

Outdoor Recreation Program Survey

Population for survey: University Students, Faculty, Staff, and Alumni who use the Outdoor Rec Program

Response rate: 9.1% (103 of 1133 e-mailed)

Summary of Key Findings:

Reinforced that for the most part customers are happy with the quality, affordability and availability of equipment. Staff is helpful and seems to know what they are doing. The OPR can improve in areas pertaining to providing better information regarding care of equipment to customers.

Actions Taken:

Improved staff training in regard to equipment care so they can better pass information along to customers.