

# OUARC

The University of Oklahoma Applied Research Center

The Center for Individuals with Physical Challenges

## *Member Satisfaction Survey 2005*

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**Purpose of Study:**

The Center for Individuals with Physical Challenges provides opportunities for persons with physical disabilities to enhance health/fitness, develop skills, and increase independence. The mission of the Center also focuses on ways to improve the quality of life of members. The Center provides a wide array of services for persons with physical disabilities. Recently, the Center expanded to a new facility to better serve the growing community needs in direct response to the Board of Directors 2000 comprehensive long-range strategic plan.

The purpose of this study was to evaluate the members' perception of the staff, activities provided in the Center, and the overall satisfaction with the facility. As a means of evaluating these areas, a questionnaire was mailed to current members of the Center in September 2005. The University of Oklahoma-Tulsa Applied Research Center provided sound scientific research methodology including design, data collection, evaluation and presentation of findings from this study.

**Study Methodology:**

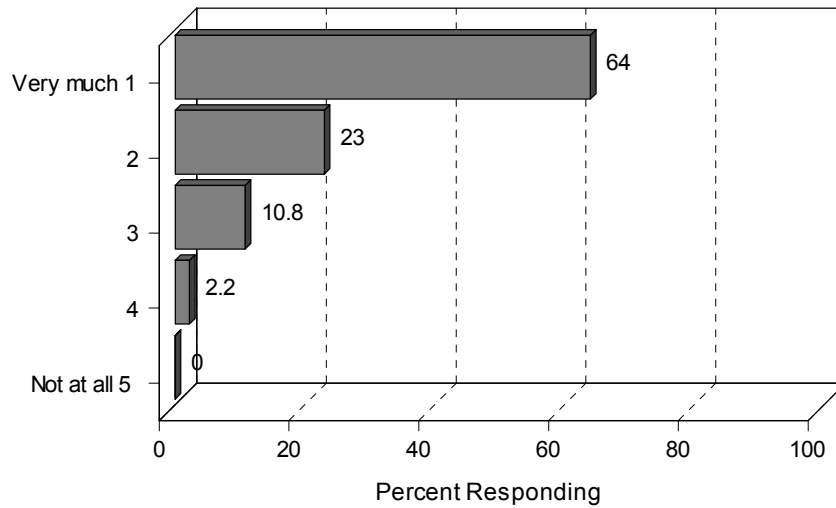
The Center provided mailing labels for current members. The questionnaire and research procedure was evaluated and approved by the University of Oklahoma Human Subjects Review Board to ensure ethical treatment of participants.

The members were provided an informed consent and an anonymous pencil-and-paper type questionnaire. Also, brief explanatory letters from George Moudry, Executive Director, was included to inform participants as to the purpose of this study. Members were instructed to ask for help completing the questionnaire, if needed, from a caregiver or person living with them. Of the 515 members, 144 returned completed surveys for a response rate of 28%. A self-addressed stamped envelope was provided so that the questionnaires came directly to the OU-Tulsa Applied Research Center through the U.S. mail system. Alternatively, members were able to leave a completed survey in a Survey Return Box at the Center and these were physically delivered to the Applied Research Center.

If a question was not answered or if it was double checked, it was coded as missing data. To minimize burden on the members, additional questions about demographics were not included. Demographic information was being gathered at that time from an adjunct Caregiver questionnaire. A copy of the questionnaire is provided in Appendix A.

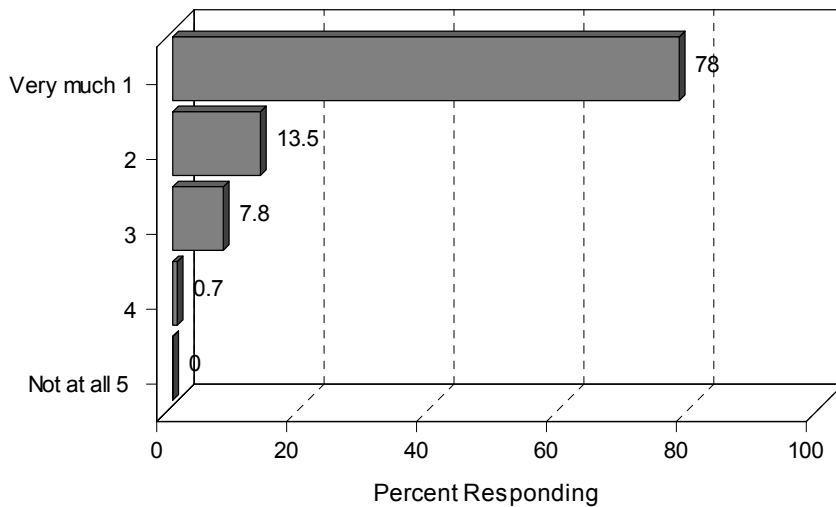
The following pages reflect a graphical representation with explanatory narrative of member responses to each item in the questionnaire.

