

Department of Recreational Sports Facilities Customer Service Spring 2020

Purpose of Assessment

Staff from the Department of Recreational Sports contacted Student Life Studies to assist with an assessment to gather information from students relating to their satisfaction with the Rec Center facility spaces and interactions with their staff. More specifically, the Rec Center staff wanted to measure the satisfaction or dissatisfaction level with facility spaces and to learn where improvements to facilities, operations, and programs could be made to make students' experiences at the Rec Center more enjoyable. This is the fourth time the department has worked with Student Life Studies to concentrate on assessing the facilities within the Rec Center. Past assessments occurred in 2011, 2013, and 2017; however, this year was the first time the department looked at every area separately within the department rather than overall satisfaction with the facilities.

Method and Sample

The electronic survey was developed using Qualtrics®, a survey design software for creating web-based forms and databases. Of the 113 questions on the survey, 88 questions were quantitative, 20 questions were qualitative, and five questions were demographic. Due to survey branching, not all of the respondents saw all of the questions. The data were analyzed using SPSS®, a statistical software package, and Microsoft Excel®.

Student Life Studies created a stratified random sample of 3,000 students whether they had swiped into the Rec Center or not. The sample matched the selected university demographics. Students included in the sample received an email invitation to take the survey on February 12, 2020. Non-respondents were sent up to six reminders before the survey closed on March 16, 2020. Seven email addresses were undeliverable and the survey link was not received. Of the 2,993 students receiving the survey link, 265 completed some part of the survey, yielding a 9% response rate.

Conclusions and Recommendations

Student Life Studies identified several key findings and developed actionable recommendations the department may take based on the results. However, Rec Sports staff may identify other findings using their knowledge and understanding of the community, programs, and facilities. Staff members are strongly encouraged to read all the results and qualitative comments to gain a fuller understanding of students' experiences.

- Overall, Rec Center users who responded to this survey were generally satisfied with the quality of their experience and the staff in separate areas of the facility. It is recommended that survey results are shared throughout the department and individual areas consider changes to make to further improve students' experience.
- Cost or paying for various services or programs was a topic that came up in several areas. Students were concerned with the costs for towels in the strength and conditioning facilities, training programs, fitness classes, Outdoor Adventures services, gloves in the heavy bag room, weight room in the PEAP Building, and intramural activities. Rec Center staff may want to explore these costs and work to identify different revenue sources. It may be worth looking at other Rec Center facilities and/or local gyms with similar programming and facilities to see if the costs are consistent.

- While the Rec Center recently went through a renovation, there were areas students felt did not have enough space to meet the current needs such as the strength and conditioning facilities, indoor climbing wall, the boulder wall, and multi-use courts. Rec Center staff may want to look at the satellite facilities and if these new areas will help meet the needs. If not, the staff might begin developing a long-term plan associated with the facilities and where space is allocated. Additionally, staff members could examine the usage of the multi-use courts and whether they are used at the maximum capacity throughout all open hours or if there are higher demands on certain days or certain times of the day for various types of courts. This could help plan schedules and the number of each court type. Another option that could be explored would be developing a process for students to reserve court space.
- Students reported hearing about Rec Center programs, events, and information through a variety of methods; however, students also indicated they would prefer to learn about the Rec Center more from all methods, except word of mouth. The Rec Sports marketing staff may want to explore methods being used and how many of those could be utilized more. The marketing staff may also explore if the website is meeting students' needs since it was the most preferred method students reported to get information. Furthermore, students stated that receiving emails was a preferred method. The department might explore products such as Constant Contact to create an email marketing plan.

Results

Results are reported as means, standard deviations (sd), and frequency percentages for the number of people (n) who responded to the question. For ease of reading, frequency percentages have been rounded to the nearest whole percent, so totals may not add up to exactly 100%. Tables are in descending means or frequency order unless otherwise specified. Summary themes are included in this report; the entire list can be found in a separate document. This survey focused on all areas individually within the Rec Center and was different from previous surveys; therefore, comparisons to past results will not be made. This report is divided for each of the 18 facility or program areas, non-usage, marketing, and demographics. Additionally, the results for student satisfaction of their experience with each area and the staff in these areas are reported holistically for the department in Addendum A at the end of this report.

Utilizing a select all that apply formatted questions, students were initially asked to select all the facilities and programs they use. Table 1, on the following page, shows that of the students responding to the survey, almost two-thirds utilized the strength and conditioning facilities, which was the most common area of everything Rec Sports offers. The Omar Smith Tennis Learning Center and Aquatics programs were the least selected each with 2%. Furthermore, 12% of respondents reported not using any of the options provided.

Which of the following facilities or programs do you use? (select all that apply)	Frequency Percentage [n=243]
Strength and Conditioning Facilities	62%
Multi-Use Courts	26%
Penberthy Rec Sports Complex	22%
Intramurals	21%
Physical Education and Activity Program (PEAP Building)	18%
Aquatics Facilities	14%
Group RecXercise, Specialty Classes & Bootcamps	13%
I don't use any of these	12%
Boulder Wall	10%
Multi-Use Rooms	10%
Indoor Climbing Facility	8%
Heavy Bag Room	7%
Sport Clubs	7%
Personal Training & Small Group Training	3%
Outdoor Adventures Rental Center	3%
Outdoor Adventures Programs and Trips	3%
Banquet Facilities	3%
Aquatics Programs	2%
Omar Smith Tennis Learning Center	2%

Table 1: Facilities and Program Usage

Based on their selections, students only saw questions for the areas they reported utilizing. Students were asked about their usage, satisfaction with the facilities, satisfaction with staff, as appropriate, and for suggestions to make improvements for each of the areas they selected. Students indicating they did not use any of the options provided (n=29) were asked follow-up questions to explain reasons they do not utilize Rec Sports facilities or programs. All survey respondents were asked questions about marketing and demographics before ending the survey.

