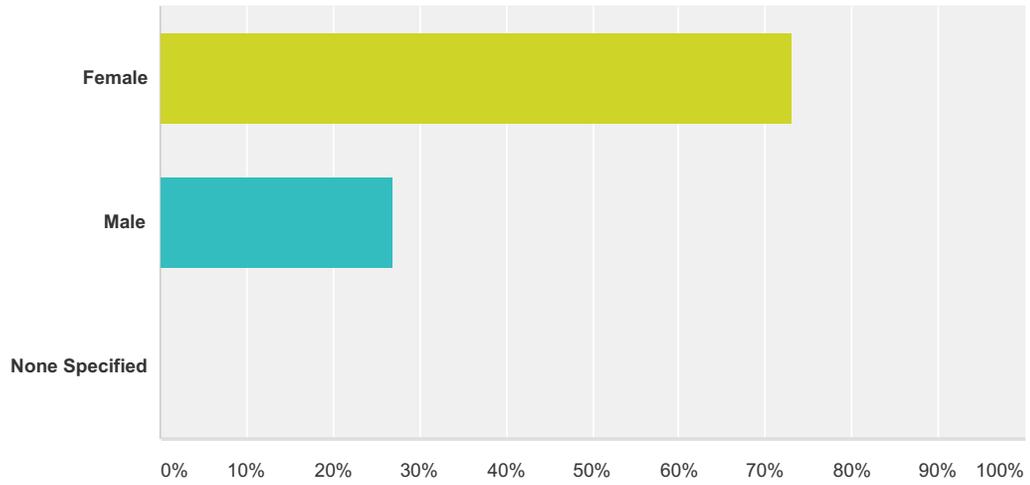


### Q1 What is your gender?

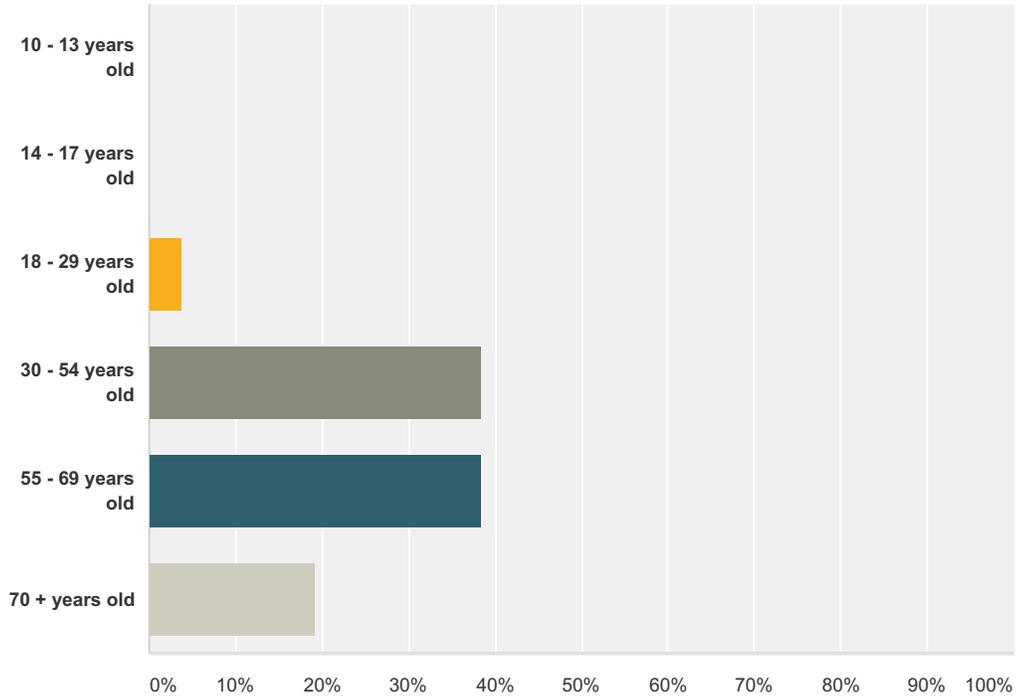
Answered: 26 Skipped: 0



Answer Choices	Responses	
Female	73.08%	19
Male	26.92%	7
None Specified	0.00%	0
<b>Total</b>		<b>26</b>

## Q2 What is your Age Group?

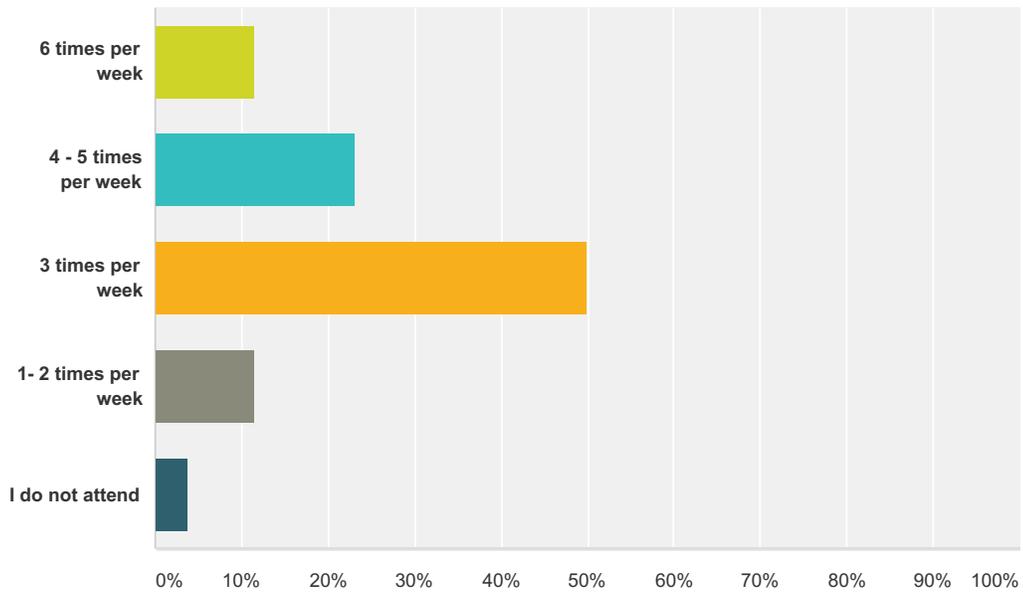
Answered: 26 Skipped: 0



Answer Choices	Responses	Count
10 - 13 years old	0.00%	0
14 - 17 years old	0.00%	0
18 - 29 years old	3.85%	1
30 - 54 years old	38.46%	10
55 - 69 years old	38.46%	10
70 + years old	19.23%	5
<b>Total</b>		<b>26</b>

