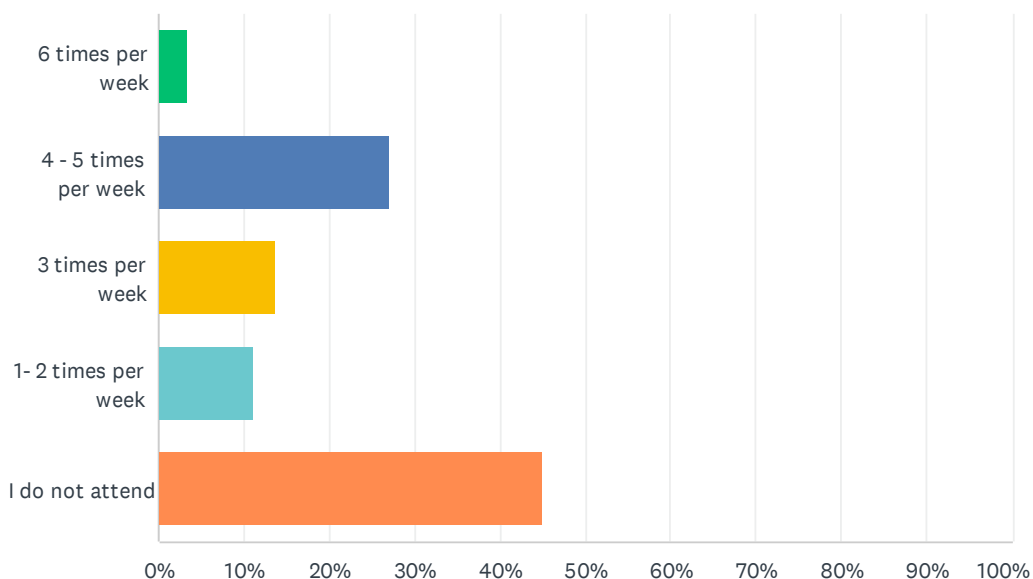


Q1 How many days per week do you visit Oneida Family Fitness?

Answered: 118 Skipped: 3



ANSWER CHOICES	RESPONSES
6 times per week	3.39% 4
4 - 5 times per week	27.12% 32
3 times per week	13.56% 16
1- 2 times per week	11.02% 13
I do not attend	44.92% 53
Total Respondents: 118	

#	IF YOU DO NOT ATTEND, WHY NOT?	DATE
1	I do not attend due to facility hours. They open while I'm preparing for work and close when I'm finished with my shift	9/28/2023 12:22 PM
2	I used to attend years ago when it was easier to attend a fitness class during lunch hour but had to get there early to get a spot in the room, and then it was too crowded in the shower/locker room area afterwards. Just felt rushed getting that all in over lunch break. Now, a lot of the group classes, especially during lunch hour, seem to be geared towards hardcore type workouts and not much to choose from for those thinking about re-introducing a fitness program at a slower pace, to start with (stretch classes, low impact aerobics, etc.). Thank you.	9/26/2023 5:05 PM
3	One time every two week. I live in E. De Pere and I use the YMCA.	9/25/2023 11:57 AM
4	The hours are not compa with my working hours.	9/24/2023 9:06 PM
5	closed during my off time	9/21/2023 8:37 AM
6	hours	9/20/2023 8:14 AM
7	Hours are limited	9/19/2023 1:25 PM

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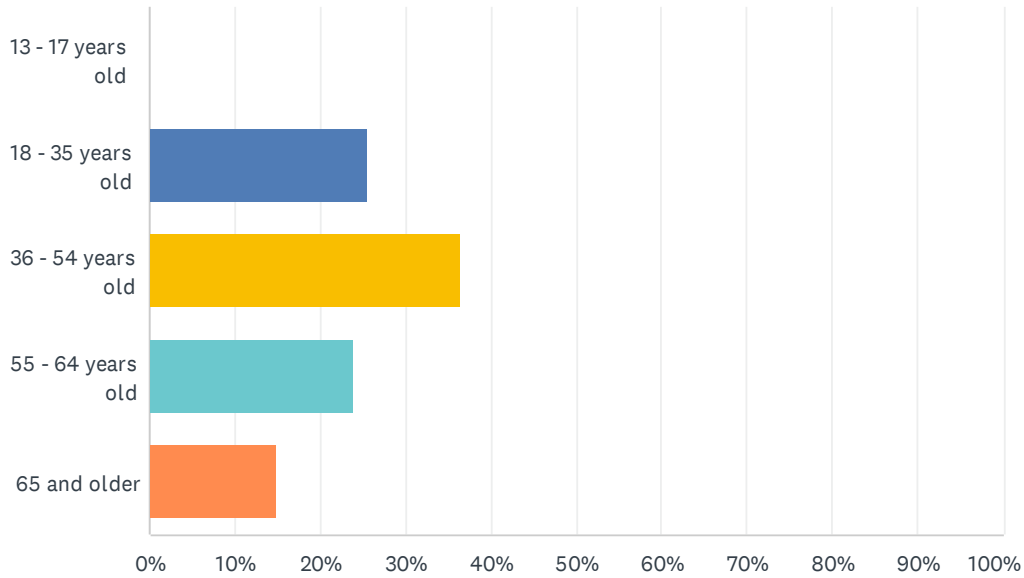
8	The hours of operation do not allow me to attend.	9/19/2023 10:44 AM
9	They no longer open at 5:30, when I have to be to work for 7:00.	9/19/2023 9:42 AM
10	there are no evening events for elders 65 & older, such as chair yoga, dancing etc..	9/18/2023 2:10 PM
11	I am not a member	9/18/2023 1:19 PM
12	(Working towards 3X)	9/18/2023 11:22 AM
13	Not open late enough and no daycare while working out.	9/18/2023 11:11 AM
14	It depends on what the weather is like-I like to walk outside close to my programs. It mostly utilize the track which is currently under renovation	9/18/2023 10:57 AM
15	I usually walk and/or bike outside. Planning to go to Fitness Center in fall/winter months.	9/18/2023 10:16 AM
16	A few times a month - I have an outside gym membership that I utilize daily	9/18/2023 9:51 AM
17	No Pool.	9/18/2023 8:51 AM
18	hours of operation does not meet my schedule	9/18/2023 8:25 AM
19	hours are not conducive for my schedule	9/18/2023 8:14 AM
20	I keep telling myself I'm busy	9/18/2023 8:03 AM
21	Hours of operation.	9/18/2023 6:30 AM
22	Since it closed during covid, my motivation is low. I was attending low impact but having to call in etc dampened my enthusiasm too.	9/16/2023 3:56 PM
23	Currently I visit a personal trainer off site. I would like to use Oneida Family Fitness Center but, the hours of availability are not compatible with work schedule.	9/16/2023 3:26 PM
24	The hours do not work for my schedule.	9/15/2023 10:06 PM
25	location, hours	9/15/2023 6:37 PM
26	Both my mom and boyfriend are white and can't go with me and I don't feel comfortable going by myself. Another factor was that they took out the pool.	9/15/2023 2:46 PM
27	classes are not afford at convient times 4:00 would be perfect	9/15/2023 2:20 PM
28	Not convenient, to far away.	9/15/2023 2:17 PM
29	Busy	9/15/2023 11:41 AM
30	I do not attend anymore but have previously for years. Not open early enough, 5am would be great, 5:30am would be good. I would attend evening classes if there were childcare.	9/15/2023 11:30 AM
31	The facility closes when I end my work day at 6:00 p.m.	9/15/2023 11:08 AM
32	NOT OPEN ON NIGHTS OR WEEKENDS	9/15/2023 10:09 AM
33	I would need child care and you're not open early enough	9/15/2023 10:04 AM
34	By the time I'm done feeding my family after work, the fitness center is closing.	9/15/2023 10:04 AM
35	I used to go to Family Fitness but I quit after using equipment that lacked maintenance. Some tvs worked some didn't, equipment that worked for half. Kids were left to run around in the workout area. It was loud when group fitness was going on in another room. It just was unkept and poorly arranged. I work until 5 p.m. The hours are very limited at Family Fitness for those of us that have to work set hours and not able to 'sneak' out of work early to workout or take a 2 1/2 hour lunch to drive to Green Bay workout, shower and go back to work over a lunch 'hour'. I was disappointed when Oneida acquired the Planet Fitness building and didn't use it for their fitness gym for adults and leave the Family Fitness building for families to utilize. What a missed opportunity! Planet Fitness was all set and now it's used to sell hammers. Now that, that ship has sailed, Family Fitness should be abolished and a new Family Rec building be built in Oneida by the schools and Norbert Hill to replace the outdated Civic Center. This building should mimic the services and hours provided by the YMCA or the Kroc Center. Family Fitness had it's moment. Time to let it go and become a more modern program.	9/15/2023 9:53 AM