Aquatics Facilities

Students reporting they used the aquatics facilities (n=35) were asked how often they utilized different areas of the facilities. Table 2, in descending order by daily usage, shows that the general use spa is used the most daily. Additionally, the 50 meter competition pool and 25 yard lap pool are used the most in various frequencies. Furthermore, the 50 meter competition pool is used the most weekly or more.

Please indicate how often you utilize the following aquatics facilities.	Daily	Multiple Times Per Week	Weekly	A Couple of Times a Month	A Couple of times a Semester	Never	n
General Use Spa	11%	--	15%	11%	15%	48%	27
50 Meter Competition Pool	7%	7%	18%	14%	36%	18%	28
Dive Well	7%	--	4%	7%	33%	48%	27
Dive Spa	7%	--	11%	11%	15%	56%	27
25 Yard Lap Pool	--	4%	14%	14%	50%	18%	28
Outdoor Pool	--	4%	--	15%	30%	52%	27

Table 2: Aquatics Facilities Usage

When asked about their level of satisfaction or dissatisfaction, over three-fourths of the students responded being satisfied or very satisfied with both the staff and the quality of their experience in the aquatics facilities, as seen in Table 3.

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the staff in the aquatics facilities.	32%	50%	11%	4%	4%	4.04 (.96) [28]
I am satisfied with the quality of my experience at the aquatics facilities.	25%	64%	4%	4%	4%	4.04 (.88) [28]

Table 3: Aquatics Facilities Satisfaction

Students were provided the opportunity to make suggestions to improve the aquatics facilities, and six wrote a response. Those suggestions included keeping the pools open until the posted times, having more than one pool open to the public during hot hours, ensuring the lifeguards are watching the water, providing more kicking boards, and allowing the swim team to practice when they need to.

Aquatics Programs

Four students reported participating in aquatics programs and were asked follow-up questions about their experience. Table 4, in descending order by multiple times per week, reveals that one-third of the students use the recreational swimming/diving and learning to swim multiple times per week. Alternatively, one-third reported never participating in the lifeguard certification courses, scuba, or learn to swim classes.

Please indicate how often you utilize the following aquatics programs.	Daily	Multiple Times Per Week	Weekly	A Couple of Times a Month	A Couple of times a Semester	Never	n
Recreational Swimming/Diving	--	33%	--	33%	33%	--	3
Learn to Swim	--	33%	--	--	33%	33%	3
HLKN	--	--	--	50%	50%	--	2
Lap Swim	--	--	--	50%	50%	--	2
Scuba	--	--	--	33%	33%	33%	3
Lifeguard Certification Courses	--	--	--	--	67%	33%	3

Table 4: Aquatics Programs Usage

In terms of students' level of satisfaction or dissatisfaction with the staff and the quality of the aquatics programs, there were different views. One-third each reported being satisfied, feeling neutral, and being dissatisfied with both areas. These results are found in Table 5.

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the quality of my experience with the aquatics programs.	--	33%	33%	33%	--	2.67 (1.53) [3]
I am satisfied with the staff with aquatics programs.	--	33%	33%	33%	--	2.67 (1.53) [3]

Table 5: Aquatics Programs Satisfaction

Students were provided the opportunity to write suggestions for improving the aquatics programs; however, no comments were shared.

Strength and Conditioning Facilities

The strengths and conditioning facilities were selected as the most utilized area within the Rec Center (n=150). Table 6, in descending order by the daily frequency, indicates that the machine strength equipment is used the most weekly or multiple times per week; however, both the free weights and large turf 'movement area' are used the most daily.

Please indicate how often you utilize the following strength and conditioning facilities.	Daily	Multiple Times Per Week	Weekly	A Couple of Times a Month	A Couple of times a Semester	Never	N
Free Weights	15%	34%	8%	15%	17%	11%	124
Large Turf 'Movement Area'	15%	27%	14%	15%	14%	15%	124
Machine Strength Equipment	14%	33%	17%	12%	16%	9%	125
Cardio Equipment	12%	19%	17%	22%	18%	12%	125

Table 6: Strengths and Conditioning Facilities Usage

As shown in Table 7, students reported being generally satisfied with both the staff and the quality of their experience with strength and conditioning facilities. Students were slightly more satisfied with the staff than the quality of their experience.

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the staff in the strength and conditioning facilities.	43%	40%	10%	2%	4%	4.16 (.99) [125]
I am satisfied with the quality of my experience at the strength and conditioning facilities.	34%	42%	14%	5%	5%	3.97 (1.05) [125]

Table 7: Strengths and Conditioning Facilities Satisfaction

When given the chance to provide suggestions for improvement in the strengths and conditioning facilities, 59 students shared ideas. A majority of the comments were about adding more benches and equipment and that the area is too crowded. Some indicated generally more equipment was needed and others wrote specific equipment needed. There also were several comments related to the towel policy such as not requiring them, providing them for free, and telling students about the policy or where to rent them.

Personal Training & Small Group Training

Of the six students who reported using training programs, five responded to the follow-up questions. Both personal training and small group training were similar in participating in training bi-weekly or more frequently; however, small group training was used more times per week than personal training. Furthermore, Table 8, in descending order by 2-3 times per week, also demonstrates that more students had never used the small group training.

Please indicate how often you utilize the following strength and conditioning programs.	2-3 Times Per Week	1 Time Per Week	Bi-Weekly	Once Per Semester (body composition testing, standalone fitness assessments)	Never	n
Small Group Training	20%	--	20%	20%	40%	5
Personal Training	--	20%	20%	40%	20%	5

Table 8: Strength and Conditioning Programs Usage

Respondents were asked about their level of satisfaction or dissatisfaction with staff and the quality of both personal training and small group training. Not applicable responses were removed from the analysis. Table 9 demonstrates students were equally satisfied and dissatisfied with the personal trainers and small group coaches. Additionally, students were slightly more satisfied with the staff than with the quality of their experience with the training programs.