### Q3 How many days per week do you visit Oneida Family Fitness?

Answered: 26 Skipped: 0

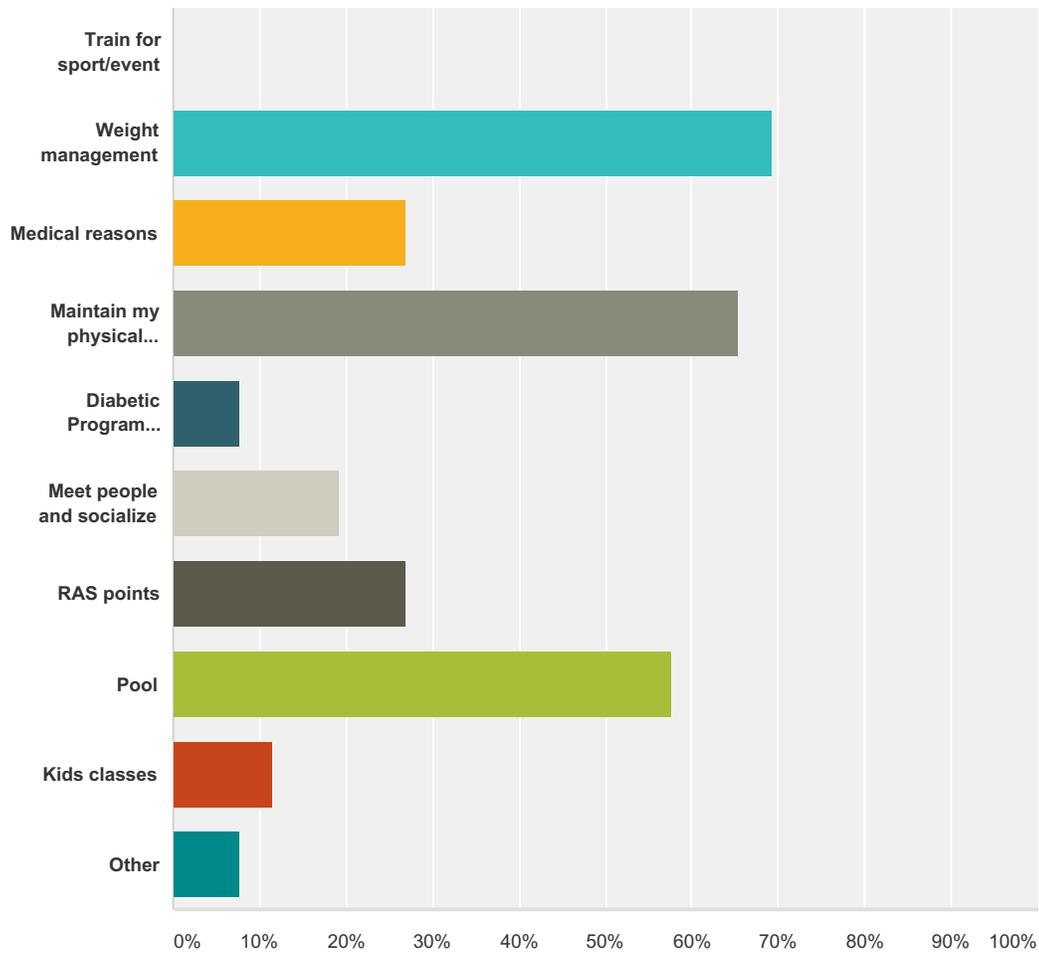


Answer Choices	Responses
6 times per week	11.54% 3
4 - 5 times per week	23.08% 6
3 times per week	50.00% 13
1- 2 times per week	11.54% 3
I do not attend	3.85% 1
<b>Total Respondents: 26</b>	

#	If you do not attend, why not?	Date
1	Time.	6/28/2016 7:07 AM
2	Usually out of town.	6/22/2016 12:52 PM
3	walk outside	6/22/2016 12:31 PM
4	To busy or tire after work.	6/17/2016 7:27 AM

### Q4 I visit Oneida Family Fitness primarily for (select all that apply):

Answered: 26 Skipped: 0



Answer Choices	Responses
Train for sport/event	0.00% 0
Weight management	69.23% 18
Medical reasons	26.92% 7
Maintain my physical condition	65.38% 17
Diabetic Program Referral	7.69% 2
Meet people and socialize	19.23% 5
RAS points	26.92% 7
Pool	57.69% 15
Kids classes	11.54% 3
Other	7.69% 2

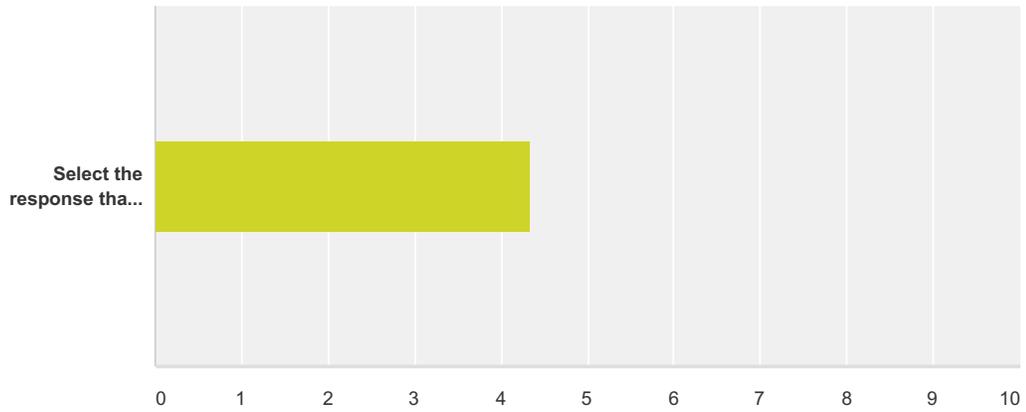
## Customer Satisfaction Survey FY 2016 - Quarter 3

Total Respondents: 26

#	Other (please specify)	Date
1	Yoga	6/28/2016 7:09 AM
2	Yoga	6/22/2016 12:40 PM
3	Yoga - good for body, mind, spirit.	6/22/2016 12:31 PM