### How satisfied are you with the member lounge?



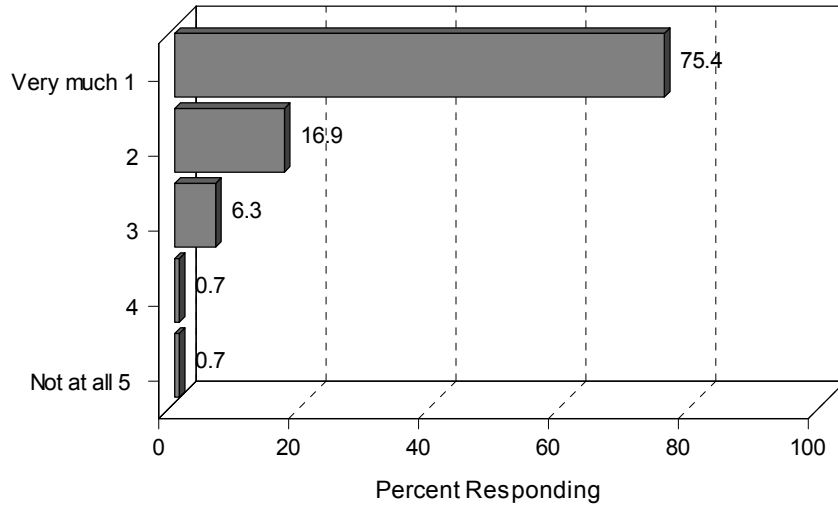
On a scale of 1 to 5, with 1 representing very much and 5 representing not at all is demonstrated in the graphs of this report. When asked about level of satisfaction with the member lounge, the majority (64%) responded “1” very much or “2” at 23%.

### How satisfied are you with the welcome you received?



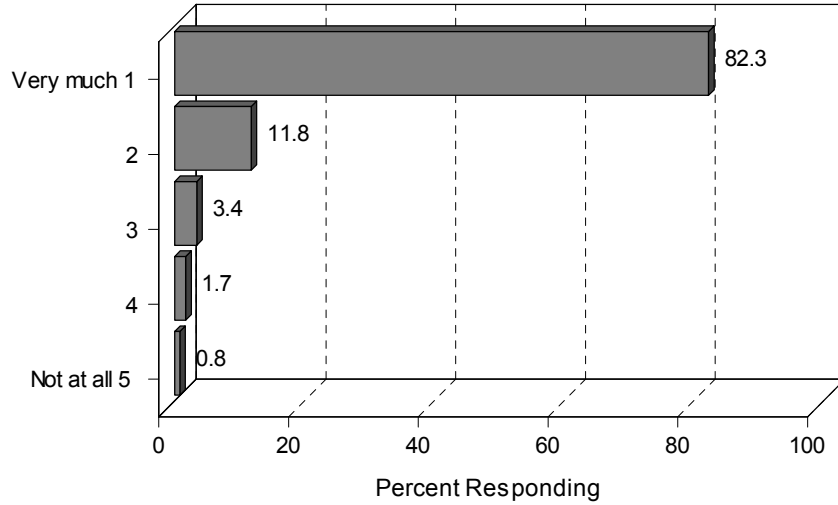
As reflected in this graph, members that responded to the survey are very much satisfied with the welcome they receive at The Center. 78% selected very much satisfied. 13.5% selected “2”; 7.8% selected “3” and 0.7% selected a “4”. No respondent selected that they were not at all satisfied with the welcome they received.

