

Study on CMU Undergraduates' Satisfaction with UC Athletic Facilities

Presented by:

Siddhartha Gupta

Chris Lee

Jung Yub Lee

Sonam Rajpal

Swetha Reddy



Research Question

- Question
 - How do CMU undergraduates' use and feel about the UC athletic facilities?
 - Which facilities used most?
 - Which facilities need improvement?



Questionnaire

- Demographic questions
- Basic physical activity level
- Wait time
- Cleanliness
- Check-in process
- Process to reserve rooms/courts

Questionnaire

- How would you describe your physical activity level? (This includes playing sports, lifting weights, jogging, etc.)

_____ Inactive (do not work out at all)

_____ Very Low (work out less than 1 hour per week)

_____ Low (work out 1-2 hours per week)

_____ Moderate (work out 3-5 hours per week)

_____ High (work out 5-7 hours per week)

_____ Very High (work out 7+ hours per week)

Questionnaire

- Please select the answer that you feel is best:

The facility(ies) that you use are clean.

_____ Strongly Agree

_____ Agree

_____ Neutral

_____ Disagree

_____ Strongly Disagree

_____ N/A

Questionnaire

- Have you spent time waiting to use any of the following machines or facilities? Or have you been unable to use any of the following machines or facilities because they were already being used? Please select all that apply.

_____ Weights

_____ Treadmill

_____ Elliptical

_____ Racquetball/Squash Courts

_____ Basketball Gymnasium

_____ Pool/Diving Board

_____ Activities Room

_____ Have never had to wait

_____ Other. Please list: _____

Sample Selection

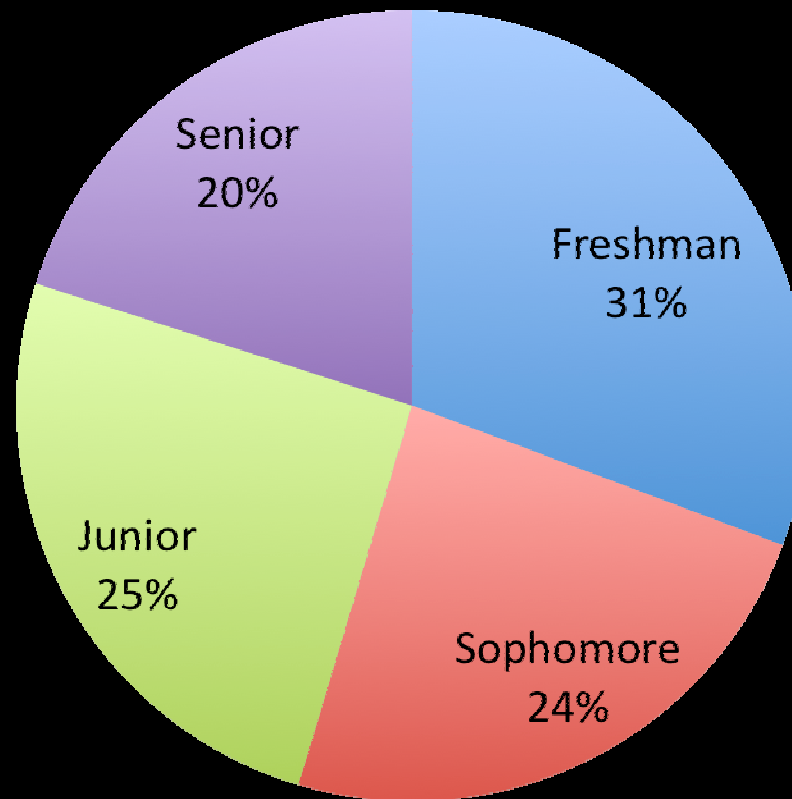
- All CMU Undergraduates
- Sampling frame = CBook
- Sample size
 - Margin of error = 5.5%
 - Sample Size needed = 301 students
 - Expected response rate: 25%
 - Emailed 1,320 undergraduates
 - Received = 303 responses

Results from Sample

- Sent one initial email and one reminder email (10 days later)
- 303 students responded
 - 386 viewed
 - 354 started