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the personal trainers.	60%	--	20%	--	20%	3.80 (1.79) [5]
I am satisfied with the small group coaches.	60%	--	20%	--	20%	3.80 (1.79) [5]
I am satisfied with the quality of my experience with the personal training programs.	40%	20%	--	20%	20%	3.40 (1.82) [5]
I am satisfied with the quality of my experience with the small group training programs.	40%	20%	--	--	40%	3.20 (2.05) [5]

Table 9: Strength and Conditioning Programs Satisfaction

Two students shared suggestions to improve the training programs. Those included scheduling the training longer, making the training less expensive, and cleaning the rooms more often.

Group RecXercise, Specialty Classes & Bootcamps

Students who reported participating in the group RecXercise classes, specialty classes, or bootcamps (n=31) were asked a series of follow-up questions. Table 10, in descending order by 3-5 times per week, illustrates that students attend group RecXercise classes most often and bootcamp classes least often.

Please indicate how often you utilize the following fitness classes.	3-5 Times Per Week	1-2 Times Per Week	A Couple of Times a Month	A Couple of Times a Semester	Never	n
Group RecXercise	21%	17%	4%	29%	29%	24
Specialty Classes	5%	14%	--	36%	46%	22
Bootcamps	5%	9%	--	23%	64%	22

Table 10: Fitness Classes Usage

Students were asked about their level of satisfaction or dissatisfaction with the instructors and the quality of their experience for each class type. Not applicable responses were removed prior to analysis. Table 11 illustrates students were most satisfied with the quality of their experience and the instructors for group RecXercise classes. While still generally satisfied, students were least satisfied with the quality of their experience and instructors for the bootcamps.

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the quality of my experience in group RecXercise classes.	50%	40%	5%	--	5%	4.30 (.98) [20]
I am satisfied with the instructors that lead the group RecXercise classes.	50%	40%	5%	--	5%	4.30 (.98) [20]
I am satisfied with the instructors that lead the specialty classes.	60%	20%	13%	--	7%	4.27 (1.16) [15]
I am satisfied with the quality of my experience in specialty classes.	53%	24%	18%	--	6%	4.18 (1.13) [17]
I am satisfied with the quality of my experience in bootcamps.	58%	17%	17%	--	8%	4.17 (1.27) [12]
I am satisfied with the instructors that lead the bootcamps.	50%	25%	17%	--	8%	4.08 (1.24) [12]

Table 11: Fitness Classes Satisfaction

Respondents who selected being dissatisfied or very dissatisfied with any of the instructors or quality of classes were provided the opportunity to share why they were dissatisfied. Although one student reported being very dissatisfied with each statement, no comments were provided.

When provided the opportunity to share suggestions to improve the fitness and specialty classes, six students wrote a response. Half suggested that the classes be less expensive or free. Other recommendations included scheduling the classes longer, providing a yoga class on Friday morning, holding yoga classes at the gardens, and offering a variety of skill levels for classes.

Indoor Climbing Facility

Respondents who indicated using the indoor climbing facility (n=20) were asked how often they used the facility. Table 12, in order of the frequency options, shows just over one-third (37%) reported using the facility at least once a week. Additionally, 37% report using the facility a couple of times a semester.

Please indicate how often you utilize the indoor climbing facility.	Frequently Percentage [n=19]
Daily	--
Multiple Times Per Week	11%
Weekly	26%
A Couple of Times a Month	21%
A Couple of Times a Semester	37%
Never	5%

Table 12: Indoor Climbing Facility Usage

Table 13 reveals that over three-fourths of the respondents reported being satisfied or very satisfied with the staff and the quality of their experience at the indoor climbing facility.

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the staff in the indoor climbing facility.	42%	47%	5%	--	5%	4.21 (.98) [19]
I am satisfied with the quality of my experience at the indoor climbing facility.	42%	42%	11%	--	5%	4.16 (1.02) [19]

Table 13: Indoor Climbing Facility Satisfaction

When asked what suggestions they had for improving the climbing wall facility, two students shared that they would like more wall space and an increase in the number of easier routes to help frequent climbers bring friends who are beginner climbers with them.

Boulder Wall

Of the 25 students indicating they used the boulder wall, 20 responded to the follow-up questions. Table 14, in order of the frequency options, reports just over one-third (35%) use the boulder wall once a week or more. Alternatively, almost half (46%) said they use the boulder wall a couple of times a semester.

Please indicate how often you utilize the boulder wall.	Frequently Percentage [n=20]
Daily	--
Multiple Times Per Week	25%
Weekly	10%
A Couple of Times a Month	20%
A Couple of Times a Semester	45%
Never	--

Table 14: Boulder Wall Usage

A majority of the students responded that they are satisfied or very satisfied with the quality of their experience on the boulder wall, as seen in Table 15.

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the quality of my experience at the boulder wall.	35%	45%	15%	--	5%	4.05 (1.00) [20]

Table 15: Boulder Wall Satisfaction

Students were given the opportunity to provide suggestions to improve the boulder wall and four offered a comment. Comments from three of the students said that they would like to see a larger facility. Additionally, two shared they would like better route guides or more variation of the routes.

Outdoor Adventures Rental Center

Students who said they used the Outdoor Adventures Rental Center (n=7) were asked how frequently they utilized the center. Table 16, in order of the frequency options, indicates students using the center a couple of times a semester or once a year.

Please indicate how often you utilize the Outdoor Adventures Rental Center.	Frequently Percentage [n=5]
Daily	--
Weekly	--
A Couple of Times a Month	--
A Couple of Times a Semester	40%
Once a Year	60%
Never	--

Table 16: Outdoor Adventures Rental Center Usage

Two-thirds (67%) of students were satisfied with both the quality of their experience and the staff at the Outdoor Adventures Rental Center, with half of the students (50%) reporting being very satisfied. These results are found in Table 17.