### How satisfied are you with the comfort of the facility?



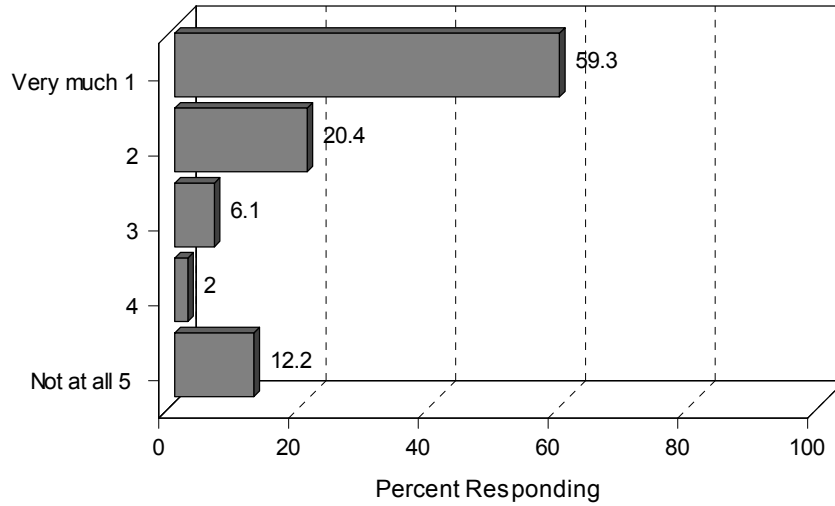
The majority of respondents indicated they are satisfied with the comfort of the facility; 75.4% answered “very much” satisfied while 16.9% selected a “2” and 6.3% selected a “3”.

### How satisfied are you with the activities provided in the Fitness Center?



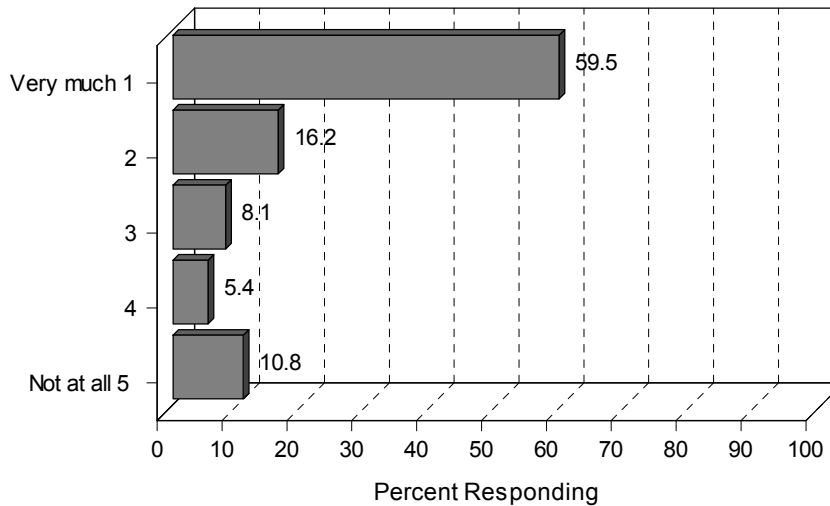
As the graph above illustrates, of those members who indicated they use the Fitness Center, the majority are very satisfied with the activities provided there. Out of 144 survey respondents, 119 answered this question.

How satisfied are you with the activities provided in the Art Studio?