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36	The center is only open during my work hours.	9/15/2023 9:51 AM
37	The limited availability of the Basketball court as the Fitness center opened after COVID shutdowns was inconvenient. No open gym, no games allowed, then only noon, but had to sign up, etc....	9/15/2023 9:45 AM
38	The hours are ridiculous. I have to rush after work, by the time I get changed and ready it is five then at 5:45 p.m. they announce the building is closing... its stressful. I work out to destress. I go to planet fitness now.	9/15/2023 9:33 AM
39	I did not realize employees get a free membership, it is not listed anywhere in the HR benefits information. The only place I could find the information is on the Oneida website under Oneida Family Fitness>Membership page. Perhaps create a page for HR to include in the Benifits information packets.	9/15/2023 9:24 AM
40	I would like to attend, but I was hoping for the past 10 years for it to be in Oneida at a branch location to attend a low impact level class.	9/15/2023 9:11 AM
41	Hours and amenities don't support my needs.	9/15/2023 9:07 AM
42	I don't make it to the gym until around 7pm each night. I pay to go to planet fitness for the extended hours.	9/15/2023 8:44 AM
43	The pool is no longer open	9/15/2023 8:35 AM
44	The times they are open do not align with my schedule.	9/15/2023 8:33 AM
45	I want to be able to have child care or bring my older child along with me at least.	9/15/2023 8:32 AM
46	I can't make it there with the hours they have	9/15/2023 8:19 AM
47	Do not offer classes throughout the day or a variety. Noon class is usually full.	9/15/2023 8:17 AM
48	My work schedule does not align with hours of operation	9/15/2023 8:15 AM
49	I went before covid but now I'm not sure what's available. Is yoga back?	9/15/2023 8:15 AM
50	don't always have time to call to let them know I want to attend class	9/15/2023 8:07 AM
51	I find it hard to carve out the time to get over there.	9/15/2023 7:59 AM
52	They do not open at 5 am anymore. To make it on time for work, 6 am is too late for me to go.	9/15/2023 7:48 AM
53	limited hours of operation and not open on a Sunday	9/15/2023 7:34 AM
54	I work from 7:30 a.m. to 5:00 p.m. daily. Fitness Center isn't open long enough to use.	9/15/2023 7:31 AM
55	Need to get back into a routine as I haven't been back since COVID closed everything down. The pool not coming back, though, is, by far, my biggest disappointment.	9/15/2023 7:27 AM
56	The hours are made around the workers not the people who would like to attend before working hours	9/15/2023 7:09 AM
57	I would prefer 6 days a week versus wasting my day having to go twice a day due to your restrictions. More days a week open please. Thank you.	9/15/2023 7:06 AM
58	The hours don't work with my schedule right now, classes I would attend are not offered during the times that I would be able to go, running track is small	9/15/2023 6:58 AM
59	hours to limited. to difficult to sign up for classes. Not enough classes offered.	9/15/2023 6:42 AM
60	I would attend more if open more. Would attend more if my sons could attend, 9 & 11 ages, for basketball.	9/14/2023 2:22 PM
61	Out of my way	9/14/2023 9:30 AM
62	The Hours the Facility is open makes it hard to come especially because our 12yr old is Restricted from coming in to the Family* Fitness Center. Can we change the Name to Fitness Center bc it's Not*a Family Atmosphere at all, legally I'm curious how Kids can even be excluded as it's all Free for Oneida Tribal Members & their Families & the paperwork is all lying then because you're putting my kids on there when they Cannot even come in the building....	9/14/2023 9:05 AM

Q2 Which represents your age group?

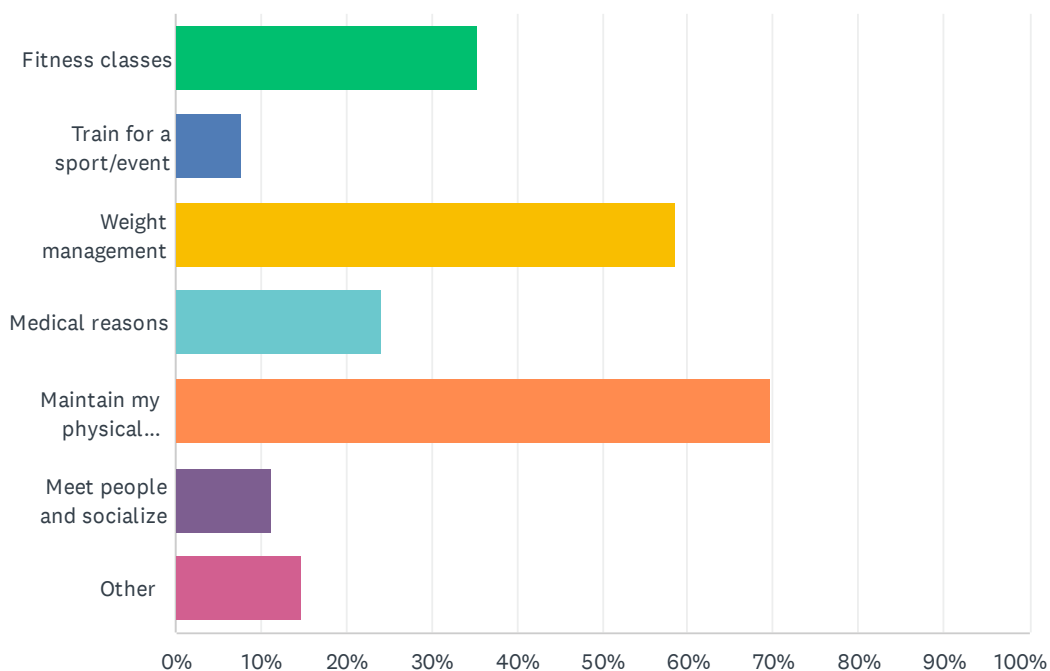
Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES	
13 - 17 years old	0.00%	0
18 - 35 years old	25.62%	31
36 - 54 years old	36.36%	44
55 - 64 years old	23.97%	29
65 and older	14.88%	18
Total Respondents: 121		

Q3 I visit Oneida Family Fitness primarily for? Select all that apply:

Answered: 116 Skipped: 5



ANSWER CHOICES	RESPONSES
Fitness classes	35.34% 41
Train for a sport/event	7.76% 9
Weight management	58.62% 68
Medical reasons	24.14% 28
Maintain my physical condition	69.83% 81
Meet people and socialize	11.21% 13
Other	14.66% 17
Total Respondents: 116	

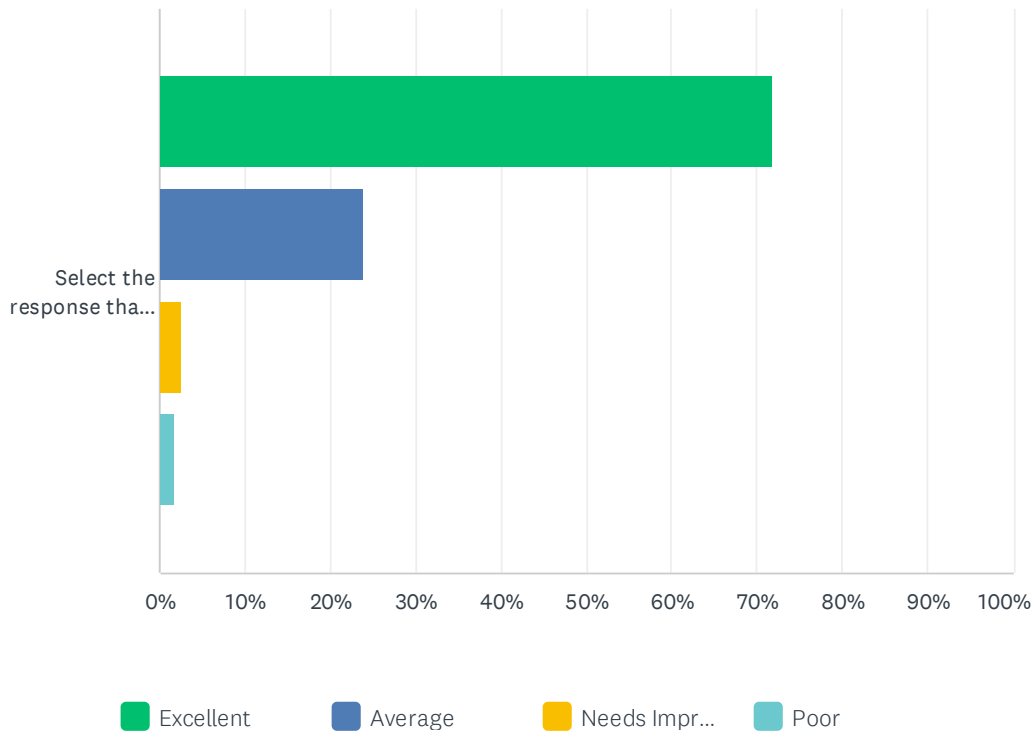
#	OTHER (PLEASE SPECIFY)	DATE
1	Rehabbing my right bionic upper arm movement & stretching daily	9/26/2023 5:25 PM
2	keep heat in prime cond keep weight off	9/26/2023 7:54 AM
3	Front Desk Staff are usually very kind and friendly.	9/20/2023 3:41 PM
4	Competition	9/19/2023 10:44 AM
5	Mental Health through movement	9/19/2023 9:56 AM
6	Strength training/physical/self esteem	9/18/2023 2:40 PM
7	Strength training/physical/self esteem	9/18/2023 2:33 PM

