

Fitness Program Evaluation (Summer 2010, Fall 2010, Spring 2011)

Brief description of program: *Campus Recreation Services Group Exercise Program*

Who was asked to complete survey: *All participants in the program, meaning they:*

- 1) had a Fitpass,*
- 2) bought a 12-pouch card, or*
- 3) registered for a Personal Enrichment class*

How many people were asked? *1044 students across the three semesters*

Responses: 60 in SU10; 137 in FA10; 193 in SP11

Summary of Key Findings: *~70% of participants are grad students and faculty/staff. / 82% of participants live off campus. / Those dissatisfied with the program or an individual instructor are outliers. The vast majority of participants rate the quality of the program and the instruction as "Excellent" to "Very Good". / 50% of participants are repeat customers. / 92% of participants are female and 8% are male. / The only real complaints (comments) about the program dealt with the uncleanliness of the exercise studio floors.*

Actions Taken: *More promotion of the fitness program at on-campus student housing locations where more underclassmen reside. We handed out FREE "Cycling Class" PASSES to males who were cycling on the cardio floor in an effort to entice them to try out a "fitness" class. / We have a custodian who has assumed the position as the person dedicated to the Field House and is responsible for cleaning our facility on a daily basis.*

Which department goals does this survey align with? *Quality Service, Student Focused, Diversity, Knowledgeable Staff/Professional Development, Safe Environment, Increased Visibility*