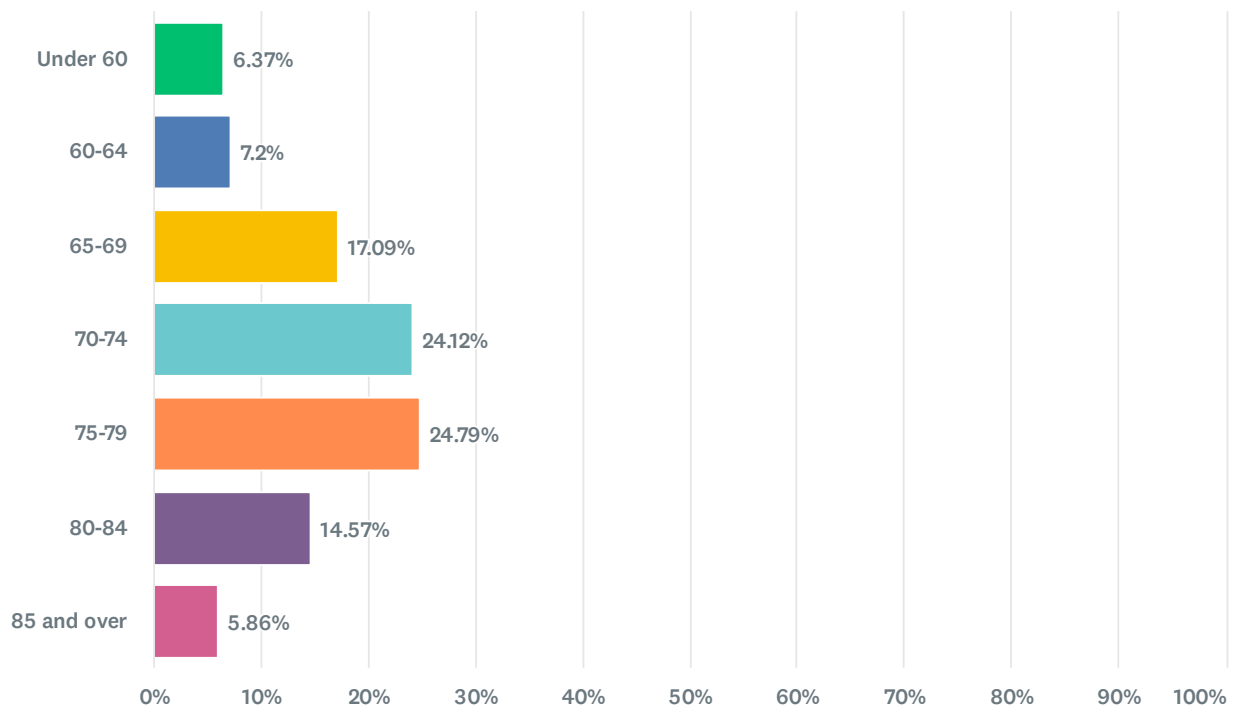


## Q1 What is your age?

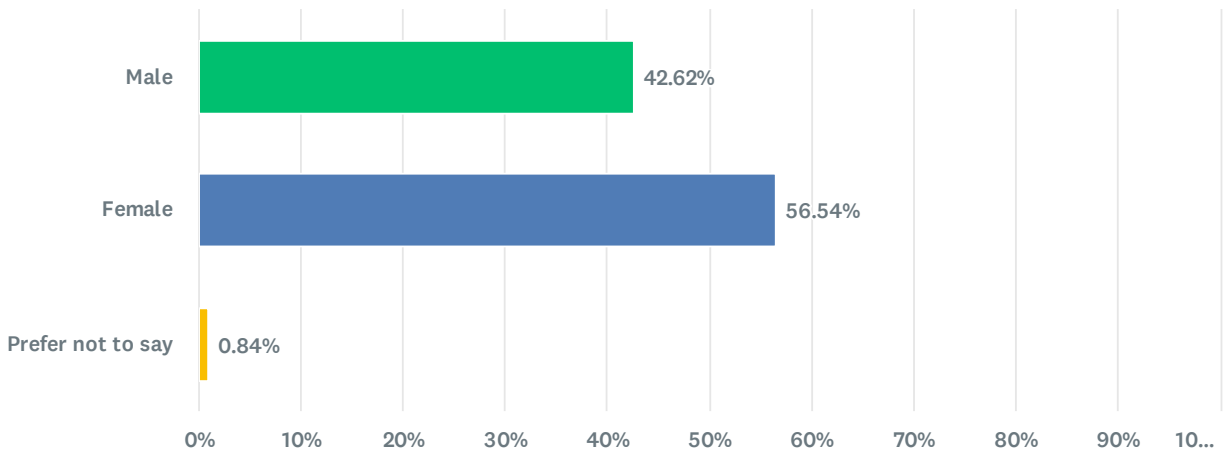
Answered: 597 Skipped: 1



Answer Choices ↓	Percentage ↓	Responses ↓	
<span style="color: green;">●</span> Under 60	6.37%	38	...
<span style="color: blue;">●</span> 60-64	7.20%	43	...
<span style="color: yellow;">●</span> 65-69	17.09%	102	...
<span style="color: teal;">●</span> 70-74	24.12%	144	...
<span style="color: orange;">●</span> 75-79	24.79%	148	...
<span style="color: purple;">●</span> 80-84	14.57%	87	...
<span style="color: pink;">●</span> 85 and over	5.86%	35	...
<b>Total</b>		<b>597</b>	

## Q2 What is your gender?

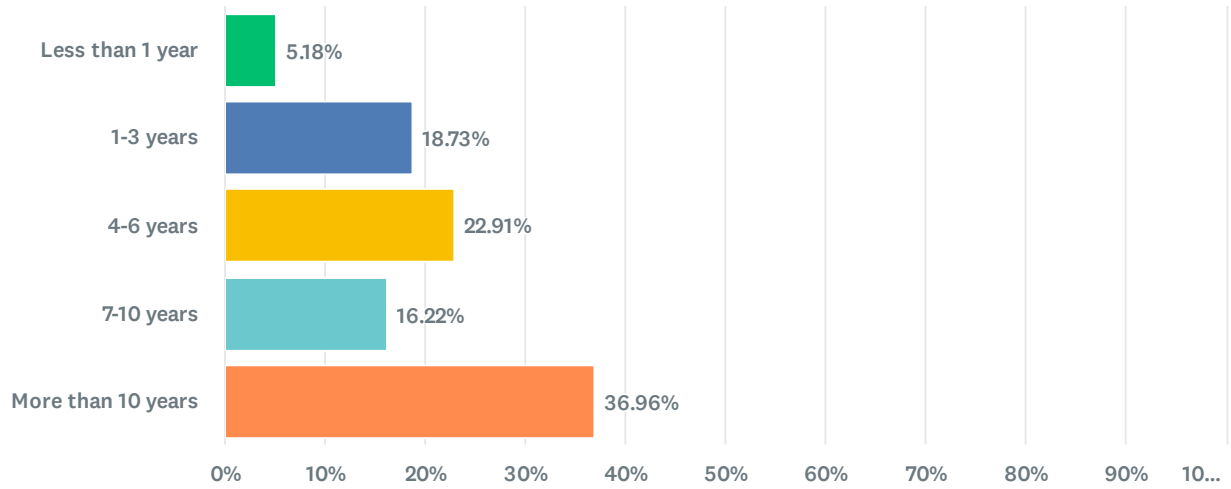
Answered: 596 Skipped: 2



Answer Choices ↓	Percentage ↓	Responses ↓	
● Male	42.62%	254	...
● Female	56.54%	337	...
● Prefer not to say	0.84%	5	...
<b>Total</b>		<b>596</b>	

