

University of Nebraska

Campus Recreation

Responses to Comments and Suggestions

April 2008

1. Love it!!

Thank you for your comment.

2. Workers need to be friendlier. We asked someone to adjust the volleyball net to women's height and he did it wrong the first time so we apologized and asked to get it adjusted the second time and the worker pouted the whole time. When he was done he asked rudely, "Is it good this time? Are you sure?" We pay to come here and he gets paid to work here! Just wish I would not have to feel silly for wanting the volleyball net adjusted.

We apologize for the poor customer service. We will work with this employee to improve his communication skills.

3. Let us play baseball in the Cook Pavilion.

Thank you for your comment. For risk management purposes, it is unsafe to play baseball at the same time as other activities are occurring in the same space.

4. Love the new shower heads. Now can you replace them at Mabel Lee? Please and thank you.

Thank you for the comment. We will be replacing the shower heads in the Mabel Lee Hall shower area.

5. Please do not attach monitors atop any more treadmills. Most runners want to have a clear line of vision toward the horizon.

Thank you for the comment. The remaining treadmills will have monitors attached soon. As you may have noticed, the overhead TVs are slowly wearing out and in an effort keep up with cardio entertainment, the monitors have been added.

6. Will you fix the rims upstairs on the hardwood floors?

The rims have been fixed and adjusted. We continually monitor them and appreciate your comment.

7. Please turn some air on in the Super Circuit.

Thank you for your comment. We did have air handler issues one day. It has been fixed.

8. Why are you spending money on monitors for each treadmill? There are plenty of video displays on the wall. You really should stop with all the video and invest in some ionic breeze units for the Strength Training and Conditioning room. They cut down on dust and improve air quality.

The video displays on the walls will be gone soon. We appreciate your suggestion about the ionic breeze units.

9. Again you make a big change without talking to the users. Star Trac from Push Pedal Pull; you have to be kidding. That is equipment for over paid execs. You have Nautilus for weight machines and that's great. The aerobic machines should be Life Fitness if you want to match quality. The new machines are flashy with a cutesy little fan but they are not fitted well. They cut off circulation, cramp movement, and have limited programming. Couldn't you find a better way to spend the mtv-U funds. How about air quality?

Thank you for your comment.

10. You really need another obliques/lower back machine. I do not know what it is called exactly, but people are always standing in line waiting to get on the only one you have and it is probably one of the most popular machines you have in the weight room, but you have only one.

Thank you for your comment. We are in the process of reviewing equipment and establishing a replacement schedule for the future. We currently do not have any additional space for new equipment but there are other pieces of equipment that can be used for working the obliques/lower back. Stability balls, ab, and back extension benches are all available in multiples as well.

11. Get another side oblique machine. The lines are too long.

Please see number 10.

12. We have three new barbells in the Strength Training and Conditioning room. The old collars (both tray and slide on varieties) simply do not work with these new barbells because they slide off. Consider spring collars because the barbells are worthless if the weights fall off. Avid lifter.

Thank you for your comment & concern. The new bars have been removed from the Strength Training & Conditioning Room to avoid this issue in the future.

13. Could at least one station be kept on news in the Strength Training and Conditioning room in the cardio area, please? Three times now the CNN station has been changed to cartoons by the staff. Thanks.

Thanks for your comment; we'll make sure the staff follows the noted stations in the future.

14. Hire people who know what they are doing or look like they work out in the Strength Training and Conditioning room, seriously.

We are constantly working to train and develop our student staff throughout the facility and it is an on-going process. As part of an educational institution, we do our best to provide opportunities for students to get both future job training as well as explore areas outside their major. We also do our best to hire a variety of people in all shapes and sizes in order to make all users of the facility feel comfortable. Wellness comes in many sizes.

15. Thanks for adding mtv-U; I like it.

Thank you for the comment.

16. I went to the Strength Training and Conditioning room and had a terrible experience. Please invest in more hang-clean platforms or more back squatting stations. One of the stations encloses you and inhibits your workout. Also, while performing a lift on the platform the clips failed to hold any weight on the bars and almost caused an accident. Most of the bars are completely stripped and the clips that are usually scattered randomly throughout the room do not properly hold the weight on the bar. Please fix these problems. There are so many machines that are not even used by students and could be removed for improved lifting stations (mainly free weights because life does not involve machines).

Thanks for your comments and ideas. Although we appreciate your enthusiasm for free weights and power lifting, we have a very limited space and must consider a wide variety of user when purchasing equipment, not all of whom are interested in this mode of strength exercise. As with most areas of the city campus Rec Center, mornings and weekends are usually less crowded. Please see the response to number 12 in reference to the bars.

17. Little children should be in bed before eleven.

It is not our policy to determine bedtime for patrons' children, guardians or guests. Campus Recreation has posted hours of operation for all eligible patrons. We do offer youth activity programming on occasion in the academic year that ends at 10:00 p.m.