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the quality of my experience with the Outdoor Adventures Rental Center.	50%	17%	17%	--	17%	3.83 (1.60) [6]
I am satisfied with the staff in the Outdoor Adventures Rental Center.	50%	17%	17%	--	17%	3.83 (1.60) [6]

Table 17: Outdoor Adventures Rental Center Satisfaction

When asked for suggestions to improve the Outdoor Adventure Rental Center, three students wrote different recommendations. One would like items to be more affordable, one shared their experience with staff who did not seem experienced or flexible, and one shared an idea to market it more to be better known on campus.

Outdoor Adventures Programs and Trips

Of the six students who reported participating in Outdoor Adventures programs or trips, one-third said they attended programs or trips a couple of times a semester and two-thirds said once a year. This is shown in Table 18, in order of the frequency options.

Please indicate how often you utilize the Outdoor Adventures programs.	Frequently Percentage [n=6]
Daily	--
Weekly	--
A Couple of Times a Month	--
A Couple of Times a Semester	33%
Once a Year	67%
Never	--

Table 18: Outdoor Adventures Programs Usage

Table 19 illustrates that two-thirds of the students were satisfied or very satisfied with the quality of their experience and the staff leading Outdoor Adventures programs and trips.

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the quality of my experience with the Outdoor Adventures programs.	33%	33%	17%	--	17%	3.67 (1.51) [6]
I am satisfied with the staff in the Outdoor Adventures programs.	33%	33%	17%	--	17%	3.67 (1.51) [6]

Table 19: Outdoor Adventures Programs Satisfaction

Students were provided the opportunity to make suggestions on how to improve Outdoor Adventures programs and trips. No comments were shared by respondents.

Multi-Use Courts

Students reporting they used the multi-use courts (n=62) were asked follow-up questions about the facilities. First, students were asked about how often they utilized the multi-use courts. Table 20, in order of the frequency options, reveals that just over half (52%) use the courts once a week or more. Additionally, Table 21 tells us that a majority of the students (79%) are satisfied or very satisfied with the quality of their experience at the multi-use courts.

Please indicate how often you utilize the multi-use courts.	Frequently Percentage [n=48]
Daily	2%
Multiple Times Per Week	19%
Weekly	31%
A Couple of Times a Month	17%
A Couple of Times a Semester	31%
Never	--

Table 20: Multi-Use Courts Usage

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the quality of my experience at the multi-use courts.	49%	30%	15%	--	2%	4.19 (.99) [47]

Table 21: Multi-Use Courts Satisfaction

When asked for recommendations to improve the multi-use courts, 16 respondents provided suggestions. Several talked about the need for more basketball courts to be set up; however, a couple of students wanted to see more volleyball and badminton courts. Other suggestions included cleaning the floors more, having dedicated courts, removing the open area on the second floor, and extending the time.

Heavy Bag Room

Of the 16 students who indicated using the heavy bag room, 13 responded to the follow-up questions. Table 22, in order of the frequency options, demonstrates that just over one-third of the students responding (38%) utilize the room at least once a week.

Please indicate how often you utilize the heavy bag room.	Frequently Percentage [n=13]
Daily	--
Multiple Times Per Week	15%
Weekly	23%
A Couple of Times a Month	31%
A Couple of Times a Semester	31%
Never	--

Table 22: Heavy Bag Room Usage

Furthermore, as seen in Table 23, a majority of students (85%) indicated being satisfied or very satisfied with the quality of their experience in the heavy bag room.

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the quality of my experience at the heavy bag room.	54%	31%	8%	--	8%	4.23 (1.17) [13]

Table 23: Heavy Bag Room Satisfaction

Students were asked for suggestions to improve the heavy bag room and five wrote a comment. There were differing recommendations including adding a speed bag, allowing users to adjust the bag height without a staff member, allowing gloves to be used for free, and installing mirrors and floor mats.

Penberthy Rec Sports Complex

Students reporting they used the Penberthy Rec Sports Complex (n=53) were asked how often they utilized the facility for different reasons. Table 24, in descending daily order, demonstrates that free play is used the most daily; however, almost half of the responding students (48%) report using Penberthy for intramurals weekly or multiple times per week. Alternatively, just over three-fourths of students said that they never utilize Penberthy for Sport Clubs.

Please indicate how often you utilize the following at the Penberthy Complex.	Daily	Multiple Times Per Week	Weekly	A Couple of Times a Month	A Couple of times a Semester	Never	n
Free Play	5%	3%	15%	21%	23%	33%	39
Health & Kinesiology Classes	3%	6%	11%	3%	17%	61%	36
Intramurals	--	24%	24%	11%	16%	24%	37
Sport Clubs	--	11%	3%	5%	3%	78%	37

Table 24: Penberthy Rec Sports Complex Usage

In terms of their level of satisfaction or dissatisfaction with the quality of their experience and the staff at the Penberthy Complex, over three-fourths reported being satisfied or very satisfied with both (84% for the quality of their experience and 78% for the staff). The results are presented in Table 25.

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the quality of my experience at the Penberthy Complex.	42%	42%	10%	5%	2%	4.15 (.96) [41]
I am satisfied with the staff in the Penberthy Complex.	38%	40%	15%	5%	3%	4.05 (.99) [40]

Table 25: Penberthy Rec Sports Complex Satisfaction

When asked for suggestions to improve Penberthy, seven students shared a variety of recommendations. Students mentioned improving the water fountains, providing additional parking options, keeping the complex open longer, and improving the EMS staff and intramural referees.

Physical Education and Activity Program (PEAP Building)

The 44 students who said they used the PEAP Building were asked several follow-up questions. Table 26, in descending daily order, illustrate the building is mostly used for health and kinesiology classes. Alternatively, two-thirds or more stated never using the PEAP Building for intramurals, free play, and Sport Clubs.