### Q3 How long have you been a UPCC member?

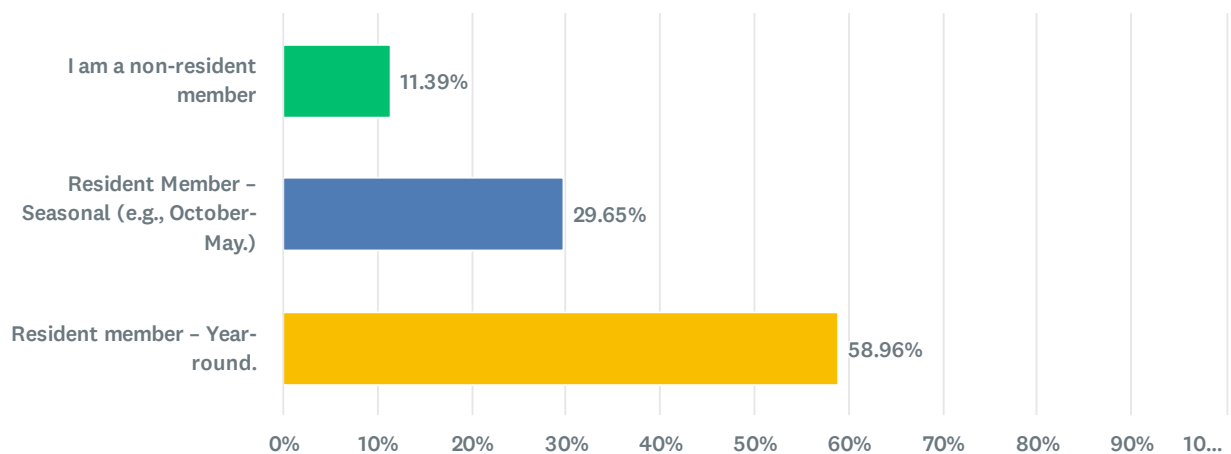
Answered: 598 Skipped: 0



Answer Choices ↓	Percentage ↓	Responses ↓	
● Less than 1 year	5.18%	31	...
● 1-3 years	18.73%	112	...
● 4-6 years	22.91%	137	...
● 7-10 years	16.22%	97	...
● More than 10 years	36.96%	221	...
<b>Total</b>		<b>598</b>	

## Q4 Are you a Resident or Non-resident member?

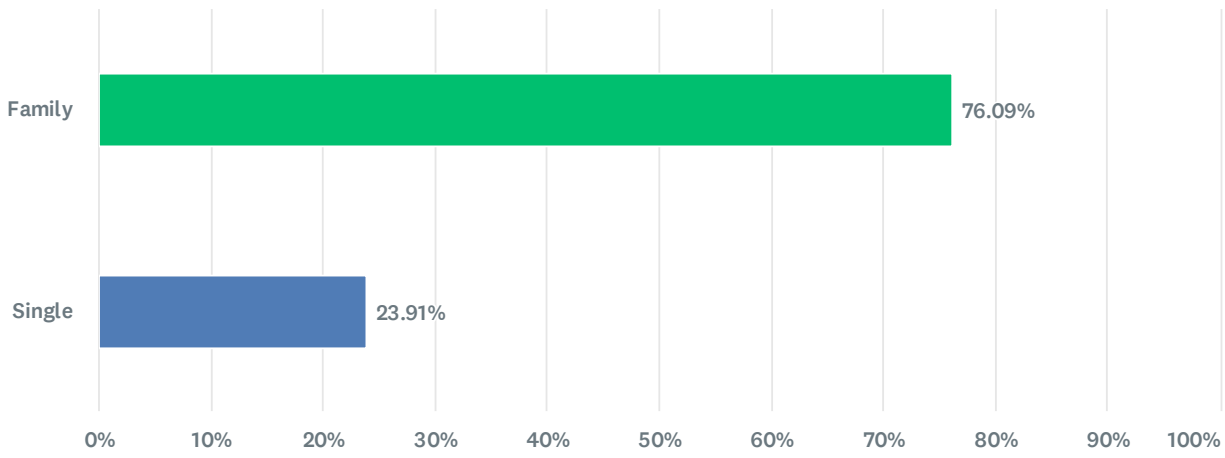
Answered: 597 Skipped: 1



Answer Choices ↓	Percentage ↓	Responses ↓	
<span style="color: green;">●</span> I am a non-resident member	11.39%	68	...
<span style="color: blue;">●</span> Resident Member – Seasonal (e.g., October-May.)	29.65%	177	...
<span style="color: yellow;">●</span> Resident member – Year-round.	58.96%	352	...
<b>Total</b>		<b>597</b>	

## Q5 Do you have a Family or Single membership?

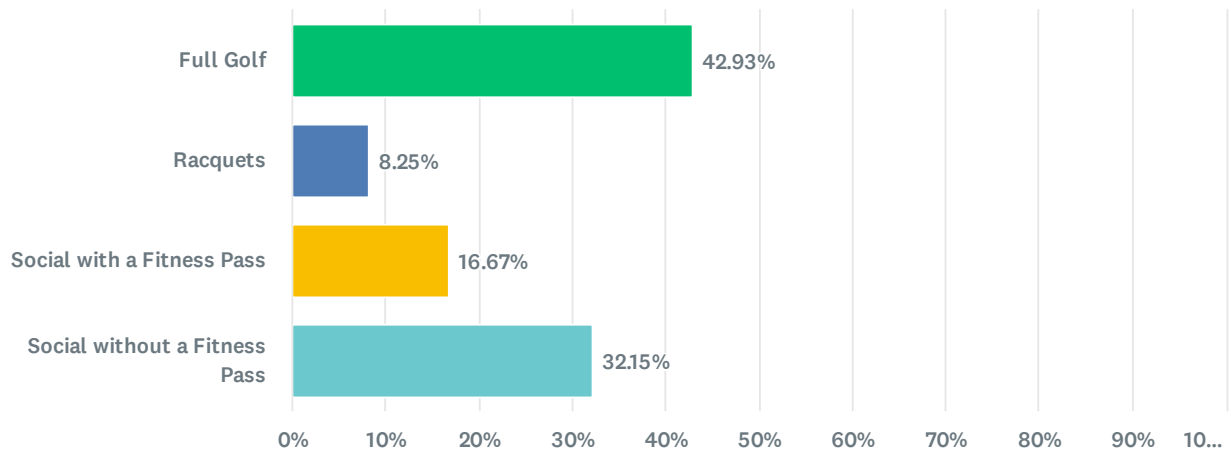
Answered: 594 Skipped: 4



Answer Choices ↓	Percentage ↓	Responses ↓	
● Family	76.09%	452	...
● Single	23.91%	142	...
<b>Total</b>		<b>594</b>	

## Q6 What Membership Category do you have?

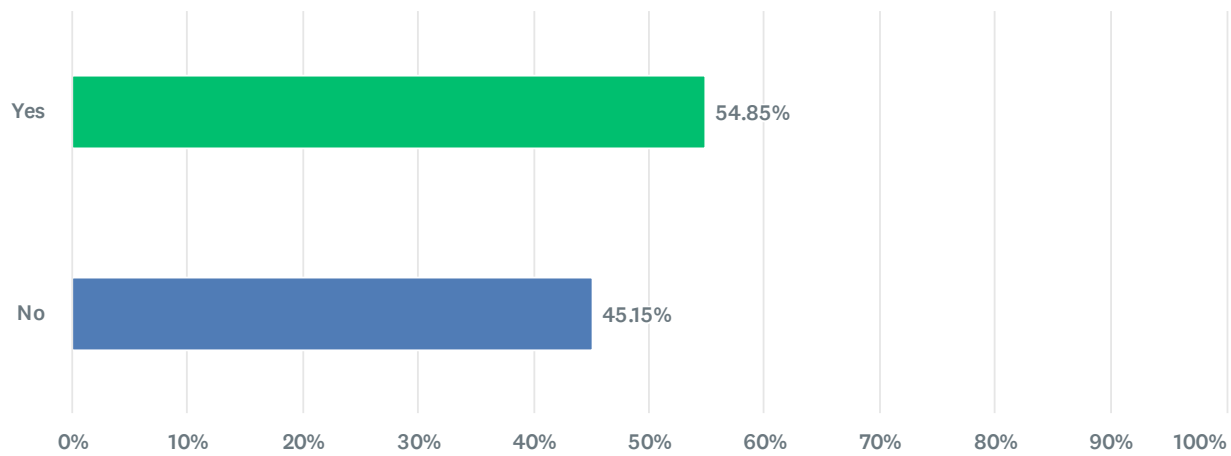
Answered: 594 Skipped: 4



Answer Choices ↓	Percentage ↓	Responses ↓	
● Full Golf	42.93%	255	...
● Racquets	8.25%	49	...
● Social with a Fitness Pass	16.67%	99	...
● Social without a Fitness Pass	32.15%	191	...
<b>Total</b>		<b>594</b>	