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8	I was a 4 x a week person, now that the pool is closed there are no activities for those of us 65+	9/18/2023 2:10 PM
9	I am not a member, but would like to maintain and/or build current strength and increase flexibility	9/18/2023 1:19 PM
10	Try to lose weight	9/18/2023 11:22 AM
11	Stress reduction and mental health. Medical reasons are secondary to weight maintenance and mental health	9/18/2023 10:57 AM
12	Maintain good health, get stronger/maintain strength. Increase my energy level, stress relief.	9/18/2023 8:30 AM
13	fitness on my own	9/18/2023 8:03 AM
14	Its Free	9/16/2023 10:38 PM
15	The items checked are reasons why I would attend Oneida Family Fitness	9/16/2023 3:26 PM
16	Cardio machines	9/16/2023 2:13 PM
17	N/A	9/15/2023 6:37 PM
18	I used to attend classes and for weight management	9/15/2023 2:17 PM
19	Basketball	9/15/2023 9:45 AM
20	When I did go...	9/15/2023 9:33 AM
21	If I did, it would be to maintain my physical and mental condition.	9/15/2023 9:11 AM
22	These are what I would attend for.	9/15/2023 8:32 AM
23	I haven't been back after covid but I used to go to use the treadmills and attend yoga class.	9/15/2023 8:15 AM
24	I do not visit the Family Fit due to hours but do train at another facility daily.	9/15/2023 7:48 AM
25	The track is my absolutely favorite!	9/15/2023 7:34 AM
26	Swim laps.	9/15/2023 7:27 AM
27	Role model for family. Meet co-workers. My Doctor was impressed how fast I heeled after injury. I told him because I can workout at the gym daily. Thank you. More hours please.	9/15/2023 7:06 AM
28	I would attend more for the ones I selected but currently go else where to workout	9/15/2023 6:58 AM
29	For my Health & my mental health. To teach my children how to workout & take care of their body whether they play sports or not. Hard to do when kids aren't allowed in All because PrePandemic STAFF/MGMT couldn't make sure kids were being supervised properly so now Yall decided to keep them out. It's not busy at all anymore and you see workers literally sitting for Hours on their phones	9/14/2023 9:05 AM

Q4 How do you rate our staff and customer service?

Answered: 121 Skipped: 0



	EXCELLENT	AVERAGE	NEEDS IMPROVEMENT	POOR	TOTAL	WEIGHTED AVERAGE
Select the response that describes your overall impression.	71.90% 87	23.97% 29	2.48% 3	1.65% 2	121	3.66

#	IS THERE A PARTICULAR STAFF MEMBER(S) THAT MAKES YOUR VISIT MORE ENJOYABLE? ADD ANY ADDITIONAL COMMENTS.	DATE
1	All staff is extremely friendly and helpful	9/28/2023 12:22 PM
2	Front desk staff are very friendly and helpful.	9/26/2023 5:25 PM
3	Ryan Engel	9/26/2023 7:47 AM
4	Ryan E.	9/25/2023 11:57 AM
5	They let people do them and seem pretty chill	9/22/2023 10:21 AM
6	Front desk workers are always welcoming and helpful. I like that trainers will help spot me or show me proper form when I ask for help.	9/21/2023 2:53 PM
7	All staff members are. #1	9/21/2023 7:43 AM
8	All are super friendly and motivating.	9/20/2023 6:22 AM
9	All of staff are great	9/19/2023 2:11 PM
10	staff has always been friendly when I've been there	9/19/2023 1:25 PM
11	Christine at the desk is so welcoming. And the trainers are all very friendly in passing.	9/19/2023 9:56 AM
12	always greeted. at the door with a smile and good Moring or good afternoon	9/19/2023 8:14 AM

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13	Hudson is welcoming and always willing to help with movement modifications	9/18/2023 4:44 PM
14	n/a have not had any contact with staff; the survey indicated I had to answer the question in order to submit the survey	9/18/2023 1:19 PM
15	Dominique & Christine & Hudson	9/18/2023 11:22 AM
16	All staff are very personable and professional.	9/18/2023 10:16 AM
17	I only participate in Kayaking.	9/18/2023 8:51 AM
18	n/a	9/18/2023 8:14 AM
19	Ryan and front desk girl.	9/16/2023 3:56 PM
20	Steven. an excellent personal trainer. I look forward to working with him	9/16/2023 3:26 PM
21	Vicente, Christine, and Dom, they always greet me with a smile and make me feel welcomed.	9/15/2023 10:06 PM
22	I do not use O.F.F.	9/15/2023 6:37 PM
23	Christina at front desk	9/15/2023 1:56 PM
24	Hudson, Kevin, and Christine make my visits very enjoyable. I love talking to them.	9/15/2023 12:15 PM
25	All staff are great	9/15/2023 11:30 AM
26	Have not attended lately, so I don't know	9/15/2023 10:04 AM
27	Amy Greisbach	9/15/2023 9:55 AM
28	This rating has little to do with the staff but more to do with the available hours. 6 a.m to 6 p.m Monday thru Friday are bankers hours. Not a fitness center hours. I work till 5 by the time I get to the fitness center they're locking up and going for happy hour. The hours should not cater to the fitness staff but to the people who are supposed to be utilizing the center. Fitness has to be open on the weekend and evenings.	9/15/2023 9:53 AM
29	Every staff member I have had contact with has been extremely helpful and friendly.	9/15/2023 9:51 AM
30	Friendly, but I have had limited interaction. Mostly checking in and checking out.	9/15/2023 9:45 AM
31	I'm not sure who is there now, but when I did attend, I loved them all!	9/15/2023 9:11 AM
32	The times I have went to OFF, everyone that works there is always friendly and helpful. A great group of employees!	9/15/2023 8:33 AM
33	Sue is very nice and Christine. They are very welcoming and always so pleasant to see.	9/15/2023 8:32 AM
34	All staff members are always very nice and helpful. Love that.	9/15/2023 8:15 AM
35	Christine	9/15/2023 8:03 AM
36	N/A	9/15/2023 7:48 AM
37	Christine, I believe her name is, is such a joy. She's welcoming & informative. There's another woman who sits by the check in scanner & she's friendly too.	9/15/2023 7:45 AM
38	Team Hudson Denny!	9/15/2023 7:34 AM
39	None in particular, everyone was very welcoming and encouraging when I was active in the fitness center.	9/15/2023 7:27 AM
40	All the ones that smile or address me by name make my visit extra enjoyable. Please keep it up.	9/15/2023 7:06 AM
41	Dom, Hudson, Jason :)	9/14/2023 2:25 PM
42	no answer, (didnt answer rate staff either but had to mark something to submit survey)	9/14/2023 2:22 PM
43	ALL OF THEM EVERYONE GREAT PEOPLE	9/14/2023 2:19 PM
44	They are all friendly and greet me as I come and go.	9/14/2023 1:39 PM
45	Ryan has been a wonderful trainer helping me not only meet my fitness goals but continue	9/14/2023 9:43 AM

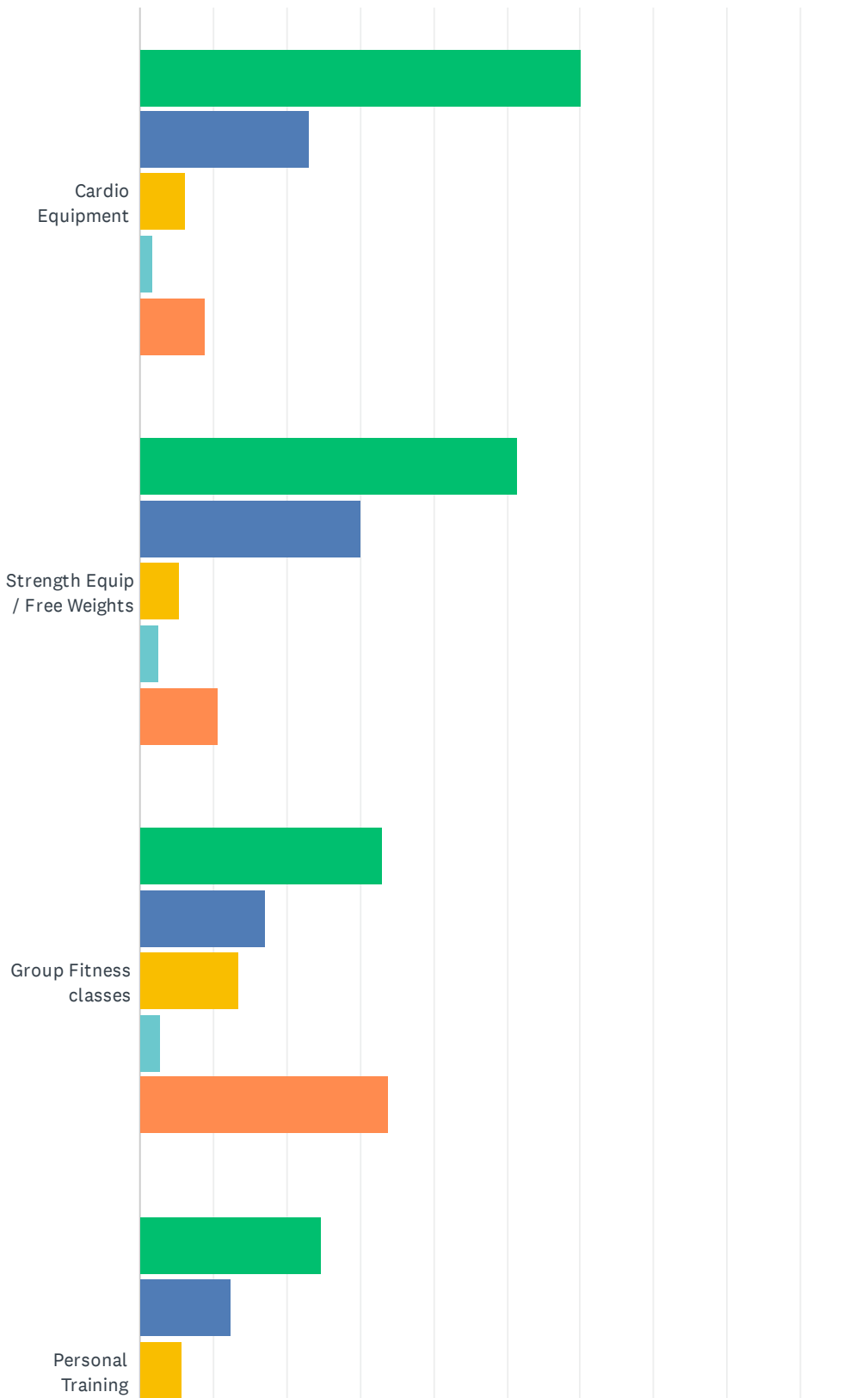
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improving. He is very professional and very helpful ! I so appreciate him! Also, Hudson is an excellent instructor for the spin classes that I have been enjoying. His workouts are always a challenge and he is great at encouraging me to push myself both during and outside of class. I very much appreciate his encouragement. Christina is always happy , positive and always up for a chat. I love seeing her face when I come through the doors. She's great at making you feel welcome. She also anticipates your needs and is always prepared.

