

Intramural Sports Evaluation

Key Findings:

The Intramural Sports program offers competitive sports for the University of Utah community. Participants are surveyed each semester regarding schedule, staffing, program administration, and overall experience.

Actions Taken:

The following program changes have been made in response to survey results and comments:

- *Quality of Officiating*
The satisfaction with our officiating increased in the positive direction overall this year. We do, however, still have room to improve as we had five respondents rate us at a level of “2- Unsatisfied.” We have already taken steps to grow and improve our training program for officials. We are in the process of adding new material to our on-line training such as video demonstrations and enhanced exams. In addition, this year we will be videotaping our officials during on-field training as well as during games. This will allow officials to see themselves as the players see them and they can view first-hand the areas that need improvement. Officiating mechanics (movement, hand signals, and vocal expressions) should improve which should have a direct positive effect on our quality of officiating.
- *Time of Activity*
There isn’t much we can do about this as our time constraints are due to shared facilities and a lack of lights on the outdoor fields. We will, of course, continue attempting to accommodate as many time conflict requests as we can and still ensure a positive experience for everyone.
- *Overall Experience*
We weren’t rated anything under a “3-Neither” for this variable; however, it’s our intent to continuously grow and improve our program. As such, we would like many of the “3-Neither” ratings to migrate into the “4” or “5” levels of satisfaction.
- *StudentVoice*
We will be using StudentVoice for all of our assessments for the 2009-2010 season. We look forward to working with Student Voice, as we will be able to capture much more data in a more efficient manner. This should allow us to conduct more evaluations throughout the year on a diverse range of intramural sports topics.
- In addition to the above, we continue to take steps to improve the program through:
 - Additional sports and events to appeal to a more demographically diverse student population
 - More informative captain’s meetings
 - Quicker schedule development and deployment
 - Providing on-line access to registration, schedules, rules, and standings
 - Participating in state extramural tournaments
 - Taking on sponsorships that provide free, sports-related swag for our students

- On-going customer service training for our staff