## Q7 Have you used the UPCC Fitness & Wellness Centre in the last year?

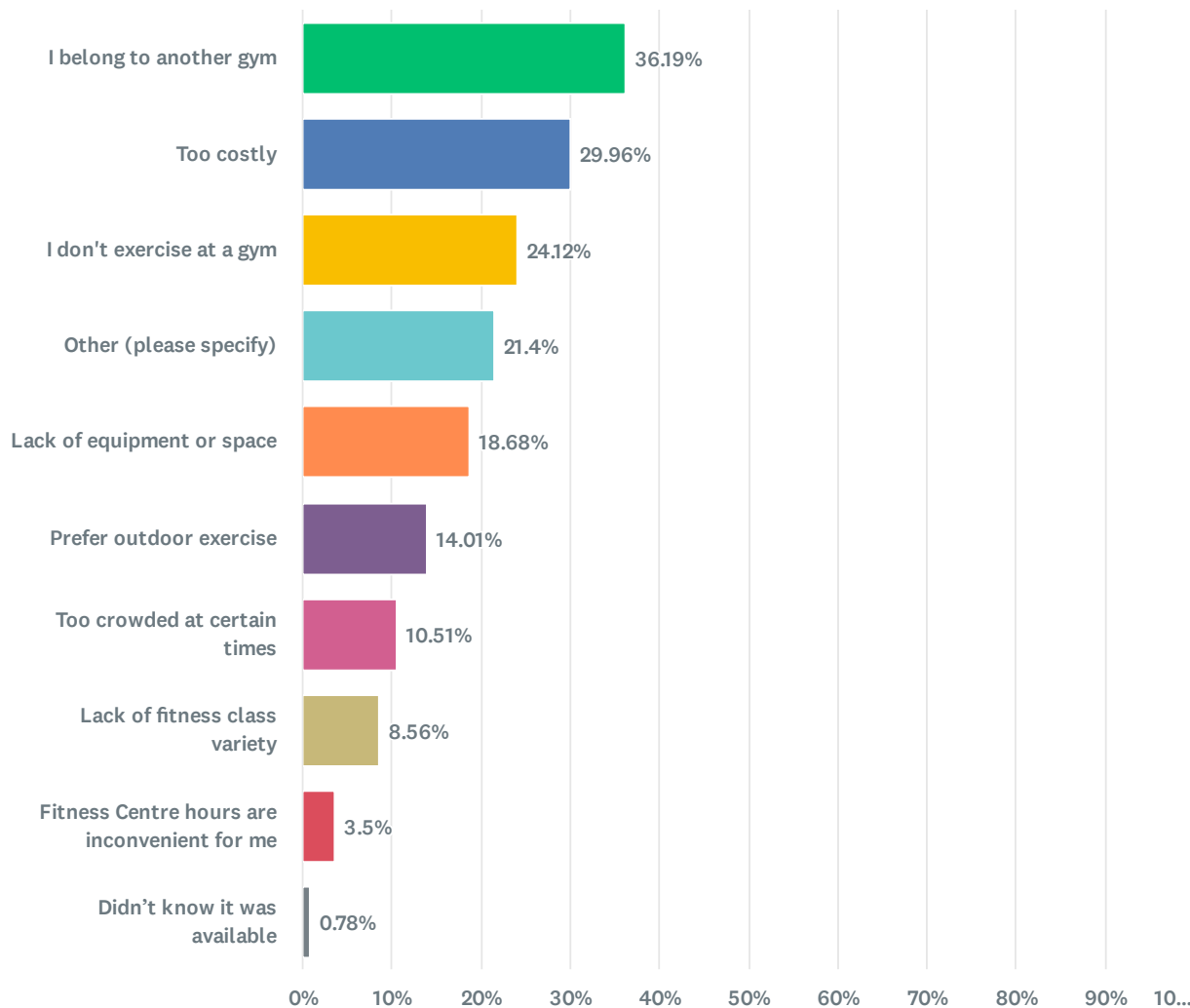
Answered: 598 Skipped: 0



Answer Choices ↓	Percentage ↓	Responses ↓	
<span style="color: green;">●</span> Yes	54.85%	328	...
<span style="color: blue;">●</span> No	45.15%	270	...
<b>Total</b>		<b>598</b>	

## Q8 Please mark your reasons for not using the UPCC Fitness and Wellness Centre:

Answered: 257 Skipped: 341



^ Collapse

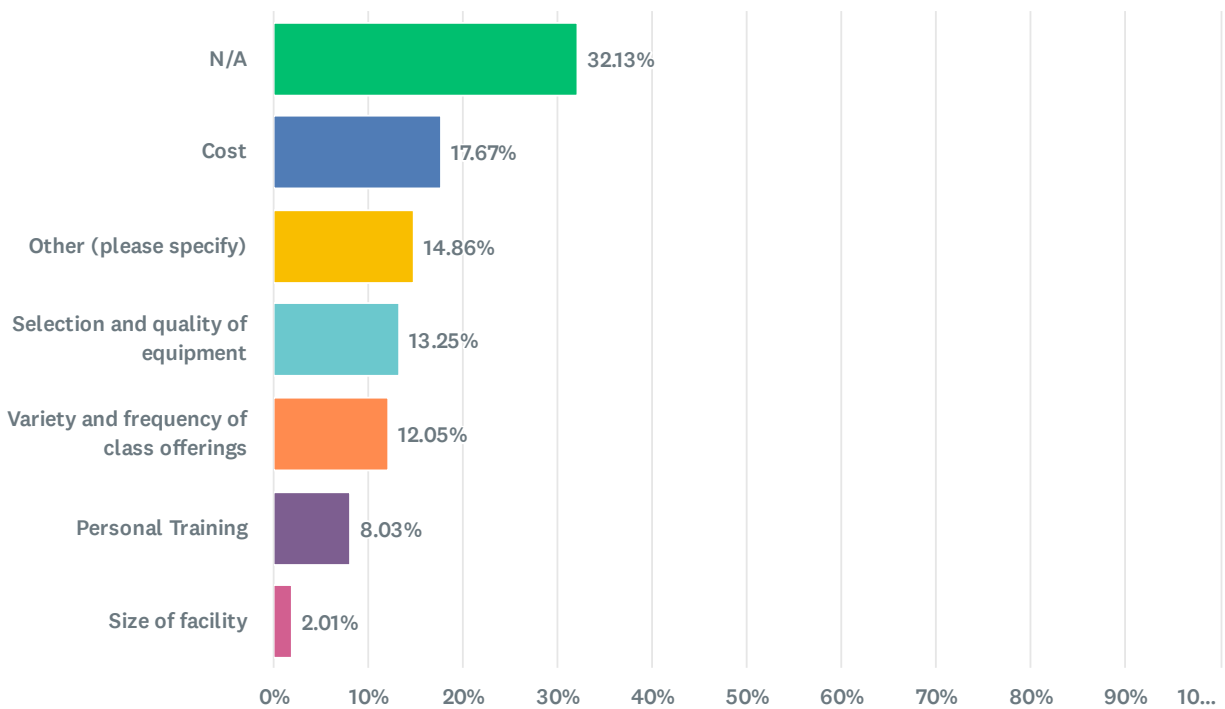
Answer Choices ↓	Percentage ↓	Responses ↓	
<span style="color: green;">●</span> I belong to another gym	36.19%	93	...
<span style="color: blue;">●</span> Too costly	29.96%	77	...
<b>Total</b>		<b>257</b>	

## UPCC Fitness Survey

Answer Choices ↓	Percentage ↓	Responses ↓	
<span style="color: yellow;">●</span> I don't exercise at a gym	24.12%	62	...
<span style="color: teal;">●</span> Other (please specify) <a href="#">Show responses</a>	21.40%	55	...
<span style="color: orange;">●</span> Lack of equipment or space	18.68%	48	...
<span style="color: purple;">●</span> Prefer outdoor exercise	14.01%	36	...
<span style="color: pink;">●</span> Too crowded at certain times	10.51%	27	...
<span style="color: olive;">●</span> Lack of fitness class variety	8.56%	22	...
<span style="color: red;">●</span> Fitness Centre hours are inconvenient for me	3.50%	9	...
<span style="color: grey;">●</span> Didn't know it was available	0.78%	2	...
<b>Total</b>		<b>257</b>	

