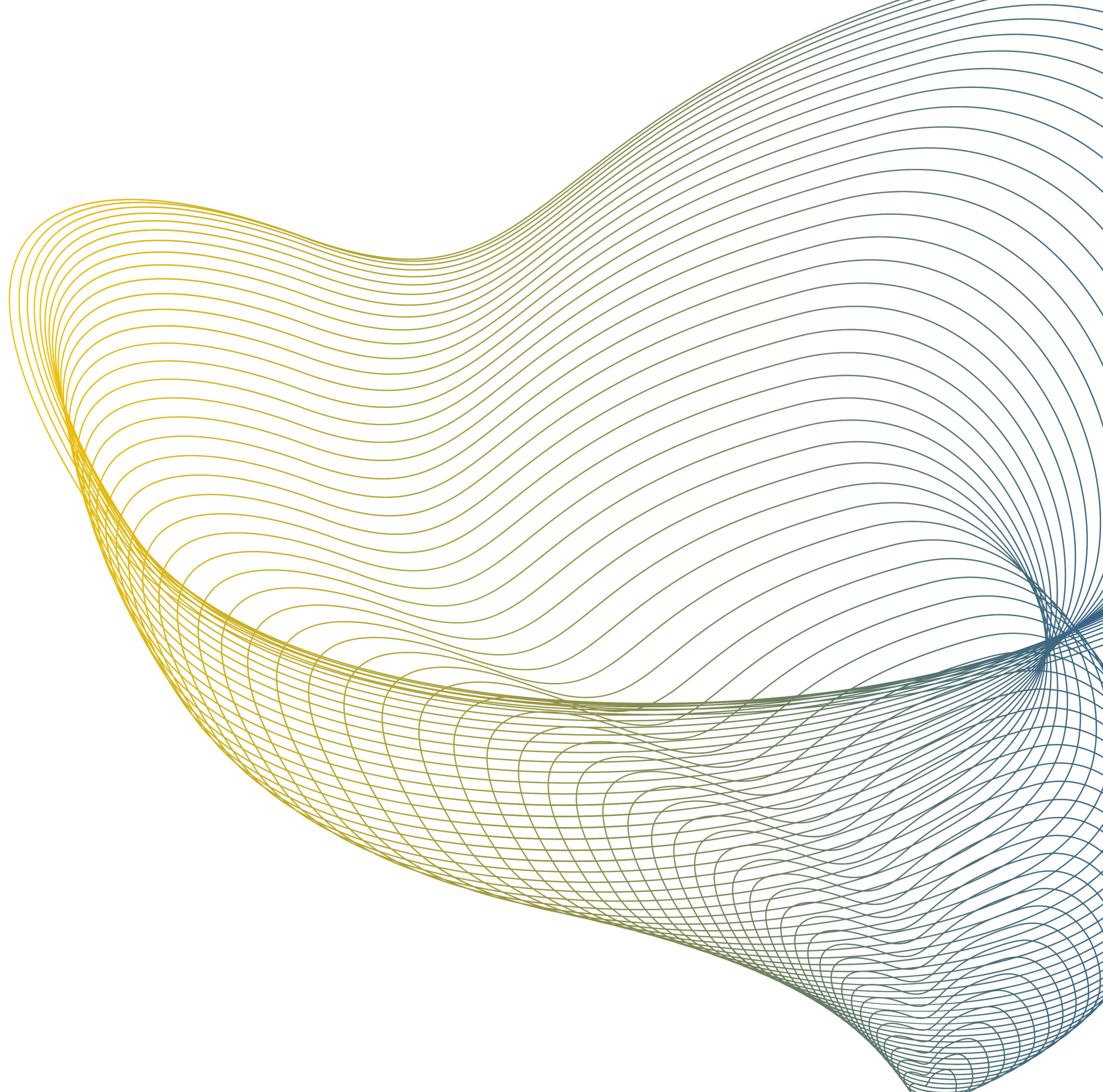




Champaign-Urbana Special Recreation

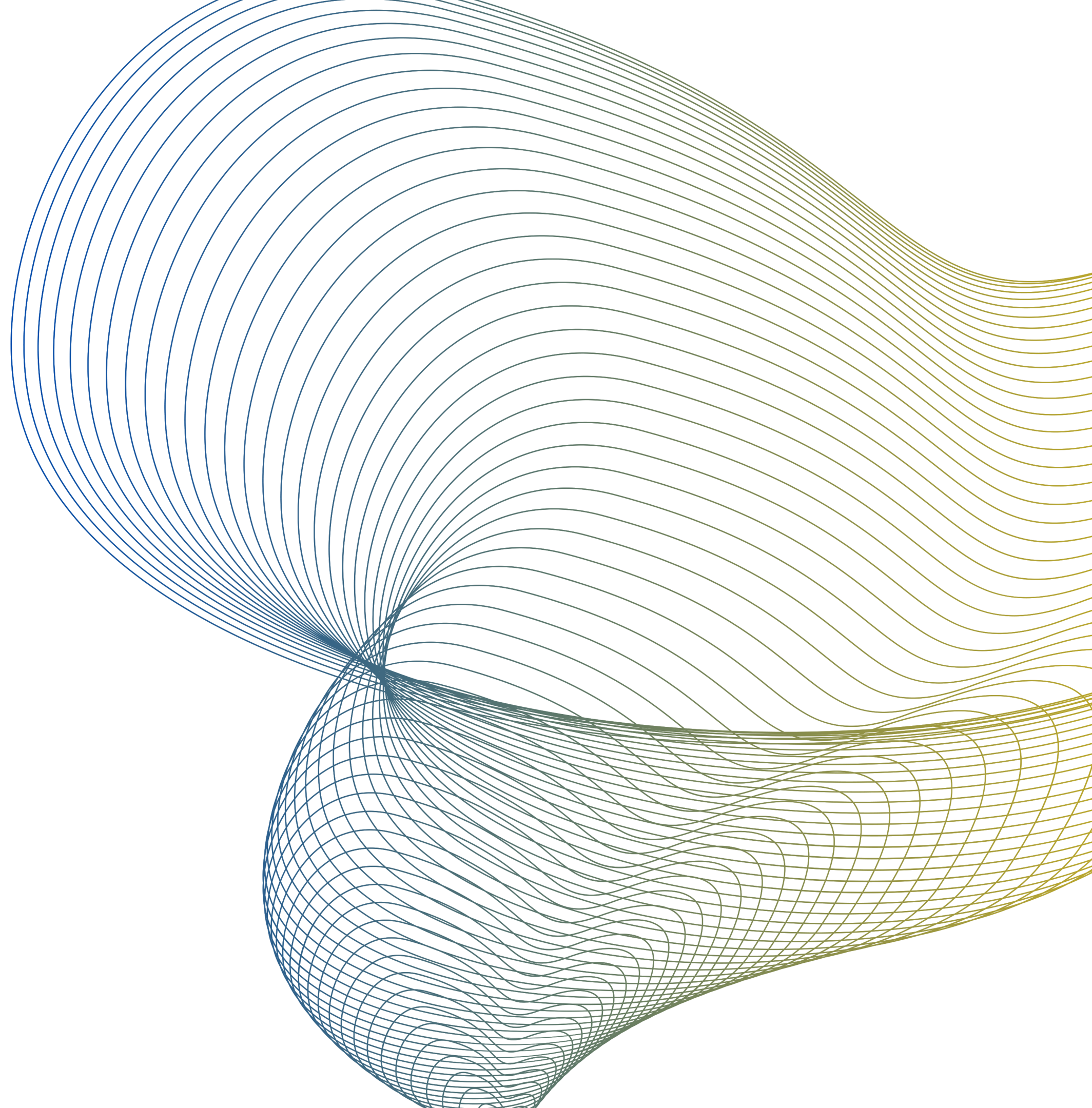
CUSR Community Needs Assessment Results

*Created by:
Christina Mott*



About CUSR

We provide quality recreation programs for people with disabilities by hiring and training qualified staff, providing staff ratios which ensure program safety and