Please indicate how often you utilize the following at the PEAP building.	Daily	Multiple Times Per Week	Weekly	A Couple of Times a Month	A Couple of times a Semester	Never	n
Health & Kinesiology Classes	11%	19%	27%	--	22%	22%	37
Intramurals	9%	--	--	6%	11%	74%	35
Free Play	3%	6%	6%	6%	11%	69%	35
Sport Clubs	3%	3%	--	3%	8%	83%	36

Table 26: PEAP Building Usage

Respondents were asked their level of satisfaction or dissatisfaction with the quality of their experience and the staff at the PEAP Building. Table 27 reveal a majority of the students were satisfied or very satisfied with both; however, they were slightly more satisfied with the quality of their experience at the PEAP Building.

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the quality of my experience at the PEAP Building.	63%	29%	3%	--	5%	4.45 (.98) [38]
I am satisfied with the staff in the PEAP Building.	58%	26%	11%	--	5%	4.32 (1.04) [38]

Table 27: PEAP Building Satisfaction

Students were given the opportunity to write suggestions for improvements to the PEAP Building. Of the nine comments shared, several said nothing or that the building was perfect or very nice. Those offering suggestions recommended unlocking doors when they are scheduled to be unlocked, allowing the weight room to be free for PEAP students to use, providing a food option besides vending machines, and opening the strength tools to students when there are no classes.

Omar Smith Tennis Learning Center

Four students reported utilizing the Omar Smith Tennis Learning Center and were asked follow-up questions about this facility. Table 28, in descending order by the weekly column, shows that no students responding utilized the facility more than weekly. Additionally, free play and healthy & kinesiology classes were reported to be used weekly.

Please indicate how often you utilize the following at the Tennis Learning Center.	Daily	Multiple Times Per Week	Weekly	A Couple of Times a Month	A Couple of times a Semester	Never	n
Health & Kinesiology Classes	--	--	33%	--	33%	33%	3
Free Play	--	--	33%	33%	33%	--	3
Intramurals	--	--	--	33%	33%	33%	3

Table 28: Tennis Learning Center Usage

Table 29 demonstrates that two-thirds of respondents were satisfied or very satisfied with both the quality of their experience and the staff at the Tennis Learning Center.

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the quality of my experience at the Tennis Learning Center.	33%	33%	--	--	33%	3.33 (2.08) [3]
I am satisfied with the staff in the Tennis Learning Center.	33%	33%	--	--	33%	3.33 (2.08) [3]

Table 29: Tennis Learning Center Satisfaction

Respondents were provided the opportunity to share suggestions to improve the Tennis Learning Center; however, no comments were shared.

Intramurals

Students selecting that they participated in intramural activities (n=50) were asked how often they participated. Table 30, in order of the frequency options, indicates that approximately two-thirds of students responding (65%) participated in intramurals once a week or more.

Please indicate how often you participate in Intramurals.	Frequently Percentage [n=36]
Daily	3%
Multiple Times Per Week	31%
Weekly	31%
A Couple of Times a Month	17%
A Couple of Times a Semester	19%
Never	--

Table 30: Intramurals Usage

In terms of students' level of satisfaction or dissatisfaction with intramurals, Table 31 reveals that three-fourths (75%) were very satisfied or satisfied with the staff and the quality of their experience related to intramurals.

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the staff with Intramurals.	33%	42%	14%	6%	6%	3.92 (1.11) [36]
I am satisfied with the quality of my experience with Intramurals.	31%	44%	14%	8%	3%	3.92 (1.03) [36]

Table 31: Intramurals Satisfaction

When asked for suggestions to improve intramurals, 10 students provided recommendations. Several students commented on the cost or payment for intramurals, most not liking to pay individually rather than as a team. A couple of students mentioned the referees needing to know their sports better. Other recommendations included giving t-shirts to both the Rec and competitive championship winners, making changes to the website, and offering more games. Additionally, a couple of students praised intramural staff for handling a situation and for having penalties when a team does not show up for a game.

Sport Clubs

Follow-up questions were asked of the respondents indicating they were involved with Sport Clubs (n=17). As seen in Table 32, in order of the frequency options, a majority of the responding students (87%) participate in Sport Clubs weekly or more.

Please indicate how often you participate in Sport Clubs.	Frequently Percentage [n=15]
Daily	27%
Multiple Times Per Week	47%
Weekly	13%
A Couple of Times a Month	--
A Couple of Times a Semester	7%
Never	7%

Table 32: Sport Clubs Usage

Students were asked about their level of satisfaction or dissatisfaction with Sport Clubs. Table 33 displays the results showing that just over three-fourths of the students reported being satisfied or very satisfied with both the quality of their experience and the staff with Sport Clubs.

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the quality of my experience with Sport Clubs.	64%	14%	7%	7%	7%	4.21 (1.31) [14]
I am satisfied with the staff with Sport Clubs.	57%	21%	7%	7%	7%	4.14 (1.29) [14]

Table 33: Sport Clubs Satisfaction

Students were asked for suggestions to improve Sport Clubs. Four students said not applicable or nothing. One student recommended that the judo club get its own building with squat racks only for members of this club.

Banquet Facilities

Eight students reported utilizing the banquet facilities at the Rec Center and were asked follow-up questions. Table 34, in order of the frequency options, demonstrates that half of the students utilize the facilities once a semester. Additionally, Table 35 reports that students are satisfied with the quality of their experience and the staff with the banquet facilities.

Please indicate how often you utilize the banquet facilities.	Frequently Percentage [n=8]
More than Once a Semester	13%
Once a Semester	50%
Once a Year	38%
Never	--

Table 34: Banquet Facilities Usage

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the quality of my experience at the banquet facilities.	38%	50%	--	--	13%	4.00 (1.31) [8]
I am satisfied with the staff with the banquet facilities.	29%	57%	--	--	14%	3.86 (1.35) [7]

Table 35: Banquet Facilities Satisfaction

Respondents were provided the opportunity to share suggestions to improve the banquet facilities; however, no comments were shared.

