

4th Quarter Survey Results

54 Surveys completed; 100% satisfaction rating

Comment

Develop exercise classes for children who are either borderline obese, obese, diabetic, etc... Obesity/diabetes is high in native children.

Response

Currently, Oneida Family works with the head start program which allows children to come in and exercise and learn about healthy eating options. We also will be starting to work with the Oneida School system and other surrounding schools to see if offering programming is an option. Oneida Family Fitness does offer classes in the evening for children and those children that are the age of 14 years+ are encouraged to take classes that Oneida Family Fitness offers.

Comment

Can the pool be open earlier in the afternoon and on Saturdays?

Response

The Oneida Family Fitness aquatics area is in the process of hiring additional staff so options such as early afternoon and Saturdays may be possible in the future. The aquatics area requires a certain amount of staff when staffing classes, swim lessons, & open swim. Oneida Family Fitness is trying very hard to obtain the additional staff for areas in need.

Comment

The locker rooms are old and the lockers very small, tiny chairs; when there could be benches. Locker rooms look very run down compared to other fitness centers in the area.

Response

Oneida Family Fitness has taken a look at the locker rooms over the past several years. This last year in the women's locker room we added a new vanity & stall along with new benches in the men's locker room area. We are continuing to improve the Oneida Family Fitness locker room area for our members. We will continue to monitor these areas and add improvements each year as funds are available. Thank you for suggestions to make our facility very user/member friendly.

Comment

More room in the free weight area. May want to take out equipment that is rarely used. Free Motion is not very good. Bring back hammer strength. Free motion should be upstairs.

Response

Oneida Family Fitness is starting to grow right out of this facility which is a very good problem to have. We have added a lot of equipment filling up the facility and it is very hard to rearrange what we currently have in areas that are not large enough to hold equipment. We are looking at replacing a lot of the unused free weights with new options that will be very valuable to our member. Also, with a new facility in the future it would allow us to make sure that there is ample room in all areas of our facility with all the necessary equipment that is needed for everyone to use.

Comment

Can you add other healthier food items to sell such as salads, fruits/veggies at the juice bar? Can anyone sell products for personal benefit/profit (i.e. verve/vemma)?

Response

Oneida Family Fitness Supervisors will be discussing the current juice bar area & items that can be added to improve the member experience at Oneida Family Fitness. Oneida Family Fitness does not allow individuals to sell products for personal benefit/profit in the facility.

Comment

Open more hours during the day, more week-end hours, more staffing, & extended pool hours?

Response

Oneida Family Fitness currently operates from 5:30am until 8:00pm five days per week. With the current staffing levels at the Fitness Center these are what our hours will have to remain due to safety guidelines within all areas of our facility to include front desk, fitness, aquatics, & martial arts programs. With the addition of staff, Oneida Family Fitness would be able to review the current hours and possibly in the future add additional hours too each day and include weekend and pool hours. We will continue to improve as additional staff is hired. Thank you.

Comment

Change up fitness classes; most are the same every week. New movements and use of equipment that is available. Need more low impact and core classes; the only core class is combined with spin. Classes are too cardio intensive; need more yoga and weights. Would like to see classes offered after the 5:00 p.m. hour; more evening yoga classes.

Response

The Oneida Family Fitness team has discussed the addition of different classes to our group exercise schedule. We will review this for our next schedule. Spin classes have been very well attended which is great and will remain on the schedule into the future but we do need to offer other options. Thank you for suggesting improvements to our schedules.

Comment

Bring back group exercise classes on Saturdays when you are open.

Response

The Oneida Family Fitness team would love to bring back Saturday fitness. At this time, we are unable to accommodate, however in the future with additional staffing this is a possibility.

Comment

Would like to see tanning beds added for an extra charge. Is it possible to add a steam room or a hot tub?

Response

Oneida Family Fitness has researched these items; however we are unable to add these features to our facility at this time due to space and funding.

Comment

Offer childcare in the evening.

Response

Child care has been one of our top priorities at the Fitness Center. Currently, child care is offered on the Social Services side of the building due to room constraints at the Fitness Center. In the past we have been able to offer this service at night however due to cost containment and grant commitments we were no longer able to provide this service. Child care requires a certain room that is designated only for child care and certified staff that can be available to work in this type of area. We will continue to work with the current child care and in the future hope to be able to provide extended services.

Comment

Would like a fan on wall within locker aisles.

Response

We recently added additional fans in both the women's and men's locker rooms.
