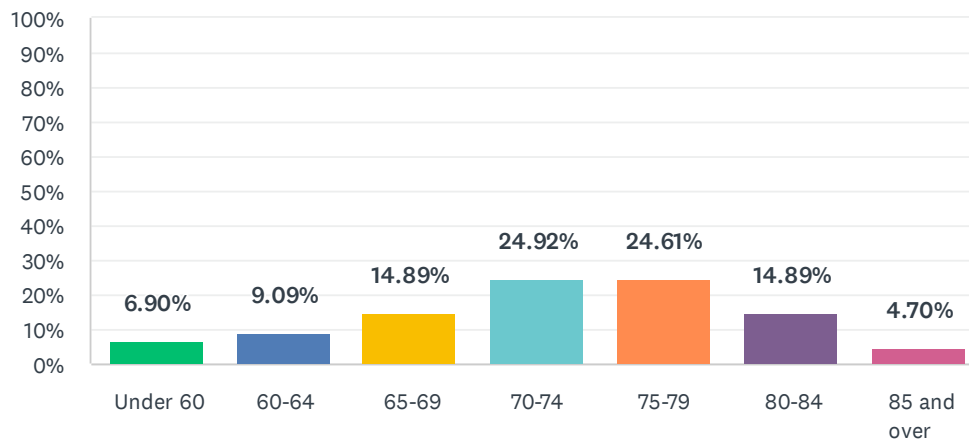


# Q1 What is your age?

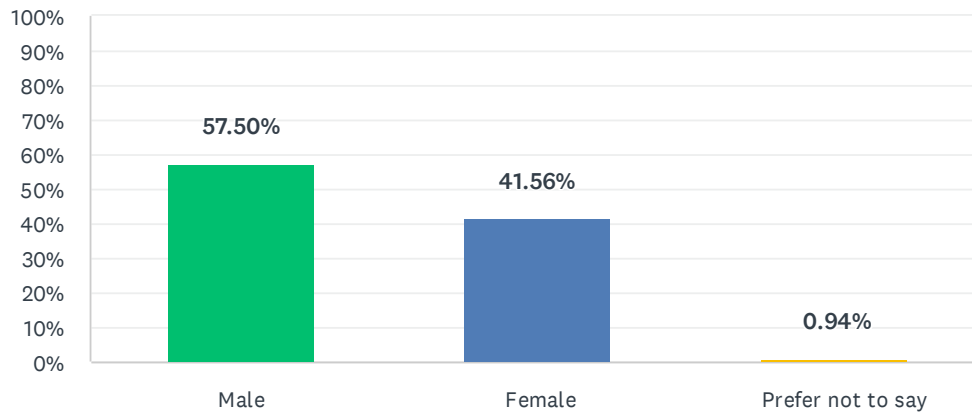
Answered: 638 Skipped: 4



ANSWER CHOICES	RESPONSES	
Under 60	6.90%	44
60-64	9.09%	58
65-69	14.89%	95
70-74	24.92%	159
75-79	24.61%	157
80-84	14.89%	95
85 and over	4.70%	30
<b>TOTAL</b>		<b>638</b>

## Q2 What is your gender?

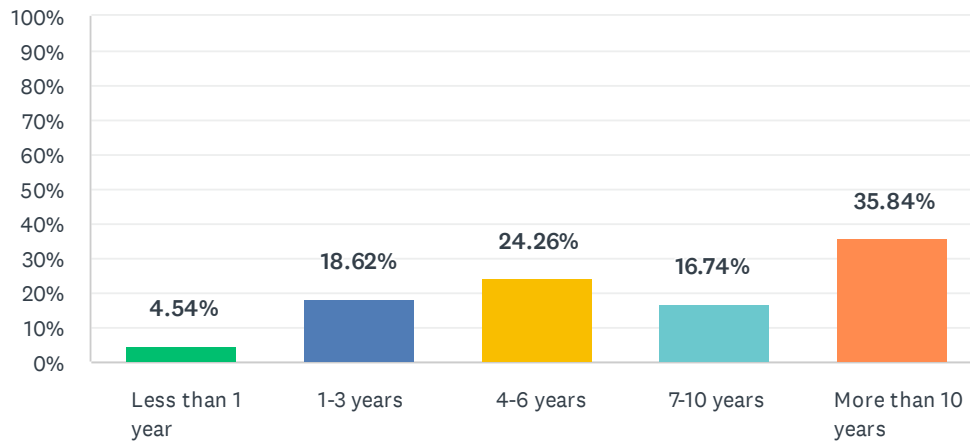
Answered: 640 Skipped: 2



ANSWER CHOICES	RESPONSES	
Male	57.50%	368
Female	41.56%	266
Prefer not to say	0.94%	6
<b>TOTAL</b>		<b>640</b>