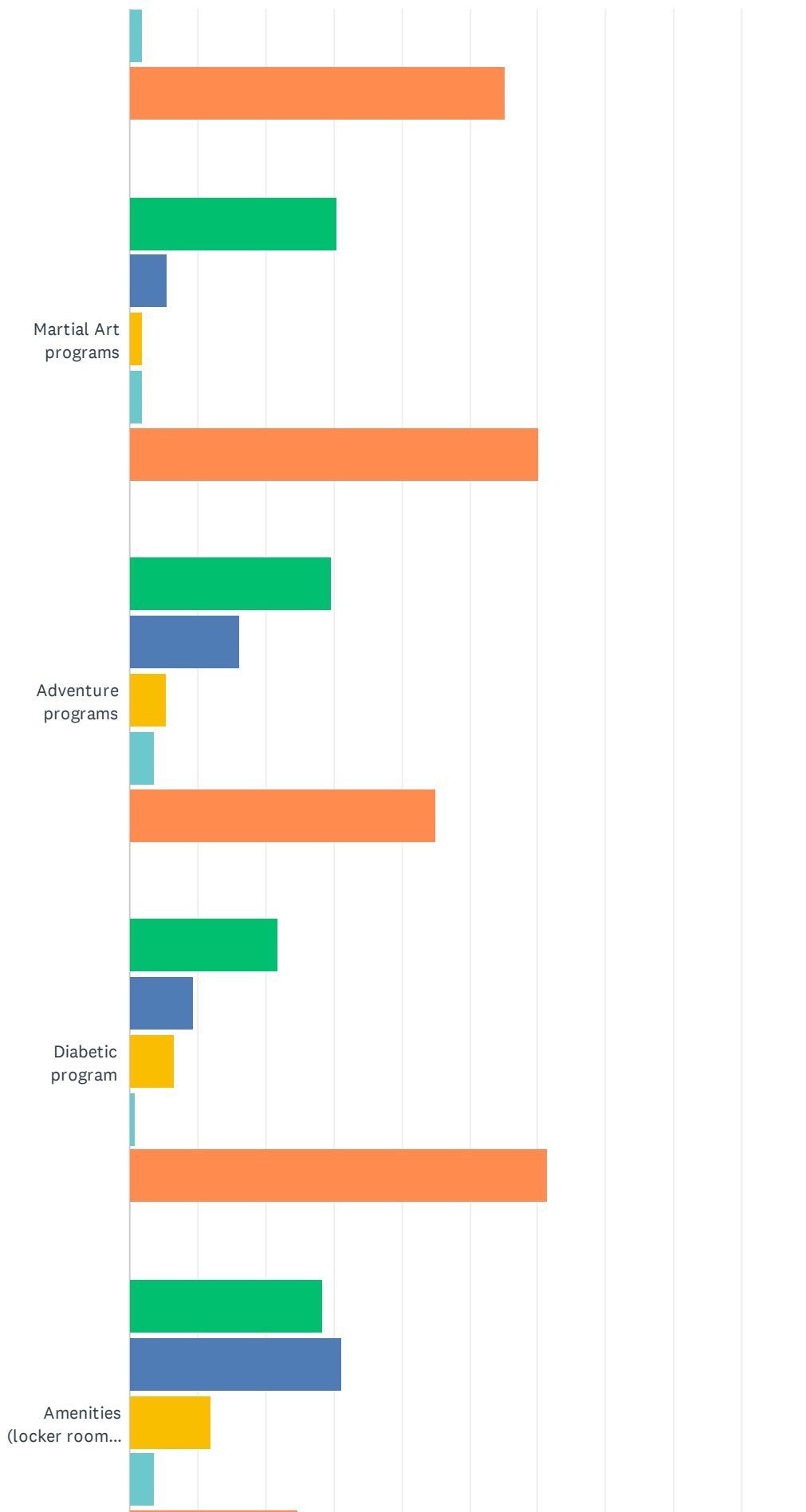
46	All of them are great	9/14/2023 9:30 AM
47	Dom & Hudson & Christine have always had Great Customer Service, every time you see them they greet you and make sure you're working hard!	9/14/2023 9:05 AM
48	Christine at the front desk is incredibly helpful and nice. Clayton always always greets me.	9/14/2023 8:08 AM

Q5 What is your overall rating for programs & services offered at Oneida Family Fitness?

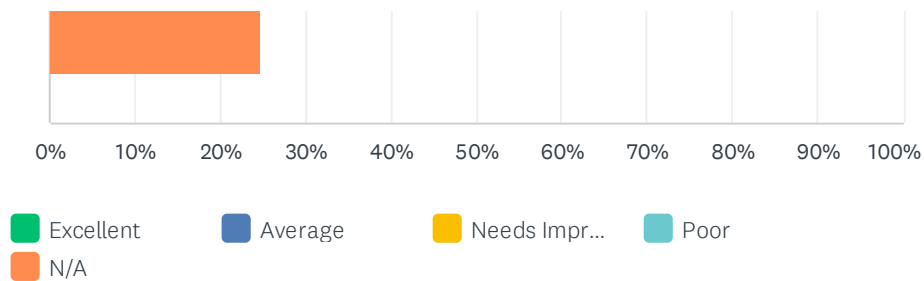
Answered: 117 Skipped: 4



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Customer Satisfaction Survey 2023



	EXCELLENT	AVERAGE	NEEDS IMPROVEMENT	POOR	N/A	TOTAL
Cardio Equipment	60.18% 68	23.01% 26	6.19% 7	1.77% 2	8.85% 10	113
Strength Equip / Free Weights	51.33% 58	30.09% 34	5.31% 6	2.65% 3	10.62% 12	113
Group Fitness classes	33.04% 37	16.96% 19	13.39% 15	2.68% 3	33.93% 38	112
Personal Training	24.76% 26	12.38% 13	5.71% 6	1.90% 2	55.24% 58	105
Martial Art programs	30.56% 33	5.56% 6	1.85% 2	1.85% 2	60.19% 65	108
Adventure programs	29.73% 33	16.22% 18	5.41% 6	3.60% 4	45.05% 50	111
Diabetic program	21.70% 23	9.43% 10	6.60% 7	0.94% 1	61.32% 65	106
Amenities (locker rooms, pro shop, vending, towel rental)	28.44% 31	31.19% 34	11.93% 13	3.67% 4	24.77% 27	109

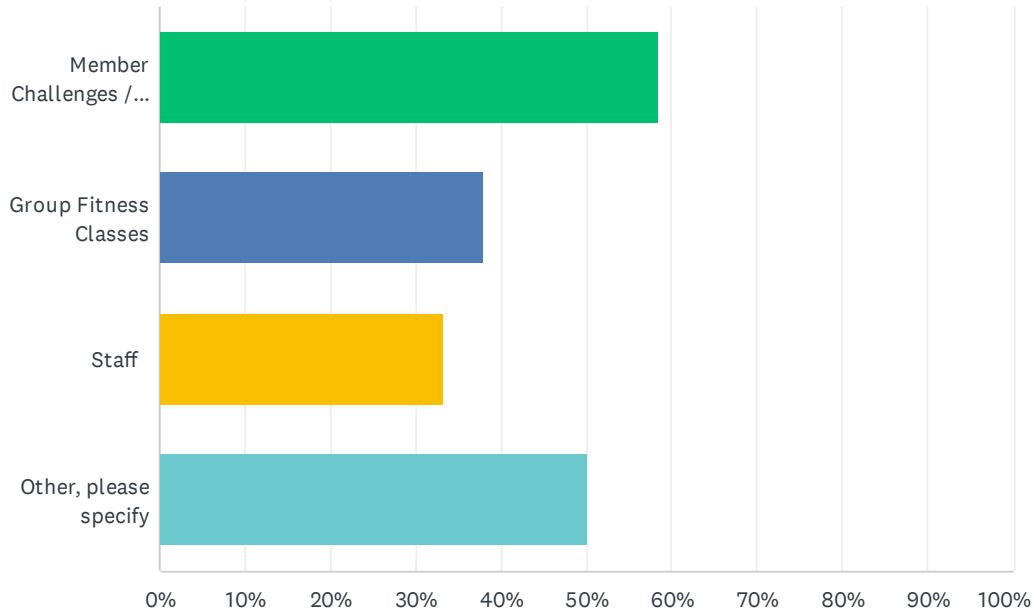
#	ADDITIONAL COMMENTS	DATE
1	What? Not advertise/should be promoted more diabetic-bigger advertise	9/26/2023 7:54 AM
2	Need more mix martial arts for serious fighters	9/22/2023 10:21 AM
3	signage when machines are broken would be great	9/19/2023 1:25 PM
4	I think everyone wants a pool :)	9/19/2023 9:56 AM
5	Not a distinct location for men's and women's locker room.	9/18/2023 3:12 PM
6	I miss the pool :(9/18/2023 2:40 PM
7	I miss the pool :(9/18/2023 2:33 PM
8	Not a member	9/18/2023 1:19 PM
9	Haven't had the time to utilize the locker rooms since the new post COVID hours-OFF does not open early enough. Prefer an early morning workout (before work) after work I just want to go home.	9/18/2023 10:57 AM
10	The organization of the weight equipment does not make sense to me.	9/18/2023 8:35 AM
11	need deadlift station, Also bring back the smoothie/protein shakes!	9/18/2023 8:30 AM
12	I'd like to see more aerobics type classes with no having to sign up first to attend.	9/16/2023 3:56 PM
13	I really don't utilize the others because I would like a later available times.	9/16/2023 2:13 PM
14	I do not use O.F.F.	9/15/2023 6:37 PM