success, and adapting programs and equipment to meet the needs of the participants.



CUSR Community Needs Assessment Survey

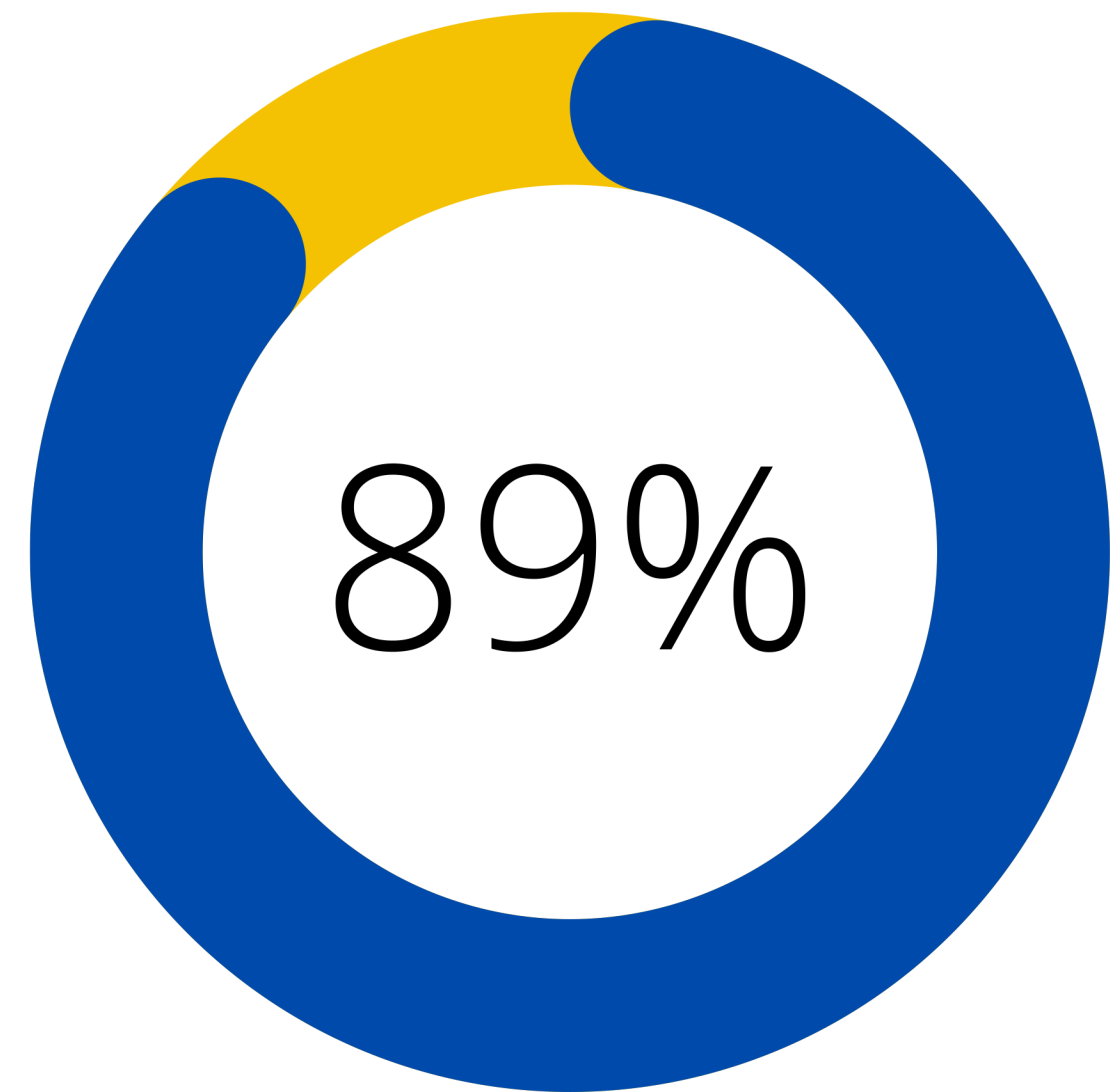
The CUSR Community Needs Assessment survey was conducted to get a sense of how the community currently engages with our organization, provide data on participant satisfaction, and identify community needs.