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

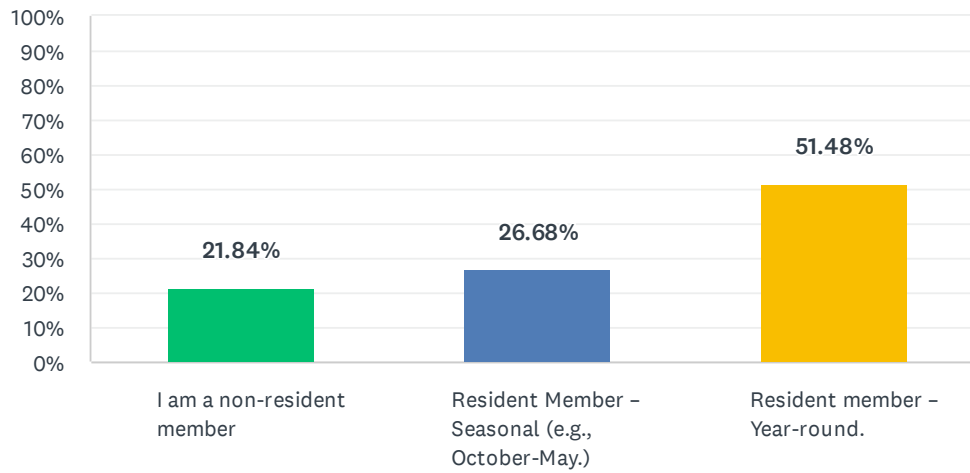
Answered: 639 Skipped: 3



ANSWER CHOICES	RESPONSES	
Less than 1 year	4.54%	29
1-3 years	18.62%	119
4-6 years	24.26%	155
7-10 years	16.74%	107
More than 10 years	35.84%	229
<b>TOTAL</b>		<b>639</b>

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

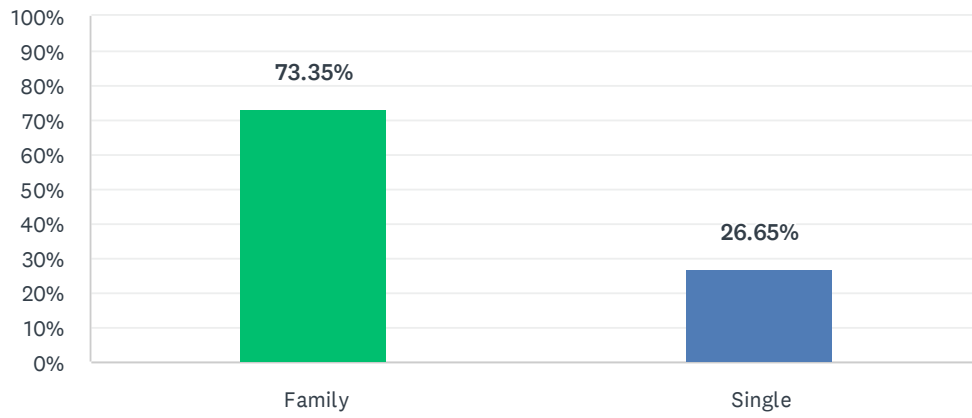
Answered: 641 Skipped: 1



ANSWER CHOICES	RESPONSES	
I am a non-resident member	21.84%	140
Resident Member – Seasonal (e.g., October-May.)	26.68%	171
Resident member – Year-round.	51.48%	330
<b>TOTAL</b>		<b>641</b>