Demographic Data: Academic Year

Undergraduate Distribution



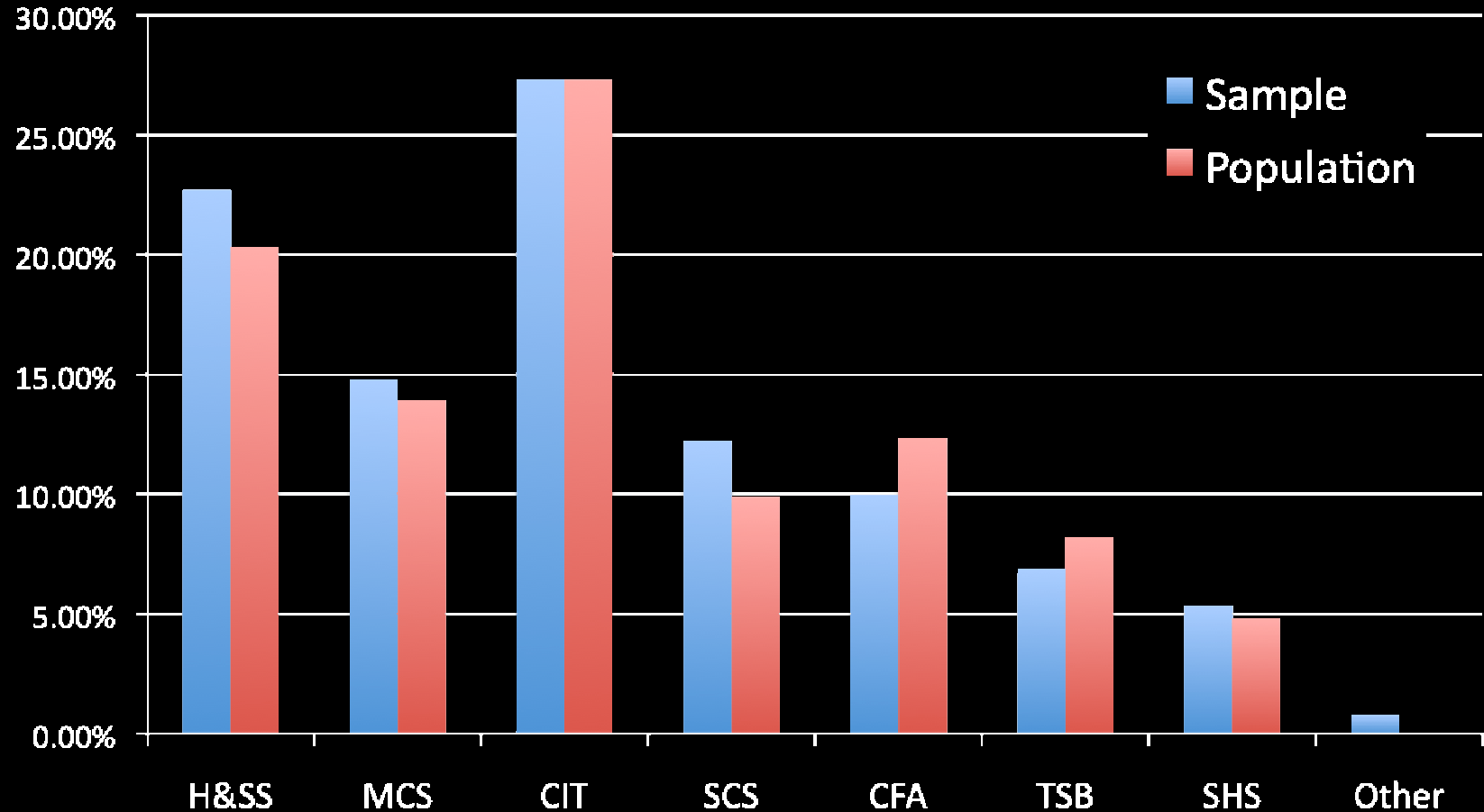
Research Question

Sample

Results

Conclusions

Demographic Data: Academic Department



Research Question

Sample

Results

Conclusions

Housing (On campus vs. Off campus)

- Our Survey:

