

Customer Satisfaction & Student Learning Outcome – 2007-2008

A Customer Satisfaction and Student Learning Outcome survey was administered during the last week of April, 2008. To increase the number of respondents, anyone who entered was given the opportunity to place their name in for a prize drawing. The survey asked for information related to the Student Recreation Center facilities, programs and staff as well as inquiring about future programs students would like to see offered. One question asked students to self report whether their participation in Student Recreation Center programs and activities had improved their ability to make healthy lifestyle choices.

Results: 97 students completed surveys. Respondents scored the cleanliness of the building as only 3.6 on a scale from 1-5, citing the condition of the showers as a concern. We are trying to address this issue with Southern Management to have the showers cleaned more frequently. In all other areas, the average score was above a 4, indicating user satisfaction with hours, variety of programs offered and staff.

Learning Outcome: 79 % of students believed their overall ability to make healthy lifestyle choices had improved since participating in Student Recreation Center programs and activities. 12% were neutral and only 8% said they did not think their ability to make these choices had improved.

Requested Programs: The most requested program was Personal Training. This program was in the pilot stages and is now fully available to the AASU community. Additional requests included a Soccer Sport Club, more Fitness Classes and more Advertising. We have met with a group of students and identified additional ways to market our programs for the fall as well as using the new Google Calendar option introduced to us by CIS in the spring. The Soccer Club will be given assistance in organizing when the corps group of students is identified with the necessary interest to start this organization. An Advisor has already been identified and is working with a group of students over the summer to start the organization. The new Assistant Director for Wellness will be able to recruit and train additional Fitness class instructors enabling us to increase the variety of classes.

Changes made due to responses:

Personal Training program is fully staffed with 6 certified personal trainers available. The number of Group Fitness classes has been increased by 40% from the spring to the fall of '08.

Men's Soccer Club has submitted their Constitution to the Student Government Association and is awaiting formal approval.

Additional advertising is being done by direct email as well as a new line of Brochures with a consistent image.

Additional Wellness seminars are being offered for both students and faculty and staff. Increased cleaning of the Locker rooms has been implemented.