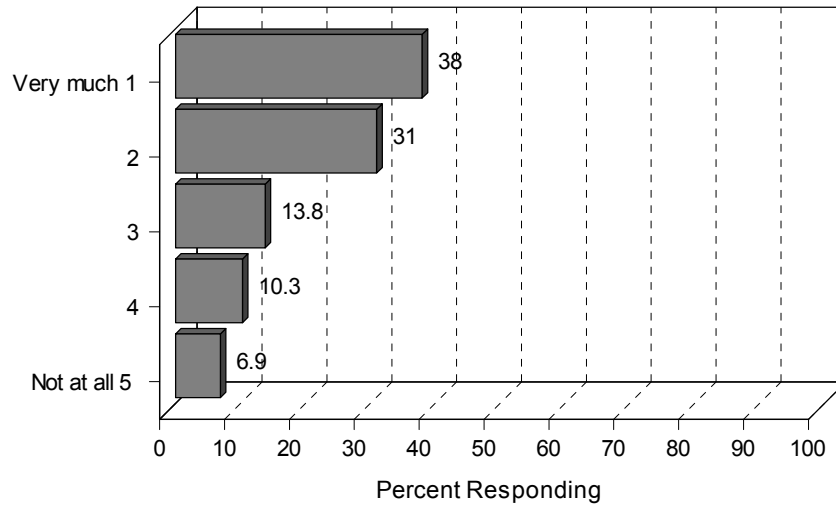
The members who responded to the satisfactions survey in answer to the question about the Art Studio (number of respondents = 49) responded as follows: 59.3% indicated they are very much satisfied; 20.4% selected a “2”; 6.1% selected a “3”; 2% selected a “4” and 12.2% indicated they are not at all satisfied with the activities in the Art Studio.

How satisfied are you with the activities provided in the Craft Studio?



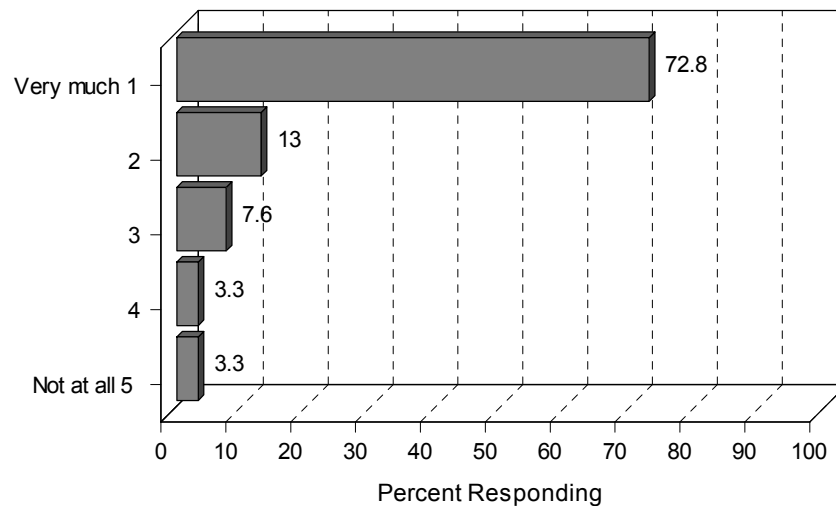
37 members indicated they had used this facility. 59.5% selected the category of very much satisfied with the Craft Studio; 16.2% selected a “2”; 8.1% selected a “3” 5.4% selected a “4” and 10.8% selected the category not at all satisfied with the Craft Studio.

How satisfied are you with the activities provided in the Computer Lab?



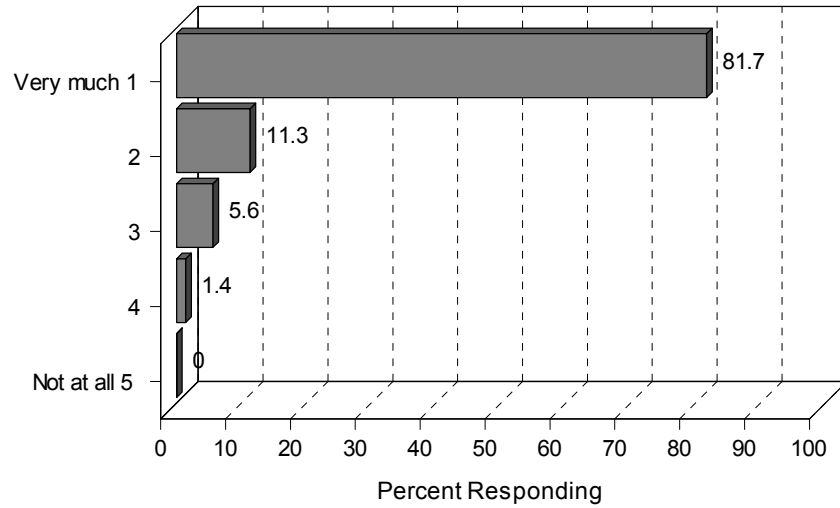
Of those members who answered the satisfaction survey and use the Computer Lab, (29), 69% are satisfied with the activities provided. 13.8% selected a “3” in response to this question; 10.3% indicated a “4” and 6.9% selected the not at all satisfied category in regard to activities in the Computer Lab.