### Q5 How do you rate our staff and customer service?

Answered: 26 Skipped: 0

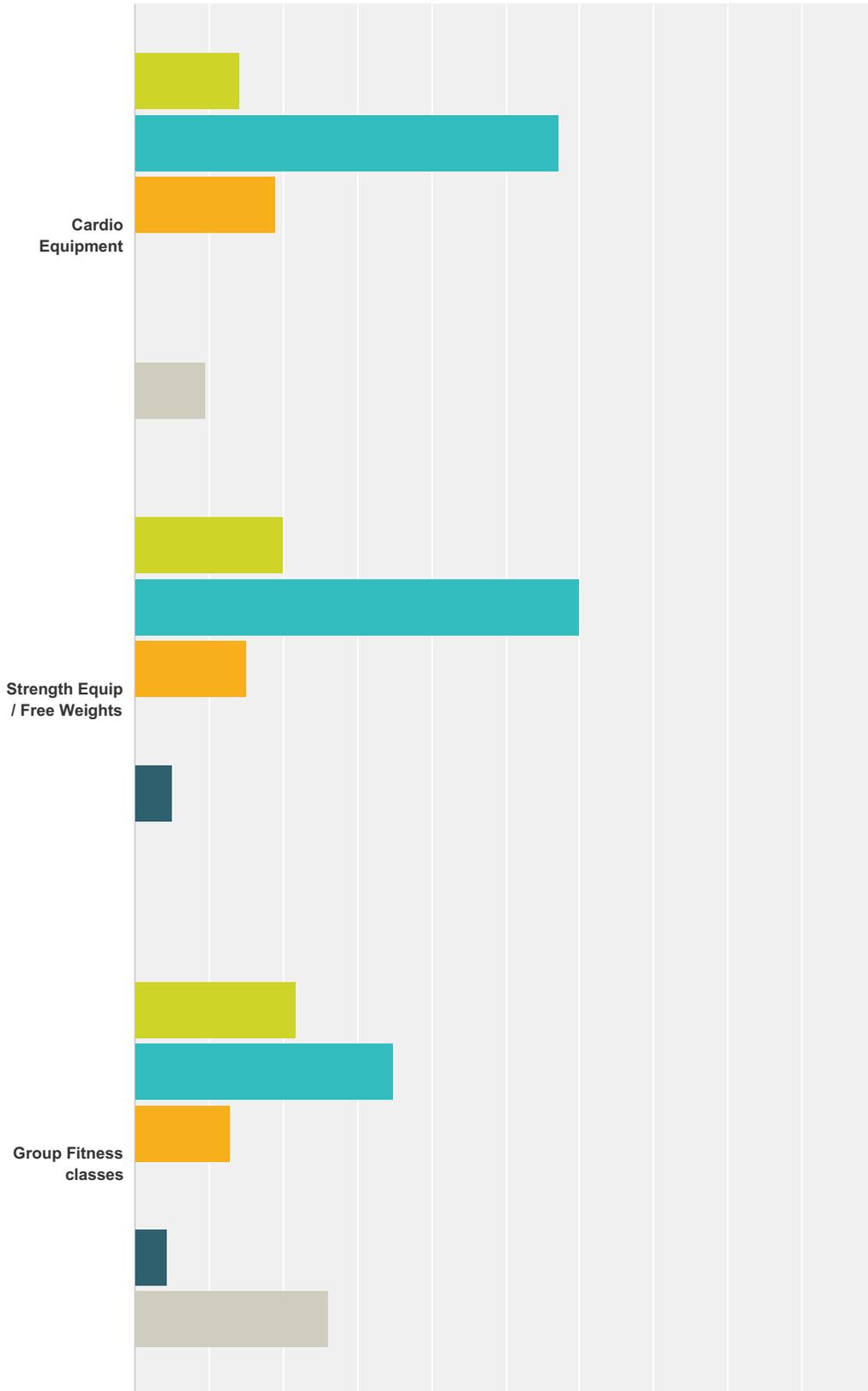


	Excellent	Very Good	Average	Needs Improvement	Poor	Total	Weighted Average
Select the response that describes your overall impression.	42.31% 11	50.00% 13	7.69% 2	0.00% 0	0.00% 0	26	4.35

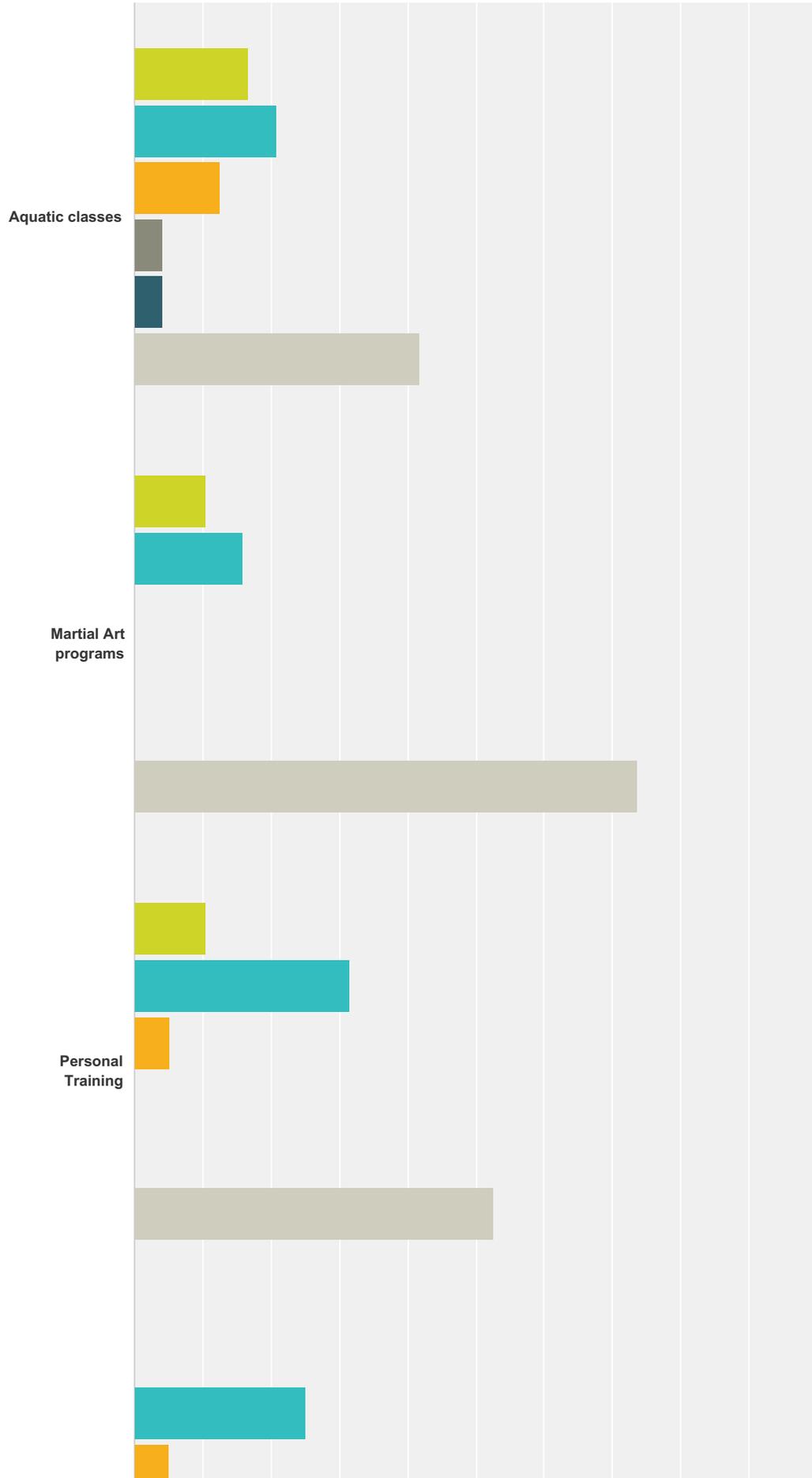
#	Is there a particular staff member(s) that makes your visit more enjoyable? Add any additional comments.	Date
1	Christine and Olivia are excellent greeters	6/23/2016 9:45 AM
2	Maureen and Christine always greet me nicely. Frankie is great in the pool area. Hannah has been motivating me in my weight loss journey. My kids love Jason for kids in motion. Master Schoenebeck and Master Meinke are fantastic.	6/22/2016 4:30 PM
3	They all do. They are very well informed on everything that goes at the fitness center.	6/22/2016 12:52 PM
4	All of them.	6/22/2016 12:47 PM
5	Front desk staff and yoga instructors	6/22/2016 12:40 PM
6	Kristin at the desk Dominique for yoga	6/22/2016 12:31 PM
7	Some are very friendly	6/17/2016 1:00 PM

