

Student Satisfaction Survey-Recreation Section



Public

Name of Assessment Project: Student Satisfaction Survey-Recreation Section

Name(s) of Person(s) Responsible for Assessment Project: Director of Outback Adventures (Thomas Rottler)
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Other Contacts: Campus Recreation

Providing Department:

Other

Units/Departments

Involved in

Assessment Project:

Program, Service, or Event Related to Assessment Project: UC San Diego Recreation is dedicated to enhancing wellness, fitness and quality of life for students, faculty, staff, and the community, by providing facilities, programs, activities and the opportunity to participate in cooperative and competitive programs, Recreation provides life-long fitness and wellness opportunities.

Recreation facilities are available at RIMAC (with weight room, activity rooms, arena, auxiliary gym, wellness studio); Main Gym (with weight room, basketball courts, cycling room, gymnastics area, private pilates and massage rooms, indoor swimming pool, outdoor tennis and basketball courts); Canyonview Athletic Complex (two outdoor pools, weight room, climbing center); Challenge Course, Outback Rental Shop; Outback Surf Shop.

Our programs encompass a variety of areas, including Informal Recreation (basketball, volleyball, swimming, racquetball, tennis, weight room exercise); Intramural Sports (30 different on-campus organized team sports); FitLife (cardio and conditioning classes, yoga, pilates, personal wellness, workshops, massage, Walk UCSD); Masters Programs (coached swimming, running and triathlon programs); Mission Bay Aquatic Center (classes and rentals for a variety of water sports in Pacific Beach); Outback Adventures (hiking, backpacking, kayaking, rock climbing, surfing outings and clinics, Challenge Course, Wilderness Orientation and Group Adventures); Rec Classes (fun and games, aquatics, dance safety sports, martial arts, children and youth classes and more); Sports Clubs (24 competitive clubs); and Rec Clubs.

Assessment Project Description: As part of a campus-wide survey, all undergraduate and graduate students were invited to rate business service areas on campus. 2015 is the first year Campus Recreation participated in the annual survey.

Unit/Program

Specific Goals and

Learning Outcomes:

Relationship to Student Affairs: Think Critically and Solve Problems, Communicate Effectively, Engage in a Healthy Lifestyle, Promote Social Justice and Community Responsibility

Learning Outcomes:

Assessment Project Start: 7/1/2014

Assessment Project End: 6/30/2015

Population/Sample:

2015: Invited (N) – 30,344; Responded (n) – 4,884 (16%). Of the 4,844 total responses, 43% (2,081) rated Campus Recreation

Pages from 02-2015 Student Satisfaction Survey-SA-Campus Recreation-population sample

Type of Assessment: Tracking usage , Satisfaction study, Assessment of physical environment

Other Assessment

Type(s):

Assessment Methods: Surveys

Other Assessment

Method(s):

Data Collection Tools: The Recreation specific assessment included the following;

-2 overall experience/satisfaction questions

-10 satisfaction rating questions, including 4 standard satisfaction questions: overall, knowledgeable staff, knowledgeable instructors, and moving in a positive direction, plus 4 supplemental questions

-Background questions include computer usage and means of transportation used on- and off-campus

Each surveyed area includes a comment box for respondents to share what they liked best about the services and what they would suggest for improvement

Pages from 02-2015 Student Satisfaction Survey-SA-Campus Recreation-survey instrument

Data Analysis Methods: Statistical analysis provided by Office of Operational Strategic Initiatives.

How Your Results Will Be Presented: General Recreation results were presented via powerpoint at an all staff meeting. Program area specific verbatim comments

are being coded and will be emailed to various program area directors for their review.

Progress: 100%

**Link Assessment
Project in Campus
Labs Baseline :**

Name

Source

No items to display.

Summary of Findings: See attached Summary of Findings

 Pages from 02-2015 Student Satisfaction Survey-SA-Campus Recreation-summary of findings

Impact of Assessment: The results of the assessment confirmed high levels of satisfaction among Recreation student users. The assessment results provided a morale boost to the Recreation staff and affirmed the good work that each program area was doing. The assessment identified opportunities for improvement in the areas of scheduling and pricing of programs. Each program area director will use the verbatim comments to help inform their programming decisions for the upcoming academic year and modify their programs based on critical or complimentary feedback received.

Lessons Learned: Involvement in the campus wide Student Satisfaction Survey was valuable this year. The survey captured a much larger audience than a Recreation specific survey would have provided. One limitation of the survey was that it isn't likely to capture the student demographic that does not utilize recreation services. Another challenge relates to feedback on facilities. While Recreation manages the programs offered and the general facilities hours, the sports facilities department is responsible for the facility upkeep, maintenance and cleanliness. The general recreation user does not see the distinction between Recreation and Sports Facilities. While they may provide critical feedback to Recreation re: facilities, the actual recipient of the feedback should be SFO.

Recreation may choose to undertake an assessment of identified facilities users to better obtain satisfaction with upkeep, maintenance and cleanliness to help encourage SFO to meet high levels of satisfaction in those areas.

**Supplemental
Information:**

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