Customer Satisfaction Survey 2023

15	n/a	9/15/2023 1:57 PM
16	I formerly benefited from the pool , my condition requires the advantages that aqua therapy offers. could OFF offer a voucher system for other pools in the community ?? My G P agrees with the advantages offered to me and Aqua therapy	9/15/2023 1:56 PM
17	I cannot rate as I have not used any equipment for amenities since prior to the pandemic.	9/15/2023 11:41 AM
18	As far as I recollect, the swimming pool is closed. Many older people need to exercise in the water because they have pain and it's less strenuous on the body.	9/15/2023 10:04 AM
19	I signed up at one point to do Adventures. I wanted to try kayaking. That was a joke. It started at 4:30 but location was unknown until the day of the 'adventure'. If I want to do a lunch biking adventure, I have to DRIVE to Green Bay over my lunch. Let me again add that I don't have the luxury of a 2 1/2 hour lunch. I have a 1 hour lunch. Adventures sound good but make no effort to be available to employees who worked till 4:30 and have actual lunch 'hours'. Take some of the money budgeted for these programs that don't help the majority of employees and use that budget to pave paths and trails around the Comp Health campus for staff and patient's to enjoy. You would get alot more bang for your buck and have hundreds of people utilize safe trails instead of 5 people riding a bike in town with Adventure staff.	9/15/2023 9:53 AM
20	Whoever designed the locker rooms did a poor job. The bathrooms are hard to get in and out of. I am small and I have a hard time.. Also since the pool isnt used the locker rooms could have been larger.	9/15/2023 9:33 AM
21	Would like to see Oneida get an updated facility. As other tribes are offering a larger facility with more amenities.	9/15/2023 8:48 AM
22	Group fitness classes are excellent but I would like to see more offerings. We used to open classes up to community members who wanted to teach classes.	9/15/2023 8:44 AM
23	Personal training I don't see advertised outside of the center and is something I am most curious of.	9/15/2023 8:32 AM
24	Hire more of variety of instructors who can all teach a challenging class.	9/15/2023 8:27 AM
25	If you're trying to help the DPP program you need more cardio classes that are not spin classes or classes that discourage people who are not in top shape.	9/15/2023 7:48 AM
26	It would be nice if zumba was offered again. Some of the classes are only offered during the daytime when people are at work so we aren't able to attend certain classes.	9/15/2023 7:45 AM
27	Is the Diabetic program the same as the one at Comp Health Center? If so, its a look course, 12 months is a bit to much. If not, I am unaware of to fitness center Diabetic program.	9/15/2023 7:34 AM
28	Bring back the pool!!	9/15/2023 7:27 AM
29	What? You still have Adventures? When? Where? Why do I never see advertisements to join in on them?	9/15/2023 7:06 AM
30	By Putting Fitness Classes in the Gymnasium, people knew that basically yous wanted to get Rid of Community "Noonball". So that's How you made sure to limit open times in the gym & by putting up a Schedule for Noonball? Like seriously? And You Really sit there and wonder why ppl complain about this Facility & MGMT all the time. When there is a Lack of Membership how can you justify adding more staff or more anything? You cannot & You all strategically did all this thinking people don't know what is happening. People see it all.	9/14/2023 9:05 AM

Q6 What best motivates you to keep active at Oneida Family Fitness? Select all that apply.

Answered: 108 Skipped: 13



ANSWER CHOICES	RESPONSES
Member Challenges / Incentives	58.33% 63
Group Fitness Classes	37.96% 41
Staff	33.33% 36
Other, please specify	50.00% 54
Total Respondents: 108	

#	OTHER, PLEASE SPECIFY	DATE
1	It's free	9/27/2023 2:27 PM
2	Try to reach 20 visits or more per month.	9/26/2023 5:25 PM
3	Ryan Engel does an excellent job	9/25/2023 11:57 AM
4	Personal well-being	9/24/2023 9:06 PM
5	keeping myself healthy and that there's no charge for Oneida tribal members	9/22/2023 10:58 AM
6	Be it's my tribes gym and its seems more private	9/22/2023 10:21 AM
7	myself :)	9/19/2023 1:25 PM
8	Myself :)	9/19/2023 9:56 AM
9	Needs to just move. Would help if we had a pool	9/19/2023 9:42 AM
10	Personal fitness goals	9/19/2023 7:49 AM

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11	Working out with my fiance	9/18/2023 2:40 PM
12	working out with my fiance	9/18/2023 2:33 PM
13	evening activities for 65 +	9/18/2023 2:10 PM
14	I am not a member, but challenges and working out with coworkers or friends motivates me	9/18/2023 1:19 PM
15	Self motivated	9/18/2023 10:57 AM
16	Personal choice and exercise at work.	9/18/2023 10:16 AM
17	I struggle to maintain motivation	9/18/2023 8:35 AM
18	My kids	9/18/2023 8:30 AM
19	I'm not motivated because the operating hours are not good for me	9/18/2023 8:14 AM
20	My personal health and well being	9/16/2023 3:26 PM
21	The people	9/16/2023 2:13 PM
22	I do not use O.F.F.	9/15/2023 6:37 PM
23	Encouragement from other members of the Tribe.	9/15/2023 2:46 PM
24	Maintaining upper body fitness.	9/15/2023 2:44 PM
25	n/a	9/15/2023 1:57 PM
26	i physically need to be more active in a safe environment	9/15/2023 1:56 PM
27	Myself It's free	9/15/2023 10:58 AM
28	later hours would be nice. Even just a few hours longer than 6:00pm, like before COVID	9/15/2023 10:04 AM
29	The Challenges do zero to get me to drive to GB to workout. Better hours. Better establishment. Again, look at the YMCA and the programs offered there and hours they make available to the public.	9/15/2023 9:53 AM
30	Free to tribal members and employees.	9/15/2023 9:45 AM
31	I'm currently not active. I would love to go back to the fitness, but it's not worth my time to go for a class that lasts 30 to 45 minutes 2x a week. If it was in Oneida, yes.	9/15/2023 9:11 AM
32	The amount of equipment	9/15/2023 8:59 AM
33	The new equipment in the weight room they provided.	9/15/2023 8:48 AM
34	proximity to home, helpful and pleasant atmosphere	9/15/2023 8:44 AM
35	The pool	9/15/2023 8:35 AM
36	Introductory classes would be great motivation to get in and learn what I should be doing/how I should be doing it.	9/15/2023 8:32 AM
37	Hudson and Dominique do an awesome job at keep us motivated while having fun while working out.	9/15/2023 8:17 AM
38	My friends.	9/15/2023 8:14 AM
39	N/A as I do not visit	9/15/2023 7:48 AM
40	Trying to hit the gold status.	9/15/2023 7:45 AM
41	Hours of operation.	9/15/2023 7:34 AM
42	I have to motivate myself, and to continue my entire train of thought here, the pool was truly the reason I was so invested in the Oneida fitness center. Even when it was being renovated, I was patiently waiting for it to re-open.	9/15/2023 7:27 AM
43	personal health	9/15/2023 7:09 AM
44	I love the challenges offered when you do offer. It's great to see smiling employees who know my name! If I could go more days a week, I would be more motivated. More days a week open	9/15/2023 7:06 AM