The survey was broken up into 3 sections:

- Usage Patterns
- Satisfaction
- Needs Assessment

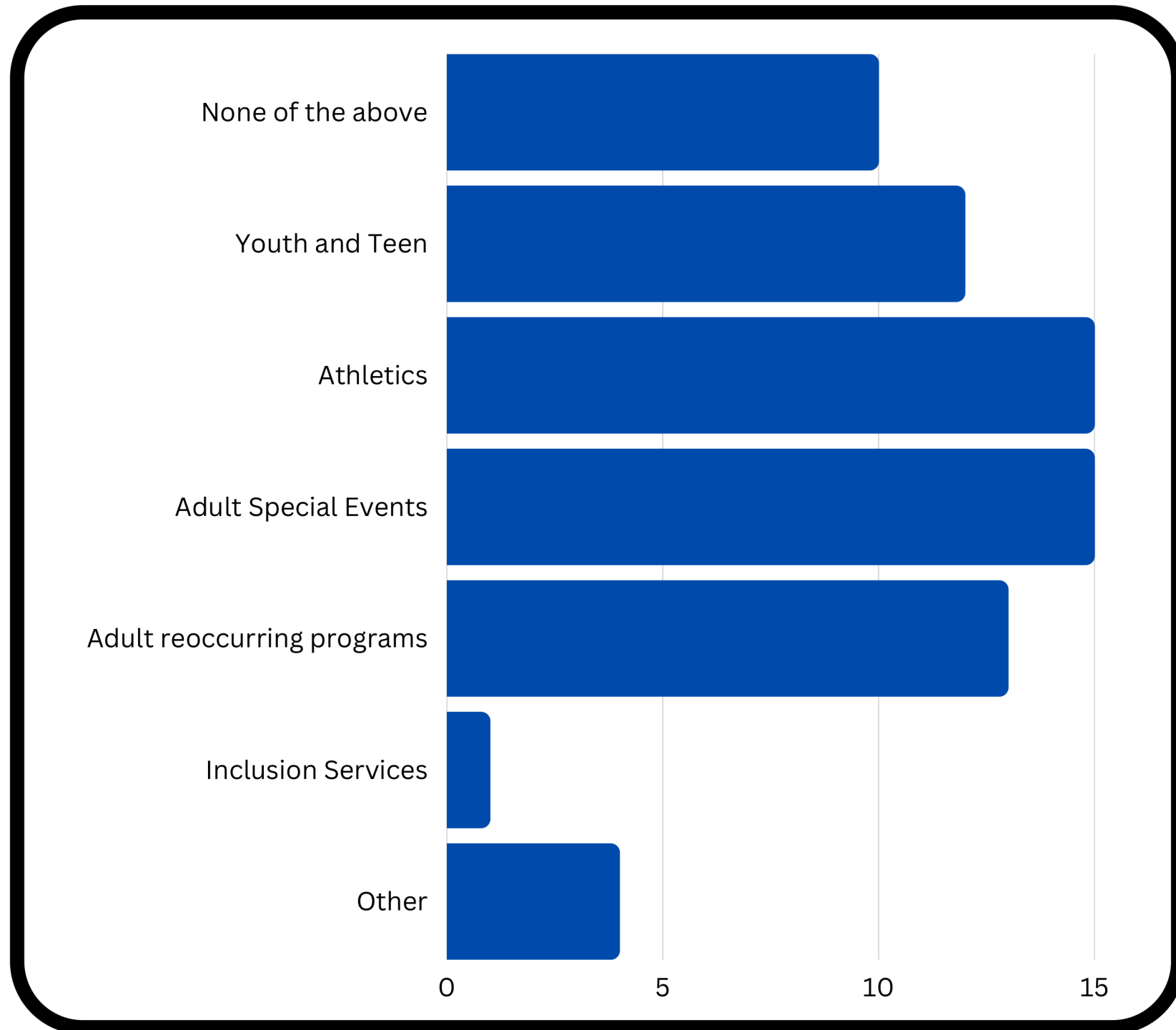
Survey Participation

- **45 Survey participants.**
- **89 % Survey completion rate.**

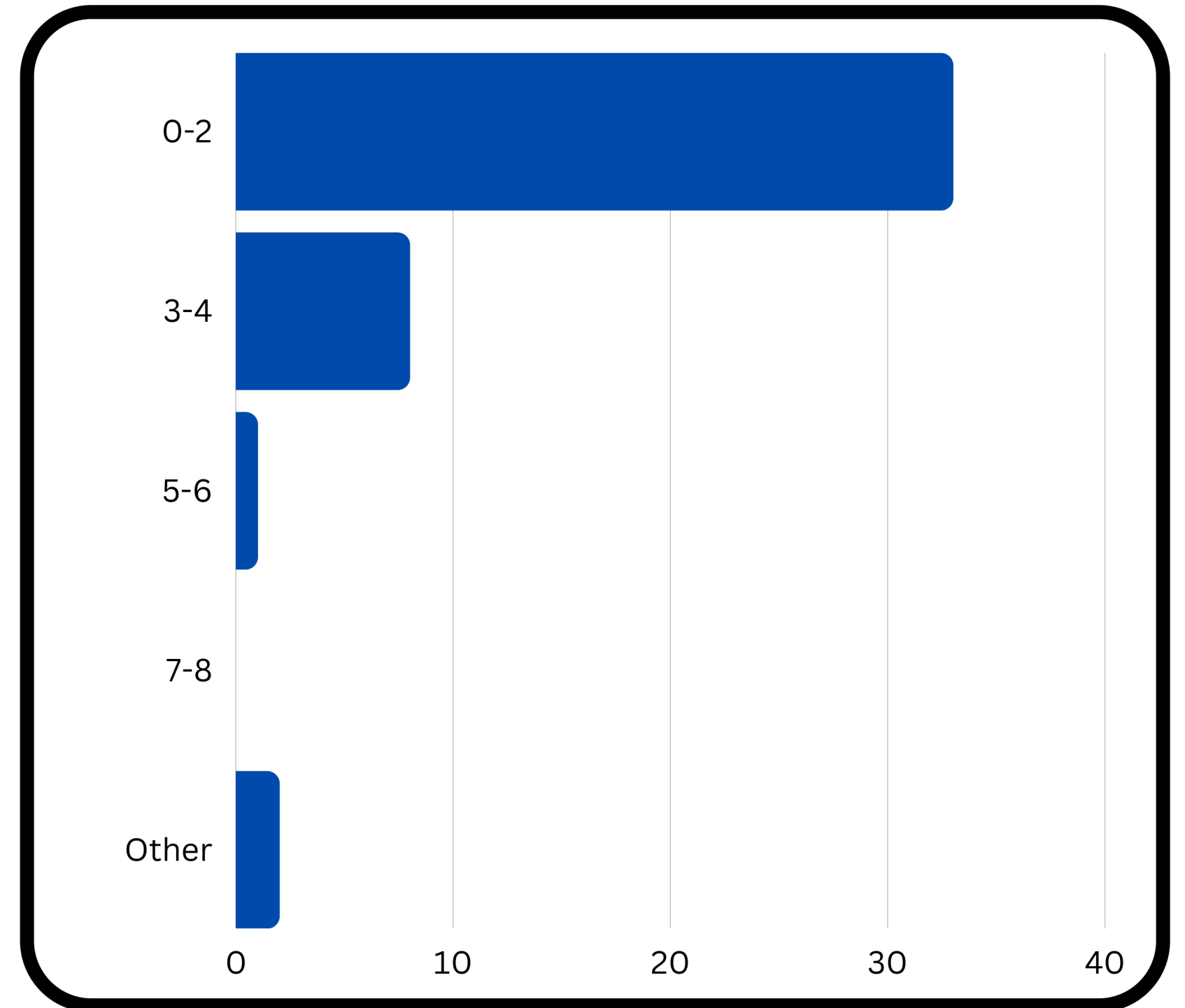


Usage Patterns:

What CUSR Program Area/Area's have you or your participant attended in the last 12 months? Choose all that apply

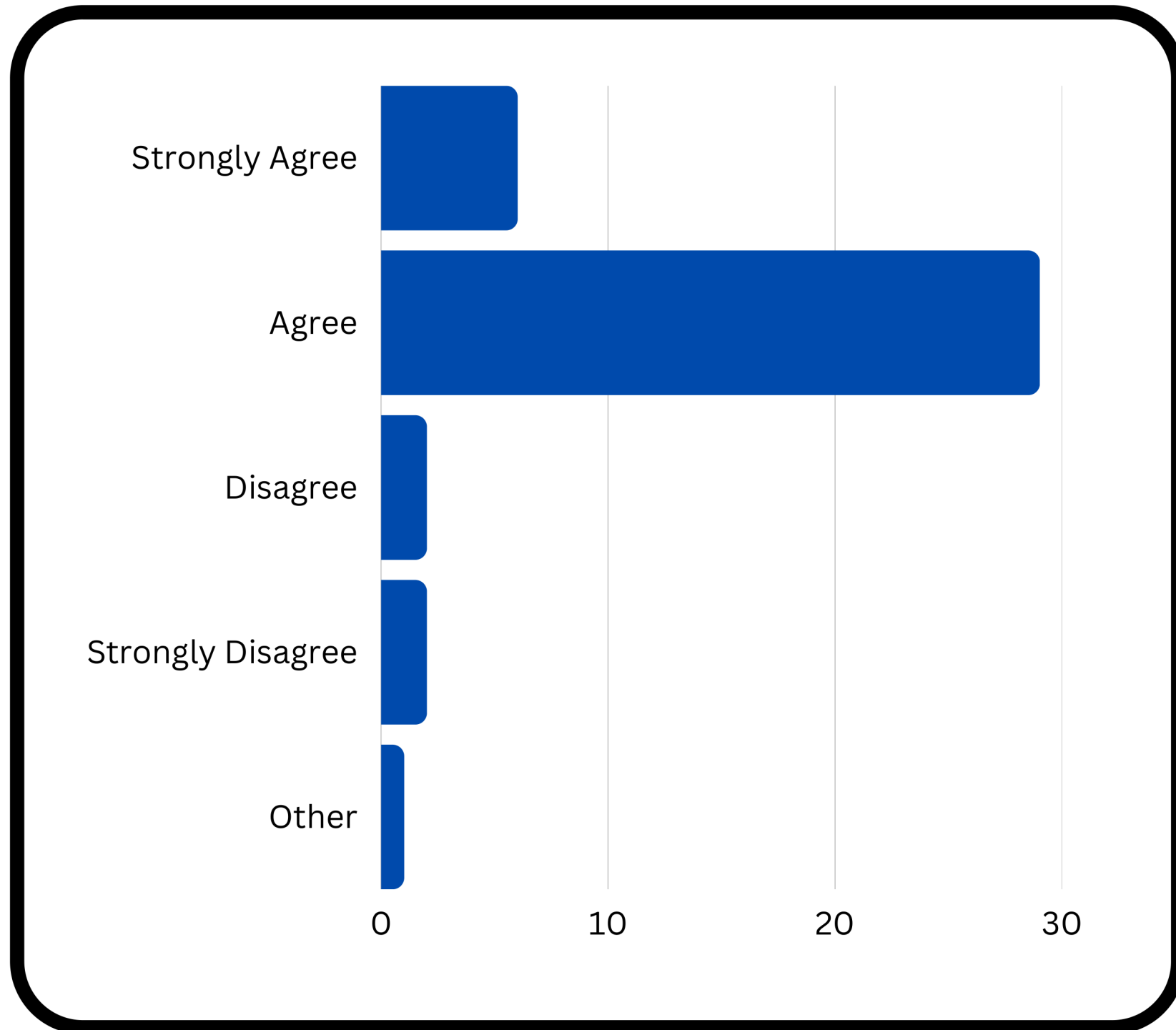


How many programs per month do you register for?



Customer Satisfaction

CUSR Program prices are reasonable.



