

ITHACA YOUTH BUREAU RECREATION PROGRAMS USER SURVEY

The IYB wants to understand the perception of its users and non-users as to the effectiveness of its recreation programs. While the IYB solicits feedback from its program users at the conclusion of every program, the IYB last completed a comprehensive user survey more than a decade ago. This, then, is an appropriate time for a user survey to be completed. From a personal standpoint, I am a member of the IYB Advisory Board. As an Advisory Board member, I see it as my responsibility to assist the IYB in achieving its mission and goals.

PROJECT OBJECTIVE: The survey results will guide the IYB in providing the right programs at the right times and places. The IYB wants to understand not only what users like about the programs, but why non-users are not participating in the programs. The IYB will use the survey results to create programs, eliminate programs, adjust the scheduling and location of programs, and creatively find ways for greater participation.

COMMUNITY PARTNERS: Our community partner is the Ithaca Youth Bureau, specifically the Recreation Programs.

PROJECT OUTCOMES: The project is ongoing. We are in the process of planning the survey questions, how the survey will be delivered, and how we will elicit responses. The survey will most likely be completed in late 2009.