Campus Recreation Facilities Satisfaction
2018-19 SURVEY RESULTS AND ACTION STEPS

Facilities Used by Survey Respondents:
- ARC: 34.34%
- Ice Arena: 14.8%
- Illini Grove: 5.8%
- Outdoor Center Playfields: 6.68%
- Complex Fields: 6.22%
- CRCE: 29.31%
- Campus Bike Center: 2.39%
- None: 0.45%

Respondents Identified As:
- 6.2% International Student
- 11.23% Sophomore
- 10.3% Freshmen
- 10.92% Junior
- 13.17% Senior
- 2.17% Student is also a parent
- 8.37% First-generation college student

Clean and Well Maintained Facilities:
- Agreed or strongly agreed that Campus Rec facilities are clean
- Agreed or strongly agreed that Campus Rec facilities are well maintained

Want additional resistance training space for functional training or training in small groups
Stay tuned. We're exploring options!

How do you like to hear from us?
- 32.5% of survey respondents believed customer service provided by campus recreation was good or excellent

We have hosted our first all-student staff training and included customer service related training in August 2019.

In Informal Recreation:
- 239

In Intramurals:
- 268

In Aquatics:
- 278

In Ice Arena:
- 307

In Group Fitness:
- 338

In Events:
- 278

In Club Sports:
- 104

In Instructional Cooking Classes:
- 91

In Adventure Recreation:
- 88

In Good News... The Campus Bike Center is Moving!
- Early spring 2020 is the target to move the Campus Bike Center to the Outdoor Center at 51 East Gregory Drive, Champaign. Save the date for the Grand Opening on April 24, 2020.

Campus Bike Center Space and Equipment
- 21.2% 25.0%

Good News... The Campus Bike Center is Moving!
- Regular and modified facility hours are posted on campusrec.illinois.edu/hours. Significant changes are posted on social media also. The phone script only has regularly scheduled hours.

The staff and maintenance crews are absolutely wonderful!