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

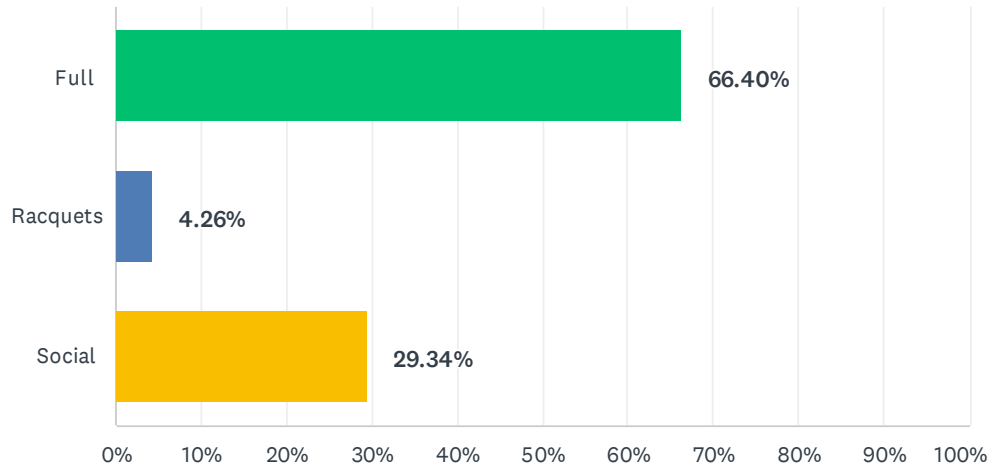
Answered: 638 Skipped: 4



ANSWER CHOICES	RESPONSES	
Family	73.35%	468
Single	26.65%	170
<b>TOTAL</b>		<b>638</b>

## Q6 What Membership Category do you have?

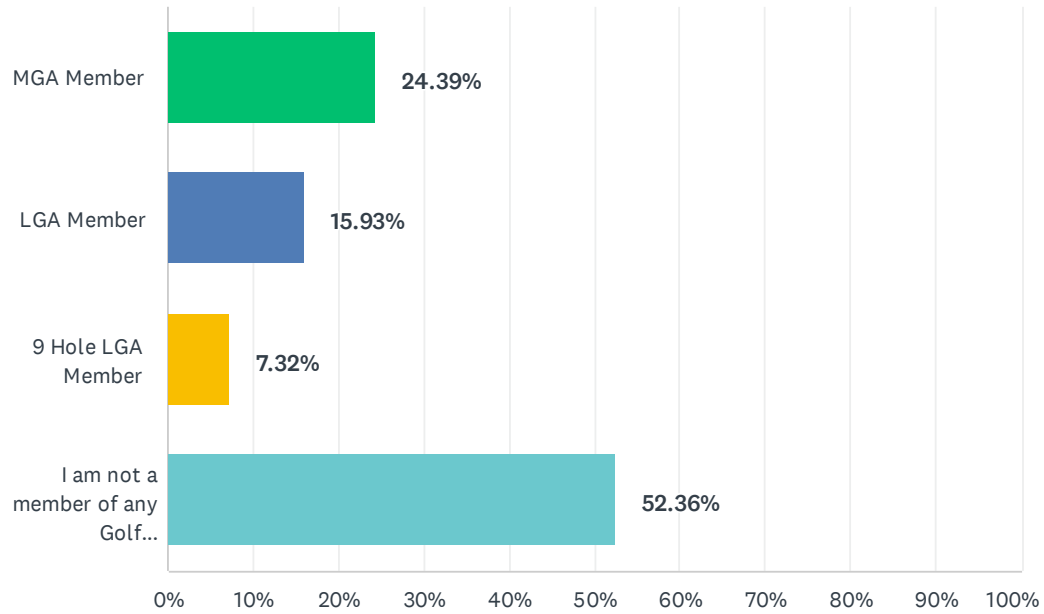
Answered: 634 Skipped: 8



ANSWER CHOICES	RESPONSES	
Full	66.40%	421
Racquets	4.26%	27
Social	29.34%	186
TOTAL		634

## Q7 Are you a Member of a Golf Association?

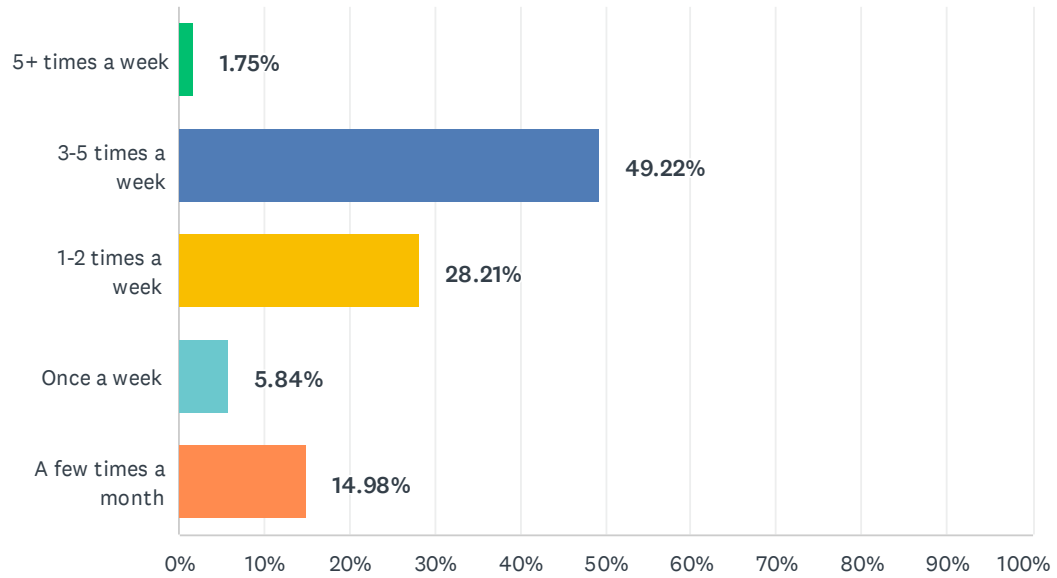
Answered: 615 Skipped: 27



ANSWER CHOICES	RESPONSES	
MGA Member	24.39%	150
LGA Member	15.93%	98
9 Hole LGA Member	7.32%	45
I am not a member of any Golf Association.	52.36%	322
<b>TOTAL</b>		<b>615</b>

## Q8 How often do you play golf at UPCC?

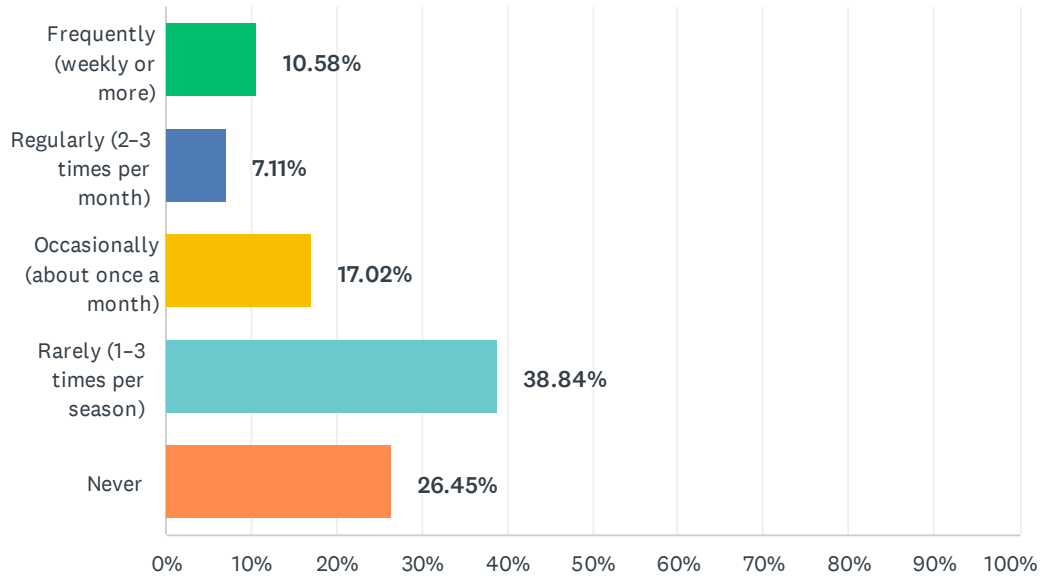
Answered: 514 Skipped: 128



ANSWER CHOICES	RESPONSES	
5+ times a week	1.75%	9
3-5 times a week	49.22%	253
1-2 times a week	28.21%	145
Once a week	5.84%	30
A few times a month	14.98%	77
<b>TOTAL</b>		<b>514</b>