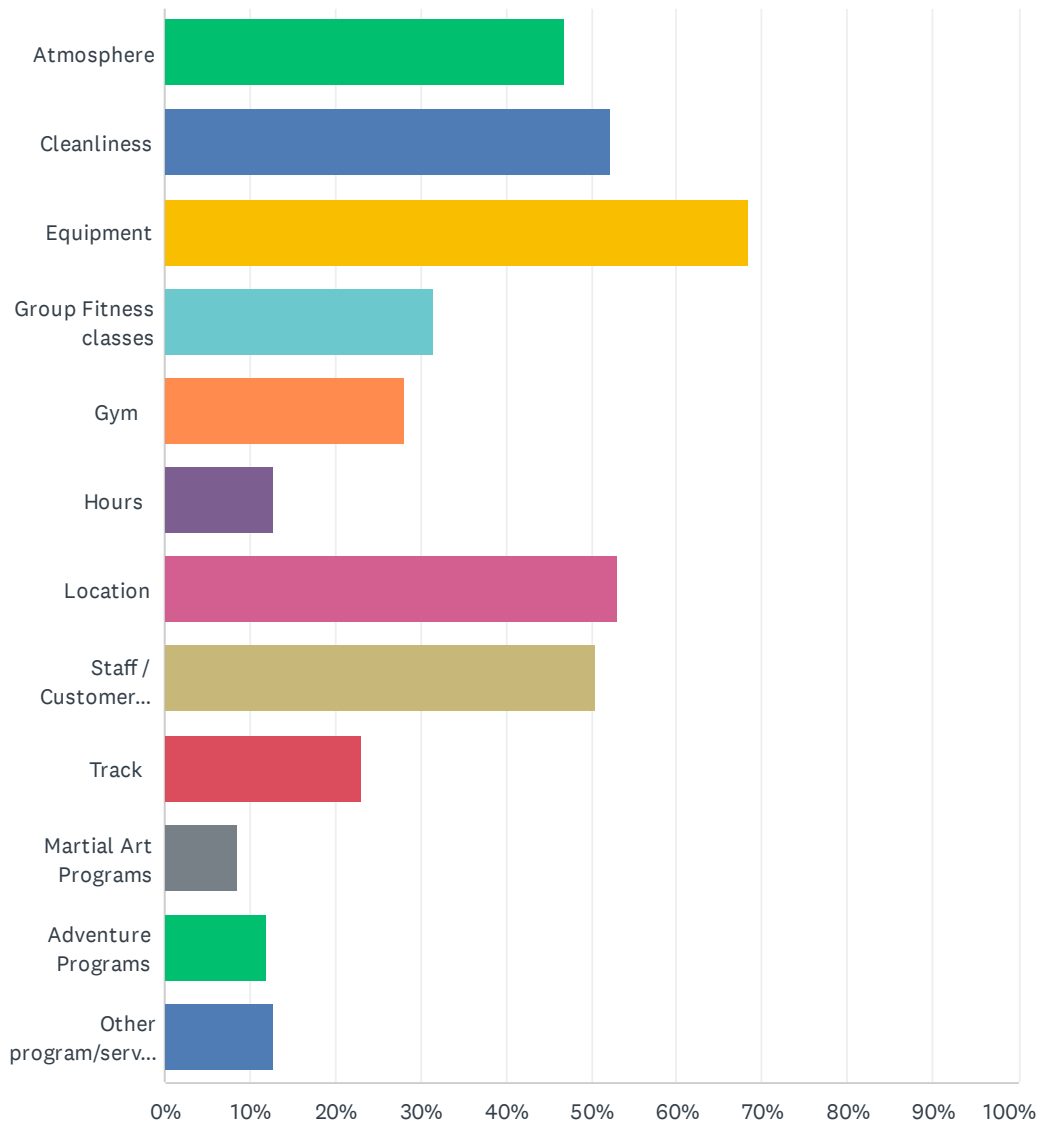
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please. Thank you.

45	Not that active at off - go elsewhere at the time eventhough I live a lot closer to off	9/15/2023 6:58 AM
46	It's close to where I live	9/14/2023 6:51 PM
47	free	9/14/2023 2:22 PM
48	STAFF WHO CONCERN FOR MEMBERS ALL THE TIME	9/14/2023 2:19 PM
49	Free for Oneida members	9/14/2023 1:39 PM
50	Onieda Fitness has become my second home. I love that I'm always greeted and made to feel welcome. I spend a lot of time here and it very much feels like a clean , well organized and welcoming environment.	9/14/2023 9:43 AM
51	Socializing	9/14/2023 9:30 AM
52	Myself, I love OFF but need to push myself to keep reaching my goals.	9/14/2023 9:08 AM
53	Being able to Attend with my family was the motivator before. Now I need to make sure my 12yr old is busy or with a family member when we do go to the Gym with our 16+ daughter! Dumb!!!!	9/14/2023 9:05 AM
54	Mmm	9/14/2023 8:26 AM

Q7 What do you like MOST about Oneida Family Fitness? Select all that apply.

Answered: 117 Skipped: 4



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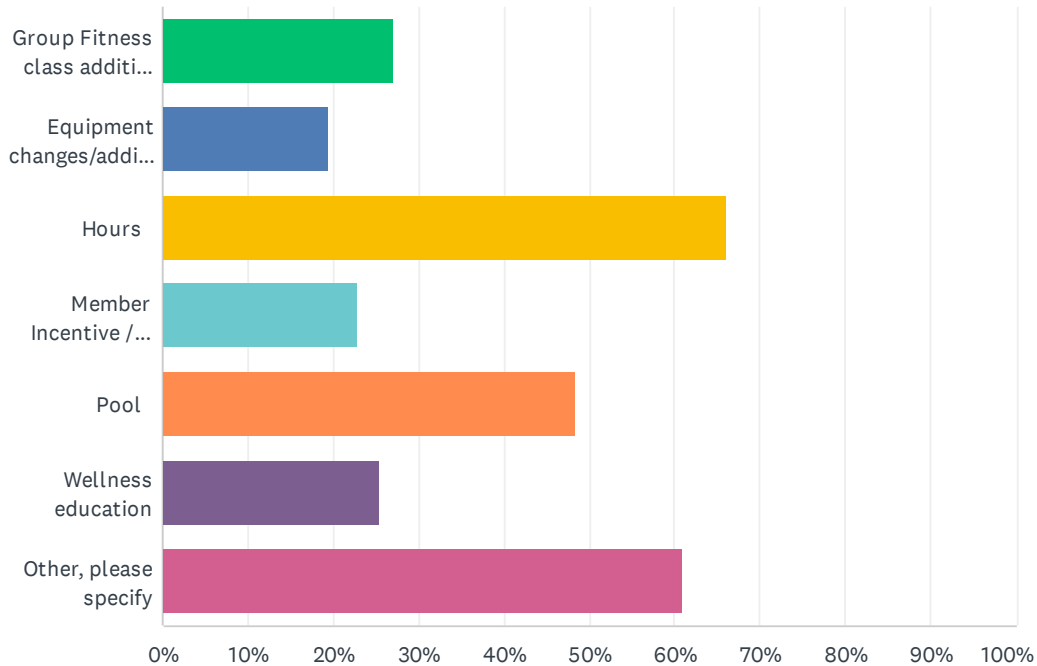
ANSWER CHOICES	RESPONSES	
Atmosphere	47.01%	55
Cleanliness	52.14%	61
Equipment	68.38%	80
Group Fitness classes	31.62%	37
Gym	28.21%	33
Hours	12.82%	15
Location	52.99%	62
Staff / Customer service	50.43%	59
Track	23.08%	27
Martial Art Programs	8.55%	10
Adventure Programs	11.97%	14
Other program/services that help me manage my health	12.82%	15
Total Respondents: 117		

#	OTHER PROGRAM/SERVICES THAT HELP ME MANAGE MY HEALTH	DATE
1	No comment	9/26/2023 7:54 AM
2	Would like the hours to open earlier than 6:00am.	9/19/2023 9:42 AM
3	n/a not a member	9/18/2023 1:19 PM
4	I do not use O.F.F.	9/15/2023 6:37 PM
5	I liked when you had a pool and pool fitness classes	9/15/2023 2:17 PM
6	P	9/15/2023 11:08 AM
7	Want OFF to stay where it is close to Oneida worksites and close to home. Extra travel time on break difficult. Not convenient if it moves a few miles west by the post office/water tower. Might have to switch to Planet Fitness for location and cheaper than paying for more gas.	9/15/2023 10:58 AM
8	THAT IT IS FREE	9/15/2023 10:09 AM
9	Swimming pool if it should ever open again	9/15/2023 10:04 AM
10	Nothing. The location is terrible. Time to rethink the location. Are you going to be a family establishment, then make a YMCA type establishment. If you want to cater to employees,perhaps having equipment located in satellite fitness equipment / locations near large numbers of employees would be motivate employees to workout during lunch hours and immediately before or afterwork.	9/15/2023 9:53 AM
11	I would like to say hours and the space of the gym as my family utilizes the gym a lot however it is so small and only one court. The hours need to be adjusted so we have more time in the evening.	9/15/2023 8:48 AM
12	I visited in the past with a friend. The above didn't matter, working out with a friend mattered.	9/15/2023 7:48 AM
13	... POOL ...	9/15/2023 7:27 AM
14	Notice hours is NOT checked? Do you see the pattern yet? I've heard a rule of thumb called: Ask and thou shalt receive. Ok, I've asked many times throughout this document. Please and Thank you.	9/15/2023 7:06 AM
15	I work 6am-6pm so some days I don't make in due to my work hours or I would be here every	9/14/2023 2:25 PM

day.

Q8 What would enhance your membership experience at Oneida Family Fitness? Select all that apply.