### Q6 What is your overall rating for programs & services offered at Oneida Family Fitness?

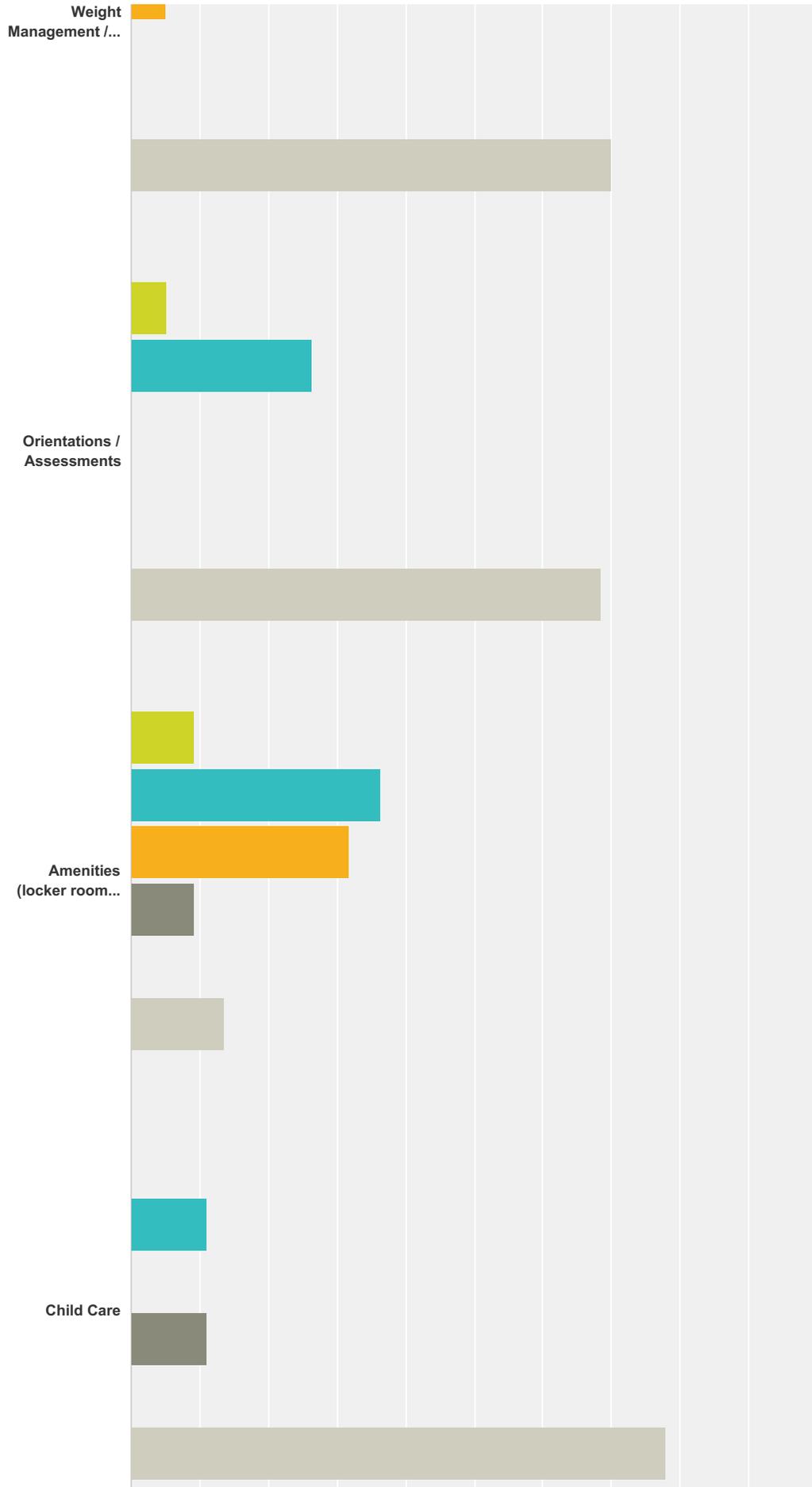
Answered: 26 Skipped: 0



Customer Satisfaction Survey FY 2016 - Quarter 3



# Customer Satisfaction Survey FY 2016 - Quarter 3



## Customer Satisfaction Survey FY 2016 - Quarter 3



0%   10%   20%   30%   40%   50%   60%   70%   80%   90%   100%

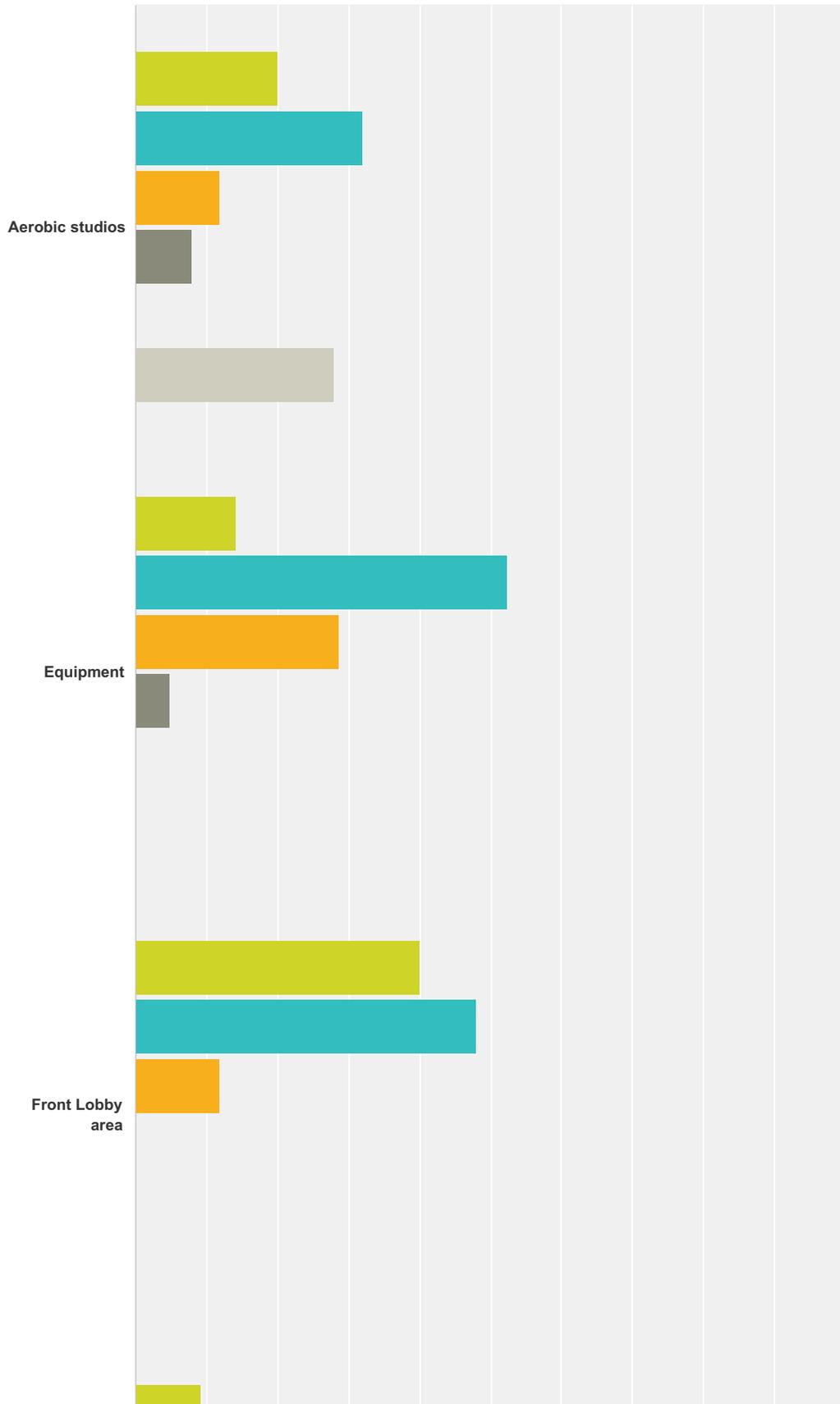
■ Excellent   
 ■ Very Good   
 ■ Average   
 ■ Needs Improvement   
 ■ Poor   
 ■ N/A