Comments:

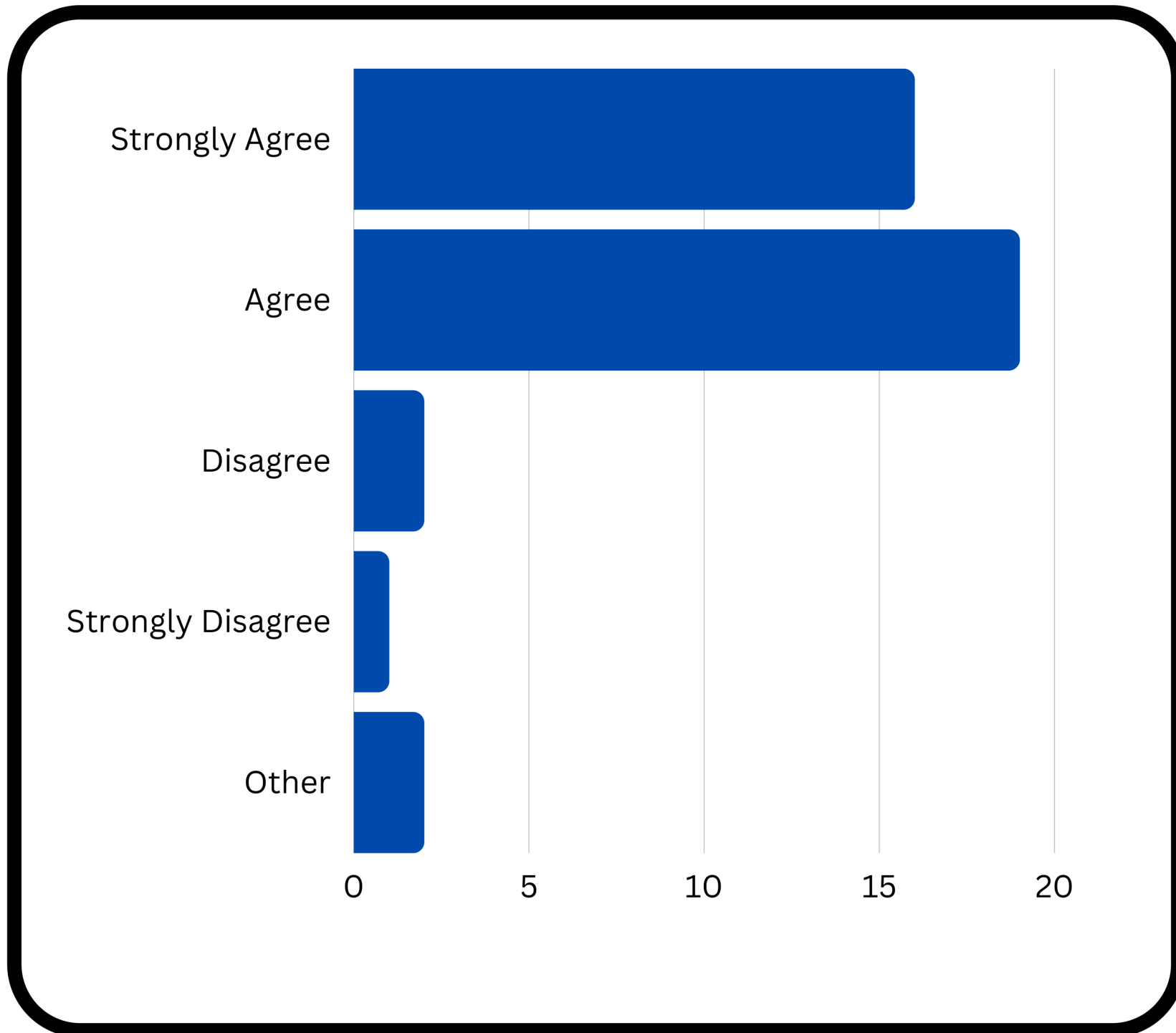
- some are reasonable, but some of the dances are too high, no need for a DJ is it increases the cost so

Staff action:

- Continue offering programs at a reasonable price.
- Evaluate price of dances to see where price could be modified while maintaining high quality to ensure customer satisfaction.

Customer Satisfaction

**I receive a prompt response from program staff
when i reach out with a question.**



Comments:

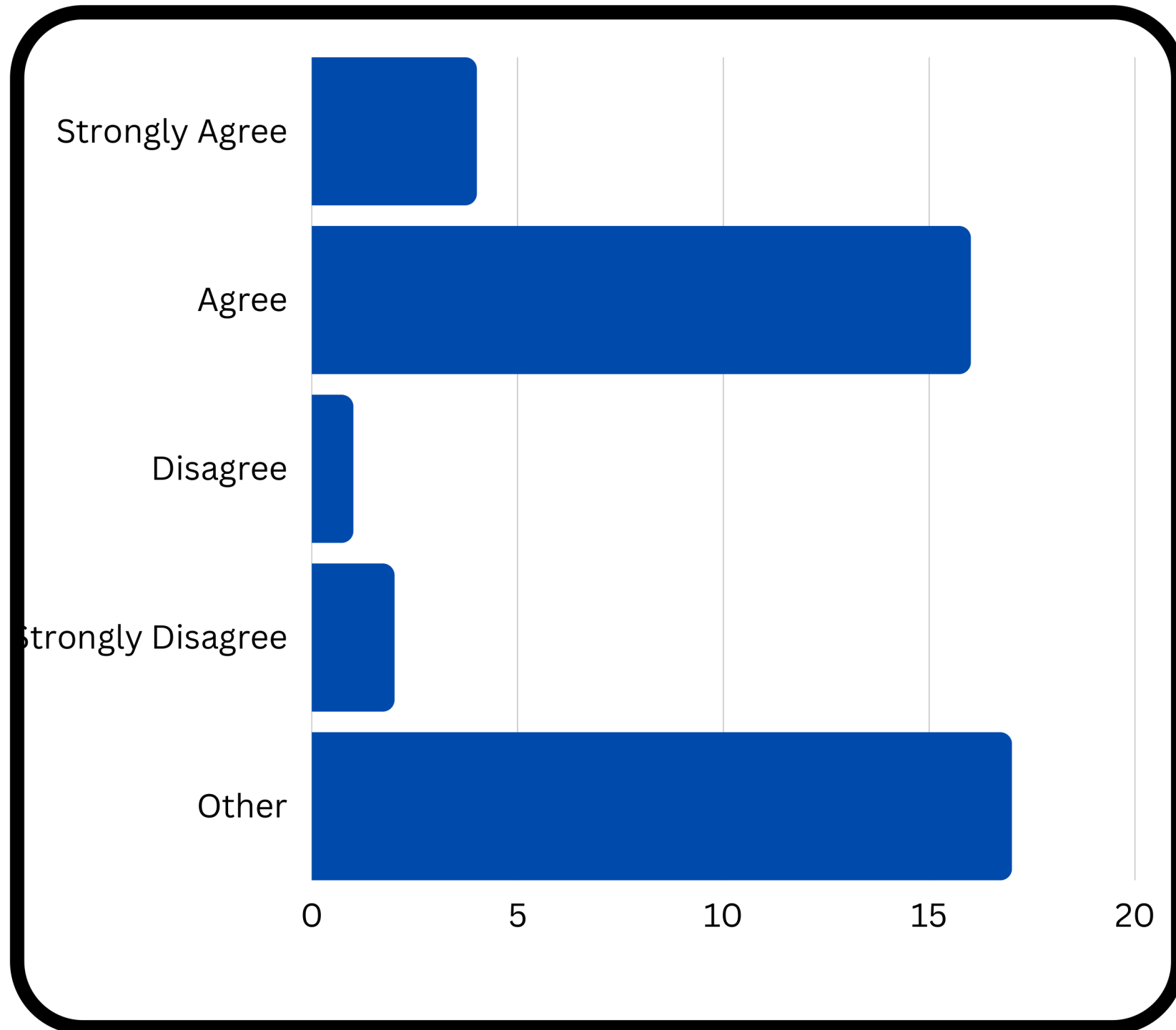
- It depends on staffing.
- Email only. Can not get through by calling.