How satisfied are you with the activities provided in the Exercise Classes?



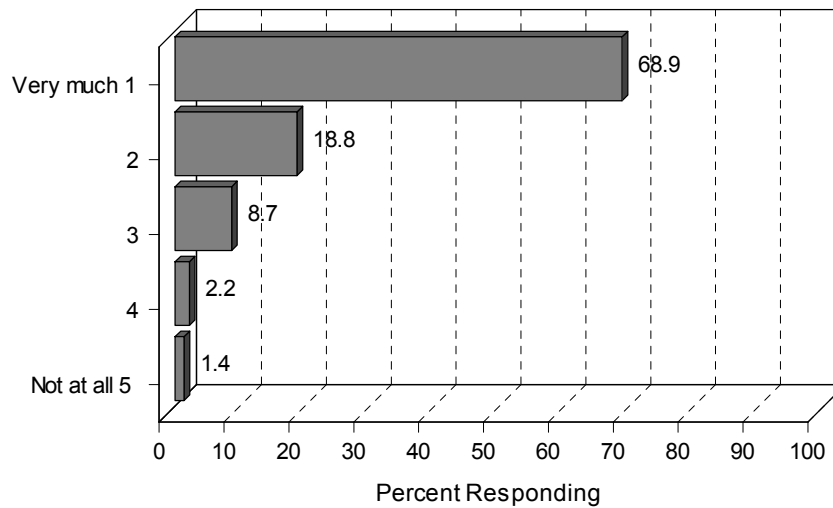
It is apparent from this graph that the majority of the members who filled out a survey and take the Exercise Classes offered at The Center are very much satisfied with those classes.

The staff at The Center treats members with respect.



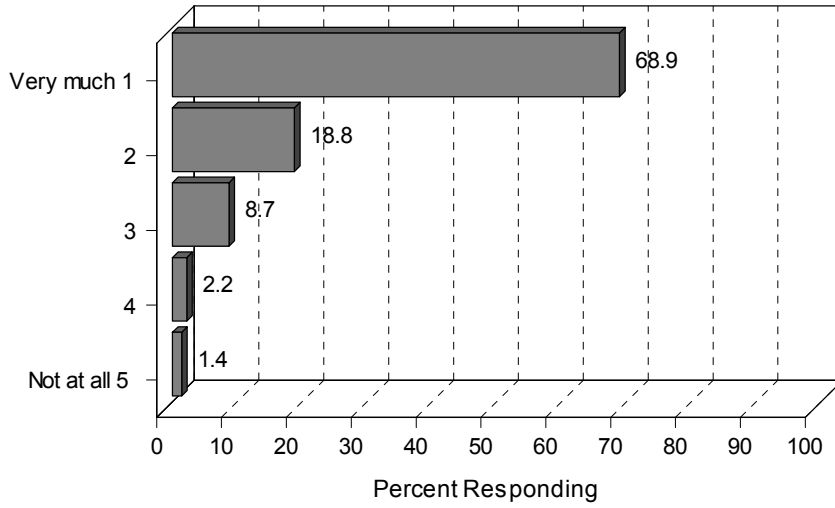
The graph illustrates the majority of members responding (81.7%) feel the staff at The Center treats members with respect.

The staff at The Center encourages me.



