

Craig Tierney



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Survey Questionnaire

Our research question is “How do the operations at the HRC benefit or detract from members’ experiences?” We wanted to investigate the feelings and opinions of members concerning the HRC’s physical layout, and hours of operations and services in order to better serve members, both frequent and infrequent users. We also want to research how Butler students and community members use the HRC and what they need and want out of their experience and membership.

In order to mirror and expand upon our focus group sessions, the survey would likely be sent to two audiences, students and community members. Students would refer to undergraduates who are able to use the HRC because it is included in their tuition. The community members group refers to people who live near campus, but who are not students. These people are classified as middle aged and above, and pay for HRC memberships because it is a nearby option for a fitness center. Both of these populations could use the same survey to provide various insights into improving the HRC. The responses to these surveys should be kept separate from each other because it is likely that students and community members will want different things from the HRC due to their differing ages, time commitments, and fitness goals.

We also want to recruit people to take the survey that use the HRC with varying frequency. We would hope that by giving out the survey at the HRC over the span of a few days, and by including a question about the number of times a respondent uses it each week, we would be able to get this variability. We want to hear from frequent users in order to address any issues or opportunities for improvement that may escape employees’ notice on a daily

basis. Infrequent users could respond and help the HRC make changes to make the gym more welcoming and attractive to those who may not feel comfortable about using it or who may not be able to make it to workout with the HRC's current hours.

Recruiting at least 400 students should be an achievable goal for this survey. In reality, we should be able to surpass this number by a large margin, but a minimum of 400 should give useful and representative data of students' wants and needs. As far as student who frequently or infrequently use the HRC, it would be ideal to have about half and half of the respondents; however, it may be difficult to find infrequent users when we give out the survey at the HRC so an online version or a different location on campus could be utilized to get a better representation.

For community members, 50 to 100 would be a good number, because there are not as many community members using the HRC as there are students. Community members would be able to take the survey at the HRC as well, or we could get their emails from the HRC membership database in order to email the survey out because this is probably the best way for us to get responses from infrequent users.

The sampling frame for this survey is limited to members of the HRC. If someone is not a member of the HRC, we do not want their feedback to skew our data or introduce confounds into our results. We want feedback from people who already or might use the HRC with frequency.

HRC Operations and Utilization Survey

You are invited to complete this survey about the operations and utilization of Butler's Health and Recreation Center. This survey has 18 questions and will take approximately 10 minutes to complete. This survey is completely voluntary and you may stop taking it at any time. Data from this survey will be used to improve the physical layout, hours of operation, and general functions of the HRC in order to better suit the needs of its members. This survey is completely anonymous, no personally identifying information will be collected. If you have questions or concerns, please contact Craig Tierney at ctierney@butler.edu. Thank you for your time and participation!

To begin, we will ask you some questions about your experience at the HRC.

1. On average, how many times a week do you work out at the HRC?

0 1 2 3 4 5 6 7 8+

2. How long is your typical workout at the HRC?

I don't go Less than 30 minutes 30 minutes to 1 hour 1-2 hours 2+ hours

3. In which sections of the HRC do you spend most of your time when working out? Circle up to 3.

First floor cardio (treadmills, bikes, ellipticals)

Second floor cardio (treadmills, bikes, ellipticals)

First floor weight machines

First floor free weights

Second floor rowing machines

Second floor track

The Kennel (free weights and weight machines on the lower level)

Basketball courts

Exercise classrooms in the lower level

Lap pool

Recreational pool

Sauna

4. How much do you agree with this statement: All areas and equipment in the HRC are easy for me to physically locate and access?

Strongly disagree

Disagree

Neutral

Agree

Strongly Agree

5. Is there a piece of equipment or a type of workout area (i.e. yoga area, soccer area) that the HRC currently does not offer, but that you would like to see?

6. On a scale of 1 to 10, how comfortable and accepted do you feel when you work out at the HRC? How does the environment of the HRC make you feel about yourself when you exercise there?

I don't exercise at the HRC 1 2 3 4 5 6 7 8 9 10

Completely Uncomfortable

Completely Comfortable

7. What motivates you to workout at the HRC?

8. How much do you agree with this statement: The equipment and services (i.e. personal trainers, fitness classes) are currently helping me achieve my personal fitness goals?

Strongly Disagree Disagree Neutral Agree Strongly Agree

9. How much do you agree with this statement: I feel that my fitness goals are being facilitated and met by the available equipment and services currently offered at the HRC?

Strongly Disagree Disagree Neutral Agree Strongly Agree

Now we will ask you some questions about the hours and accessibility of the HRC.

10. What time do you typically prefer to work out during weekdays (Monday through Friday)? Please answer with a numeric value and "A.M." or "P.M."

11. What time do you typically prefer to work out during the weekend (Saturday and Sunday)? Please answer with a numeric value and "A.M." or "P.M."

12. On a scale from 1 to 5, how accessible is the HRC for you with its current hours of operation?

1 2 3 4 5

I can never make it when the HRC is open

The HRC hours are great!

13. Considering the different hours of the Aquatic Center (including the lap pool, recreational pool, hot tub, and sauna), how accessible is this area with its current hours of operation?

1 2 3 4 5

The Aquatic Center has poor hours

The Aquatic Center hours are fine

14. What hours during weekdays (Monday through Friday) would you most like to use the Aquatic Center? Please answer with numeric values and use "A.M." or "P.M."

15. What hours during weekends (Saturday and Sunday) would you most like to use the Aquatic Center? Please answer with numeric values and use "A.M." or "P.M."

Finally, we would like to collect some basic information about you.

16. I am a: (Circle one)

Current Butler student

Member of the community with an HRC membership

17. I am: (Circle one)

Male

Female

I don't identify as either

Other: _____

18. Which statement best describes you, on an average basis? (Circle one)

I work out at the HRC 3 or more times a week

I work out at the HRC 1 or 2 times a week

I do not usually workout at the HRC

That is all! Thank you for completing our survey!