Multi-Use Rooms

Students who reported using the multi-use rooms (n=23) were asked several follow-up questions. When asked what they use the multi-use rooms for, 53% of 17 students responding said for practice and 47% reported for organization meetings. None selected the “other” option, and therefore no comments were provided to explain how else they used the multi-use rooms.

Respondents were asked how often they utilized the multi-use rooms. Table 36, in order of the frequency options, illustrates that just over half (56%) utilize the rooms a couple of times a semester.

Please indicate how often you utilize the multi-use rooms.	Frequently Percentage [n=18]
Daily	--
Multiple Times Per Week	22%
Weekly	11%
A Couple of Times a Month	11%
A Couple of Times a Semester	56%
Never	--

Table 36: Multi-Use Rooms Usage

Results presented in Table 37 inform that students are generally satisfied with both the quality of their experience and the staff in the multi-use rooms.

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the quality of my experience at the multi-use rooms.	44%	44%	6%	--	6%	4.22 (1.00) [18]
I am satisfied with the staff in the multi-use rooms.	33%	44%	17%	--	6%	4.00 (1.03) [18]

Table 37: Multi-Use Rooms Satisfaction

When provided the opportunity to make suggestions to improve the multi-use rooms, no comments were shared.

Non-Usage

Students who reported not utilizing the Rec Center (n=29) were asked to explain why they did not utilize the facility. Using a select all that apply option, approximately two-thirds (65%) indicated they were too busy, as shown in Table 38. None of the respondents said that the Rec Center did not have what they wanted. Those who said they utilized another gym (n=3) were asked to name the gym. Students wrote that they went to Anytime Fitness, Planet Fitness, and gym at their apartment complex. Those selecting the “other” response option were provided the opportunity to write a response; however, no comments were shared.

What are the reasons you do not utilize Rec Sports facilities or programs? (select all that apply)	Frequently Percentage [n=23]
Too busy	65%
I do not feel comfortable at the Rec	35%
Difficult to get to the facilities	30%
Trouble parking	26%
Hours are not convenient	17%
Utilize another gym (please specify where):	13%
Poor quality of facilities or programs	9%
Other (please specify):	9%
Do not have what I want	--

Table 38: Reasons for Non-Usage

Respondents were asked what the Rec Center could do to cause them to come to the Rec Center and were given the chance to write a response. A wide range of comments were shared from the six students, including offering free intramurals and fitness classes, providing free parking, allowing the use of the facility in the summer, and a student enjoying the convenience of living next door to Anytime Fitness.

Demographics of the students who reported not utilizing the Rec Center were gathered to better understand these students. The results are displayed in Table 39, on the following page in descending order for each demographic category. Some questions were asked on the survey: gender identity, sexual orientation, class year, Corps of Cadets membership, and veteran status. The other demographics were gathered from the student information system. Many of the non-users were White, junior, Engineering students, who are not first-generation or top 10%. Additionally, 100% of the responding students indicated they were not in the Corps of Cadets and 100% said they were not a veteran.

Demographic Category	Survey Respondents	Demographic Category	Survey Respondents
Sex	[n=29]	Gender Identity	[n=23]
Male	52%	Male	61%
Female	48%	Female	39%
First-Generation Status	[n=29]	Sexual Orientation	[n=21]
Not First-Generation	59%	Heterosexual / Straight	76%
First-Generation	21%	Asexual	19%
Unknown	21%	Bisexual	5%
Ethnicity	[n=29]	Class Year	[n=23]
White	69%	2022	30%
International	14%	2020	22%
Asian	7%	2023	22%
Hispanic or Latino	7%	2019 or Earlier	17%
Unknown or Not Report	3%	2021	9%
College	[n=29]	Classification	[n=29]
Engineering	38%	Junior	24%
Agriculture & Life Sciences	14%	Senior	21%
Liberal Arts	14%	Sophomore	17%
Science	10%	Doctoral	17%
Architecture	7%	Freshman	10%
Mays Business School	7%	Masters	10%
Veterinary Medicine	7%	Top 10 Percent	[n=29]
Public Health	3%	Not Top 10%	62%
		Top 10%	38%

Table 39: Demographics of Non-Users

Marketing

All students were asked how they currently find out information about Rec Sports and how they would prefer to hear about Rec Sports programs, events, services, and facilities. Table 40 demonstrates that over half of the students currently learn about Rec Sports through word of mouth; however, the most preferred method to learn about Rec Sports would be through the department website. Furthermore, students expressed having a higher preference than they currently are receiving for all methods except word of mouth. Table 40 is in descending order by how students would prefer to learn about Rec Sports.

Students selecting the “other” response option for either question were provided the opportunity to write a response. Seven students shared a comment for how they currently find out information including emails, KINE classes, walking through the Rec Center, looking it up, and being a student employee at the Rec Center. Of the 12 written comments on how students would prefer to hear about Rec Sports programs, events, services, and facilities, two-thirds said they would like email messages. Other preferred methods were to have options outside of the Rec Center.

	How do you <u>currently</u> find out information about Rec Sports programs, events, services, and facilities? (select all that apply) [n=188]	How would you <u>prefer</u> to hear about Rec Sports programs, events, services, and facilities? (select all that apply) [n=183]
Rec Sports website	30%	38%
Word of mouth	56%	33%
Banners or posters in the Rec Center	26%	27%
TVs in the Rec Center	19%	24%
Campus events / resource tables	13%	22%
Rec Sports social media	9%	21%
Rec Sports Guide (published every semester)	14%	18%
Restroom readers in the Rec Center restroom stalls	14%	18%
Rec Sports listserv	6%	13%
Rec Sports fliers	9%	12%
Advertisements in local publications	2%	8%
None	15%	7%
Other (please specify)	4%	7%

Table 40: Marketing Methods

Students selecting Rec Sports social media were asked a follow-up question to indicate the platform they use. There were 17 students reporting they currently find out about Rec Sports through social media and 38 students who said they would prefer to find out about Rec Sports through social media. The results are presented in Table 41, on the following page in descending order for the platform students would prefer to find out information. A majority of students (88%) currently find out about Rec Sports through Instagram, which is also the platform three-fourths would prefer to learn information about Rec Sports. Students expressed a higher preference in learning about Rec Sports through Twitter, Snapchat, and LinkedIn compared to how they currently find out information.

