Recreation

Goal 1: Provide a rewarding recreational experience that will be recommended to others.

Providing Department: Recreation
Responsible Roles:
Unit Goal Description: Provide a rewarding recreational experience that will be recommended to others.

Metric 1:
Recreation Faculty and Staff Customer Satisfaction Survey overall satisfaction score of 4.0, an increase of .09 from the 2016 score of 3.91.

Result 1:
3.94 overall satisfaction score in 2017-2018

Metric 2:
Achieve a recreation Faculty and Staff Customer Satisfaction Survey net promoter score of 35.

Result 2:
Net promoter score of 23 for 2017-2018

Metric 3:
Result 3:
Metric 4:
Result 4:

Data Collection/Retrieval:
Faculty/Staff annual customer service survey

Using Results:
We did not achieve our goals in 2017-2018. Recreation has gone through significant changes this last year. Two departments merged into one. Once our organization has more fully mature in the merge, we expect there to be substantial gains in customer satisfaction and net promoter in the future.

Supplemental Info:
Start: 07/01/2017
End: 06/30/2018
Progress: 100%

Recreation pre-2018

Recreation Goal 1

Providing Department: Recreation pre-2018
Responsible Roles:
Unit Goal Description:

Metric 1:
Result 1:
Metric 2:
Result 2:
Metric 3:
Result 3:
Metric 4:
Result 4:

Data Collection/Retrieval:
Using Results:
Supplemental Info:
Start: 07/01/2017
End: 06/30/2018
Progress:
Recreation Goal 2
Providing Department: Recreation pre-2018
Responsible Roles:
Unit Goal Description:
Metric 1:
Result 1:
Metric 2:
Result 2:
Metric 3:
Result 3:
Metric 4:
Result 4:
Data Collection/Retrieval:
Using Results::
Supplemental Info:
Start: 07/01/2017
End: 06/30/2018
Progress:

Recreation Goal 3
Providing Department: Recreation pre-2018
Responsible Roles:
Unit Goal Description:
Metric 1:
Result 1:
Metric 2:
Result 2:
Metric 3:
Result 3:
Metric 4:
Result 4:
Data Collection/Retrieval:
Using Results::
Supplemental Info:
Start: 07/01/2017
End: 06/30/2018
Progress: