



Te Tēnehi o Aotearoa

We have collated a selection of questions for you to use under 5 key topics to support planning, governance and operations. Tips on gathering information are:

- Keep the surveys as short as possible
- Make it easy to use, multiple choice is great with an 'other' option if needed
- Find a format that suits your people
- Offer a carrot – go into the draw to win
- If surveying across age groups include - If completing on behalf of a child, please provide answers based on their experience.

Club Player Satisfaction Survey question options

Demographics

1. Are you a new member (less than 12 months in the club) or existing member?

New

Existing

2. What is your age?

Under 15 years

15 – 24 years

25 – 34 years

35 – 44 years

45 – 54 years

Over 55 years

3. What is your gender?

Male

Female

Prefer to describe as non-binary, gender fluid, or agender

Prefer not to say

Member engagement

1. Which answers best describes the main reasons you (or your child) have chosen tennis?

(Select one only.)

My family play/played this sport

My friends play this sport

It's affordable

To improve my health and fitness

To learn new skills

To meet people and socialise

For the competition pathway. Interclub/tournaments

2. Participation How many times did you (or your child) play this season? (Select one only.)

Played 1 – 5

Played 6 – 10

Played 11 or more

3. Coaching The quality of the coaching made a positive difference to my (or my child's) player experience:

Strongly agree

Agree

Unsure

Disagree

Strongly disagree

4. Which of these social events interest you?

Christmas BBQ

Award and prize giving evening

Welcoming new members 'pot luck' Sunday (or any other day)

Family day (mixed age group activities on court)

Fund raising dinner at the club

Quiz night at the club

Other:

5. Overall, how satisfied or dissatisfied are you with our club?

Very satisfied

Somewhat satisfied

Neither satisfied or dissatisfied

Somewhat dissatisfied

Very dissatisfied

6. Would you recommend this club to others.

Yes

No

If no indicate why

7. How would you describe the culture of the club?

8. Are there any programmes or competitions would you like to see added to the club?

Facilities

1. The club courts and club house meet my expectations:

Strongly agree

Agree

Unsure

Disagree

Strongly disagree

2. The club's amenities meet my expectations:

Strongly agree

Agree

Unsure



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Disagree
Strongly disagree

Communication

1. Communication about the club's games, programs, and events are readily available:

Strongly agree
Agree
Unsure
Disagree
Strongly disagree

2. The most effective method of communication for me is: (Select one only.)

Email
Text message
Facebook/Instagram page
Newsletter
Phone call

Finances and governance

1. I believe the club represents value for money.

Strongly agree
Agree
Unsure
Disagree
Strongly disagree

2. On a scale of 1-10, how would you rate the overall management of the club?

1 (poor) 10 (Excellent)

3. In terms of the running of the club, what is done well?

4. In terms of the running of the club, what could be done better?

5. Any further comments?

Tools to use:

<https://www.surveymonkey.com/>
<https://www.google.com/forms/about/>
<https://www.qualtrics.com/au/free-account/>
<https://www.mentimeter.com/>