

## ORP Survey Fall 2009

**Description:** Please provide access to: Robert Jones, Robert.Jones@crs.utah.edu; Brian Wilkensen, brian.wilkinson@crs.utah.edu; Mary Bohlig, Mary.Bohlig@crs.utah.edu.

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Q1 What is your current University of Utah affiliation? (Check all that apply)

U of U student [Code = 1]

University faculty or staff [Code = 2]

University alumni [Code = 3]

Family member/partner of student, faculty, or staff [Code = 4]

General public (no affiliation) [Code = 5]

Required answers: 1 Allowed answers: 5

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Q2 In which college is your major? (Check all that apply)

Architecture & Planning, College of [Code = 1]

Business, David Eccles School of [Code = 2]

Continuing Education [Code = 3]

Education, College of [Code = 4]

Engineering, College of [Code = 5]

Fine Arts, College of [Code = 6]

Graduate School [Code = 7]

Health, College of [Code = 8]

Honors College [Code = 9]

Humanities, College of [Code = 10]

Law, College of [Code = 11]

Medicine, School of [Code = 12]

Mines & Earth Sciences, College of [Code = 13]

Nursing, College of [Code = 14]

Pharmacy, College of [Code = 15]

Science, College of [Code = 16]

Social & Behavioral Science, College of [Code = 17]

Social Work, College of [Code = 18]

Undergraduate Studies, Office of [Code = 19]

Other (please specify) [Code = 20] [TextBox]

Required answers: 1 Allowed answers: 20

Q1='U of U student'

Q3 Please list your major:

[Code = 1] [TextBox]

Required answers: 0 Allowed answers: 1

Q1='U of U student'

Q4 What is your year in school?

Freshman [Code = 1]

Sophomore [Code = 2]

Junior [Code = 3]

Senior [Code = 4]

Second undergraduate degree [Code = 5]

Graduate or professional student [Code = 6]

Required answers: 1 Allowed answers: 1

Q1='U of U student'

Q5 How long have you been using the Outdoor Recreation Program?

Less than 1 semester [Code = 1]

1 semester [Code = 2]

1 year [Code = 3]

2 years [Code = 4]

3 years [Code = 5]

4+ years [Code = 6]

Required answers: 1 Allowed answers: 1

Q6 What is your highest level of education?

None/Did not attend formal schooling [Code = 1]

Elementary school only [Code = 2]

Some high school [Code = 3]

Graduated high school [Code = 4]

Some college/technical school [Code = 5]

Graduated from college [Code = 6]

Graduate school/professional degree [Code = 7]

Required answers: 1 Allowed answers: 1

Q7 What is your age?

17 or younger [Code = 1]

18 - 24 [Code = 2]

25 - 34 [Code = 3]

35 - 44 [Code = 4]

45 - 54 [Code = 5]

55 or older [Code = 6]

Required answers: 1 Allowed answers: 1

Q8 What is your gender?

Male [Code = 1]

Female [Code = 2]

Other [Code = 3]

Required answers: 1 Allowed answers: 1

Q9 Which services have you used at Outdoor Recreation Programs? (Check all that apply)

Equipment Rental (Camping, boating, winter, other) [Code = 1]

Cooperative Adventure Trips (Camping/hiking, rafting, sea-kayaking, other) [Code = 2]

Resource Education Center - to plan own trip (Maps, books, etc.) [Code = 3]

Special Events (Banff Film Festival, Radical Reels, Used Equipment Sale) [Code = 4]

Required answers: 1 Allowed answers: 4

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Q10 Please rate the condition of the equipment rented/used:

Like new [Code = 4]

Good [Code = 3]

Fair [Code = 2]

Should be replaced [Code = 1]

Required answers: 1 Allowed answers: 1

Q9='Equipment Rental (Camping, boating, winter, other)'

Please rate the following based on your Equipment Rental experience:

Q11 The value of the equipment I rented compared to the rental cost

Excellent [Code = 5]

Good [Code = 4]

Average [Code = 3]

Below average [Code = 2]

Poor [Code = 1]

Required answers: 1 Allowed answers: 1

Q12 The level of customer service provided by ORP staff

Excellent [Code = 5]

Good [Code = 4]

Average [Code = 3]

Below average [Code = 2]

Poor [Code = 1]

Required answers: 1 Allowed answers: 1

Q13 The explanation/instruction on proper use of equipment used

Excellent [Code = 5]

Good [Code = 4]

Average [Code = 3]

Below average [Code = 2]

Poor [Code = 1]

Required answers: 1 Allowed answers: 1

Q14 The explanation/instruction on proper care of equipment used

Excellent [Code = 5]

Good [Code = 4]

Average [Code = 3]

Below average [Code = 2]

Poor [Code = 1]

Required answers: 1 Allowed answers: 1

Q15 Equipment reservation made by telephone

Excellent [Code = 5]

Good [Code = 4]

Average [Code = 3]

Below average [Code = 2]

Poor [Code = 1]

Required answers: 1 Allowed answers: 1

Q9='Equipment Rental (Camping, boating, winter, other)'

Q16 About how many times per year do you use Outdoor Recreation Programs?

1 - 2 [Code = 1]

3 - 5 [Code = 2]

6 - 10 [Code = 3]

11+ [Code = 4]

Required answers: 1 Allowed answers: 1

Please rate the following aspects related to your experience with Outdoor Recreation Programs:

Q17 The ORP website

Excellent [Code = 5]

Good [Code = 4]

Average [Code = 3]

Below average [Code = 2]

Poor [Code = 1]

Required answers: 1 Allowed answers: 1

Q18 Purchase of discounted ski passes

Excellent [Code = 5]

Good [Code = 4]

Average [Code = 3]

Below average [Code = 2]

Poor [Code = 1]

Required answers: 1 Allowed answers: 1

Q19 Your overall experience with ORP services

Excellent [Code = 5]

Good [Code = 4]

Average [Code = 3]

Below average [Code = 2]

Poor [Code = 1]

Required answers: 1 Allowed answers: 1

Q20 Your overall experience with ORP staff

Excellent [Code = 5]

Good [Code = 4]

Average [Code = 3]

Below average [Code = 2]

Poor [Code = 1]

Required answers: 1 Allowed answers: 1

Q21 Please rate the number of e-mails you received from Outdoor Recreation Programs:

Too many [Code = 3]

Just right [Code = 2]

Too few [Code = 1]

Required answers: 1 Allowed answers: 1

Q22 How did you first find Outdoor Recreation Programs?

Walked/drove by [Code = 1]

University info/map [Code = 2]

Notice/posting on campus (poster, flyer, etc.) [Code = 3]

University website [Code = 4]

Facebook [Code = 5]

Other website (Google search, etc.) [Code = 6]

Word of mouth (friend, co-worker, etc.) [Code = 7]

Other (please specify) [Code = 8] [TextBox]

Required answers: 1 Allowed answers: 1

Q23 Please provide any additional feedback regarding your experience that may help us improve the services at ORP:

[Code = 1] [TextBox]

Required answers: 0 Allowed answers: 1

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