On campus – 65.47%

Off campus – 34.53%

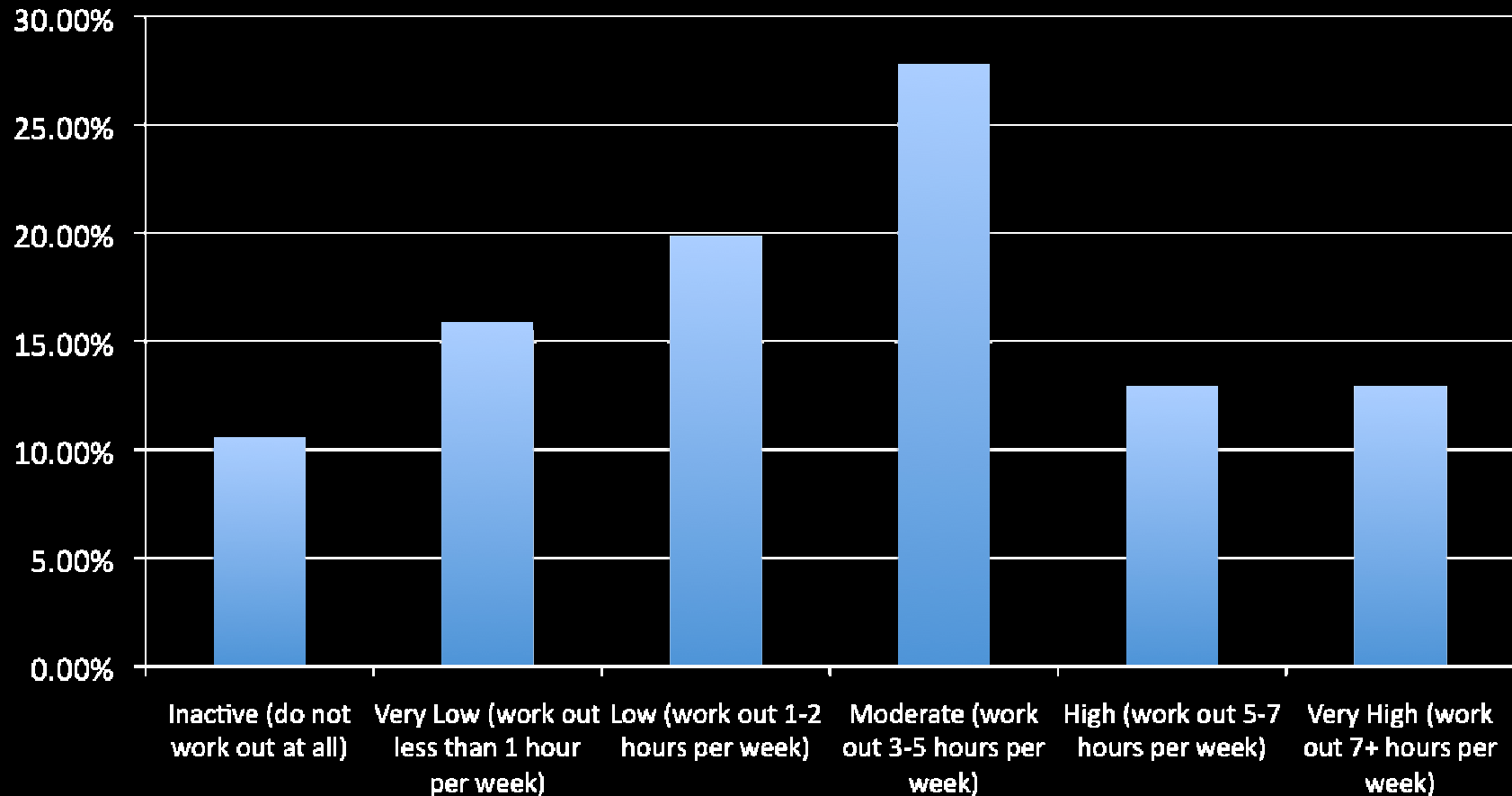
- Actual Statistics:

On campus – $3771/5892 = 64.0\%$

Off campus – $2121/5892 = 35.99\%$

Source: CMU Institutional Research & Analysis website

Weekly Activity Level



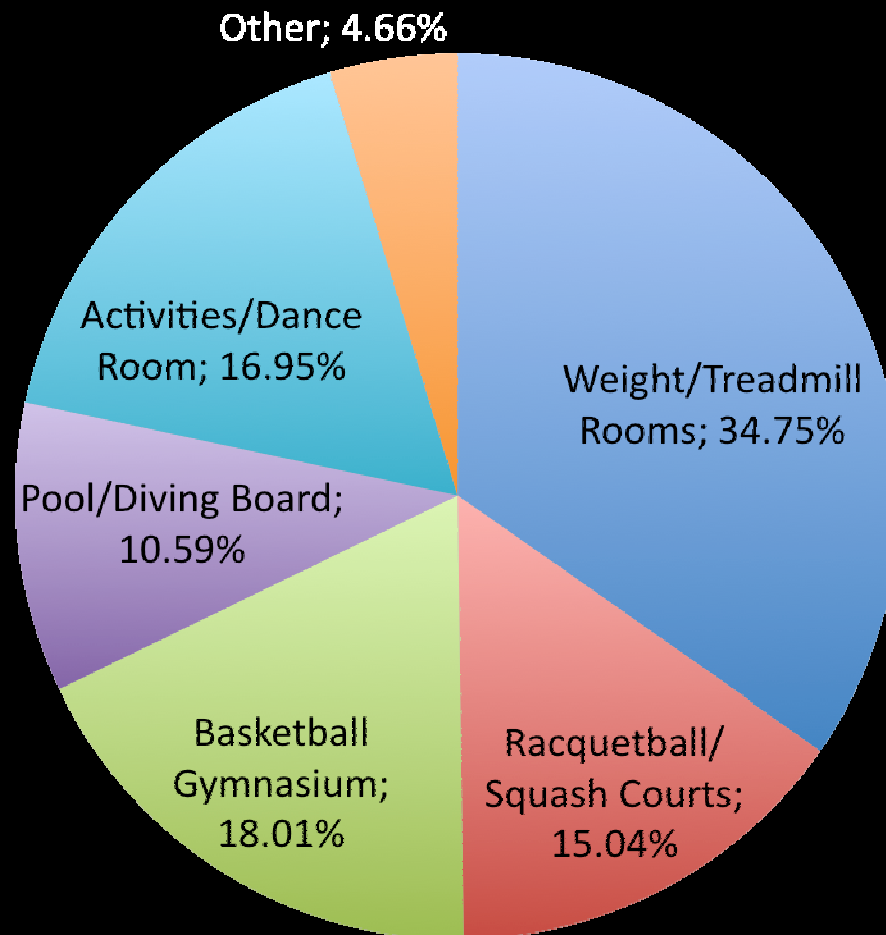
Research Question

Sample

Results

Conclusions

Facility Use Throughout Semester



Research Question

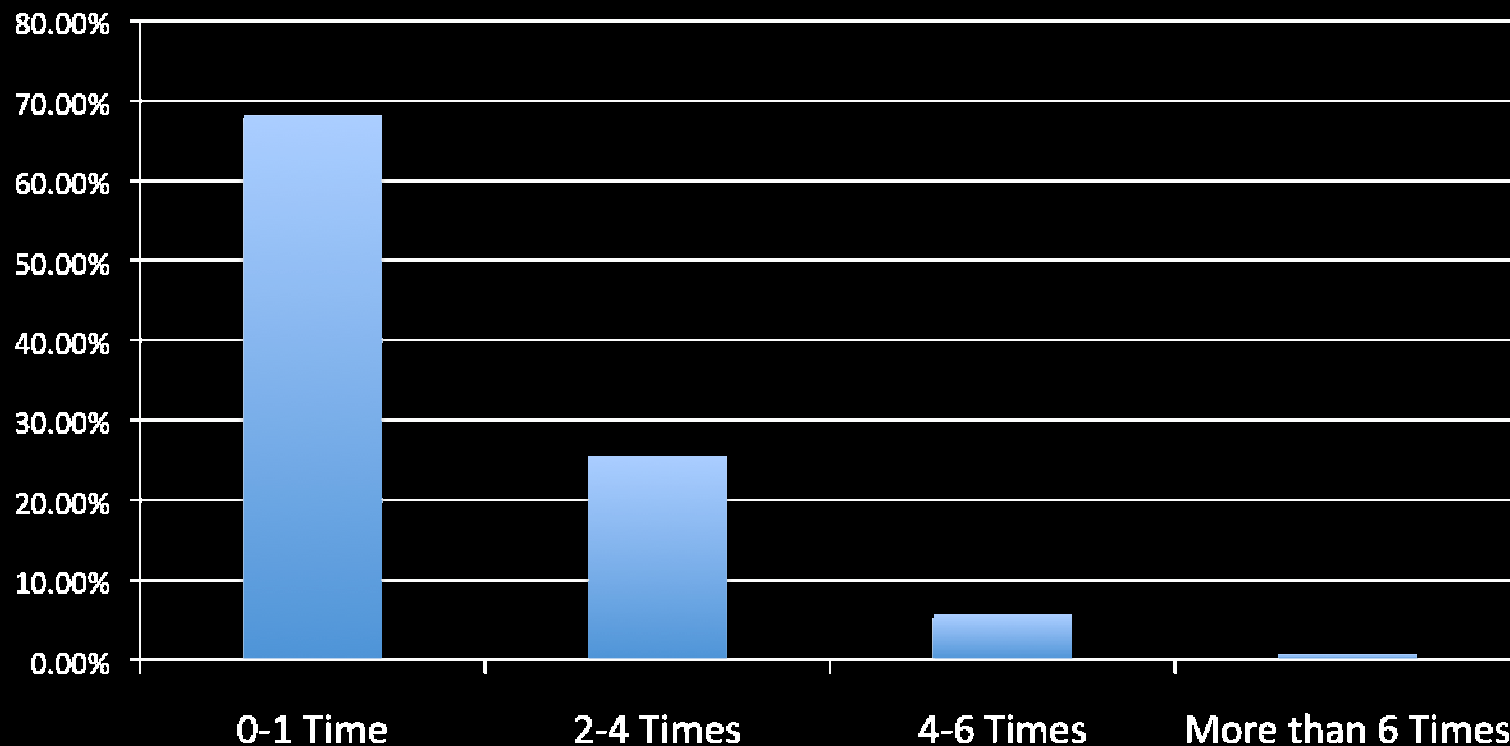
Sample

Results

Conclusions

Weekly Facility Use

In the past week, how many times did you use a UC athletic facility (including courts and gyms)?