Staff Action:

- In the process of hiring part time receptionist to ensure more calls are being fielded.

Customer Satisfaction

The Scholarship application, directions, and process are straightforward and simple to understand.



Comments:

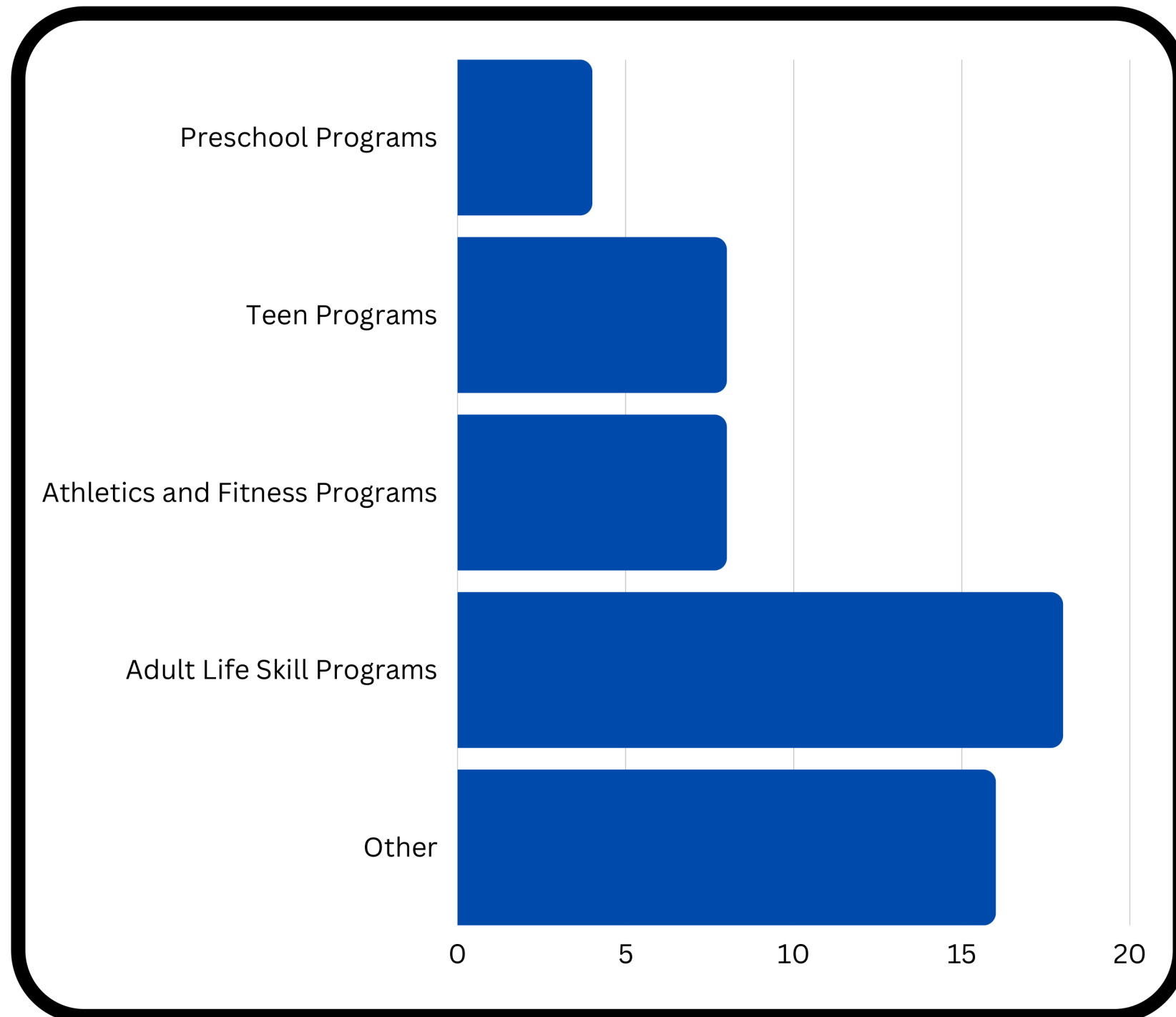
- Never applied for scholarship.
- I can fill out for my young adult but if I wasn't here to do it no one would.
- I haven't applied for a scholarship application before.
- Never used it.

Staff Action:

- Increase scholarship awareness.
- Evaluate form/ Simplify so participants can independently apply for scholarship.

Needs Assessment

I (my participant) would like CUSR to offer more _____
Programs



Comments:

- Selection now is fine.
- More one to two day trips.
- Middle age children 8-14.
- School's out day programs aside from inclusion services.