	Excellent	Very Good	Average	Needs Improvement	Poor	N/A	Total
Cardio Equipment	14.29% 3	57.14% 12	19.05% 4	0.00% 0	0.00% 0	9.52% 2	21
Strength Equip / Free Weights	20.00% 4	60.00% 12	15.00% 3	0.00% 0	5.00% 1	0.00% 0	20
Group Fitness classes	21.74% 5	34.78% 8	13.04% 3	0.00% 0	4.35% 1	26.09% 6	23
Aquatic classes	16.67% 4	20.83% 5	12.50% 3	4.17% 1	4.17% 1	41.67% 10	24
Martial Art programs	10.53% 2	15.79% 3	0.00% 0	0.00% 0	0.00% 0	73.68% 14	19
Personal Training	10.53% 2	31.58% 6	5.26% 1	0.00% 0	0.00% 0	52.63% 10	19
Weight Management / Wellness classes	0.00% 0	25.00% 5	5.00% 1	0.00% 0	0.00% 0	70.00% 14	20
Orientations / Assessments	5.26% 1	26.32% 5	0.00% 0	0.00% 0	0.00% 0	68.42% 13	19
Amenities (locker rooms, pro shop, towel rental, juice bar)	9.09% 2	36.36% 8	31.82% 7	9.09% 2	0.00% 0	13.64% 3	22
Child Care	0.00% 0	11.11% 2	0.00% 0	11.11% 2	0.00% 0	77.78% 14	18

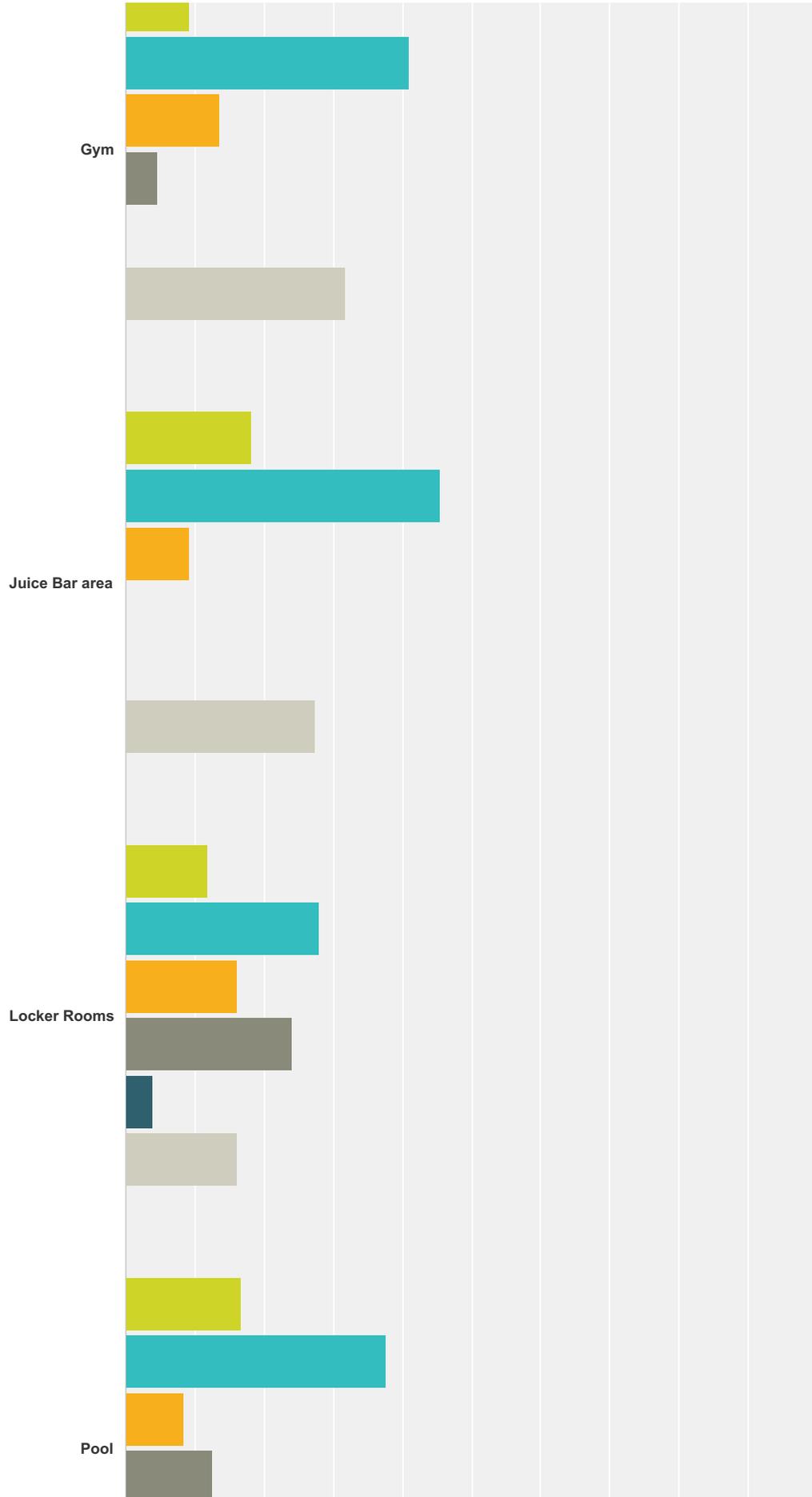
#	Additional Comments	Date
1	Showers could be cleaner.	6/28/2016 7:01 AM
2	The 9:15 Cardiac Aerobic classes don't do sufficient cardiac and too much strength. Elimination of line dancing is a big disappointment.	6/28/2016 6:59 AM
3	Locker rooms could be cleaner - showers.	6/28/2016 6:57 AM
4	More coverage over lunch period so I could take part in noon classes.	6/22/2016 4:30 PM
5	Have some classes again for the elders, The ones now are to hard.	6/17/2016 1:00 PM
6	locker room could be cleaner, but it is okay	6/16/2016 5:10 PM
7	Many times the Day Care is capped. Can't drop of child/ren. Hours should be more than just M-F 8:-4:20 p.m.	6/16/2016 12:59 PM
8	Free Motion machines are very poor. Not like the Hammersmith you had before. Pool times for open lap swim are limited.	6/16/2016 12:51 PM