## Q9 Please share the reasons you chose your gym or fitness facility:

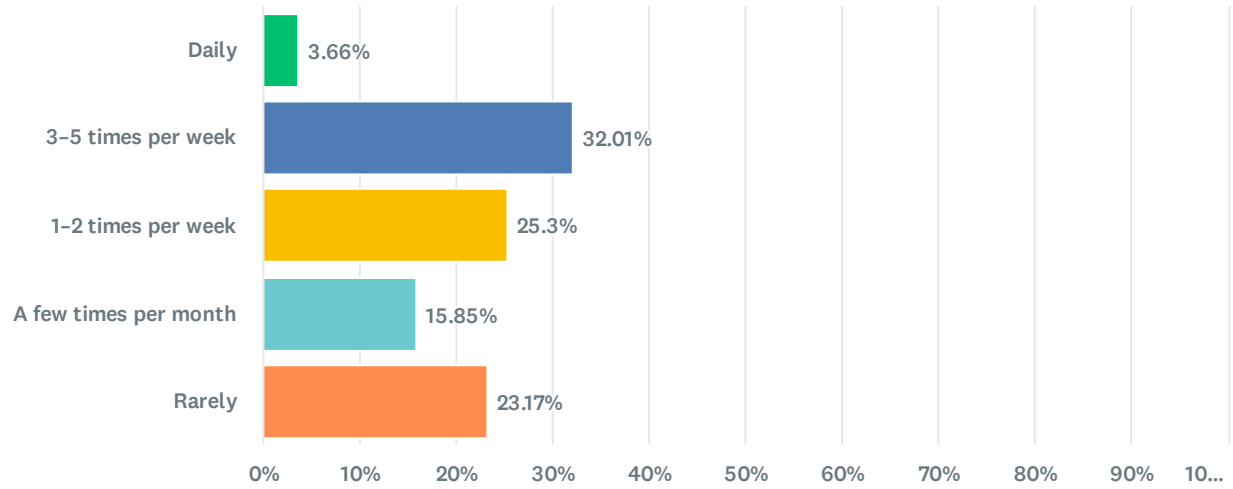
Answered: 249 Skipped: 349



Answer Choices ↓	Percentage ↓	Responses ↓	
<span style="color: green;">●</span> N/A	32.13%	80	...
<span style="color: blue;">●</span> Cost	17.67%	44	...
<span style="color: yellow;">●</span> Other (please specify) <a href="#">Show responses</a>	14.86%	37	...
<span style="color: teal;">●</span> Selection and quality of equipment	13.25%	33	...
<span style="color: orange;">●</span> Variety and frequency of class offerings	12.05%	30	...
<span style="color: purple;">●</span> Personal Training	8.03%	20	...
<span style="color: pink;">●</span> Size of facility	2.01%	5	...
<b>Total</b>		<b>249</b>	

## Q10 How often do you visit the UPCC Fitness Centre?

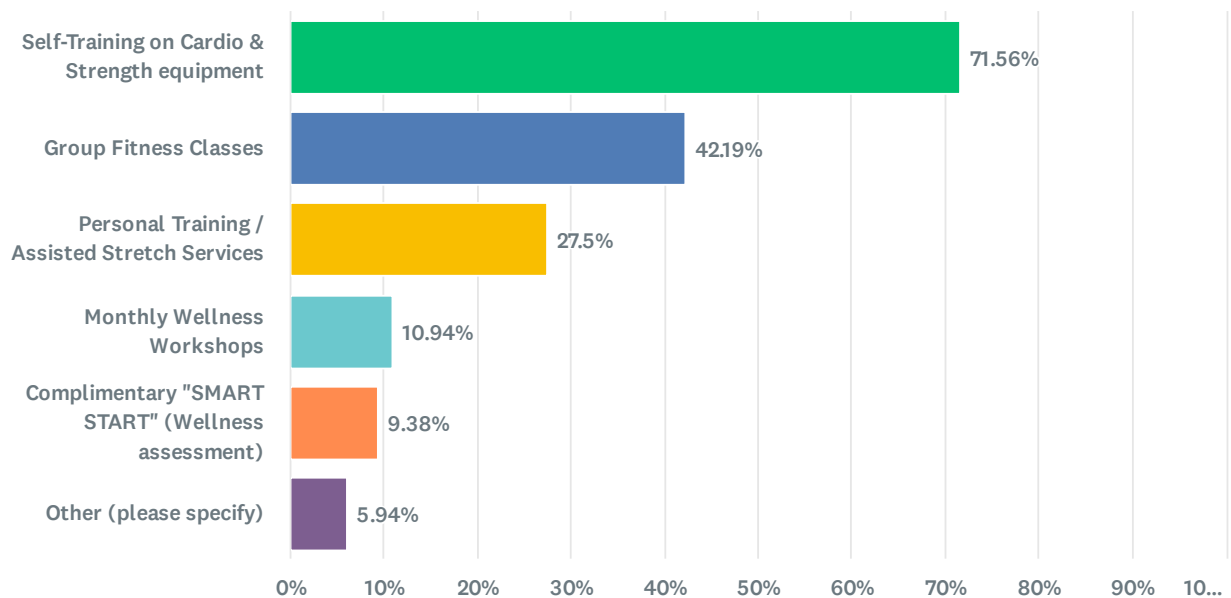
Answered: 328 Skipped: 270



Answer Choices ↓	Percentage ↓	Responses ↓	
● Daily	3.66%	12	...
● 3-5 times per week	32.01%	105	...
● 1-2 times per week	25.30%	83	...
● A few times per month	15.85%	52	...
● Rarely	23.17%	76	...
<b>Total</b>		<b>328</b>	

### Q11 What services are you most interested in? (Check all that apply)

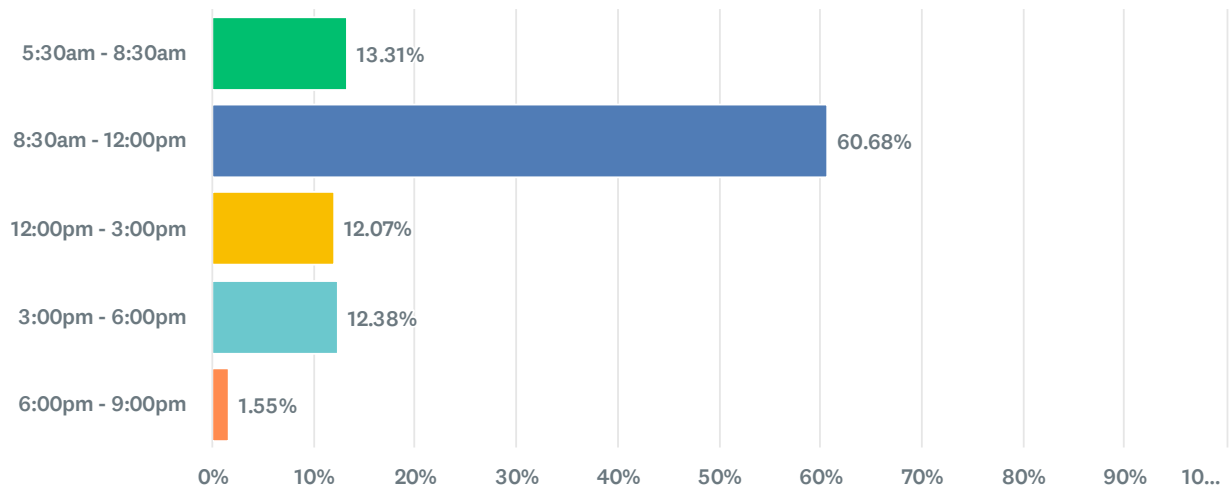
Answered: 320 Skipped: 278



Answer Choices ↓	Percentage ↓	Responses ↓	
<span style="color: green;">●</span> Self-Training on Cardio & Strength equipment	71.56%	229	...
<span style="color: blue;">●</span> Group Fitness Classes	42.19%	135	...
<span style="color: yellow;">●</span> Personal Training / Assisted Stretch Services	27.50%	88	...
<span style="color: teal;">●</span> Monthly Wellness Workshops	10.94%	35	...
<span style="color: orange;">●</span> Complimentary "SMART START" (Wellness assessment)	9.38%	30	...
<span style="color: purple;">●</span> Other (please specify) <a href="#">Show responses</a>	5.94%	19	...
<b>Total</b>		<b>320</b>	

## Q12 What time of day do you prefer to work out?

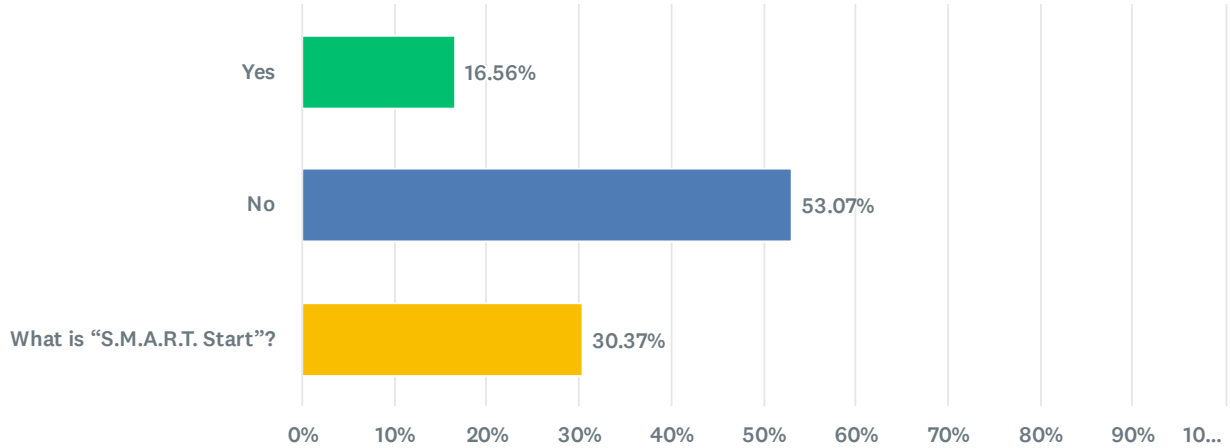
Answered: 323 Skipped: 275



Answer Choices ↓	Percentage ↓	Responses ↓	
● 5:30am - 8:30am	13.31%	43	...
● 8:30am - 12:00pm	60.68%	196	...
● 12:00pm - 3:00pm	12.07%	39	...
● 3:00pm - 6:00pm	12.38%	40	...
● 6:00pm - 9:00pm	1.55%	5	...
<b>Total</b>		<b>323</b>	

