

## Response Statistics of Spring 2013 Administration of Recreation Center Satisfaction Survey

### What is your affiliation to CMU?

	Frequency	Percent
Student	358	62.9%
Faculty	97	17.0%
Staff	82	14.4%
Alumni	14	2.5%
Community Member	18	3.2%
Total	569	100.0%

### Do you utilize the rec center?

		Affiliation					Total
		Student	Faculty	Staff	Alumni	Community Member	
Yes	Count	322	64	39	14	16	455
	%	89.9%	66.0%	47.6%	100.0%	88.9%	80.0%
No	Count	36	33	43	0	2	114
	%	10.1%	34.0%	52.4%	0.0%	11.1%	20.0%
Total	Count	358	97	82	14	18	569
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

### Why do you not utilize the rec center?

		Affiliation					Total
		Student	Faculty	Staff	Alumni	Community Member	
Cost too high	Count	0	19	16	0	0	35
	%	0.0%	57.6%	37.2%		0.0%	30.7%
Have membership to another gym	Count	4	3	8	0	0	15
	%	11.1%	9.1%	18.6%		0.0%	13.2%
No interest in activities offered	Count	4	0	2	0	0	6
	%	11.1%	0.0%	4.7%		0.0%	5.3%
Too crowded	Count	8	0	2	0	0	10
	%	22.2%	0.0%	4.7%		0.0%	8.8%
Other	Count	20	11	14	0	2	47
	%	55.6%	33.3%	32.6%		100.0%	41.2%
Not Answered	Count	0	0	1	0	0	1
	%	0.0%	0.0%	2.3%		0.0%	0.9%
Total	Count	36	33	43	0	2	114
	%	100%	100%	100%		100%	100%

**How often do you utilize the recreation center?**

		Affiliation					Total
		Student	Faculty	Staff	Alumni	Community Member	
Daily	Count	89	12	8	6	4	119
	%	27.6%	18.8%	20.5%	42.9%	25.0%	26.2%
2-3 Times per week	Count	127	30	12	7	8	184
	%	39.4%	46.9%	30.8%	50.0%	50.0%	40.4%
Weekly	Count	50	6	6	1	2	65
	%	15.5%	9.4%	15.4%	7.1%	12.5%	14.3%
2-3 Times per month	Count	14	6	1	0	2	23
	%	4.3%	9.4%	2.6%	0.0%	12.5%	5.1%
2-3 Times per semester	Count	8	0	3	0	0	11
	%	2.5%	0.0%	7.7%	0.0%	0.0%	2.4%
1-2 Times per year	Count	1	1	2	0	0	4
	%	0.3%	1.6%	5.1%	0.0%	0.0%	0.9%
Not Answered	Count	33	9	7	0	0	49
	%	10.2%	14.1%	17.9%	0.0%	0.0%	10.8%
Total	Count	322	64	39	14	16	455
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Frequencies of Satisfaction Questions - Recreation Center Satisfaction Survey Spring 2013**

	Level of Satisfaction												Average
	Low		2		3		4		High		NA		
	#	%	#	%	#	%	#	%	#	%	#	%	
Customer Service	8	1.8%	20	4.6%	58	13.2%	146	33.3%	204	46.5%	3	0.7%	4.19
Cleanliness of Center	3	0.7%	14	3.1%	46	10.2%	137	30.4%	250	55.6%	0	0.0%	4.37
Cleanliness of Locker Rooms	4	0.9%	25	5.5%	54	11.9%	144	31.8%	176	38.9%	50	11.0%	4.15
Variety of Equipment	12	2.7%	16	3.5%	57	12.6%	156	34.5%	192	42.5%	19	4.2%	4.15
Variety of Courses Offered	8	1.8%	15	3.3%	60	13.2%	110	24.3%	128	28.3%	132	29.1%	4.04
Course Instructors	4	0.9%	5	1.1%	34	7.6%	76	17.0%	130	29.1%	197	44.2%	4.30
El Pomar Natatorium	1	0.2%	4	0.9%	22	4.9%	63	14.0%	159	35.4%	200	44.5%	4.51
Personal Training Options	4	0.9%	17	3.8%	34	7.6%	57	12.7%	90	20.0%	248	55.1%	4.05
Climbing Wall	14	3.1%	17	3.8%	42	9.3%	60	13.3%	69	15.3%	249	55.2%	3.76
Treasure Island Daycare	3	0.7%	2	0.4%	24	5.4%	20	4.5%	34	7.6%	363	81.4%	3.96
Juice Junction	2	0.4%	12	2.7%	32	7.2%	108	24.2%	138	30.9%	155	34.7%	4.26
Hours of Operation - Rec Center	17	3.8%	31	6.9%	46	10.2%	108	23.9%	235	52.1%	14	3.1%	4.17
Hours of Operation - Natatorium	6	1.3%	14	3.1%	30	6.7%	68	15.2%	122	27.2%	208	46.4%	4.19
Hours of Operation - Climbing Wall	9	2.0%	24	5.4%	41	9.3%	45	10.2%	61	13.8%	263	59.4%	3.69
Hours of Operation - Daycare	5	1.1%	7	1.6%	21	4.8%	17	3.8%	34	7.7%	358	81.0%	3.81
Hours of Operation - Juice Junction	8	1.8%	21	4.7%	44	9.9%	77	17.3%	103	23.1%	193	43.3%	3.97
Cost of Membership	29	6.6%	21	4.8%	60	13.6%	53	12.0%	104	23.6%	174	39.5%	3.68