

# 2022 Campus Rec Member Survey Report

The Campus Rec Member Survey is an annual assessment of user satisfaction and perception of Campus Rec programs and services. In 2022, the survey's fifth year of administration, it was revised slightly to reflect the new Strategic Bridge Plan goal related to creating a welcoming community.

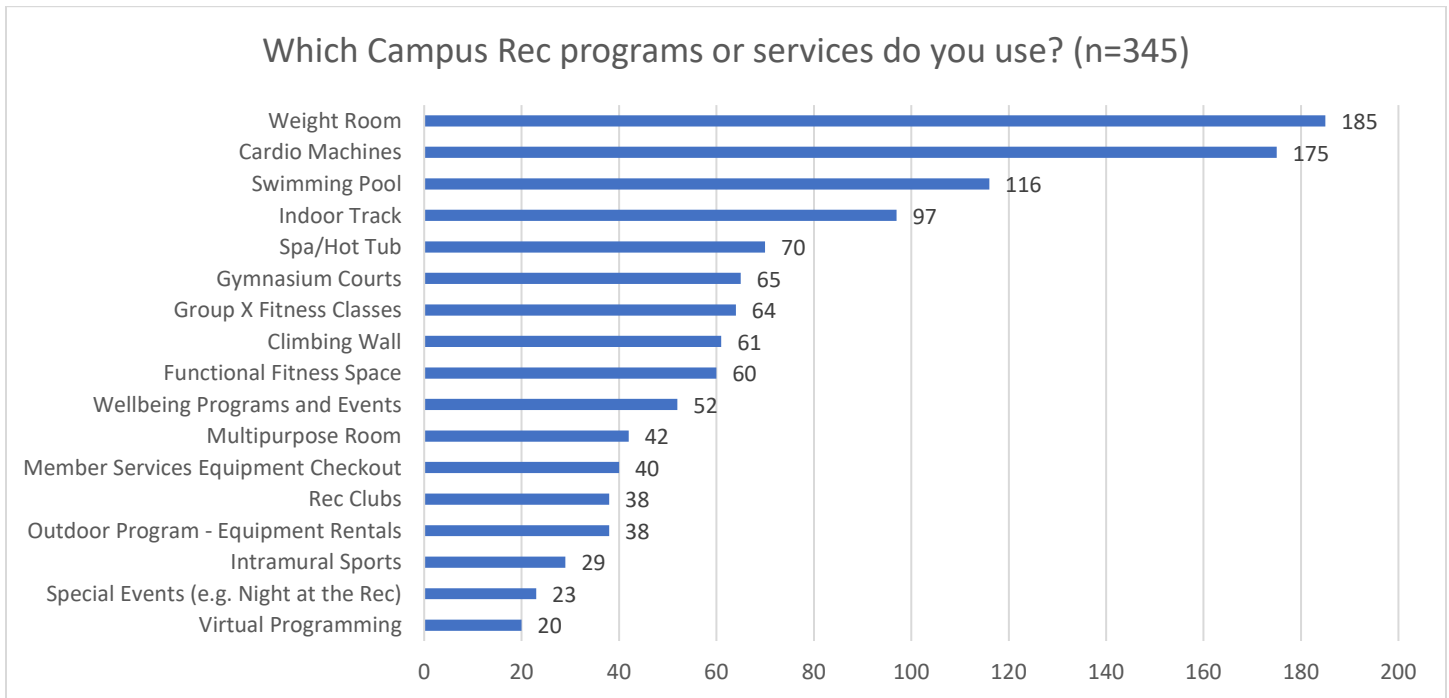


## 1 SURVEY RESPONSE RATE

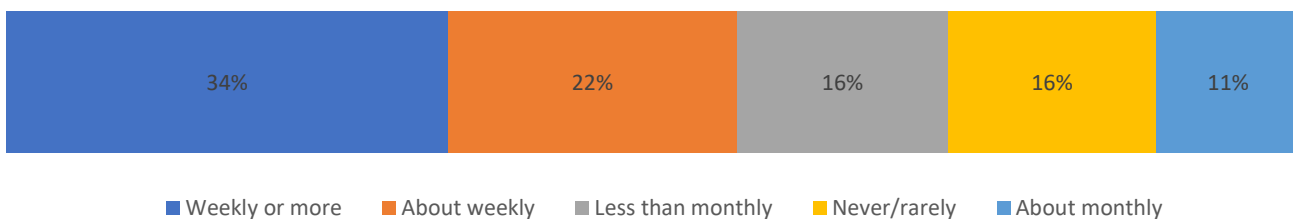
The overall *response rate*, percent of survey completion, is 8.5%. In 2022, a survey incentive was offered for three respondents randomly drawn. Despite this, there was not a noticeable increase in response rate.