	Which social media platforms do you <u>currently</u> use to find out information about Rec Sports? (select all that apply) [n=16]	Which social media platforms would you <u>prefer</u> to find out information about Rec Sports? (select all that apply) [n=38]
Instagram	88%	76%
Twitter	25%	47%
Facebook	38%	34%
Snapchat	6%	18%
YouTube	6%	5%
LinkedIn	--	3%
Pinterest	--	--

Table 41: Social Media Platforms

Demographics

Table 42, in descending order by the survey respondents for each category, displays the demographics for all students in the survey sample and students responding to the survey. Additionally, the responses for the demographic questions asked on the survey are shown for the number of students responding to each question. Respondents were mostly representative of the survey sample (+/-3%). There was an over-representation of White students and international students responding to the survey. There was an underrepresentation of Hispanic/Latino students and first-generation students. Students selecting the self-identify option for gender identity and sexual orientation were provided the opportunity to write a response. One student elected to write a comment for gender identity; however, they expressed that there are only two genders and that A&M was getting liberal. Five students wrote a comment for sexual orientation. One said heterosexual and one said queer. The other three were comments such as it does not matter, this is sad, and apache helicopter.

Demographic Category	Survey Sample	Survey Respondents	Demographic Category	Survey Sample	Survey Respondents
Classification	[n=3,000]	[n=265]	Ethnicity	[n=3,000]	[n=265]
Senior	35%	33%	White	56%	61%
Junior	19%	19%	International	8%	14%
Sophomore	18%	18%	Hispanic or Latino	22%	13%
Masters	11%	14%	Asian	8%	6%
Doctoral	7%	10%	Black or Multi-Racial with Black	3%	3%
Freshman	9%	7%	Multi-Racial excluding Black	3%	2%
Veterinarian, all years	1%	--	American Indian	<1%	1%
Pharmacy, all years	<1%	--	Unknown or Not Reported	<1%	1%
UG and PB Nondegree / Postbac UG	<1%	--	Native Hawaiian or Pacific Islander	<1%	--
College	[n=3,000]	[n=265]	Class Year		[n=185]
Engineering	29%	31%	2020		29%
Agriculture and Life Sciences	12%	14%	2021		25%
Education and Human Development	10%	12%	2023		21%
Liberal Arts	13%	11%	2022		17%
Mays Business School	10%	10%	2019 or earlier		7%
Architecture	6%	6%	2024 or later		1%
Science	6%	6%	Gender Identity		[n=187]
Veterinary Medicine	5%	3%	Male		50%
Geosciences	2%	2%	Female		47%
Public Health	2%	2%	GenderQueer / Gender-nonconforming		1%
General Studies	4%	1%	Self-identify (please indicate)		1%
Bush School of Government	1%	1%	Prefer not to disclose		1%
Exchange	<1%	<1%	Transgender man/male		--
Nursing / Pharmacy	1%	--	Transgender woman/female		--
Sexual Orientation		[n=184]	Sex	[n=3,000]	[n=265]
Heterosexual / Straight		82%	Female	49%	51%
Asexual		7%	Male	51%	49%
Prefer not to disclose		4%	First-Generation Status	[n=3,000]	[n=265]
Bisexual		3%	Not First-Generation	67%	66%
Self-identify		2%	Unknown	11%	18%
Gay		1%	First-Generation	23%	17%
Lesbian		1%	Top Ten Percent	[n=3,000]	[n=265]
Corps of Cadets		[n=187]	Not Top 10%	62%	63%
No		96%	Top 10%	38%	37%
Yes		4%	Veteran		[n=189]
			No		99%
			Yes		1%

Table 42: Student Demographics

Department Background

According to its website (<https://recsports.tamu.edu/about-us-2/>), the mission for the Department of Recreation Sports is to “promote activity, wellness, and development by providing high quality, inclusive experiences and facilities for the students and community of Texas A&M University.” The Department of Recreational Sports maintains a more than 400,000 square foot facility visited by thousands of students, faculty, staff, and family members each year. The Rec Center underwent an expansion with the renovation being completed at the end of 2016. The Rec Center includes a 32,000 square feet strength and conditioning room, a walking and running track, 14 racquetball courts, four sand volleyball courts, three outdoor basketball courts, a competitive swimming and diving pool, 8-lane indoor lap pool, a resort-style outdoor pool, multipurpose rooms, approximately 3,500 square feet of climbing area, a heavy bag room, three indoor gymnasiums, and four group exercise rooms. Additionally, the Rec maintains the Penberthy Complex and Omar Smith Instructional Tennis Center. Penberthy is approximately 50 acres of outdoor field facilities, consisting of both artificial turf and natural grass fields. The Tennis Center includes 18 tennis courts. Furthermore, the Rec Center provides outdoor adventure trips, certification courses, intramural sports, and Sport Clubs.

Project Details

Because of the small response rate overall and the number of students responding to certain questions due to branching technology, care should be taken when trying to generalize the results of this survey to all Rec members.

The Department of Student Life Studies provides quality assessment services, resources and assessment training for departments in the Texas A&M University Division of Student Affairs and student organizations. Services by Student Life Studies are funded, in part, by the Texas A&M University Advancement Fee. Results of this project and other assessment projects done through Student Life Studies can be found at <https://studentlifestudies.tamu.edu/results/>. Additionally, division staff and students can follow Student Life Studies on Facebook.

To work with Student Life Studies for future assessment projects, please complete the Assessment Questionnaire at <https://slsform.dsaapps.tamu.edu/>.