### Q13 Have you completed your Complimentary "S.M.A.R.T START" (Wellness Assessment)?

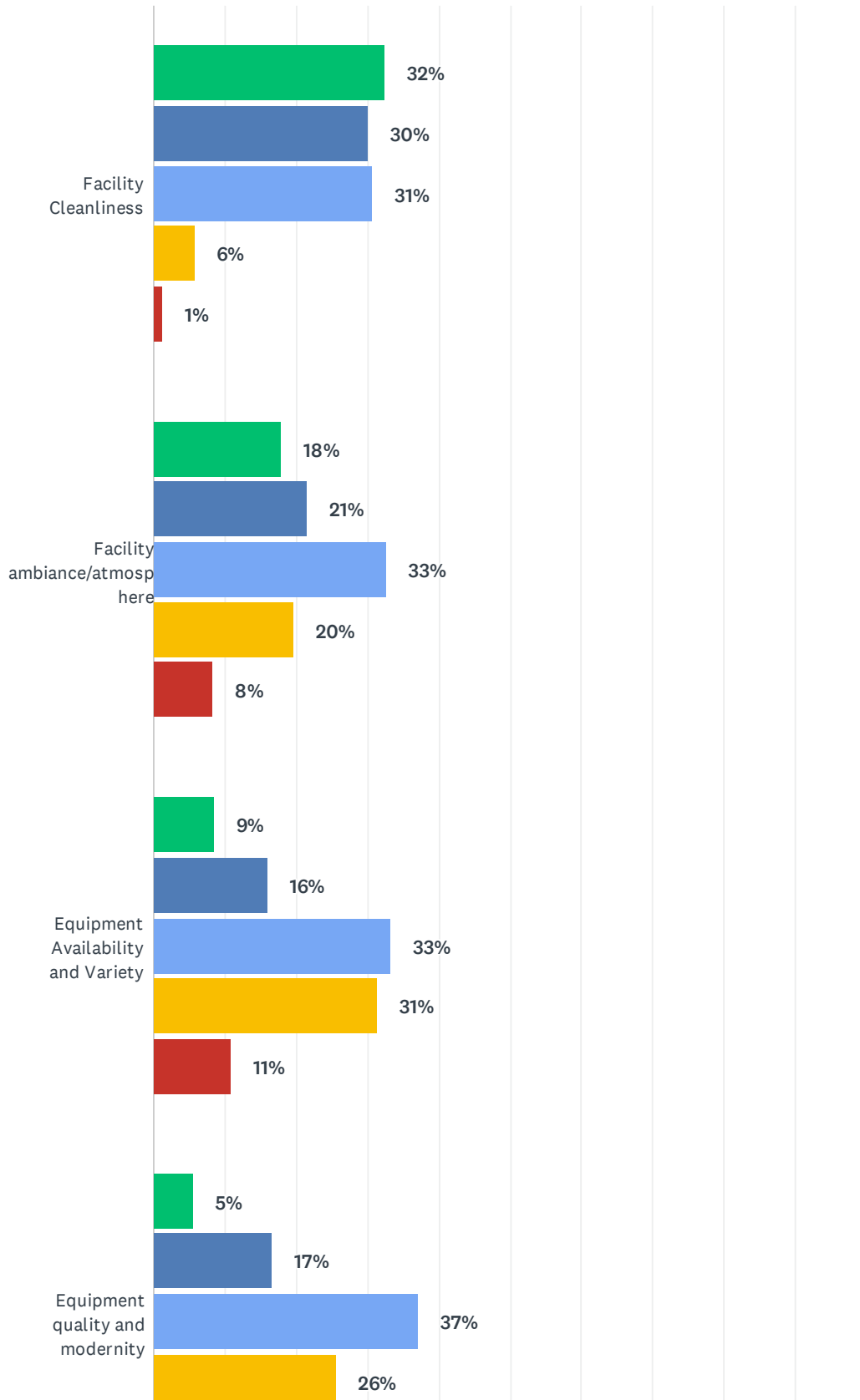
Answered: 326 Skipped: 272



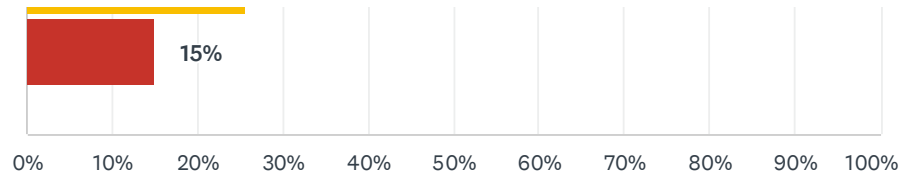
Answer Choices ↓	Percentage ↓	Responses ↓	
● Yes	16.56%	54	...
● No	53.07%	173	...
● What is "S.M.A.R.T. Start"?	30.37%	99	...
<b>Total</b>		<b>326</b>	

Q14 Rate each of the following aspects of the Fitness & Wellness Centre:

Answered: 321 Skipped: 277



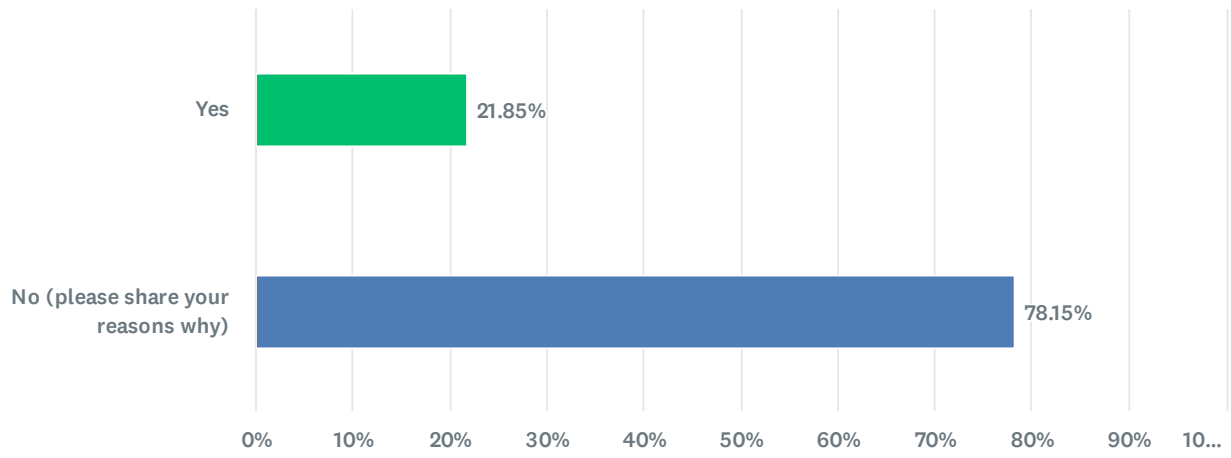
## UPCC Fitness Survey



	EXCELLENT	GREAT	GOOD	FAIR	POOR	TOTAL	WEIGHTED AVERAGE
Facility Cleanliness	32% 103	30% 95	31% 97	6% 18	1% 4	317	3.87
Facility ambiance/atmosphere	18% 56	21% 67	33% 102	20% 61	8% 26	312	3.21
Equipment Availability and Variety	9% 25	16% 47	33% 98	31% 92	11% 32	294	2.80
Equipment quality and modernity	5% 16	17% 49	37% 109	26% 75	15% 44	293	2.72