Answered: 118 Skipped: 3



ANSWER CHOICES	RESPONSES
Group Fitness class additions (please provide explanation)	27.12% 32
Equipment changes/additions	19.49% 23
Hours	66.10% 78
Member Incentive / Challenges	22.88% 27
Pool	48.31% 57
Wellness education	25.42% 30
Other, please specify	61.02% 72
Total Respondents: 118	

#	OTHER, PLEASE SPECIFY	DATE
1	I enjoyed when there was a spin class multiple times throughout the day. Now it's offered maybe once or twice every couple of weeks	9/28/2023 12:22 PM
2	We used to go to pool exercise classes and really enjoyed them.	9/26/2023 5:25 PM
3	Need pool, elders heart medical, walking, swimming	9/26/2023 7:54 AM
4	Zumba pool, whirlpool, and sauna later hours	9/26/2023 7:47 AM
5	Closer to E. De Pere	9/25/2023 11:57 AM

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6	More variety (i.e. dancing lessons, low impact activities) & available hours need to improve.	9/24/2023 9:06 PM
7	more elderly classes	9/22/2023 10:58 AM
8	Zumba would be a nice addition. A stretching only class too. Longer hours. Bring back juice bar.	9/21/2023 2:53 PM
9	more spin/mix type classes vs only spin. And Yoga class and or along with another cardio class at the end.	9/21/2023 7:43 AM
10	More Fitness Class options such as Barre, Hot Yoga, Yoga (different levels), a medium level fitness/workout class, Pilates	9/20/2023 3:41 PM
11	upper + lower body strength classes 2X of week @ noon hr.	9/19/2023 2:11 PM
12	open longer hours in the evening and open on Sundays swimming pool to exercise in	9/19/2023 1:25 PM
13	Would really appreciate expanded evening hours until 9pm on some week days.	9/19/2023 9:56 AM
14	Open earlier	9/19/2023 9:42 AM
15	- New NuStep machines. - Leg machines for hamstrings (flexing vs. extension for quads)	9/19/2023 7:49 AM
16	diet pamphlet	9/18/2023 2:40 PM
17	I would like to bring a plus one with me every once in a while.	9/18/2023 2:37 PM
18	FREE TACOS!!!	9/18/2023 2:36 PM
19	Diet pamphlet	9/18/2023 2:33 PM
20	activity classes focused on 65+	9/18/2023 2:10 PM
21	extended hours, movie theater type area to exercise in, fitness classes, challenges/incentives and access to a pool if I were a member	9/18/2023 1:19 PM
22	Fitness for Elderly Pool Fitness	9/18/2023 11:22 AM
23	Would love to go back to the pre-COVID hours, but I understand staffing	9/18/2023 10:57 AM
24	Allowing children.	9/18/2023 10:16 AM
25	I work in the building and use OFF during my lunch hour. I would like to participate in the group classes but during that time, they are geared towards people with higher levels of fitness, younger, and those who are physically healthy. I have knee injuries and have found these classes are far too intense (even with my self-modifying) to be able to participate. I wish during the lunch hour you offered at least one class a week that was less intense and geared towards those who are not fitness junkies or have injuries or physical limitations.	9/18/2023 8:35 AM
26	Allowing kids 12 and up to utilize the facility if they are supervised by an adult. Develop a certification class similar to YMCA where they learn how to use the machines and can become eligible to use certain machines/weight equipment. Having a space for kids to hang out while parents work out. Having fitness classes for kids. Staying open until 8 pm during the work week.	9/18/2023 8:30 AM
27	Throw up more security cameras and allow your members 24/7 access to limited areas. Key card access, tribal ID card access. This will allow members to utilize the gym more frequently at their convenience.	9/18/2023 8:25 AM
28	Longer hours, at least stay open till 9pm.	9/16/2023 10:38 PM
29	More for beginner or elders. I like the low impact things and go for 40 minutes or several times a week.	9/16/2023 3:56 PM
30	Personal trainer that focuses on me and my personal needs for improvement in over all health	9/16/2023 3:26 PM
31	The biggest thing is the hours. I know there is plenty of equipment in storage. Even just offering a small satellite fitness 24 hours unmanned would suffice. I think of the Larson Packerland old tea place or the old Cousins. Put machines with use at your own risk philosophy.	9/16/2023 2:13 PM
32	I do not use O.F.F.	9/15/2023 6:37 PM

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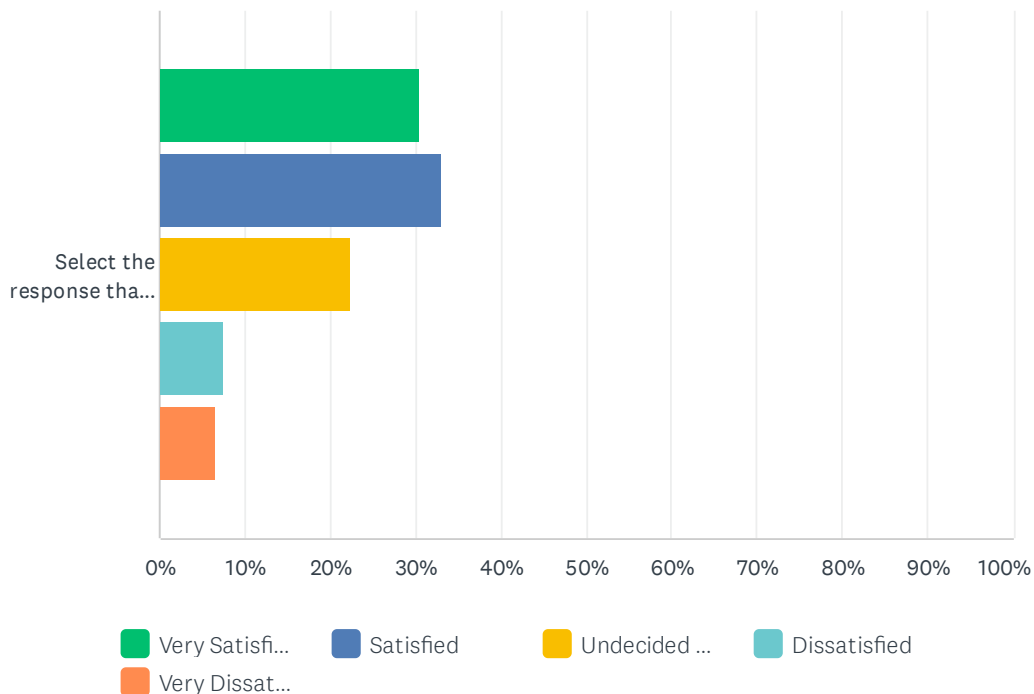
33	Location closer to OCHC for staff	9/15/2023 5:00 PM
34	water and fitness classes offered at more times 4:00 would be great	9/15/2023 2:20 PM
35	A pool! Other locations (I live in the country not in town and am not interested in a 20+ minute drive in one direction) it's just not convenient enough for me. I work at NHC but it's too hard to get there, exercise, clean up, eat lunch and get back to the office within an hour. I'm not an exempt employee so I can't abuse my time like those employees can.	9/15/2023 2:17 PM
36	Need more open hours, you have enough workers. The new cameras can monitor any problems. Other places offer after hours access.	9/15/2023 10:58 AM
37	swimming lessons with pool	9/15/2023 10:04 AM
38	I liked the weight bearing machines and got in really good shape but I guess that's a thing of the past. Use to use the machine where you sit and press legs out or in to strengthen thighs and lose inches. It's been gone for quite some time now.	9/15/2023 10:04 AM
39	New location.	9/15/2023 9:53 AM
40	Have a few more hours after 5 would help me be able to attend more often.	9/15/2023 9:51 AM
41	A gym for adult use only would be great if ever possible. Trying to play basketball with a large number of small children sharing the same space was often a problem.	9/15/2023 9:45 AM
42	Increase the number of days and relocate the low impact classes. Oneida has many areas open for classes, just have to do it.	9/15/2023 9:11 AM
43	Curve treadmill, hot yoga, childcare for parents who want to workout, weekend and late evening hours, swimming lessons for kids, summer camp programs for kids. Pool with lap lanes and pool like the CP center. Women's and men's (19 & older) locker rooms with sauna and hot tub, private workout area, lounge and massages (this is not unreasonable--the YMCAs offer this--truly holistic wellness). YMCAs are gathering places for elders, while also helping elders stay active and socialize.	9/15/2023 9:07 AM
44	Bigger facility expanded hours and bring back the pool.	9/15/2023 8:48 AM
45	Please stay open until 9pm. Maybe have a teen hour 8-9 catering to their music and activities if you need to get people in to justify the later hours.	9/15/2023 8:44 AM
46	Expanding pool services: swimming lessons, group fitness classes, lap swim, open swim hours in the evenings and weekends- expanding pool services and for families (swim lessons, open swim, pool party rentals) in evenings, on weekends, over school break times, etc... will bring in additional customer base willing to join the fitness center. The lack of services/classes/activities for children limits parents from using the fitness center.	9/15/2023 8:35 AM
47	Hours that are later at night More yoga and stretching classes, evening	9/15/2023 8:33 AM
48	Child care or being able to bring older children to work out with you/classes to teach how to use the equipment. Maybe children of a certain age may be required to do a class like this with the parent to minimize fooling around?	9/15/2023 8:32 AM
49	A nutritionist would be amazing.	9/15/2023 8:27 AM
50	Would like to see a variety of classes at the noon hour such as yoga, use of other equipment like the bosu balls, bands...	9/15/2023 8:17 AM
51	Pickle ball court, bungee group class, more yoga times	9/15/2023 8:17 AM
52	I only say additions because I don't know if yoga has returned.	9/15/2023 8:15 AM
53	Another low impact class for people that are just starting to workout (Tuesday & Thursday mornings). The other classes do not meet those needs.	9/15/2023 8:06 AM
54	The newer treadmills are made for larger people. Not everyone is large and feels comfortable on such a large treadmill. Classes, see above. Hours, need to be open earlier and later to accommodate those that want to go after dinner. The pool was essential for our elders and the aqua aerobics. Not having that service anymore is a disservice to our elders and goes against our values.	9/15/2023 7:48 AM
55	Have more classes after work for things like cardio kickboxing & zumba. Having extended	9/15/2023 7:45 AM

