

ORP Survey of Equipment Rental Uses Feb. 22, 2011

Description: Please give access to Brian Wilkinson, Rob Jones, and Mary Bohlig.

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The University of Utah Outdoor Recreation Program would like to know what you think about the services they offer!

Required answers: 0 Allowed answers: 0

Q1 What is your gender?

Male [Code = 1]

Female [Code = 2]

Required answers: 1 Allowed answers: 1

Q2 What is your primary affiliation with the U?

Student [Code = 1]

Faculty/staff [Code = 2]

Alumnus [Code = 3]

Not affiliated [Code = 4]

Required answers: 1 Allowed answers: 1

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Q3 Do you live on or off campus?

On campus [Code = 1]

Off campus [Code = 2]

Required answers: 1 Allowed answers: 1

Q2='Student' OR Q2='Faculty/staff'

Q4 How did you find out about the ORP?

Word of mouth [Code = 1]

U website [Code = 2]

Facebook [Code = 3]

Brochure [Code = 4]

Drive by [Code = 5]

Other (please specify) [Code = 6] [TextBox]

Required answers: 1 Allowed answers: 1

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Q5 How much time do you generally spend commuting to and from the Outdoor Program when picking up or returning equipment?

5 minutes each way [Code = 1]

10 minutes each way [Code = 2]

20 minutes each way [Code = 3]

30+ minutes each way [Code = 4]

Required answers: 1 Allowed answers: 1

Q2='Alumnus' OR Q2='Not affiliated' OR Q3='Off campus'

Q6 Why do you choose to use the ORP? (Check all that apply)

Ease of access [Code = 1]

Quality of equipment [Code = 2]

Value and price [Code = 3]

Knowledge of staff [Code = 4]

Required answers: 1 Allowed answers: 4

Q7 How many times have you used the Outdoor Program services?

1 - 2 [Code = 1]

3 - 6 [Code = 2]

7 - 15 [Code = 3]

16 - 19 [Code = 4]

20 - 30 [Code = 5]

31 - 49 [Code = 6]

50+ [Code = 7]

Required answers: 1 Allowed answers: 1

Q8 How do you generally make reservations with the ORP?

Walk-ins [Code = 1]

Over the phone [Code = 2]

Fax [Code = 3]

Required answers: 1 Allowed answers: 1

Q9 What type of equipment have you rented from the ORP? (Check all that apply)

Camping [Code = 1]

Climbing [Code = 2]

Ski [Code = 3]

Snowboard [Code = 4]

Boating [Code = 5]

Bike [Code = 6]

Required answers: 1 Allowed answers: 6

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Q10 What type of ski or snowboard equipment have you rented from the ORP? (Check all that apply; scroll down)

Alpine skiing [Code = 1]

Alpine touring [Code = 2]

Tele skiing [Code = 3]

Cross country skiing [Code = 4]

Skate skiing [Code = 5]

Alpine board [Code = 6]

Split board [Code = 7]

Winter clothing [Code = 8]

Required answers: 1 Allowed answers: 8

Q9='Ski' OR Q9='Snowboard'

Q11 What type of climbing equipment have you rented from the ORP? (Check all that apply)

Ice climbing [Code = 1]

Rock climbing [Code = 2]

Required answers: 1 Allowed answers: 2

Q9='Climbing'

Q12 What type of boating equipment have you rented from the ORP? (Check all that apply)

Inflatable kayak [Code = 1]

Sea kayak [Code = 2]

Solo rec. kayak [Code = 3]

Canoe [Code = 4]

Torrent [Code = 5]

River boat [Code = 6]

Required answers: 1 Allowed answers: 6

Q9='Boating'

Q13 Did you know you can purchase discounted lift tickets from the ORP?

Yes [Code = 1]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Q9='Ski' OR Q9='Snowboard'

Please rate the following:

Q14 Overall quality of your experiences with the ORP

1 - Excellent [Code = 1]

2 [Code = 2]

3 [Code = 3]

4 [Code = 4]

5 - Horrible [Code = 5]

Required answers: 1 Allowed answers: 1

Q15 Overall affordability of your ORP rentals

1 - Excellent [Code = 1]

2 [Code = 2]

3 [Code = 3]

4 [Code = 4]

5 - Horrible [Code = 5]

Required answers: 1 Allowed answers: 1

Q16 Overall availability of our equipment

1 - Excellent [Code = 1]

2 [Code = 2]

3 [Code = 3]

4 [Code = 4]

5 - Horrible [Code = 5]

Required answers: 1 Allowed answers: 1

Q17 Your overall customer service impressions

1 - Excellent [Code = 1]

2 [Code = 2]

3 [Code = 3]

4 [Code = 4]

5 - Horrible [Code = 5]

Required answers: 1 Allowed answers: 1

Q18 Your feelings on our staff's knowledge concerning gear and the regions and techniques in which it may be used

1 - Excellent [Code = 1]

2 [Code = 2]

3 [Code = 3]

4 [Code = 4]

5 - Horrible [Code = 5]

Required answers: 1 Allowed answers: 1

Q19 Do you generally use the ORP during the academic school year or during the summer?

School year [Code = 1]

Summer [Code = 2]

Both [Code = 3]

Required answers: 1 Allowed answers: 1

Q20 Are you aware of the many trips and adventures the ORP offers throughout the year?

Of course! [Code = 1]

Tell me more! (Please inquire with any ORP staff member for more information!) [Code = 2]

Not interested, but thanks anyway. [Code = 3]

Required answers: 1 Allowed answers: 1

Q2='Student'

Q21 I will tell ___ people about the U of U Outdoor Recreation Program! (Scroll down)

1 [Code = 1]

2 [Code = 2]

3 [Code = 3]

4 [Code = 4]

5 [Code = 5]

6 [Code = 6]

7 [Code = 7]

8 [Code = 8]

9 [Code = 9]

10+ [Code = 10]

Required answers: 1 Allowed answers: 1

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