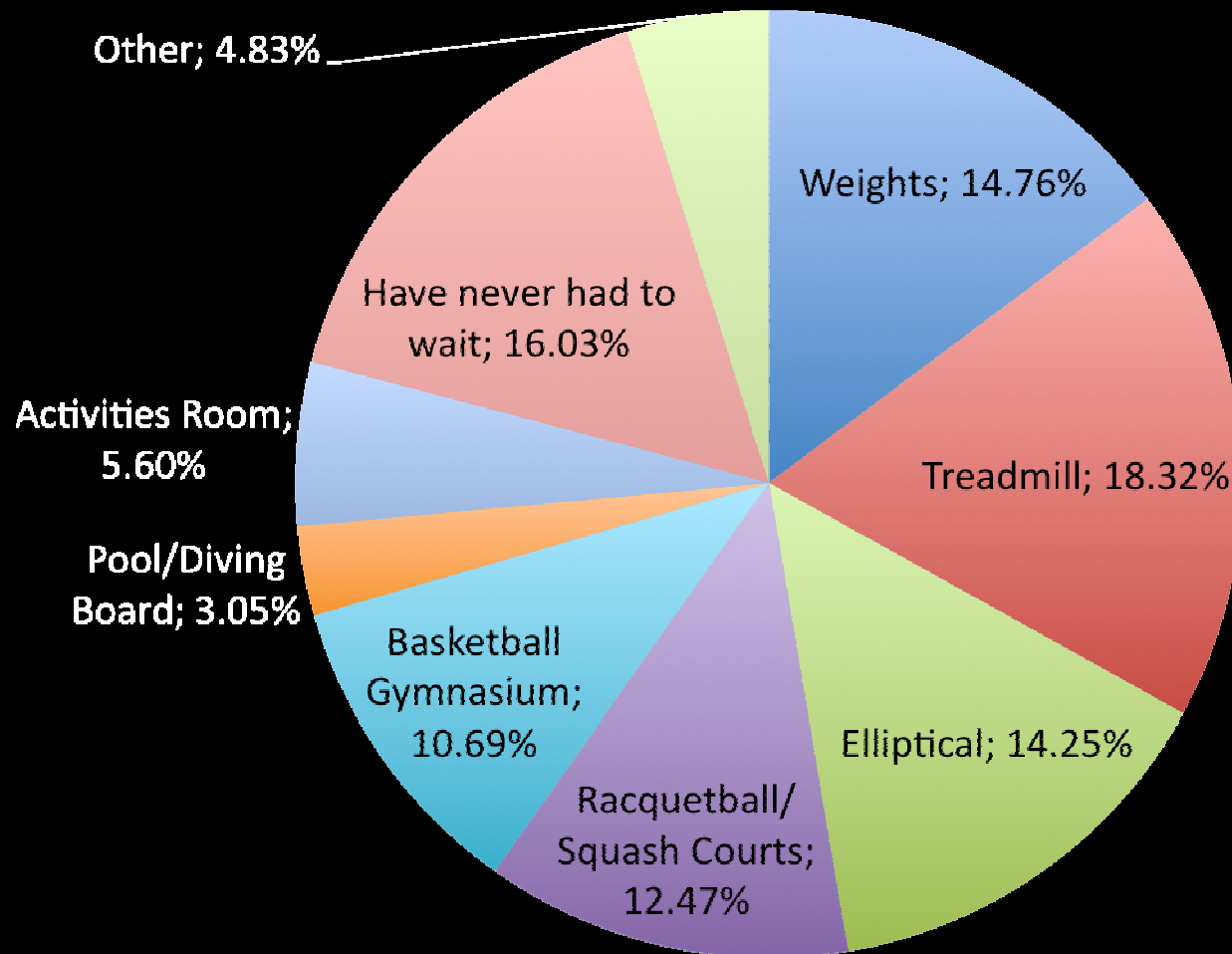
Research Question

Sample

Results

Conclusions

Wait Time



Research Question

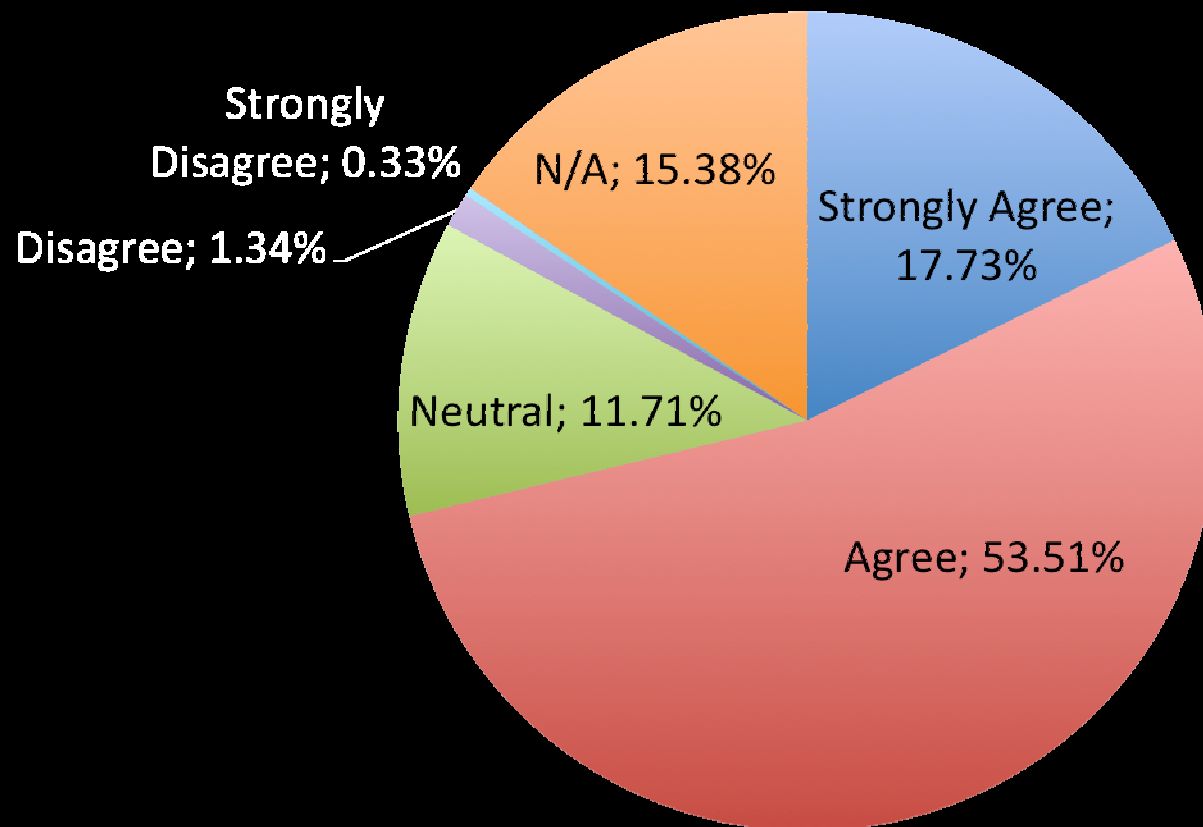
Sample

Results

Conclusions

Cleanliness

Are the facilities that you use clean?