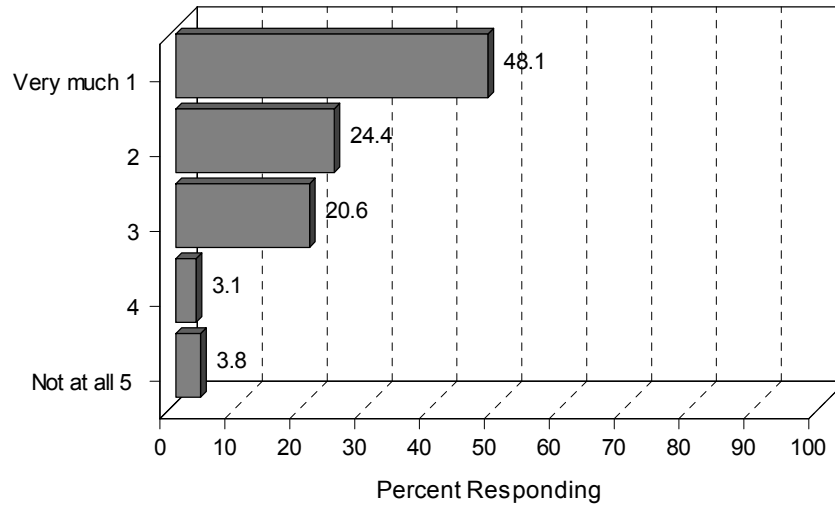
Most of the members who returned a satisfaction survey indicated they feel very much that the staff at The Center encourages them (68.9%). Only 1.4% indicated they did not feel encouraged at all by the staff at The Center.

I benefit from the services provided by The Center.



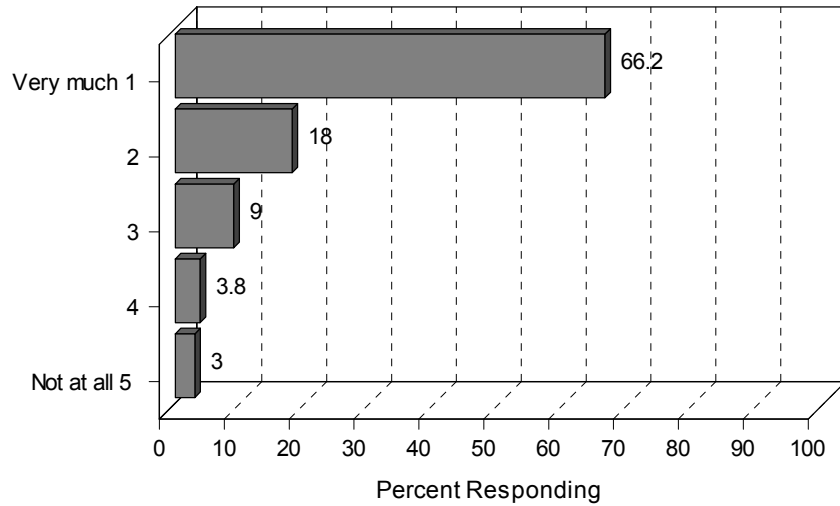
Overall, the majority of respondents feel they benefit from the services provided by The Center (87.8%).

Since being a member at The Center,  
I have a higher quality of social interaction.



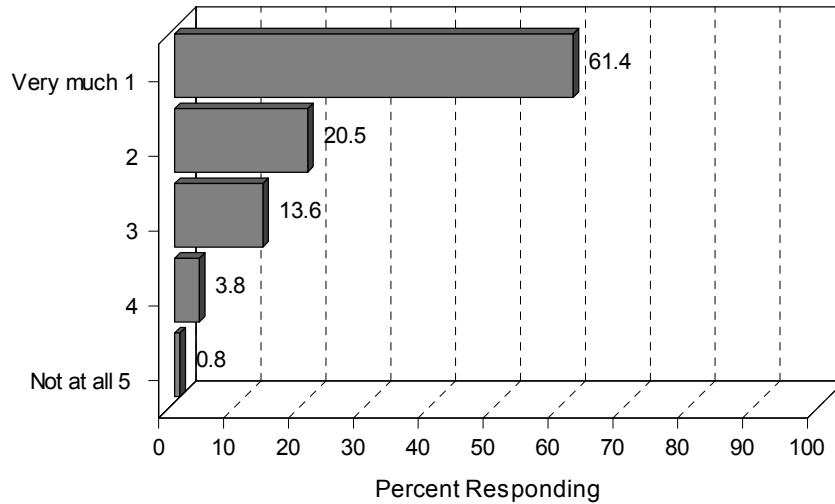
On average respondents agreed they have a higher quality of social interaction since being a member of The Center.

By participating at The Center,  
I maintained or improved my physical abilities.