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	hours as I can only make it on my lunch hour.	
56	Please add a kid friendly pool for the community, there are long winters in Wisconsin.	9/15/2023 7:34 AM
57	Swimming pool would help older people with exercise.	9/15/2023 7:14 AM
58	Opening around 4am would bring alot more people into the gym instead of paying for an outside membership to other gyms that have staff willing to be there early	9/15/2023 7:09 AM
59	#1 Hours! You're not open long enough and closed too many days. en·hance /in'hans,en'hans/ verb intensify, Increase, or further improve the quality, value, or extent of. See, even oxford says increase Hours :)	9/15/2023 7:06 AM
60	Circuit training, bootcamps, classes offered more often like prior to Covid	9/15/2023 6:58 AM
61	more and easier to sign up and longer hours	9/15/2023 6:42 AM
62	Open at 5 or until 7. Bring back Saturday class. More 5pm classes.	9/14/2023 8:05 PM
63	Classes for people who can't movebl very good, ie bad knees or back.	9/14/2023 6:51 PM
64	more classes for young children in sports.	9/14/2023 2:22 PM
65	PROGRAMS DIRECTED TOWARD ELDERLY & DIABETICS WORKOUT BENEFITS	9/14/2023 2:19 PM
66	New facility !!!!!	9/14/2023 1:39 PM
67	Later hours would be helpful. A pool would be a wonderful addition to the facility. Helpful in muscle recovery. Nutrition classes would be a great addition as well. Especially being a weight lifter it's always something that I can learn more.	9/14/2023 9:43 AM
68	Zoomba or Line dancing & a Charging station	9/14/2023 9:30 AM
69	I'd like a second weekly class of the low impact aerobics and strength class. Let me win more!!! I feel I can always use more information on keeping myself well.	9/14/2023 9:08 AM
70	Variety of classes at different times, some of the classes I would like to attend are while I am at work	9/14/2023 8:26 AM
71	Working from 7 AM- 5PM means there is only 1 hour to be at the gym before/after work (less time if you include having to shower before work or get ready)	9/14/2023 8:08 AM
72	Hours should go back to 530am to at least 7pm	9/14/2023 7:54 AM

Q9 Overall, how satisfied are you with your O.F.F. membership experience?

Answered: 121 Skipped: 0



	VERY SATISFIED	SATISFIED	UNDECIDED / NEUTRAL	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Select the response that describes your overall impression.	30.58% 37	33.06% 40	22.31% 27	7.44% 9	6.61% 8	121	2.26

#	ADDITIONAL COMMENT	DATE
1	At this point I have a membership just to say that I have one. I cannot utilize it before or after my work shift which in return forced me to pay for a gym membership elsewhere	9/28/2023 12:22 PM
2	I will like longer hours--to 7 in Oct. plus Saturday hours will help us meet our goals of being active daily.	9/26/2023 5:25 PM
3	Would be nice to get a coffee. :)	9/25/2023 11:57 AM
4	*Should rent out locker so you can keep your stuff here *hours *boxing club *change pool hours	9/22/2023 10:21 AM
5	Since Covid had to switch to Planet Fitness. Need later hours and weekends	9/21/2023 8:37 AM
6	Thanks for all you do! Greatly	9/21/2023 7:43 AM
7	I always feel welcome @ the fitness center! Staff are always respectful and nice.	9/18/2023 2:33 PM
8	Not a member	9/18/2023 1:19 PM
9	I enjoy the convenience of the location & staff is friendlier than before. Some of the staff weren't people friendly--but they're gone now!	9/18/2023 11:22 AM
10	Youth and families need to be included and considered more at Oneida FAMILY Fitness.	9/18/2023 8:30 AM

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11	Overall very satisfied but would be nice if you stayed open longer. 9pm like before covid. I think the workers got to used the new hours and they don't want to go back to the old hours. must be nice. 😊	9/16/2023 10:38 PM
12	I wanted more strength and balance activities but not offered at F FC and the low impact was most!y cardio but only one day a week (when I was going). Mix it up maybe. Staff are always friendly. Hours are good. I hope they get back a full program, including yoga and tai chi.	9/16/2023 3:56 PM
13	Hours, set up, broken elevators, unwillingness to make changes in absence of elevator for elderly and disabled, lack of pool	9/16/2023 2:13 PM
14	I do not use O.F.F.	9/15/2023 6:37 PM
15	I understand with COVID we're prioritizing our Oneida members, but since I lost my dad and my brother moved out I have no one else to go to and it's made it hard. The staff are amazing though and I've always loved going there and seeing them because they all seem to really believe in what they do.	9/15/2023 2:46 PM
16	There's a very narrow window of when I'm able to come to the fitness center, and the current hours are sufficient for that time frame. So I don't need OFF to extend its hours any more than they're currently open.	9/15/2023 2:44 PM
17	i cannot express my desire for Aqua services	9/15/2023 1:56 PM
18	Great facility but the hours are not great. Most people work and have children, so early morning workouts and later evening workouts with childcare would be a great asset.	9/15/2023 11:30 AM
19	Can not utilize due to hours.	9/15/2023 11:08 AM
20	It would be nice to have a pool and the hours were extended .	9/15/2023 10:07 AM
21	Wish I could go but 6:00 am is too late for me and 6:00 pm to early of a close. I normally get up at 4:00 am and would be nice to work out by at least 5:00 am but I don't think you ever opened that early.	9/15/2023 10:04 AM
22	Poor hours, poor location, outdated business model.	9/15/2023 9:53 AM
23	The extended closures every year seemed a bit extreme. No other gyms that I have ever belonged to had closures that were as long. The staff is friendly and nice!	9/15/2023 9:45 AM
24	I used to go to the fit quite a bit... but with the hours, it is no longer manageable. I pay for a gym membership now to accomodate my schedule. Staying open until 6 is absolutely unreasonable. I know there was a referendum for 24 hours but I think that is ridiculous as well. Hours should be 6a-8/9p. The pool is unused space...wasting money. I can stand the womens locker room bathroom/sink area. It is poorly designed. I love the equipment but cant even use it due to the hours. Why not do a pilot project of a badge entry only for employees to see what the hours of utilization. Just have a few cardio machines and free weights, no staff needed and badge entry only for 6 months to see how it goes. Just an idea. Thank you for your time.	9/15/2023 9:33 AM
25	Didn't know I could get a free membership.	9/15/2023 9:24 AM
26	Not sure if the OFF offers drinks again or not but that was a pleasant addition. Zumba was a fun class too. Do they even have that anymore? Thank you!	9/15/2023 9:11 AM
27	sorry :(we can do so much better!	9/15/2023 9:07 AM
28	Again would like to see expanded/longer hours, a bigger facility with more gym space, and bringing the pool back. The staff is awesome and I love the atmosphere there.	9/15/2023 8:48 AM
29	I have not been back to workout at the fitness center since prior to COVID, but I do see all of the classes and incentive programs being advertised. I am thinking of getting back someday, but still have not made the effort.	9/15/2023 8:32 AM
30	Would like to see the hours expanded each day. Open on Saturday and expanded hours during the week morning and evening.	9/15/2023 8:27 AM
31	Love the fitness center - thank you to all the staff!	9/15/2023 8:17 AM
32	It would be nice if the center was open until at least 8 PM or 9 PM. Sometimes I can't make it on my lunch break and then I have to be a mom right after work. Being able to come later	9/15/2023 8:14 AM

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would be ideal for me and I wouldn't feel so bad about missing during my lunch break. I understand I could go to a 24-hr gym, but I like how the center is not so busy all the time.

33	need the swim classes to assist with no weight bearing exercises	9/15/2023 8:07 AM
34	It's a great fitness center but there's absolutely room for improvement.	9/15/2023 7:45 AM
35	Hours of operation are not accommodating; I travel to YMCA for the hours they offer.	9/15/2023 7:34 AM
36	I said it the whole way through. I was 100% dedicated up until COVID. Then you guys took away the pool, and that alone has taken away my personal desire to return.	9/15/2023 7:27 AM
37	Getting rid of swimming pool was bad idea. Swimming great exercise for older people. Obviously Family Fitness is targeting a younger population. Should have put more thought in how to help older people.	9/15/2023 7:14 AM
38	More hours please. I Sure do miss the pool. Oh yeah, more hours. Allow friend visits. I got 6 people this year to join. Imagine if I could get a free friend to visit. I could recruit more. Do you not want more customers? Word of mouth is free advertising that you don't use for the growth of the memberships. Don't forget, more hours. OMG that elevator always seems to have issues lately. Did I mention more hours of operation? Why so many restrictions on members? AND your posting in the elevator is conflicting. 2 postings both say different things. Why so many cameras now? Who stole? Cameras don't stop thieves. Thank you for your time. No gym today again. You are closed 2 days. This closure could have been performed on the days already closed. But no, instead take yet another day away from my membership experience. I better submit this before I click one of those Dis buttons above.	9/15/2023 7:06 AM
39	Better Hours are needed, making it a Family*****Fitness Center again, or ReName the Facility to "Only for Oneida Nation Employees to use on their lunch hours".... MGMT take charge of making sure Kids are being supervised if it ever Gets Back to Kids attending, instead of just removing all programs and services for Children!!	9/14/2023 9:05 AM