	Response rate
2018	12.6%
2019	9.7%
2020	8.3%
2022	8.5%

## 2 RESPONDENT USAGE OF CAMPUS REC



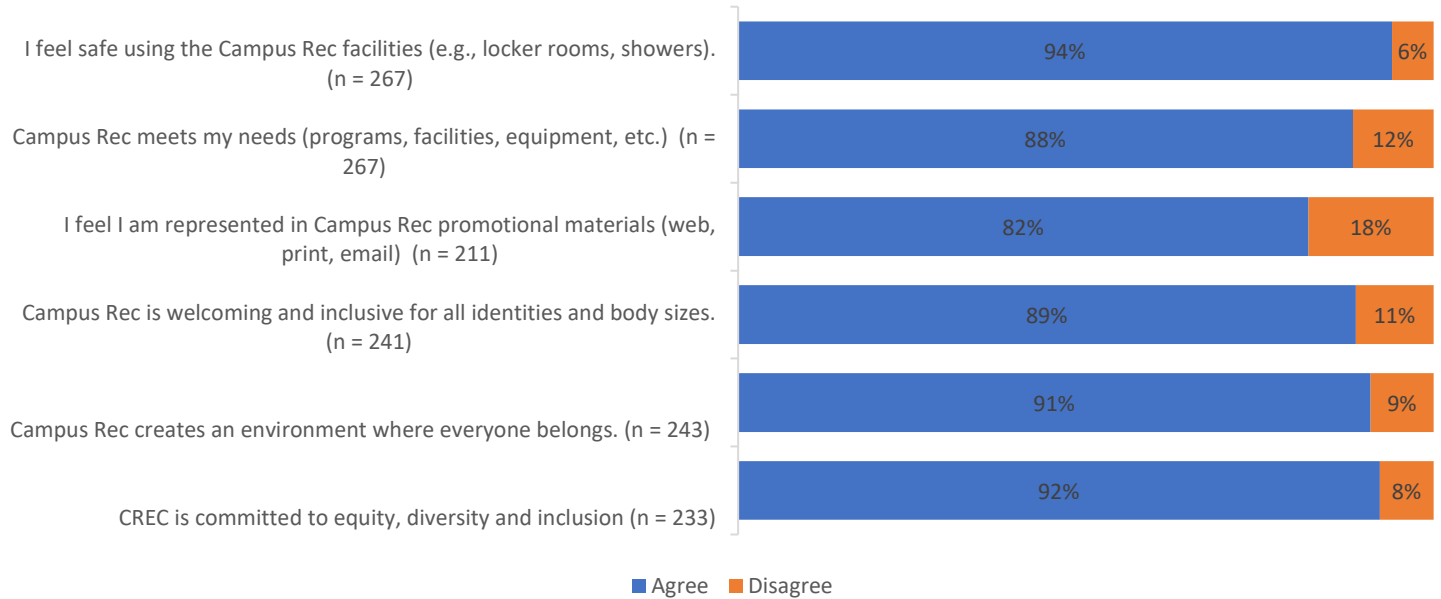
Frequency of use (n = 349)



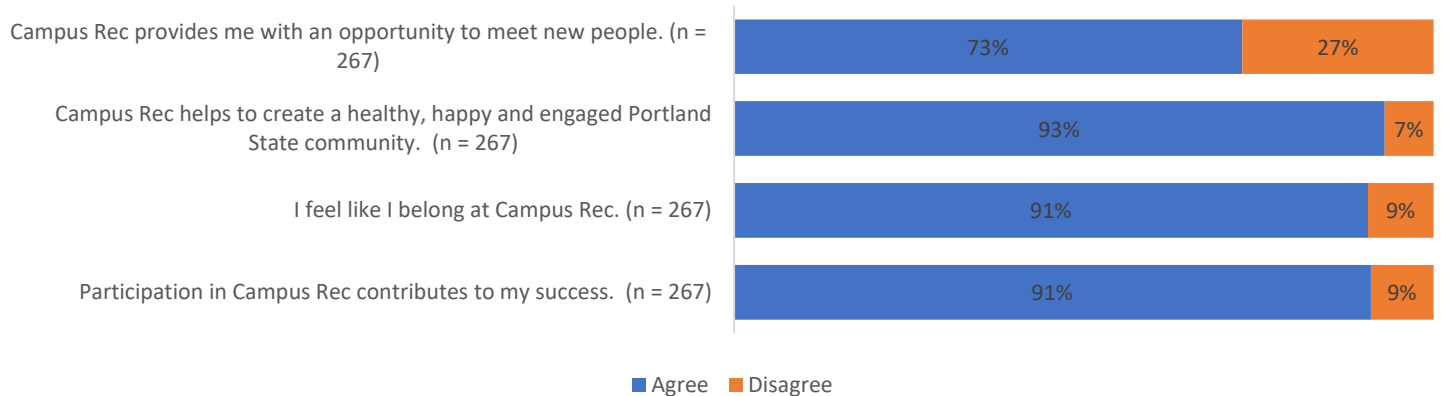
### 3 PERCEPTIONS AND EXPERIENCE WITH CAMPUS REC

Blue represents Agree and Strongly Agree, Orange represents Disagree and Strongly disagree.