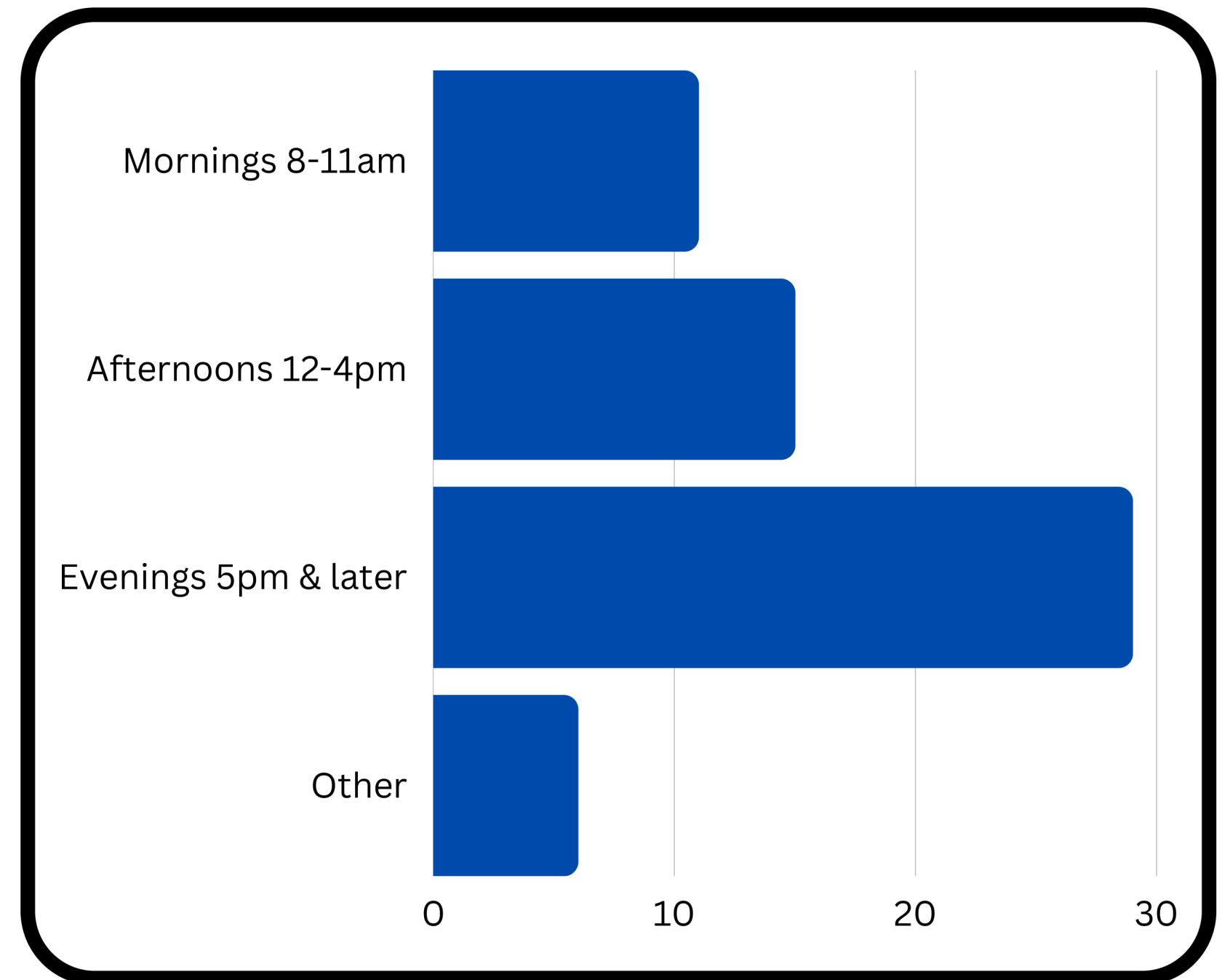
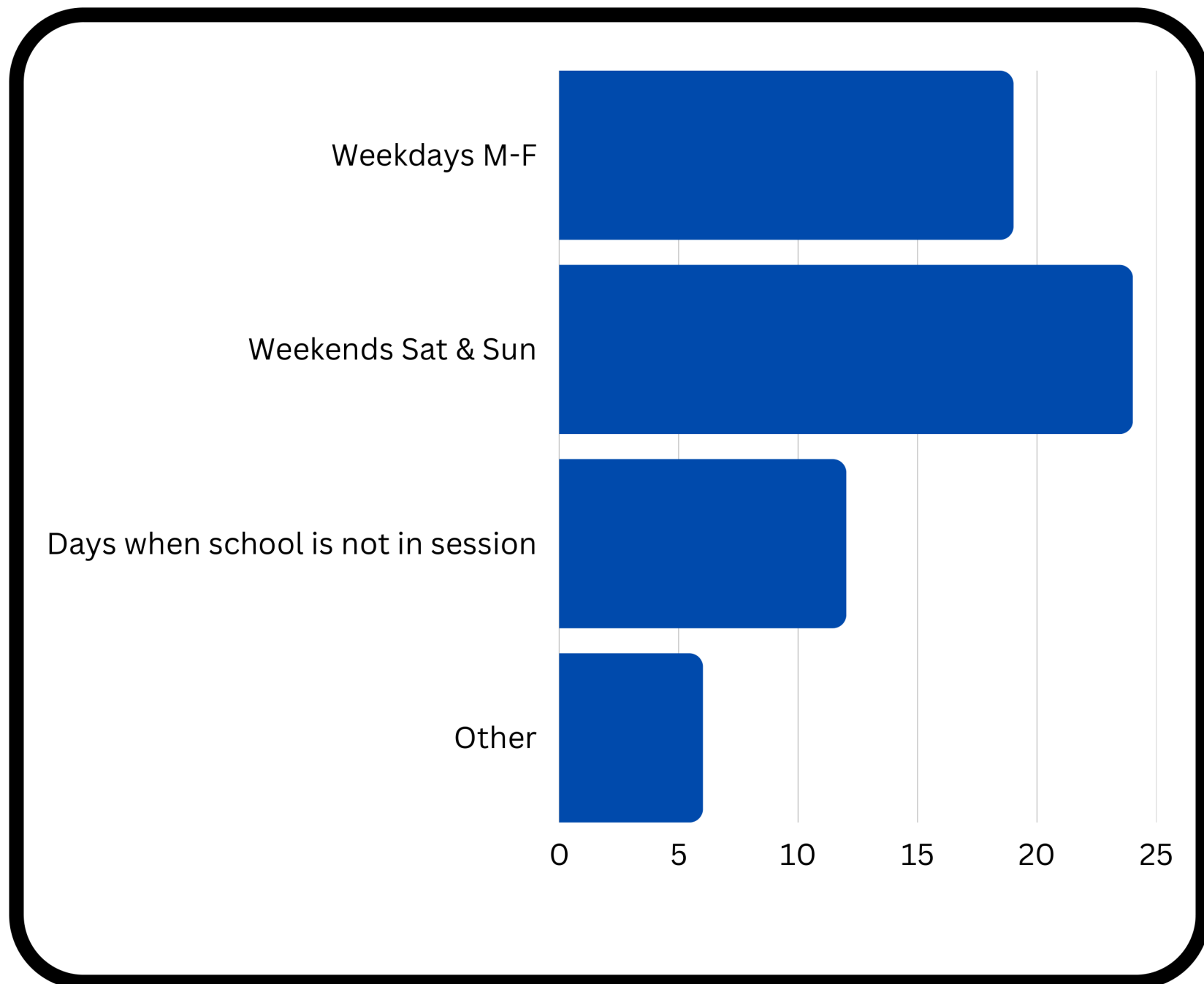
Staff Action:

