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II.5: Pretest & Revise Questions

Report on Results from Pretest

great!

any feedback
from the
dropouts?

In our pretest, we had 29 respondents who started the survey. Among them, there were 7 respondents who dropped out in the course of the survey. Thus, we had 22 respondents who completed the survey.

After demographic questionnaires, the respondents were asked to answer questions about UC gym facilities. Here are specifications and results from the survey.

- 54.55% of the respondents work out 3 to 7 hours per week. 31.82% of the respondents answered that they work out less than 2 hours per week.
- The most popular UC facilities were basketball court and weight room (64.58% of respondents). The next most frequently used one was racquet ball/squash court. Pool and diving board was the least frequently used facility. (In this questionnaire, respondents could choose more than one facility, and thus, the total number of answer was more than 22 respondents.)
- Half of respondents answered that they use UC facilities 2 to 4 times per week. Only 13.64% of the respondents seemed to use UC gym facilities more than 4 times per week.
- In terms of cleanness of facilities, 86.36% of the respondents agreed or strongly agreed. It seems that most of the respondents agree that facilities are clean enough.
- In terms of effectiveness and purposefulness of equipments of facilities, 72.73% of the respondents agreed or took neutral position. There were several answers that the respondents did not agree that equipments are not effective and do not serve their purpose.
- 72.73% of the respondents agreed or strongly agreed that the equipments in UC gym facilities are easy to use or well explained by instructions. Only 1 respondent disagreed.
- In terms of renting the spaces in UC gym facilities, 68.18% of the respondents have reserved the space, and most of them answered that it is easy to reserve a space in UC gym facilities.
- In terms of check-in process, 72.73% of the respondents agreed or strongly agreed that check in process was fairly easy. Also, 81.82% of the respondents answered that they would not make any change on check-in process.
- Lastly, respondents were asked about locker room. 68.18% of the respondents have used locker room before and 42.86% of the respondents were satisfied when using locker room. 23.81% took neutral position, and a couple of respondents seemed unsatisfied when using locker room.

As can be seen in survey results, it seemed that respondents are generally satisfied with the UC gym facilities. Most of the respondents provided positive feedback on facilities in terms of

cleanness, effectiveness, and easiness to use. However, it seemed that there were still some unsatisfied respondents. It implies that the UC gym facilities still have some room for improvement, although many of the users seemed to be satisfied. Since the sample size was small this time, it was difficult to point out what exactly can be improved on facilities. However, with larger sample size, we are confident that we will be able to pinpoint some improvements that can be made in the future.

Possible Redesign of Questionnaire

In order to make our survey better, we decided to edit some questions. We realized from our results as well as from feedback from some of the respondents that we could improve upon our survey.

First of all, we had one minor formatting error. One of the questions referred to a previous question by the question number; however, QuestionPro.com does not actually number the questions. Thus, we changed the wording to refer to “the previous question” instead of referring to a specific question number. ✓

We made a few other small changes to all questions to make sure each question was more specific to help the respondent answer it correctly. For example, given the large South Asian population at CMU, we decided to add the phrase “(includes South Asian subcontinent)” to our Asian ethnicity category. We also gave examples of physical activity in the question that asked respondents to respond on their physical activity level. This way, respondents knew that physical activity included lifting weights and playing sports. ✓

There were also some bigger changes that we made. We previously had a question that asked if students thought the UC athletic facilities were crowded. However, after receiving feedback on that question, we realized that asking if the facilities were simply crowded did not give us enough feedback to act on it. Instead, we care more about what specific areas of the athletic facilities are crowded. That way we can make recommendations to improve upon that specific area by either adding machines or weights. As a result, we made that question more specific by asking respondents to select which areas of the UC athletic facilities and which pieces of equipment students spent time waiting to use. ✓

Another question that we restructured originally asked whether the equipment at the UC athletic facilities is easy to use. To make the results from this question more useful, we changed it to a question where respondents answered how strongly they agreed or disagreed with the following statement: "Machines or equipment that you do not use often or have never used are well explained by instructions and easy to use." We realized that if respondents regularly use the treadmill and only access the UC athletic facilities for the treadmill, then they would definitely consider that machine easy to use. However, we are more interested in how students feel about using new machines. Thus, changing the wording for this question will enable us to receive the correct information. ✓