### Q7 How do you rate our cleanliness?

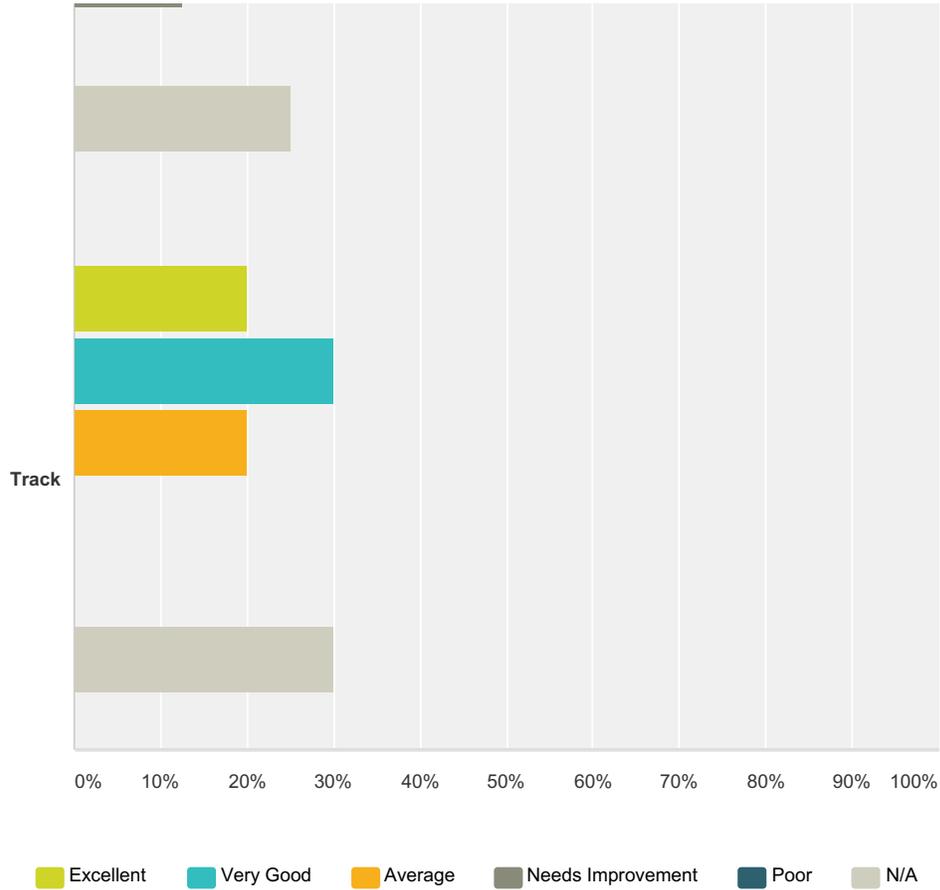
Answered: 26 Skipped: 0



Customer Satisfaction Survey FY 2016 - Quarter 3



## Customer Satisfaction Survey FY 2016 - Quarter 3



	Excellent	Very Good	Average	Needs Improvement	Poor	N/A	Total
Aerobic studios	20.00% 5	32.00% 8	12.00% 3	8.00% 2	0.00% 0	28.00% 7	25
Equipment	14.29% 3	52.38% 11	28.57% 6	4.76% 1	0.00% 0	0.00% 0	21
Front Lobby area	40.00% 10	48.00% 12	12.00% 3	0.00% 0	0.00% 0	0.00% 0	25
Gym	9.09% 2	40.91% 9	13.64% 3	4.55% 1	0.00% 0	31.82% 7	22
Juice Bar area	18.18% 4	45.45% 10	9.09% 2	0.00% 0	0.00% 0	27.27% 6	22
Locker Rooms	12.00% 3	28.00% 7	16.00% 4	24.00% 6	4.00% 1	16.00% 4	25
Pool	16.67% 4	37.50% 9	8.33% 2	12.50% 3	0.00% 0	25.00% 6	24
Track	20.00% 4	30.00% 6	20.00% 4	0.00% 0	0.00% 0	30.00% 6	20

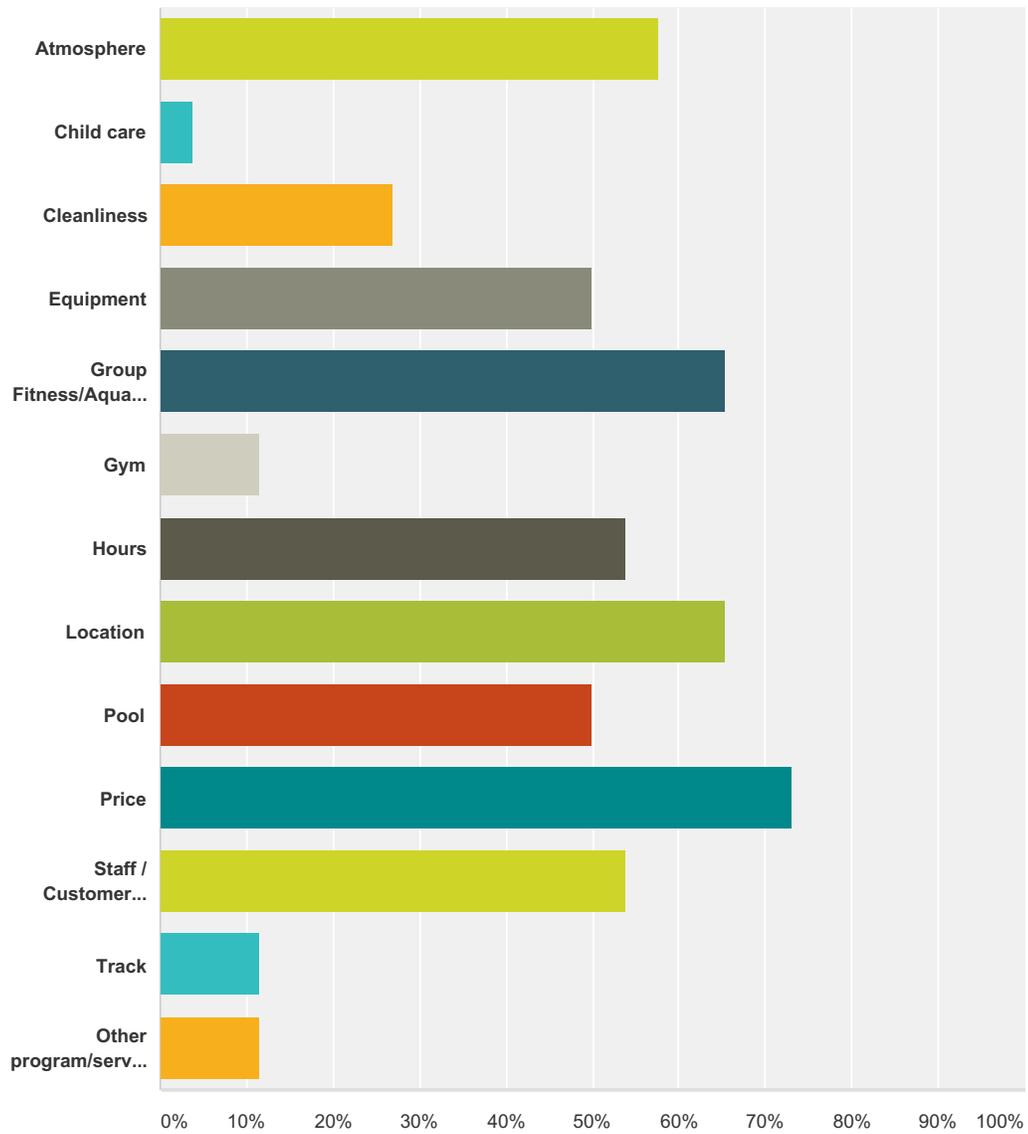
#	Additional Comments	Date
1	Vents in yoga studio could be cleaned underneath.	6/28/2016 7:09 AM
2	Showers could be cleaned better.	6/28/2016 7:05 AM
3	Pool - vents sometimes smell like urine.	6/28/2016 6:57 AM
4	Need zumba again! Love the evening yoga time.	6/22/2016 4:30 PM