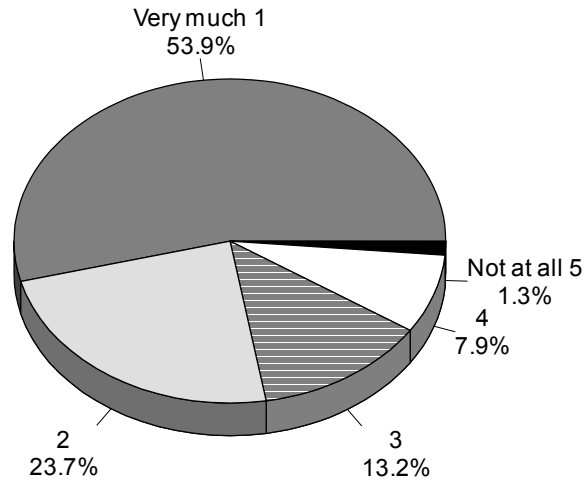
Most members that answered the satisfaction survey indicated they agree very much (66.2%) that they have maintained or improved their physical abilities by participating at The Center. Only 6.8% (all those that selected a 4 or 5) indicated they do not agree with this statement.

The Center has helped me enhance the quality of life.

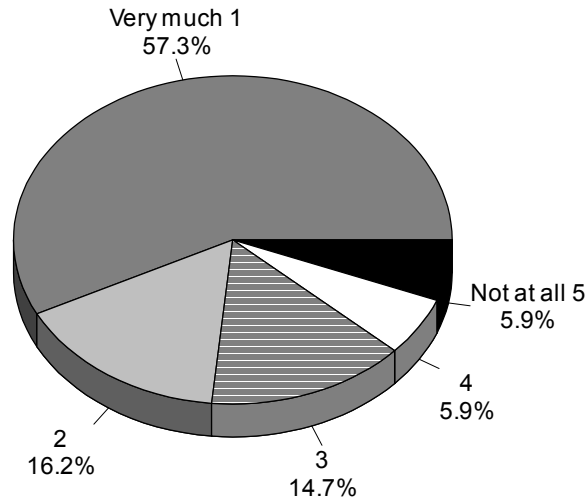


Again, according to the responses from members to this satisfaction survey, the majority(61.4%) agree that The Center has helped them enhance the quality of life.

How satisfied are you with social activities offered by The Center such as bingo, game time, cooking classes, etc.?

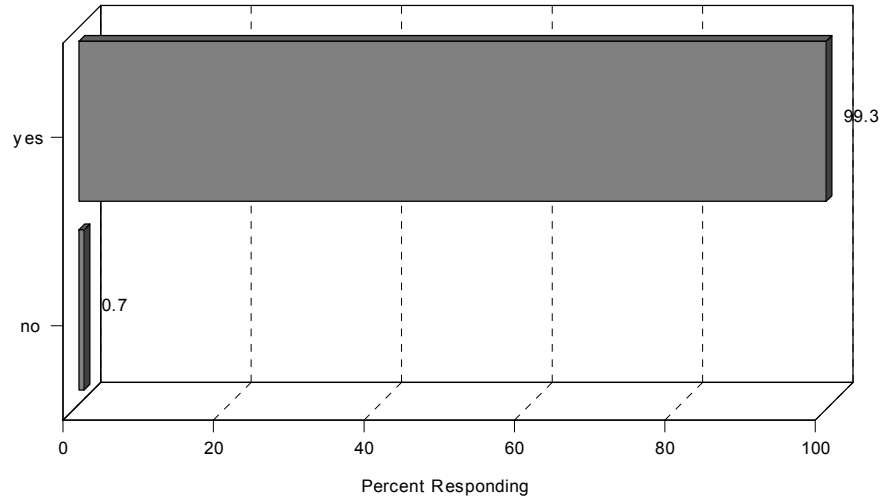


Less than 10% of those that answered the survey indicated they feel some level of dissatisfaction with the social activities offered by The Center. 77.6% agree that they are satisfied with the social activities offered.



Over half (57.3%) of the member respondents indicated they are very much satisfied with the rehabilitative classes offered by The Center. 5.9% indicated they are not at all satisfied with these classes.

### Would you recommend the Center to others?



This graph illustrates that the vast majority (99.3%) of the members who responded to the satisfaction survey indicated they would recommend The Center to others.

The Center Member Satisfaction Survey 2005  
Research and Evaluation  
provided by:

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