style and tone that is appropriate for a given situation | 0              | C     | 0                                   | C        | 0                 | <u></u>                    |
| Q28 Comments on the student staff  |                |       |                                     |          |                   |                            |
|  |                |       |                                     |          |                   |                            |
|  |                |       |                                     |          |                   |                            |

# **OVERALL RATING OF PROGRAMS, SERVICES, & FACILITIES**

| 229 Overall, I would recommei | id campus recreation pr | ograms, services, and | facilities to of | thers: |
|-------------------------------|-------------------------|-----------------------|------------------|--------|
|-------------------------------|-------------------------|-----------------------|------------------|--------|

- Strongly agree
- Agree
- O Disagree
- Strongly disagree
- NA, No basis to judge

# **Barriers to Participation**

| Г |  |   |
|---|--|---|
|   | I was not aware of facilities  | , programs, or services offered   |
| Г | I do not like to exercise  |   |
|   | I was injured or disabled  |   |
| Г | I did not have time to make  | use or facilities, programs, or services offered                                      |
|   | Child care was not available   | e   |
|   | Lack of parking  |   |
| Г | Facilities do not have the e   | quipment I want/need  |
| Г | Facilities are too crowded   |   |
|   | Lack of privacy  |   |
|   | I do not know how to use the   | ne equipment  |
|   | I use facilities off campus  |   |
|   | Other  |   |
|   | Please   |   |
|   | specify  |   |
|   |  |   |
|   | hanges could we make to c<br>celihood of utilizing on cam  | ampus recreation programs, services and facilities that would increase pus offerings? |
|   |  |   |
|   |  |   |
|   |  |   |
|   |  |   |
|   |  |   |
|   | ampus Recreation?  | learning about special events, programs, and facilities offered through               |
|   | Ampus Recreation?  FAU website   | learning about special events, programs, and facilities offered through               |
|   | FAU website  E-mail updates/listservs  | learning about special events, programs, and facilities offered through               |
|   | FAU website E-mail updates/listservs Signage through campus  |   |
|   | FAU website E-mail updates/listservs Signage through campus Magazines or other brochu                                |   |
|   | FAU website E-mail updates/listservs Signage through campus Magazines or other brochu Breezeway tables               |   |
|   | FAU website E-mail updates/listservs Signage through campus Magazines or other brochu Breezeway tables Word of mouth |   |
|   | E-mail updates/listservs Signage through campus Magazines or other brochu Breezeway tables Word of mouth Facebook    |   |
|   | FAU website E-mail updates/listservs Signage through campus Magazines or other brochu Breezeway tables Word of mouth |   |

# **Q40 Gender** Male **Female** Q42 Where do you currently live? On campus Off campus, 1 mile or less from campus Off campus, 2 to 5 miles from campus Off campus, more than 5 miles from campus Q43 Please select your membership status from the list below Part-time student Full-time student Faculty Staff Alumni Q44 What is your primary FAU campus (the campus where you take the majority of your classes)? Boca Raton Dania Beach (Seatech) Davie Fort Lauderdale Harbor Branch Jupiter Treasure Coast (Port St. Lucie) **Q45 Class level** Freshman (first year) Sophomore Junior Senior Graduate student Non-degree seeking

**Demographics** 

#### **Outcomes of Campus Recreation**

#### Please indicate your agreement with the following items

|  | Strongly agree | Agree    | Neither<br>agree nor<br>disagree | Disagree | Strongly disagree |
|--|----------------|----------|----------------------------------|----------|-------------------|
| Q44a Use of campus recreation programs, services and facilities has expanded my interest in staying fit and healthy    | 0              | 0        | C                                | •        | •                 |
| Q44b Campus recreation programs, services, and facilities contribute to the quality of life at FAU                     | 0              | C        | 0                                | •        | 0                 |
| Q44c My recreational needs are met by the Department of Campus Recreation  | 0              | 0        | O                                | 0        | 0                 |
| Q44e Participation in recreational activities has provided me with skills and abilities that I will use after college. | <u>•</u>       | <u>•</u> | <u>(</u> )                       | 0        | <u>()</u>         |

Using the scale below, please rate the impact using campus recreation programs, services, and facilities has had on the following abilities and attributes:

#### Use of campus recreation programs, services, and facilities, has lead to an increase in:

|  | Definitely             | Somewhat             | Not at all       |
|--|------------------------|----------------------|------------------|
| Q45a Fitness level                                       | 0                      | •                    | <b>©</b>         |
| Q45b Balance/coordination                                | O                      | •                    | O                |
| Q45c Physical strength                                   | O                      | •                    | O                |
| Q45d Feeling of well being                               | O                      | 0                    | O                |
| Q45e Stress management                                   | O                      | 0                    | O                |
| Q45f Weight control                                      | O                      | 0                    | O                |
| Q45g Overall health                                      | O                      | 0                    | O                |
| Q48 Win a \$25 gift card to Barnes                       | & Noble!               |                      |                  |
| Two individuals will be randor card.                     | mly drawn from all wh  | o complete the surve | ey to win a gift |
| Please leave your name and c be included in the drawing. | ontact information (e- | mail address/phone i | number) below to |
|  |                        |                      |                  |

Thank you for using FAU Campus Recreation facilities.

This appraisal is part of our continuing efforts to improve the quality of facilities and services. Your completion of this survey allows us to review important satisfaction issues that impact individual experiences when utilizing our facilities and programs. We appreciate your participation.

Please click the submit button below to complete the survey.