## Q15 Have you hired a Personal trainer at UPCC since January 2024?

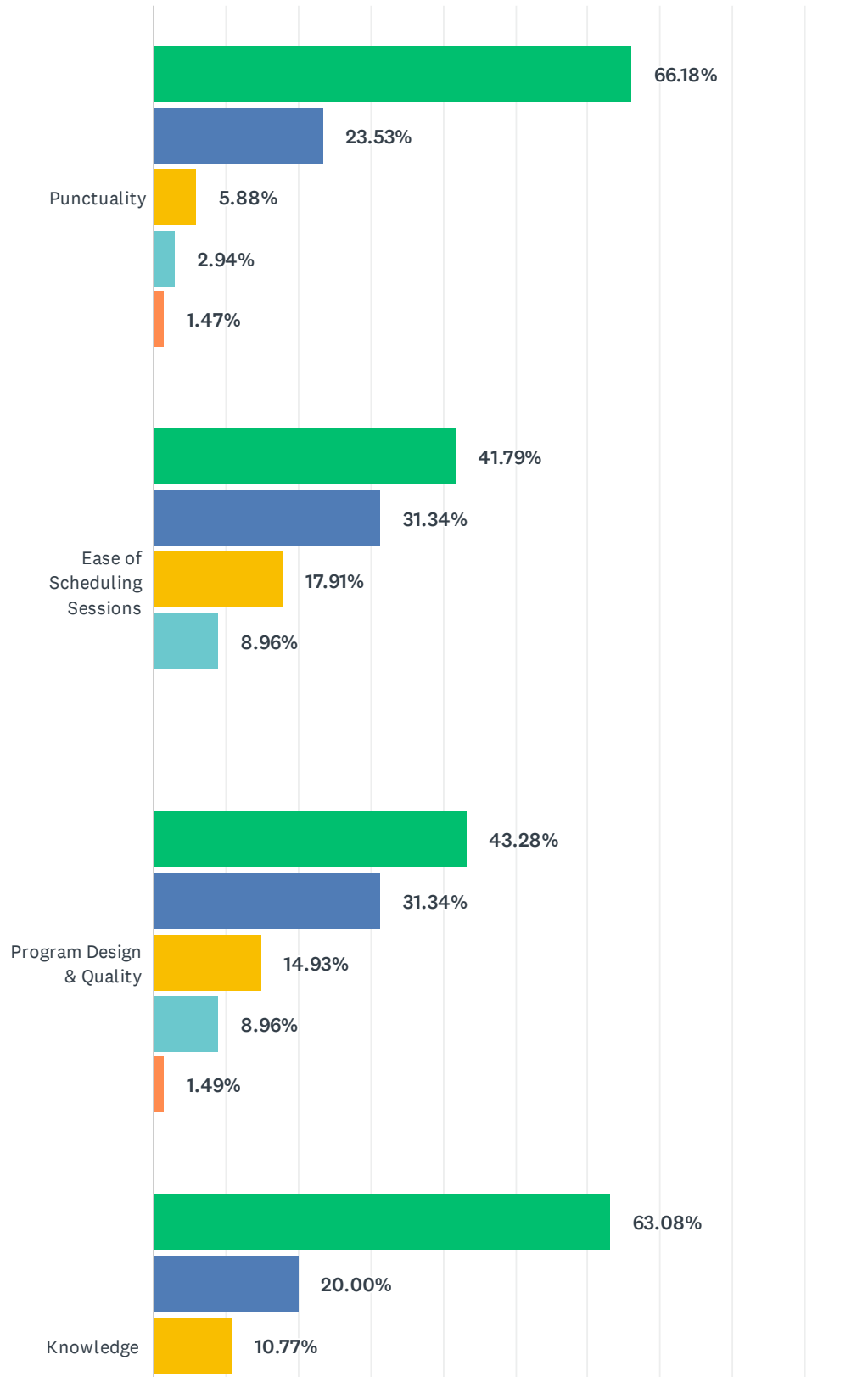
Answered: 325 Skipped: 273



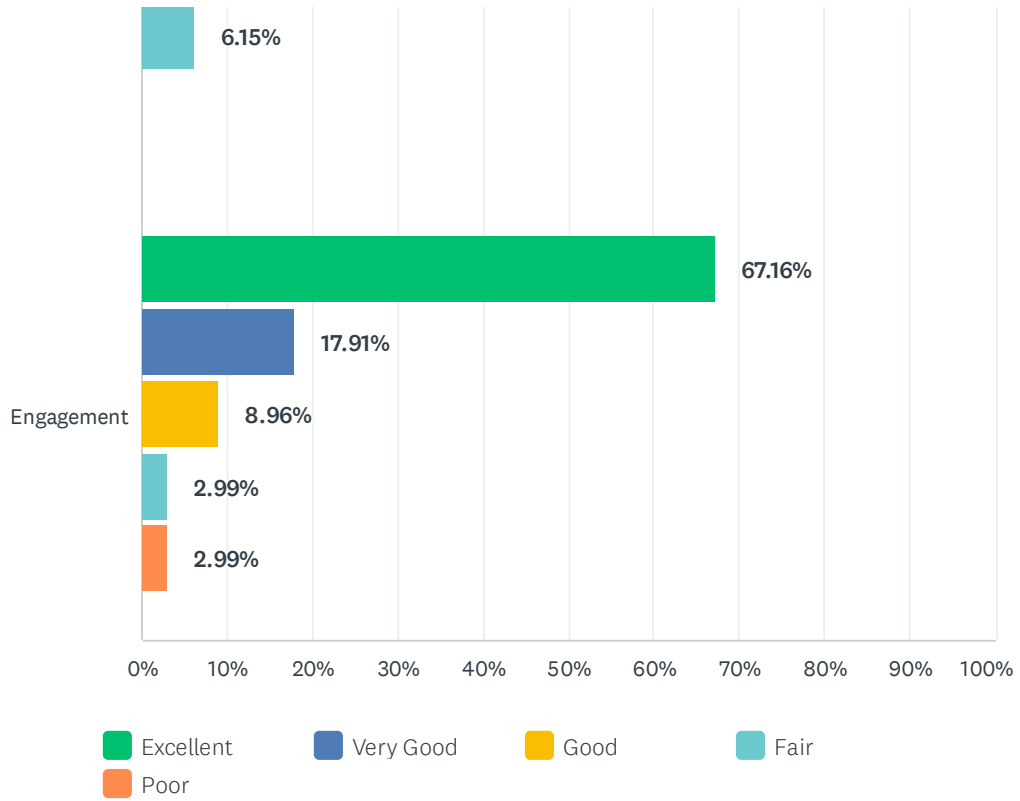
Answer Choices ↓	Percentage ↓	Responses ↓	
<span style="color: green;">●</span> Yes	21.85%	71	...
<span style="color: blue;">●</span> No (please share your reasons why) <a href="#">Show responses</a>	78.15%	254	...
<b>Total</b>		<b>325</b>	