### Customer Satisfaction Survey FY 2016 - Quarter 3

5	Sometimes shower and locker rooms need cleaning.	6/22/2016 12:47 PM
6	add the option of almond milk for shakes	6/22/2016 9:42 AM
7	Bathrooms need better cleaning, also 2nd floor bathroom should have his and hers stall.	6/17/2016 1:00 PM
8	The floors in all studios need to be cleaned more often especially the 2nd floor. The shower drains need to be cleaned more often as things stay in them for days that you can see.	6/16/2016 3:15 PM
9	When you got the same cotton swap rolling along the floor in the locker room for days on end that pretty much tells you how often the locker room is cleaned and actually is cleaned.	6/16/2016 12:51 PM

**Q8 What do you like MOST about Oneida Family Fitness? Select all that apply.**

Answered: 26 Skipped: 0



Answer Choices	Responses
Atmosphere	57.69% 15
Child care	3.85% 1
Cleanliness	26.92% 7
Equipment	50.00% 13
Group Fitness/Aquatic classes	65.38% 17
Gym	11.54% 3
Hours	53.85% 14

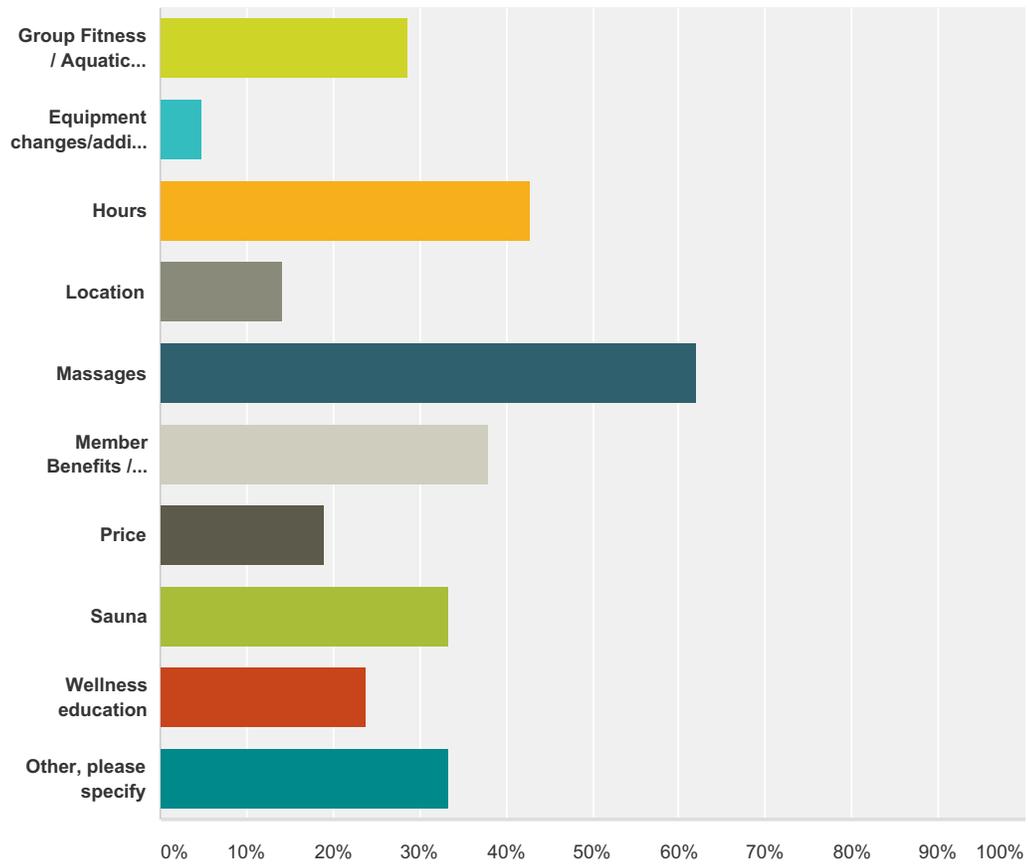
## Customer Satisfaction Survey FY 2016 - Quarter 3

Location	<b>65.38%</b>	17
Pool	<b>50.00%</b>	13
Price	<b>73.08%</b>	19
Staff / Customer service	<b>53.85%</b>	14
Track	<b>11.54%</b>	3
Other program/services that help me manage my health	<b>11.54%</b>	3
<b>Total Respondents: 26</b>		

#	Other program/services that help me manage my health	Date
1	Martial arts	6/22/2016 4:30 PM
2	DPP was very helpful	6/17/2016 1:00 PM
3	Education classes	6/16/2016 12:59 PM

### Q9 What would enhance your membership experience? Select all that apply.

Answered: 21 Skipped: 5



Answer Choices	Responses
Group Fitness / Aquatic classes	28.57% 6
Equipment changes/additions	4.76% 1
Hours	42.86% 9
Location	14.29% 3
Massages	61.90% 13
Member Benefits / Incentives	38.10% 8
Price	19.05% 4
Sauna	33.33% 7
Wellness education	23.81% 5
Other, please specify	33.33% 7
<b>Total Respondents: 21</b>	

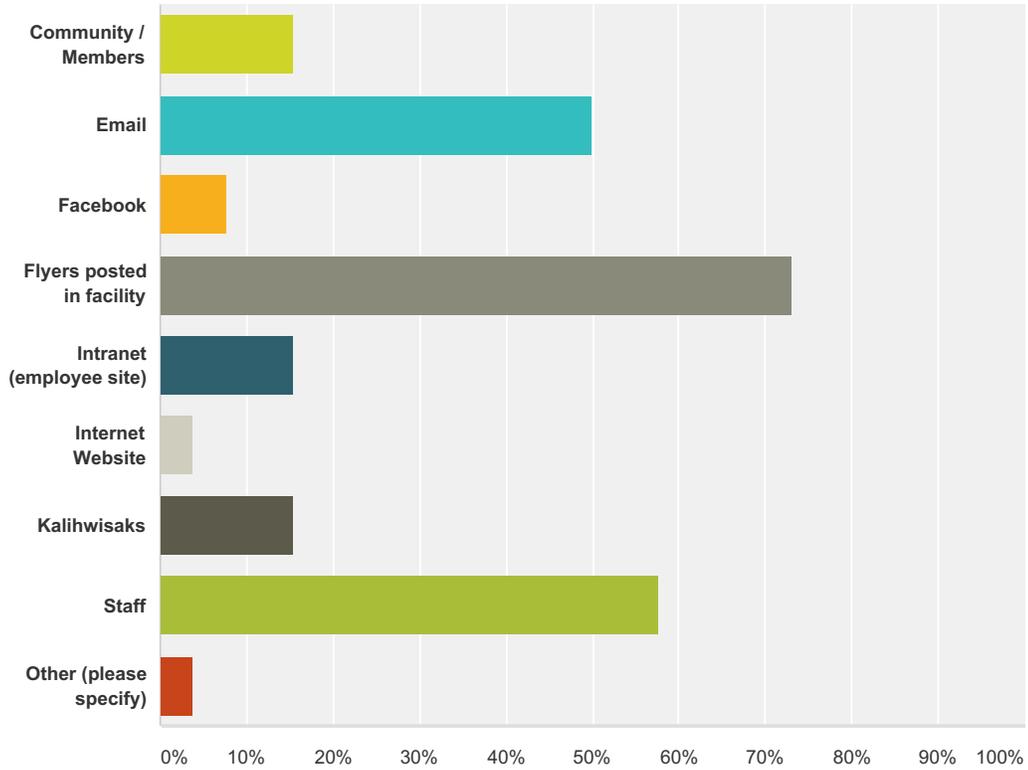
#	Other, please specify	Date
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### Customer Satisfaction Survey FY 2016 - Quarter 3

