

Western Carolina University

Division of Student Affairs Program Assessment Report 2007-2008

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Date Submitted: 12/12/2007	Other Partners Involved in Activity (e.g., faculty, staff, alumni, other departments, community, etc). Shauna Sage, Assistant Director, Fitness Center Student Staff		

Department Mission Statement (include date of last revision):

The Mission of the WCU Fitness Center is to provide activities that contribute to the health, well-being and social development that enhance the students' learning outcomes. The Fitness Center facilities provide a positive and healthy environment in which participants can engage in strength training, cardiovascular training, educational programs, incentives, and special events. With a personal commitment, the Fitness Center and its services will help participants achieve a healthy lifestyle in a diverse and inclusive learning community. The Fitness Center is committed to providing extensive access to the facility and opportunities for students to develop lifetime fitness skills.

Intended Outcome:	Assessment Method(s)	Assessment Results	Improvements Based on Results	Timeline for Implementation	Resources Needed
<p>Participant: Satisfaction Outcomes:</p> <ul style="list-style-type: none"> • 90% of Fitness Center participants will be very satisfied/satisfied with the variety of equipment. • 90% of Fitness Center participants will be very satisfied/satisfied with the programs & services. • 90% of Fitness Center participants will be very satisfied/satisfied with the customer service received at the Fitness Center and in the program and services. 	<ul style="list-style-type: none"> ▪ Direct Observations ▪ Survey Research ▪ Utilization Statistics 	<p>Participant:</p> <ul style="list-style-type: none"> • 78.9% of Fitness Center participants will be very satisfied/satisfied with the variety of equipment. • 66.5% of Fitness Center participants will be very satisfied/satisfied with the programs & services. • 92.2% of Fitness Center participants will be very satisfied/satisfied with the customer service received at the Fitness Center and in the program & services. 	<p>Equipment: Treadmills not possible at this time due to electrical capability in current facility. However, 8 leg-generated cardio pieces ordered.</p> <p>Programs & Services: 3 programs are combined in this result. Lower than I had anticipated. Need to separate the 3 programs. Also need to add a NA category to survey.</p> <p>Customer Service: I am very pleased with the results of this category. I attribute it to an excellent fall 2007 staff training.</p>	<p>Equipment: Delivery scheduled for the week of January 7th, 2008.</p> <p>Programs & Services: Fall 2008 Patron Satisfaction Survey</p> <p>Customer Service: Fall 2008</p>	<p>Equipment: Finances</p> <p>Programs & Services: Change Survey</p> <p>Customer Service: Excellent Students</p>