# Q16 Rate your experience with the UPCC Personal Training team based on the following:

Answered: 68 Skipped: 530



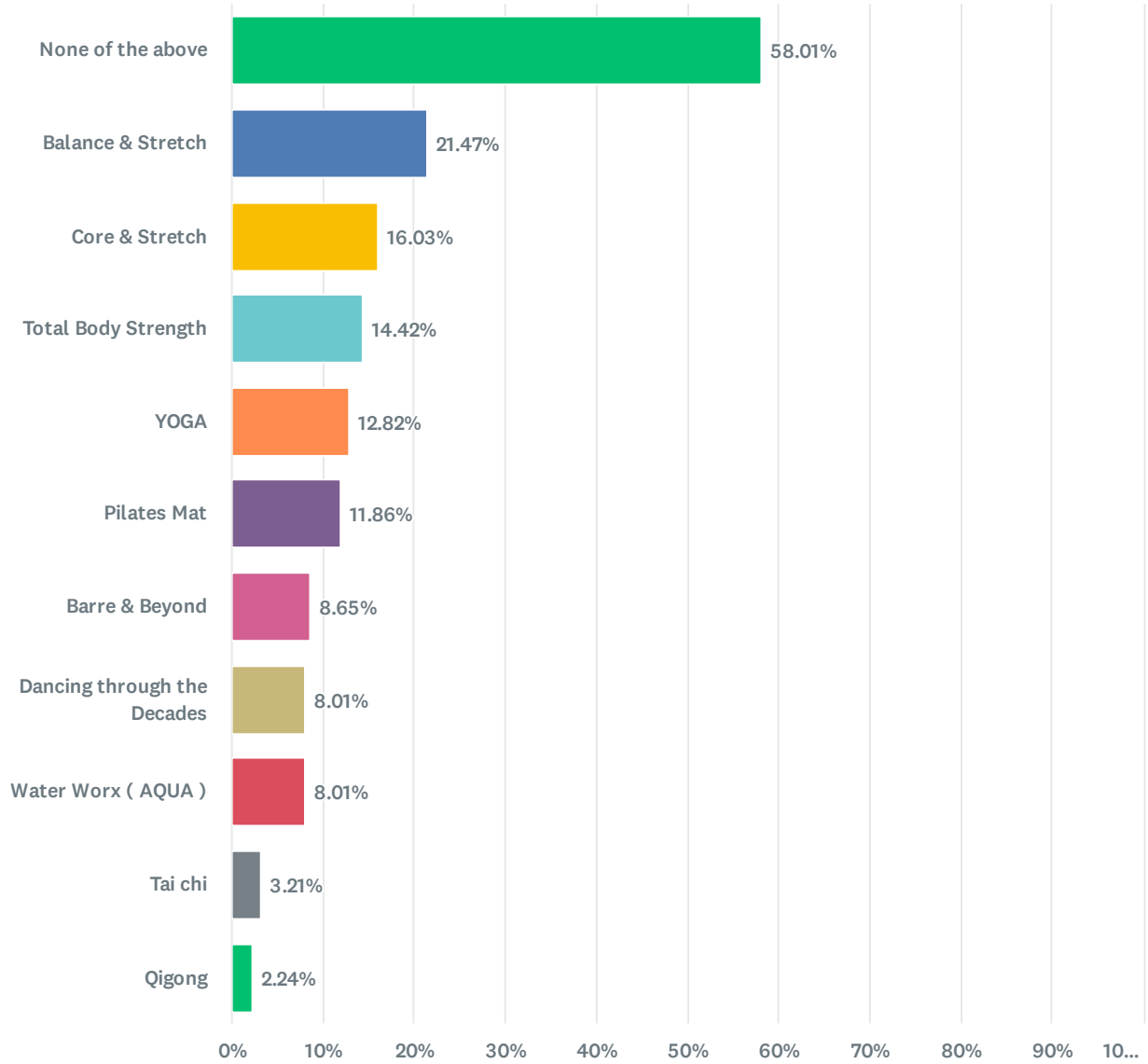
## UPCC Fitness Survey



	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	TOTAL
Punctuality	66.18% 45	23.53% 16	5.88% 4	2.94% 2	1.47% 1	68
Ease of Scheduling Sessions	41.79% 28	31.34% 21	17.91% 12	8.96% 6	0.00% 0	67
Program Design & Quality	43.28% 29	31.34% 21	14.93% 10	8.96% 6	1.49% 1	67
Knowledge	63.08% 41	20.00% 13	10.77% 7	6.15% 4	0.00% 0	65
Engagement	67.16% 45	17.91% 12	8.96% 6	2.99% 2	2.99% 2	67

### Q17 Which Group fitness classes (if any) do you attend at UPCC Fitness Centre? (Check all that apply)

Answered: 312 Skipped: 286



^ Collapse

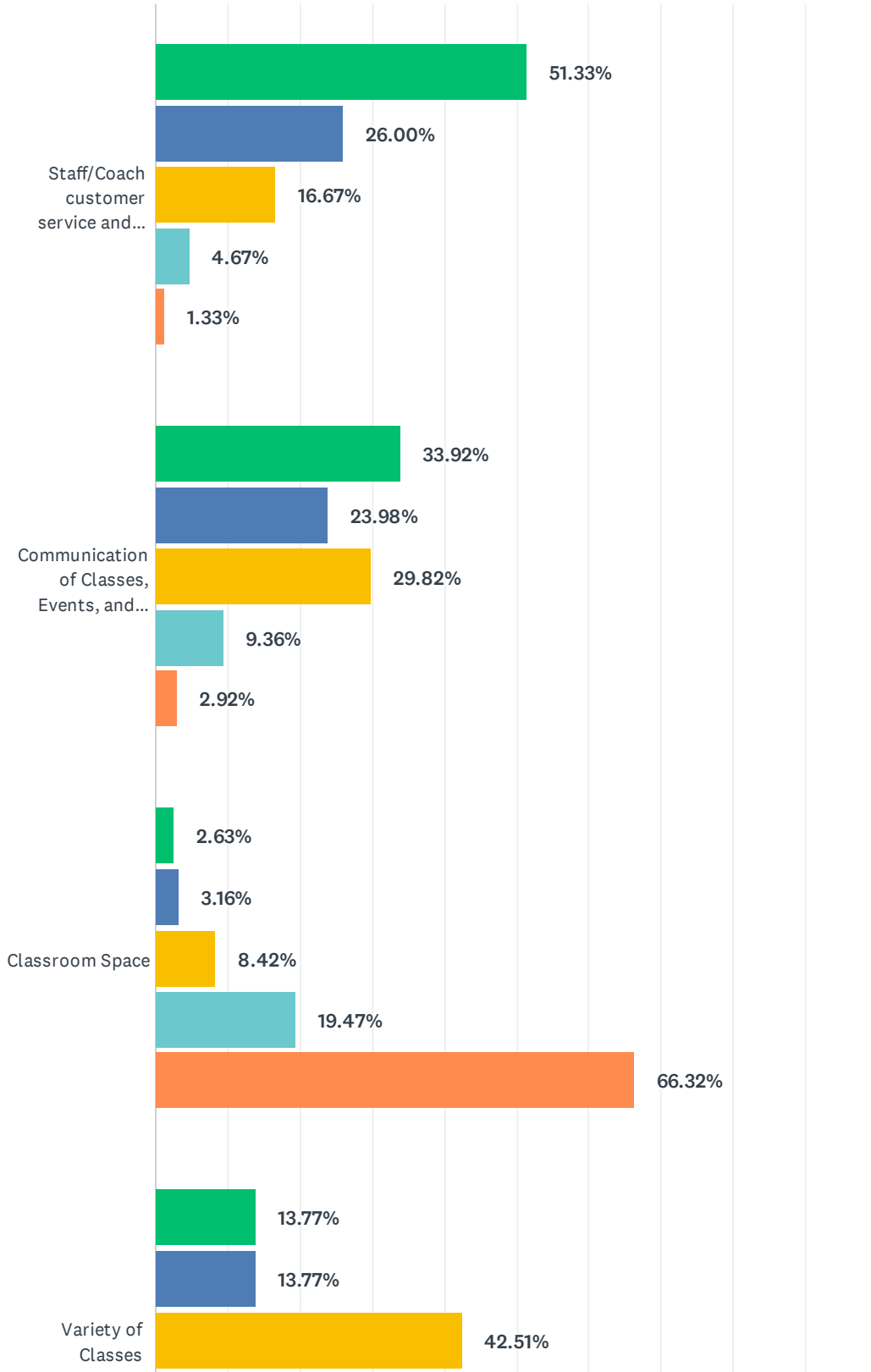
Answer Choices ↓	Percentage ↓	Responses ↓	
● None of the above	58.01%	181	...
<b>Total</b>		<b>312</b>	

## UPCC Fitness Survey

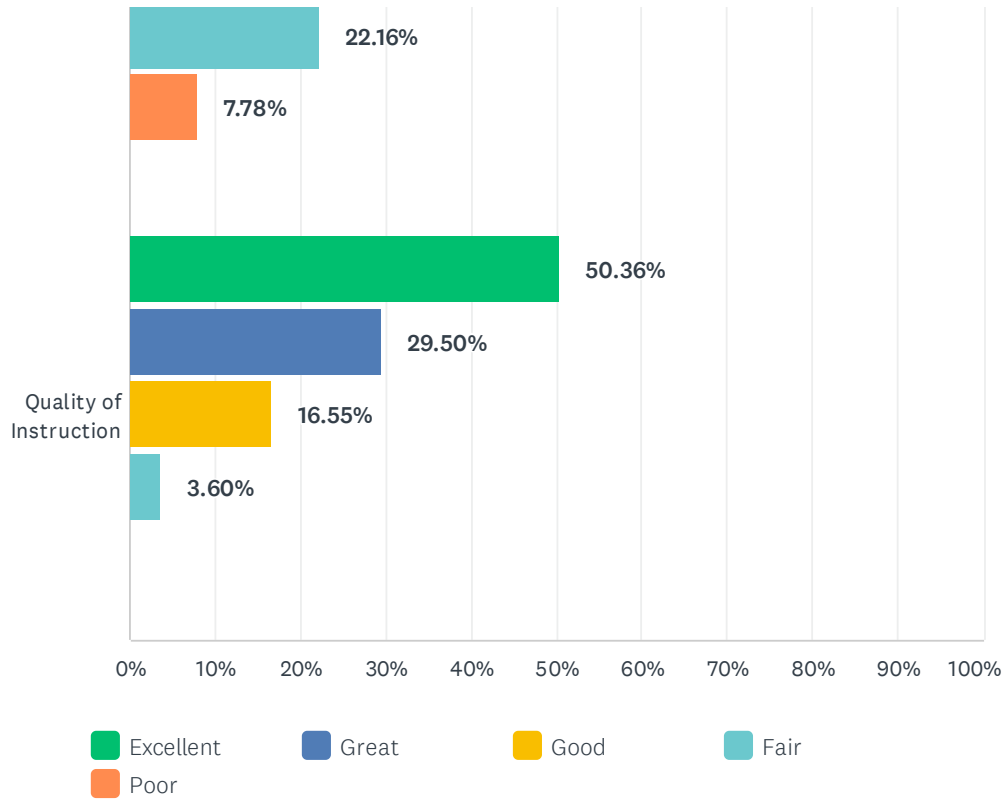
Answer Choices ↓	Percentage ↓	Responses ↓	
<span style="color: #4F81BD;">●</span> Balance & Stretch	21.47%	67	...
<span style="color: #FFC000;">●</span> Core & Stretch	16.03%	50	...
<span style="color: #4DC0C5;">●</span> Total Body Strength	14.42%	45	...
<span style="color: #FF7F50;">●</span> YOGA	12.82%	40	...
<span style="color: #6A5ACD;">●</span> Pilates Mat	11.86%	37	...
<span style="color: #C71585;">●</span> Barre & Beyond	8.65%	27	...
<span style="color: #BDB76B;">●</span> Dancing through the Decades	8.01%	25	...
<span style="color: #DC143C;">●</span> Water Worx ( AQUA )	8.01%	25	...
<span style="color: #696969;">●</span> Tai chi	3.21%	10	...
<span style="color: #00B050;">●</span> Qigong	2.24%	7	...
<b>Total</b>		<b>312</b>	