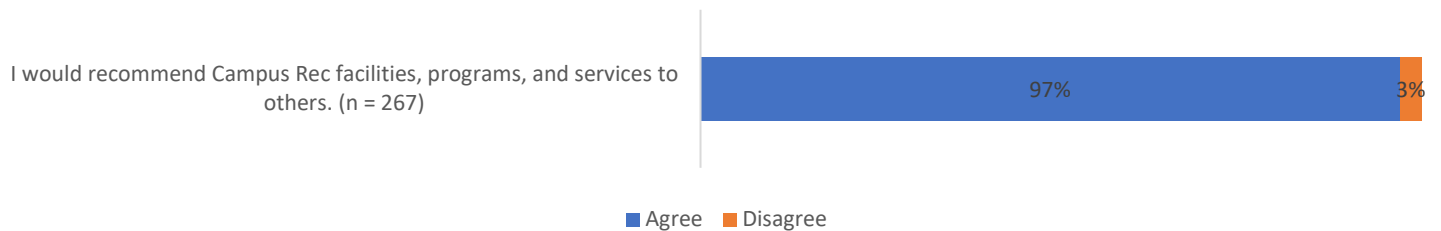
#### EQUITY AND INCLUSION



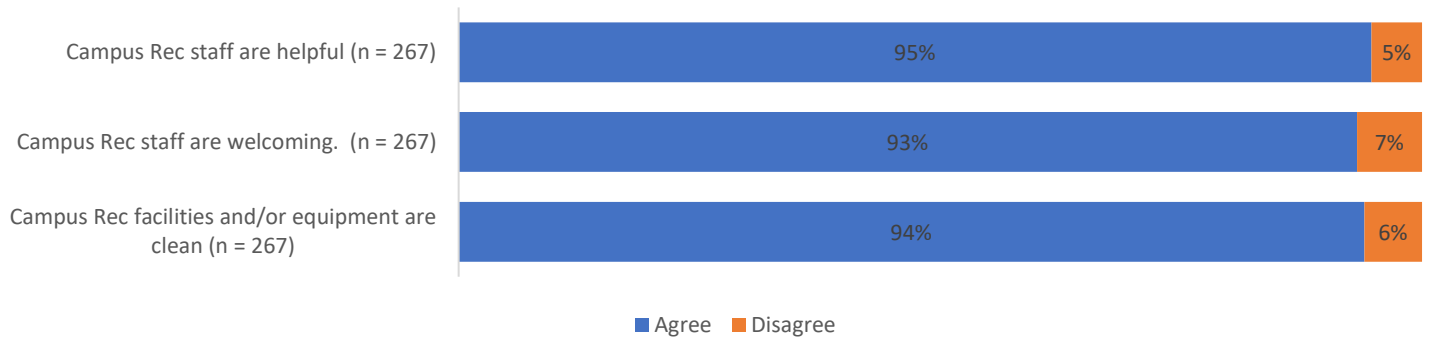
#### 3.1 SUCCESS AND WELLBEING



#### 3.2 RECOMMENDING CAMPUS REC



### 3.3 EXPERIENCE WITH STAFF AND FACILITIES



## 4 ACTIONS

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### 4.1 ACTIONS BASED ON ASSESSMENT RESULTS

Based on Prostaff, staff and stakeholder discussion, the following actions are being undertaken to respond to the findings in this survey.

#### 4.1.1 Actions taken in response to survey data (final list from Strategic Pod meeting)

1. Languages staff speak can be added to nametags (Member Experience Pod)
2. Weight Room orientations continue to be offered at the start of each term and as requested for specific partners or events (Personal Training Team)
3. Harassment response posters are being finalized then posted on each floor (Operations/Marketing)
4. Rec Buddies Program pilot in Winter FY23 (Wellbeing/Inclusive Rec Team)
5. Future year: Identify and pilot an opportunity for Women's Plus program to increase access to weight room (Programs)
6. Future year: Create and post wayfinding signage throughout facility (Member Experience/Operations)
7. Diversify marketing representation (Marketing)