- Focus on 8-14 age range for Youth and Teen programming.
- Increase Day Trip offerings.
- Introduce Schools Out Days programming

Needs Assessment

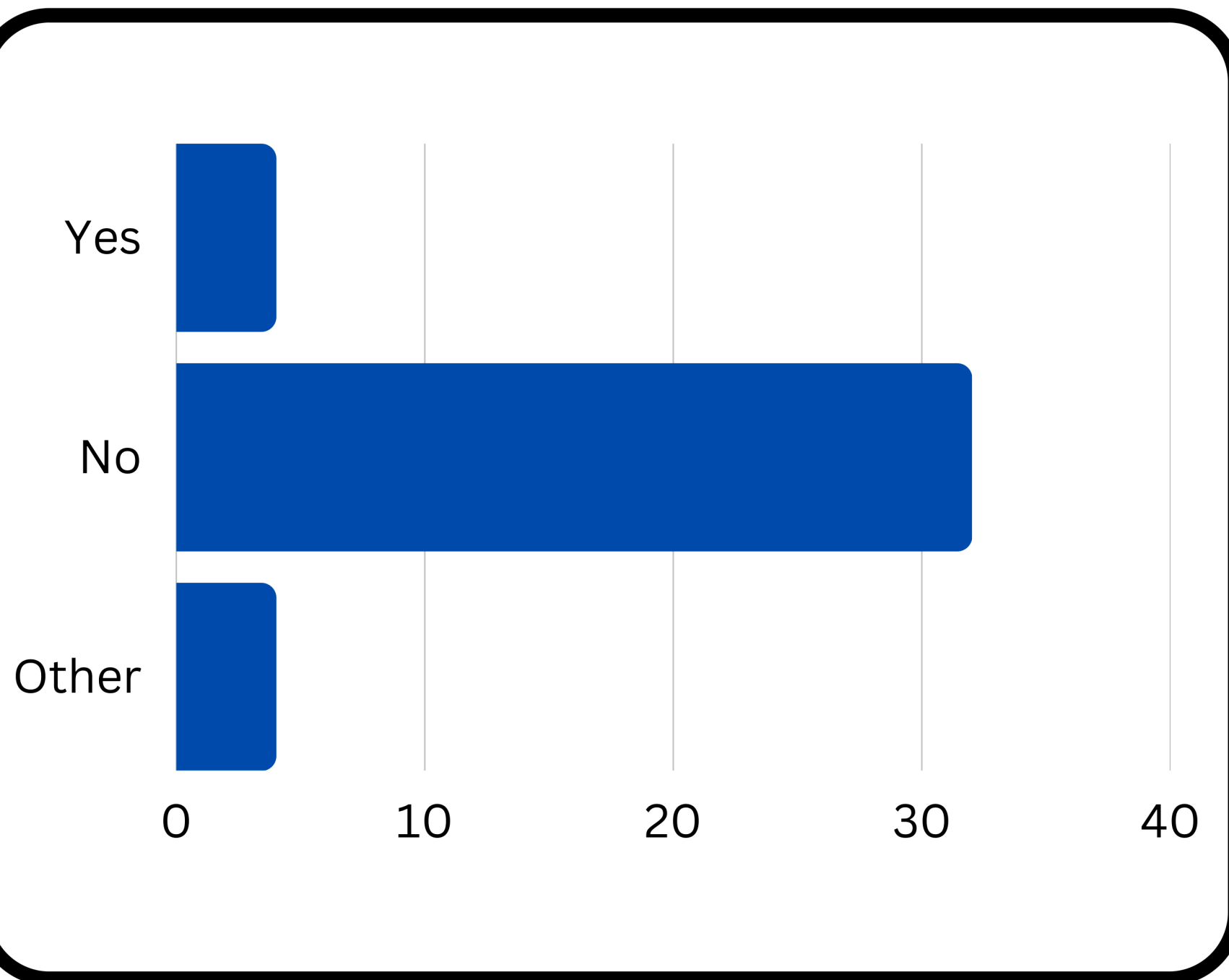
What day/days of the week are you or your participants most likely to attend a CUSR program?

The most convenient time for a program for me or my participant is:



Needs Assessment

I (my participant) am(is) unable to utilize CUSR's offerings without CUSR providing transportation. I don't have access to public transportation, and I am not able to receive transportation from my care provider or a relative.



Comments:

- Transportation would be very helpful.
- Transportation is a big problem. we would sign up for more events if transportation were available.
- Varying availability for transportation from care provider.

Staff Action:

- Increase transportation offerings, as we become more fully staffed.
- Change the model of transportation to take place on a "needs" basis, so participants without other resources can reach our programs.

Key Take-Aways:

- CUSR's most utilized program areas are Athletics and Adults Special Events.
- The majority of survey participants stated that CUSR prices are reasonable.
- CUSR will work to improve communication by hiring a part-time receptionist.
- CUSR will evaluate the scholarship form and look for ways to simplify it so participants can apply independently.
- CUSR will Increase scholarship awareness by promoting its benefits to the community.
- CUSR will offer programming specifically for participants 8-14 years old.
- CUSR will increase its "day-trip" offerings and implement "schools out days" within the next 12 months.
- The majority of survey participants stated that weekends, 5pm or later is the best time to offer programming.
- The majority of survey participants stated that without CUSR offering transportation they are still able to attend CUSR programs.
- CUSR will work to implement a needs-driven transportation policy to ensure those without consistent transportation can attend programs.