

## **FINAL: KARORI UNITED TENNIS CLUB – MEMBER SURVEY AUGUST 2020**

Q1 Please indicate who you are by membership category; select all that are applicable.

- a) Senior Member
- b) Midweek Member
- c) Junior Member
- d) Parent of Junior Member
- e) Senior Member & Parent of Junior Member
- f) Midweek Member & Parent of Junior Member

Q2 Gender

- a) Male
- b) Female
- c) Other

Q3 How long have you been a member? (or your child if you are answering as the 'Parent of Junior Member')

- a) Less than 1 year
- b) 1-2 years
- c) 3-5 years
- d) 6-10 years
- e) 10+ years

Q4 Where do you live?

- a) Karori
- b) Kelburn/Northland
- c) Wilton/Wadestown
- d) Ngaio/Khandallah
- e) Other – please specify

Q5 How often do you play at the club during the summer season? (or if you are answering as the 'Parent of Junior Member' how often does your child play at the club during the summer season)

- a) 3+ times per week
- b) 1-2 times per week
- c) Fortnightly
- d) Monthly
- e) Less than monthly

Q6 Q6 Are you currently a Club or Midweek committee member?

- a) Yes
- b) No
- c) If No, would you like to serve on the committee in the future; yes/no

Q7 If you are a committee member - how satisfied are you with serving on the committee?

- a) Very Satisfied
- b) Satisfied
- c) OK
- d) Not Satisfied
- e) Very Unsatisfied

Q8 Any comments/feedback about your committee are appreciated (open ended responses)

Q9 Indicate all activities in which you have participated in over the last 12 months (or your child if you are answering as the "Parent of Junior Member")

- a) Summer Interclub
- b) Winter Interclub
- c) Midweek Interclub
- d) Midweek Club Tournament
- e) Junior Club Champs
- f) Senior Club Champs
- g) Over 40s Club Champs
- h) Parent/Child Tournament
- i) Club events held at the Renouf Tennis Centre
- j) Other - please specify

Q10 How satisfied are you with the following? (include 'not applicable' as an option)

- a) Capital Coaching at the Club
- b) Capital Coaching Communications
- c) Club Communication via Email
- d) Club Communication via Social Media
- e) Club Communication via Website
- f) Club Communication via Newsletter
- g) Club Communication in Clubrooms via Noticeboard
- h) Court Availability
- i) Online Court Booking System
- j) Team Practices
- k) Other - please specify

Feel free to include comments on any or all of your responses above 10.a to 10.k

Q11 What do you like most about the club? (open ended responses)

Please include comments

Q12 What do you like least about the club? (open ended responses)

Please include comments

Q13 If I were club president I would..... (open ended responses)

Please include comments

Q14 **Only answer if you are a 'Junior' or the 'Parent of Junior Member'** Would you/ your child be interested in playing in a pre-season tournament potentially with other juniors from Karori Lawn & Talavera Tennis Clubs? Yes/ No

If Yes – what weekend(s) would suit through September/ first half of October?

Q15 Would you be interested in sharing your contact details (email & phone number) with other club members to help facilitate casual hits with other members from the club? Yes/No

Q16 Any other comments you may wish to make about the club are appreciated. (open ended responses)

**If there are things you want to share on even one topic, we would really appreciate hearing them. Please include comments**



## **KHANDALLAH TENNIS & SQUASH CLUB – ANNUAL MEMBER SURVEY 2021**

**Q1. Please indicate which type of member category applies to you; select all that are applicable.**

- Senior Member
- Midweek Member
- Family Member
- Tertiary Member – 18–25 yrs
- Intermediate Membership 16–18 yrs
- Parent of Junior Member
- Junior Member
- Non-Playing Member
- Visitor Card (non-membership, 3 month court access)

**Q2. Which sport do you play?**

- a. Tennis
- b. Squash
- c. Both
- d. I just use the Clubhouse/Bar

**Q3. As a Squash Player, would you consider playing Tennis?**

- a) Yes
- b) No
- c) NA – I play both

**Q4. As a Tennis Player, would you consider playing Squash?**

- a. Yes
- b. No
- d) NA – I play both

**Q6. Would you be interested in serving on the committee in the future?**

- e) Yes
- f) No

**Q7. Would you be interested in other volunteer work at the club? (Managing interclub teams, assisting during Love Tennis weekend, working bees, general maintenance, BBQ or coffee help for interclub)**

- a. Yes
- b. No
- Please specify

**Q9. Do you use the Sauna?**

- a. Y – Daily
- b. Y – weekly
- c. Y – monthly
- d. Y – less than monthly

e. N – Never

**Q10 How satisfied are you with the following? (include 'not applicable' as an option)**

**Rate from Very Satisfied, Satisfied, Neutral, unsatisfied, very unsatisfied**

- a) New membership/online booking system (Hello Club)
- b) Club Communications
- c) Evolve Tennis Coaching at the Club
- d) Squash Coaching at the Club
- e) Thump sports Proshop
- f) Court Availability – Squash
- g) Court availability – Tennis
- h) Bar /Clubhouse facilities
- i) Squash events / offerings
- j) Tennis events / offerings
- k) Other – please specify
- l) KTSC Logo
- m) Street signage
- n) Interclub t-shirts
- o) Bathrooms

If you responded with unsatisfied to any of the above, please share any comments.

**Q11 What do you like most about the club? (open ended responses)**

**Q12 What do you like least about the club? (open ended responses)**

**Q13 If I were club president I would..... (open ended responses)**

Please include comments

**Q14 Would you be interested in sharing your contact details (email & phone number) with other club members to help facilitate casual hits with other members from the club?**

- a. Yes
- b. No

If yes, could you please email Felicity at [ktscnz@outlook.com](mailto:ktscnz@outlook.com)

**Q 15 What skills could you bring to assist the club? (Building/accounting / web design / electrical / plumbing / gardening etc).**

Open ended responses

**Q16 Any other comments you may wish to make about the club are appreciated. (open ended responses)**