Report prepared for: Mark Haven, Recreational Sports
Report prepared by: Kelly Cox, Student Life Studies
Report prepared on: April 2, 2020
Analysis prepared by: Shaun Ko, Student Life Studies
Survey designed by: Kelly Cox, Student Life Studies

Addendum A

Table A1, below and continuing to the following page, shows students' level of satisfaction and dissatisfaction in a holistic view of all areas of Recreational Sports. One note when looking at this information, the number of respondents for individual areas differs greatly ranging from three to 125. Each student makes up a larger percentage for calculating the mean or sd when there are few respondents. Care should be used in interpreting these results.

Students seem to be slightly more satisfied with the quality of their experiences compared to their level of satisfaction with the staff. Students reported the highest level of satisfaction with the PEAP Building and group RecXercise for both the quality of their experience and the staff in these two areas. Students expressed the lowest level of satisfaction with the aquatic programs for both the quality of their experience and the staff in this area.

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the quality of my experience at the PEAP Building.	63%	29%	3%	--	5%	4.45 (.98) [38]
I am satisfied with the staff in the PEAP Building.	58%	26%	11%	--	5%	4.32 (1.04) [38]
I am satisfied with the quality of my experience in group RecXercise classes.	50%	40%	5%	--	5%	4.30 (.98) [20]
I am satisfied with the instructors that lead the group RecXercise classes.	50%	40%	5%	--	5%	4.30 (.98) [20]
I am satisfied with the instructors that lead the specialty classes.	60%	20%	13%	--	7%	4.27 (1.16) [15]
I am satisfied with the quality of my experience at the heavy bag room.	54%	31%	8%	--	8%	4.23 (1.17) [13]
I am satisfied with the quality of my experience at the multi-use rooms.	44%	44%	6%	--	6%	4.22 (1.00) [18]
I am satisfied with the quality of my experience with Sport Clubs.	64%	14%	7%	7%	7%	4.21 (1.31) [14]
I am satisfied with the staff in the indoor climbing facility.	42%	47%	5%	--	5%	4.21 (.98) [19]
I am satisfied with the quality of my experience at the multi-use courts.	49%	30%	15%	--	2%	4.19 (.99) [47]
I am satisfied with the quality of my experience in specialty classes.	53%	24%	18%	--	6%	4.18 (1.13) [17]
I am satisfied with the quality of my experience in bootcamps.	58%	17%	17%	--	8%	4.17 (1.27) [12]
I am satisfied with the staff in the strength and conditioning facilities.	43%	40%	10%	2%	4%	4.16 (.99) [125]
I am satisfied with the quality of my experience at the indoor climbing facility.	42%	42%	11%	--	5%	4.16 (1.02) [19]
I am satisfied with the quality of my experience at the Penberthy Complex.	42%	42%	10%	5%	2%	4.15 (.96) [41]
I am satisfied with the staff with Sport Clubs.	57%	21%	7%	7%	7%	4.14 (1.29) [14]
I am satisfied with the instructors that lead the bootcamps.	50%	25%	17%	--	8%	4.08 (1.24) [12]
I am satisfied with the staff in the Penberthy Complex.	38%	40%	15%	5%	3%	4.05 (.99) [40]
I am satisfied with the quality of my experience at the boulder wall.	35%	45%	15%	--	5%	4.05 (1.00) [20]

Please indicate your level of satisfaction or dissatisfaction with the following:	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2)	Very Dissatisfied (1)	Mean (sd) [n]
I am satisfied with the staff in the aquatics facilities.	32%	50%	11%	4%	4%	4.04 (.96) [28]
I am satisfied with the quality of my experience at the aquatics facilities.	25%	64%	4%	4%	4%	4.04 (.88) [28]
I am satisfied with the quality of my experience at the banquet facilities.	38%	50%	--	--	13%	4.00 (1.31) [8]
I am satisfied with the staff in the multi-use rooms.	33%	44%	17%	--	6%	4.00 (1.03) [18]
I am satisfied with the quality of my experience at the strength and conditioning facilities.	34%	42%	14%	5%	5%	3.97 (1.05) [125]
I am satisfied with the staff with Intramurals.	33%	42%	14%	6%	6%	3.92 (1.11) [36]
I am satisfied with the quality of my experience with Intramurals.	31%	44%	14%	8%	3%	3.92 (1.03) [36]
I am satisfied with the staff with the banquet facilities.	29%	57%	--	--	14%	3.86 (1.35) [7]
I am satisfied with the quality of my experience with the Outdoor Adventures Rental Center.	50%	17%	17%	--	17%	3.83 (1.60) [6]
I am satisfied with the staff in the Outdoor Adventures Rental Center.	50%	17%	17%	--	17%	3.83 (1.60) [6]
I am satisfied with the personal trainers.	60%	--	20%	--	20%	3.80 (1.79) [5]
I am satisfied with the small group coaches.	60%	--	20%	--	20%	3.80 (1.79) [5]
I am satisfied with the quality of my experience with the Outdoor Adventures programs.	33%	33%	17%	--	17%	3.67 (1.51) [6]
I am satisfied with the staff in the Outdoor Adventures programs.	33%	33%	17%	--	17%	3.67 (1.51) [6]
I am satisfied with the quality of my experience with the personal training programs.	40%	20%	--	20%	20%	3.40 (1.82) [5]
I am satisfied with the quality of my experience at the Tennis Learning Center.	33%	33%	--	--	33%	3.33 (2.08) [3]
I am satisfied with the staff in the Tennis Learning Center.	33%	33%	--	--	33%	3.33 (2.08) [3]
I am satisfied with the quality of my experience with the small group training programs.	40%	20%	--	--	40%	3.20 (2.05) [5]
I am satisfied with the quality of my experience with the aquatics programs.	--	33%	33%	33%	--	2.67 (1.53) [3]
I am satisfied with the staff with aquatics programs.	--	33%	33%	33%	--	2.67 (1.53) [3]

Table A1: Holistic View of Student Satisfaction