Research Question

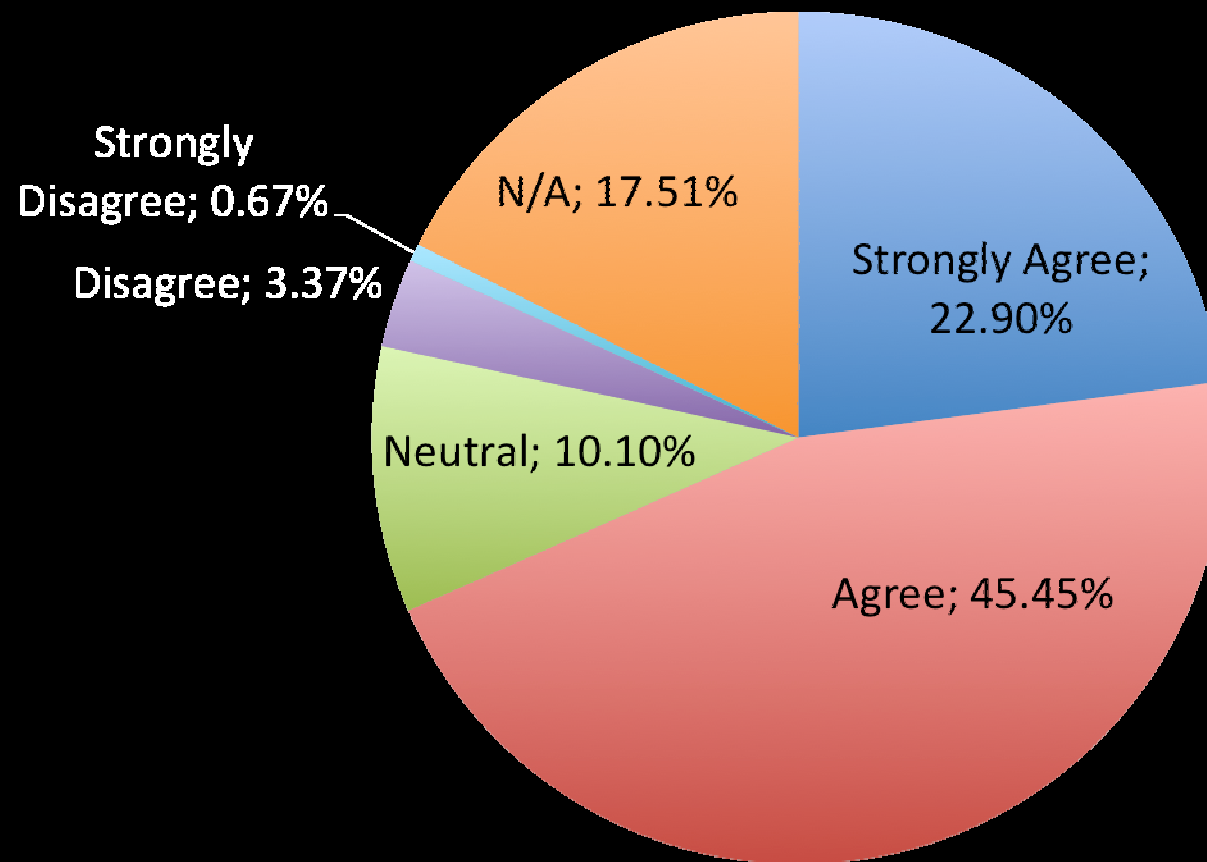
Sample

Results

Conclusions

Effectiveness

Is the equipment you use effective in its purpose?