1	Later hours.	6/28/2016 7:09 AM
2	Bring back line dancing class.	6/28/2016 6:59 AM
3	Good.	6/28/2016 6:57 AM
4	I don't have a comment.	6/22/2016 4:30 PM
5	be nice to stay open till 9pm all the time and maybe a couple hours longer on saturday and open on saturday all the time	6/18/2016 3:22 AM
6	I still like Sat. mornings	6/17/2016 1:00 PM
7	Change up the noon classes up	6/16/2016 3:15 PM

**Q10 How are you kept informed of O.F.F. programs, services, and events? Select all that apply.**

Answered: 26 Skipped: 0

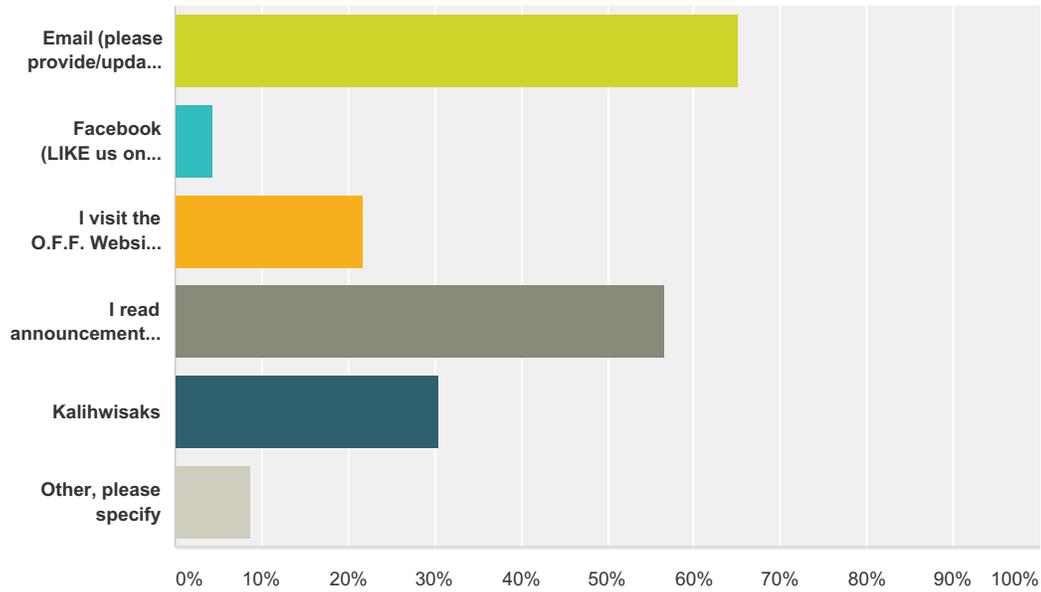


Answer Choices	Responses
Community / Members	15.38% 4
Email	50.00% 13
Facebook	7.69% 2
Flyers posted in facility	73.08% 19
Intranet (employee site)	15.38% 4
Internet Website	3.85% 1
Kalihwisaks	15.38% 4
Staff	57.69% 15
Other (please specify)	3.85% 1
<b>Total Respondents: 26</b>	

#	Other (please specify)	Date
1	Na	6/22/2016 4:30 PM

**Q11 How would you like to receive communications regarding O.F.F. programs, services, events, closures, etc...? Select all that apply.**

Answered: 23 Skipped: 3

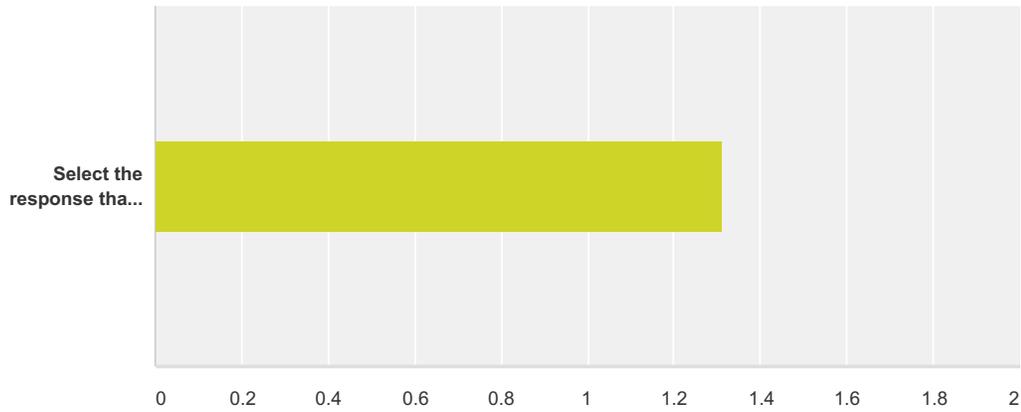


Answer Choices	Responses
Email (please provide/update email addresses with our front desk staff)	65.22% 15
Facebook (LIKE us on Facebook!)	4.35% 1
I visit the O.F.F. Website regularly	21.74% 5
I read announcements/flyers at O.F.F. front desk	56.52% 13
Kalihwisaks	30.43% 7
Other, please specify	8.70% 2
<b>Total Respondents: 23</b>	

#	Other, please specify	Date
1	Only of closings - employee internet.	6/28/2016 6:57 AM
2	Na	6/22/2016 4:30 PM

### Q12 Overall, how satisfied are you with your O.F.F. membership experience?

Answered: 26 Skipped: 0



	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total	Weighted Average
Select the response that describes your overall impression.	73.08% 19	23.08% 6	3.85% 1	0.00% 0	26	1.31

#	Additional Comment	Date
1	Great prices	6/22/2016 4:30 PM
2	I so enjoy the new Yoga-Sculpt class that Dominique teaches at noon and would like an additional class be added to the schedule if possible either at 11:30a to be able to make it into another class (Mon or Tues) or after work at 5p. Dominique is a great instructor!	6/16/2016 3:15 PM
3	Everyone there is doing Great job!!	6/16/2016 12:59 PM
4	I work out at 5:30 am but by the end of the day just tired, seem to be losing sleep time. Work-out or sleep.	6/16/2016 12:52 PM

**Q13 Please share any additional comments  
or concerns.**

Answered: 6 Skipped: 20

#	Responses	Date
1	Instructors should concentrate on teaching class instead of talking about personal life.	6/28/2016 6:57 AM
2	Na	6/22/2016 4:30 PM
3	need to baby sit the kids better in the gym (the smaller children! kicking balls on the clients!	6/22/2016 2:06 PM
4	Very grateful for all that is available to me.	6/22/2016 12:31 PM
5	Add another time/day for yoga with Dominique	6/22/2016 9:42 AM
6	Hire more fitness specialists/pool lifeguards	6/16/2016 12:59 PM