

ANNUAL RECREATION SURVEY TELLS ALL

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Recreation Supervisor

Each year the AFRH Recreation Services Division surveys the residents to see if we are meeting the needs of our residents. Obviously we can't please everyone all the time but our goal is to offer a variety of programs and events both on and off campus that will enhance the lives of our residents and will provide a fun experience for those participating. We encourage resident input with an open door policy, a suggestion box and with monthly suggestion meetings for trips. The customer service we provide to our residents is also very important to all of the staff and we will continue to work hard to take care of our residents.

I am going to highlight at this time some comparisons between the 2006 and 2007 surveys which I feel are worth noting. It is very obvious both last year and this year that our Library is our number one used facility with over 200 residents commenting that they use this facility. That is very good and we will continue to provide a well balanced Library for you with varied books, periodicals, large print apparatus, movies and reference materials. Next in line for most used facilities are the Fitness Center and the Computer Lab/24 hour computer room. These facilities continue to be popular.

Within the programs/activities portion the July 4th picnic celebration is our number one interest beating out the last year's number one spot for trips by (1) vote. Cook outs and the monthly birthday celebrations were not far behind in popularity. We realize our residents like to relax, listen to some great music, dance and drink a little and love to eat. We aim to please and that is what having fun is all about.

Trips are extremely popular because there is such a variety to choose from. Residents have monthly meetings to discuss the upcoming trips and have a direct voice on what they want scheduled for the future months. A 6 day, 5 night cruise is planned for the end of September. 30 residents have signed up for this cruise.

Overall the activities, facilities and customer service within the Recreation Services Division is rated within the above average and outstanding categories which is a good indication that the Recreation staff is working hard to meet the resident's needs. Thank you to all my recreation staff for caring as you do for our residents and for your hard work daily to be the best Recreation Division in the world! Keep up the great job!

We will continue to work hard to provide high quality programs and service for all of our residents. Thank you to all those residents who took the time to answer our survey. A copy of the survey is located in my office, Sheridan building, room 1002 and also in the Scott Library for those residents interested in the detailed data.