Research Question

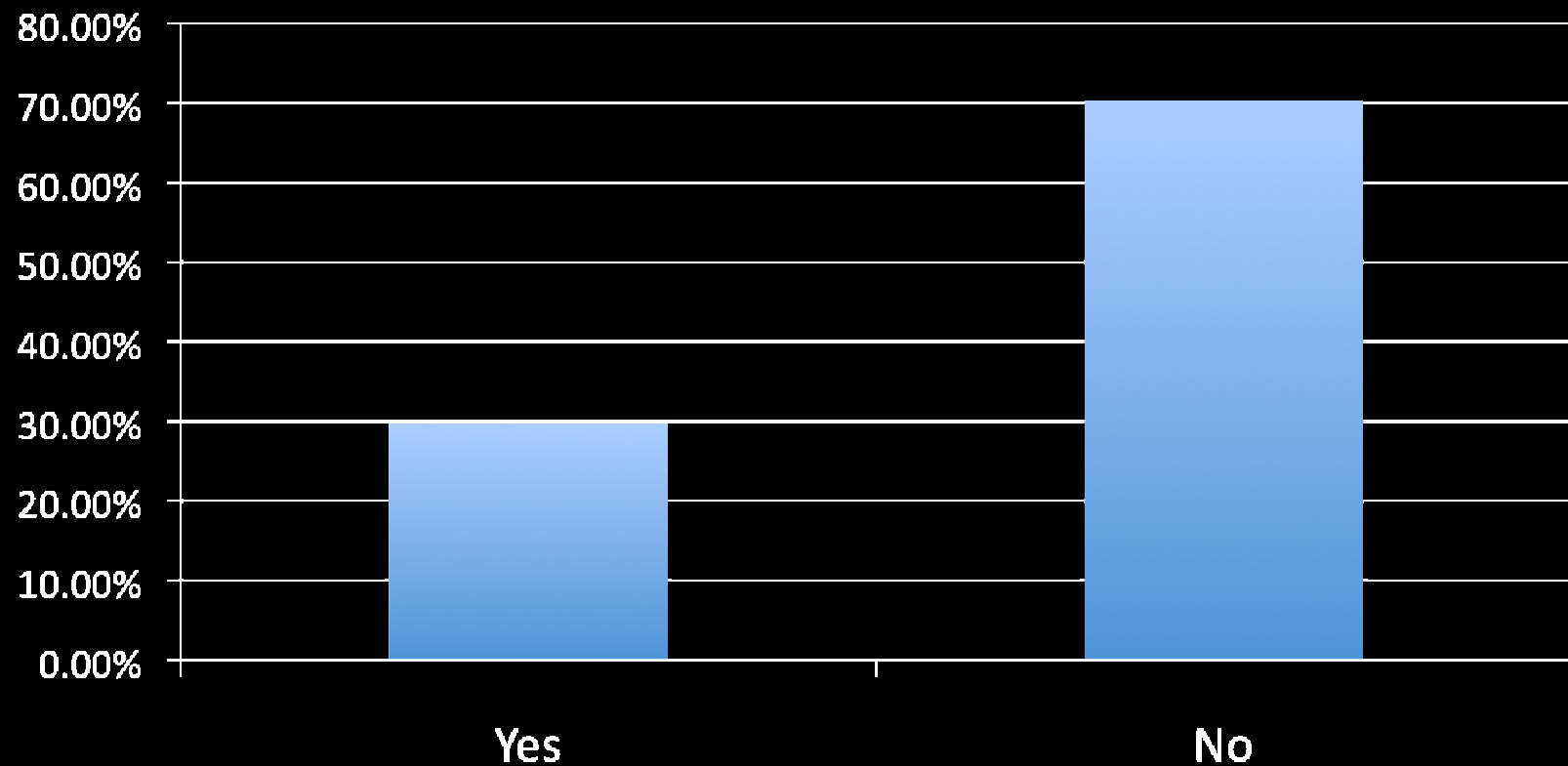
Sample

Results

Conclusions

Facility Reservations

Have you ever rented/reserved a specific facility space in the UC?



Research Question

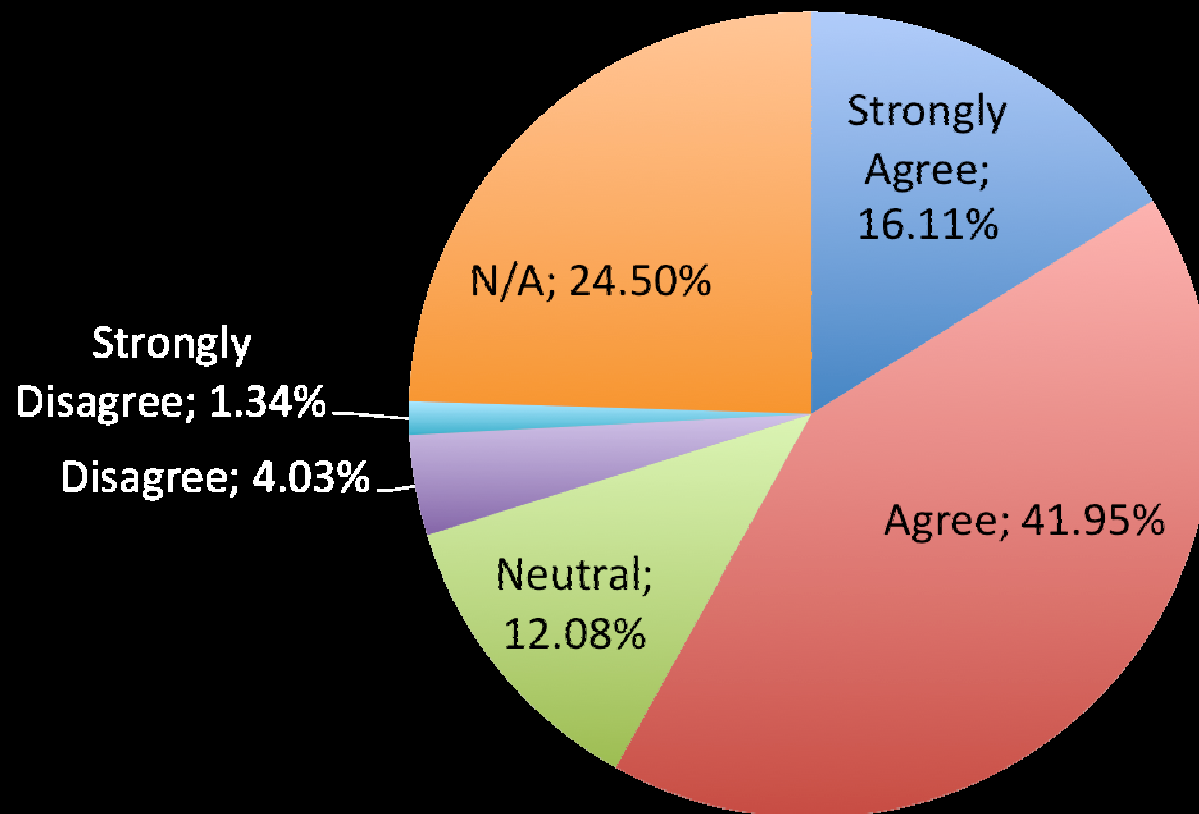
Sample

Results

Conclusions

Check-In Process

The Check In Process is Efficient



Research Question

Sample

Results

Conclusions

Check-In Process Recommendations

- Problems
 - Inefficient
 - Recommendation:
 - Card-Swiping mechanism at door
 - Waste of Resources
 - Recommendation:
 - Stickers on clothes
 - Reusable bands

What people like the most

- Location
- Cleanliness of facility
- Times
- Effectiveness of Equipment
- Variety
- “There are more girls there than Skibo”

Issues and Concerns

- Condition of equipment
 - Upgrade older equipment
- Small size
 - Not enough space
 - Basketball courts
 - Wait time for machines
- Lack of entertainment
 - Increase number of TVs
 - Speaker system