# Q18 Rate each of the following in terms of Group Fitness Classes at UPCC:

Answered: 284 Skipped: 314



## UPCC Fitness Survey



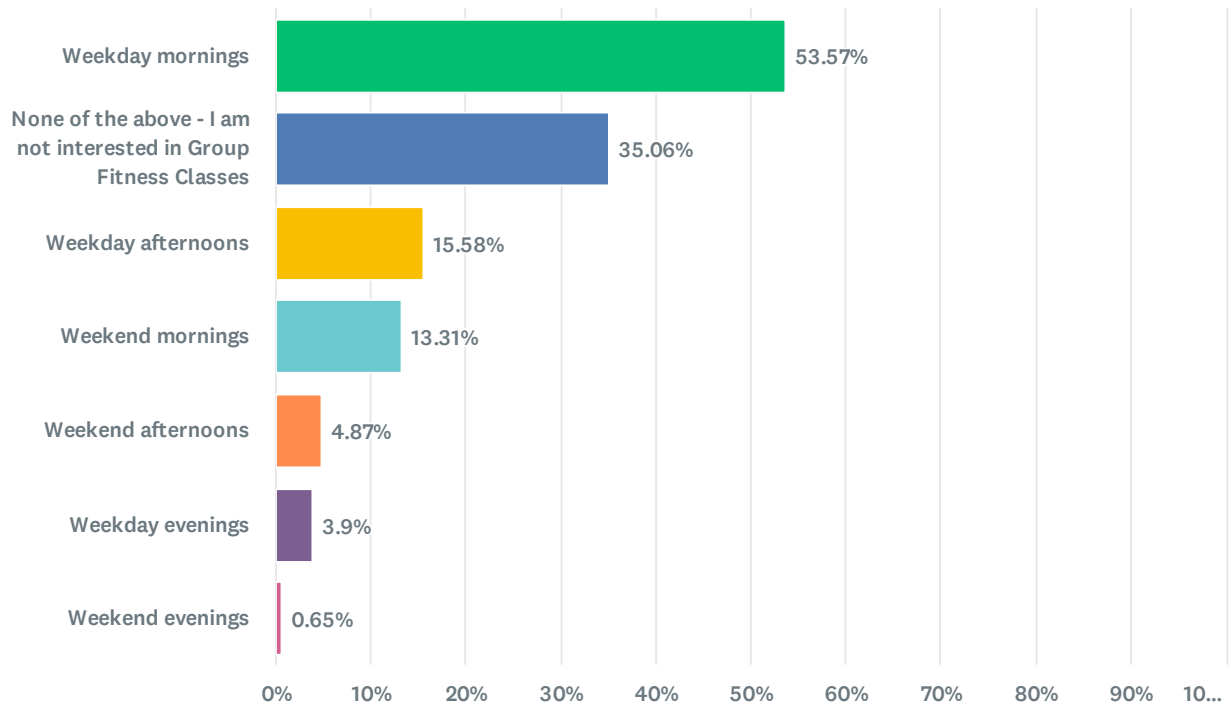
	EXCELLENT	GREAT	GOOD	FAIR	POOR	TOTAL	WEIGHTED AVERAGE
Staff/Coach customer service and helpfulness	51.33% 77	26.00% 39	16.67% 25	4.67% 7	1.33% 2	150	4.21
Communication of Classes, Events, and Clinics	33.92% 58	23.98% 41	29.82% 51	9.36% 16	2.92% 5	171	3.77
Classroom Space	2.63% 5	3.16% 6	8.42% 16	19.47% 37	66.32% 126	190	1.56
Variety of Classes	13.77% 23	13.77% 23	42.51% 71	22.16% 37	7.78% 13	167	3.04
Quality of Instruction	50.36% 70	29.50% 41	16.55% 23	3.60% 5	0.00% 0	139	4.27

**Q19 Are there any group fitness classes we do not currently offer that you would like us to add? Please share your recommendations.**

Answered: 99 Skipped: 499

## Q20 What days are you most likely to attend Group Fitness Classes? (Check all that apply)

Answered: 308 Skipped: 290



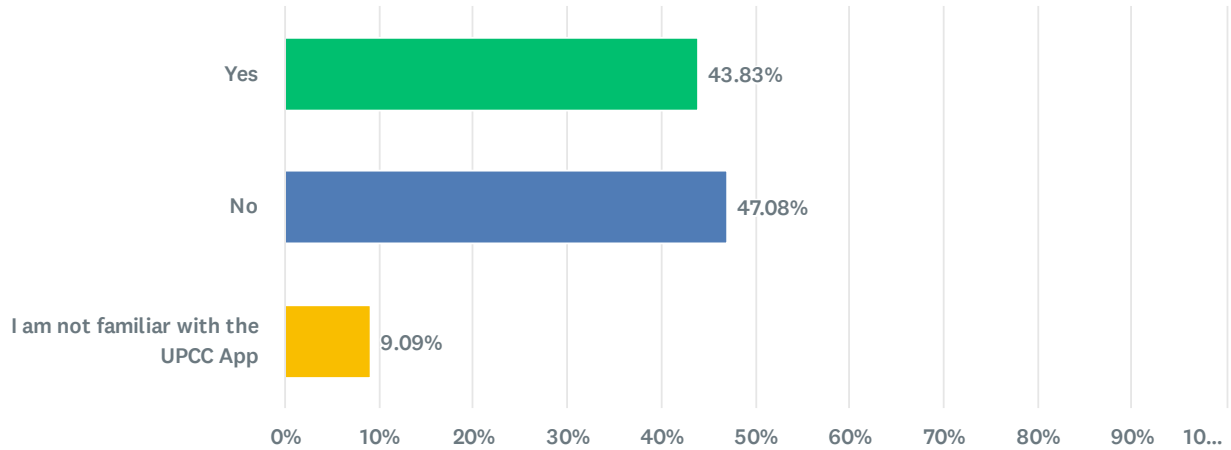
Answer Choices ↓	Percentage ↓	Responses ↓	
<span style="color: green;">●</span> Weekday mornings	53.57%	165	...
<span style="color: blue;">●</span> None of the above - I am not interested in Group Fitness Classes	35.06%	108	...
<span style="color: yellow;">●</span> Weekday afternoons	15.58%	48	...
<span style="color: teal;">●</span> Weekend mornings	13.31%	41	...
<span style="color: orange;">●</span> Weekend afternoons	4.87%	15	...
<span style="color: purple;">●</span> Weekday evenings	3.90%	12	...
<b>Total</b>		<b>308</b>	

# UPCC Fitness Survey

Answer Choices ↓	Percentage ↓	Responses ↓	
● Weekend evenings	0.65%	2	...
<b>Total</b>		<b>308</b>	

## Q21 Do you use the UPCC Website/APP to reserve classes or other services at UPCC?

Answered: 308 Skipped: 290



Answer Choices ↓	Percentage ↓	Responses ↓
<span style="color: green;">●</span> Yes	43.83%	135 ...
<span style="color: blue;">●</span> No	47.08%	145 ...
<span style="color: orange;">●</span> I am not familiar with the UPCC App	9.09%	28 ...
<b>Total</b>		<b>308</b>

Q22 What aspects of our Fitness Centre would you like to see improved or updated? (i.e. space, equipment, personnel, etc.)

Answered: 254 Skipped: 344

## Q23 What do you enjoy most about the Fitness and Wellness program at UPCC?

Answered: 222 Skipped: 376

**Q24 What changes would make the biggest positive impact to your Fitness and Wellness experience at UPCC?**

Answered: 228 Skipped: 370