## Q9 How often do you play golf at outside courses?

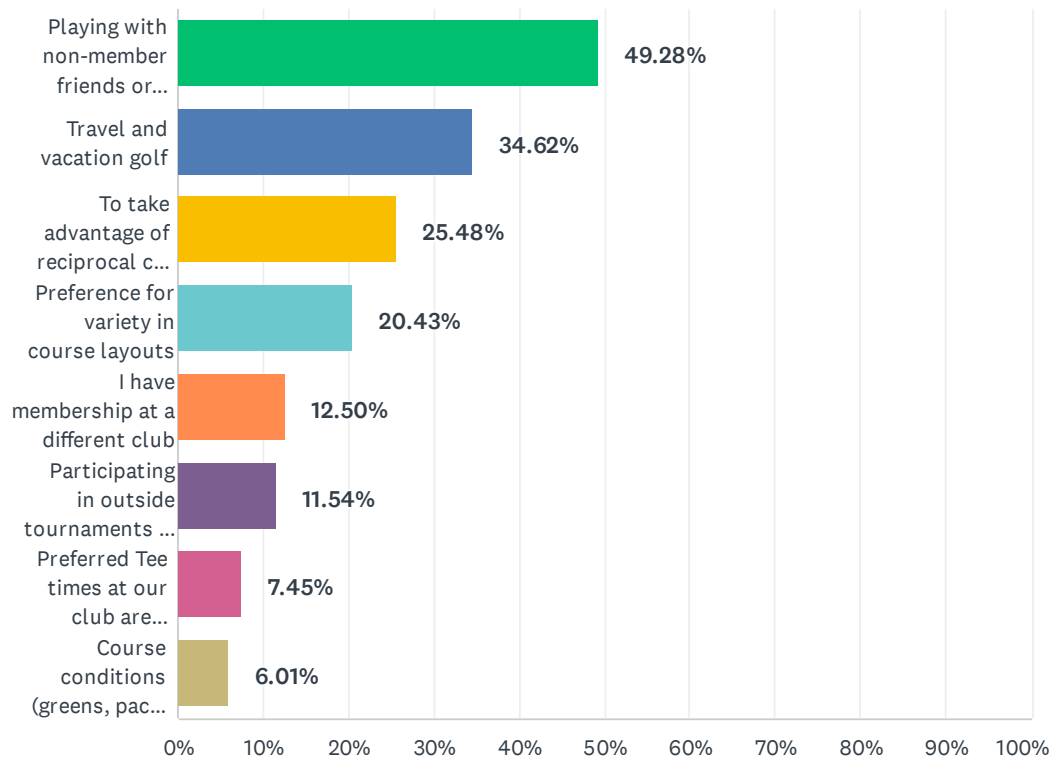
Answered: 605 Skipped: 37



ANSWER CHOICES	RESPONSES	
Frequently (weekly or more)	10.58%	64
Regularly (2-3 times per month)	7.11%	43
Occasionally (about once a month)	17.02%	103
Rarely (1-3 times per season)	38.84%	235
Never	26.45%	160
<b>TOTAL</b>		<b>605</b>

## Q10 Reasons you are playing outside courses? (Check all that apply)

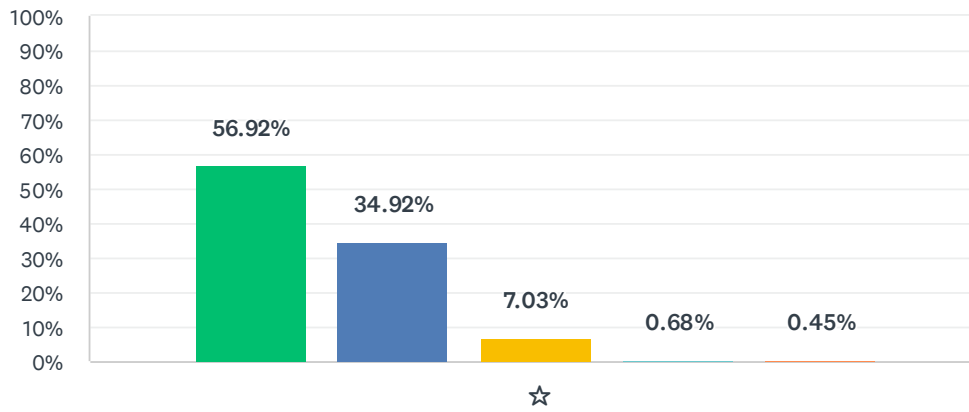
Answered: 416 Skipped: 226



ANSWER CHOICES	RESPONSES	
Playing with non-member friends or family	49.28%	205
Travel and vacation golf	34.62%	144
To take advantage of reciprocal club access	25.48%	106
Preference for variety in course layouts	20.43%	85
I have membership at a different club	12.50%	52
Participating in outside tournaments or leagues	11.54%	48
Preferred Tee times at our club are unavailable	7.45%	31
Course conditions (greens, pace of play, etc.)	6.01%	25
Total Respondents: 416		

### Q11 How would you rate the overall condition of the golf course?

Answered: 441 Skipped: 201

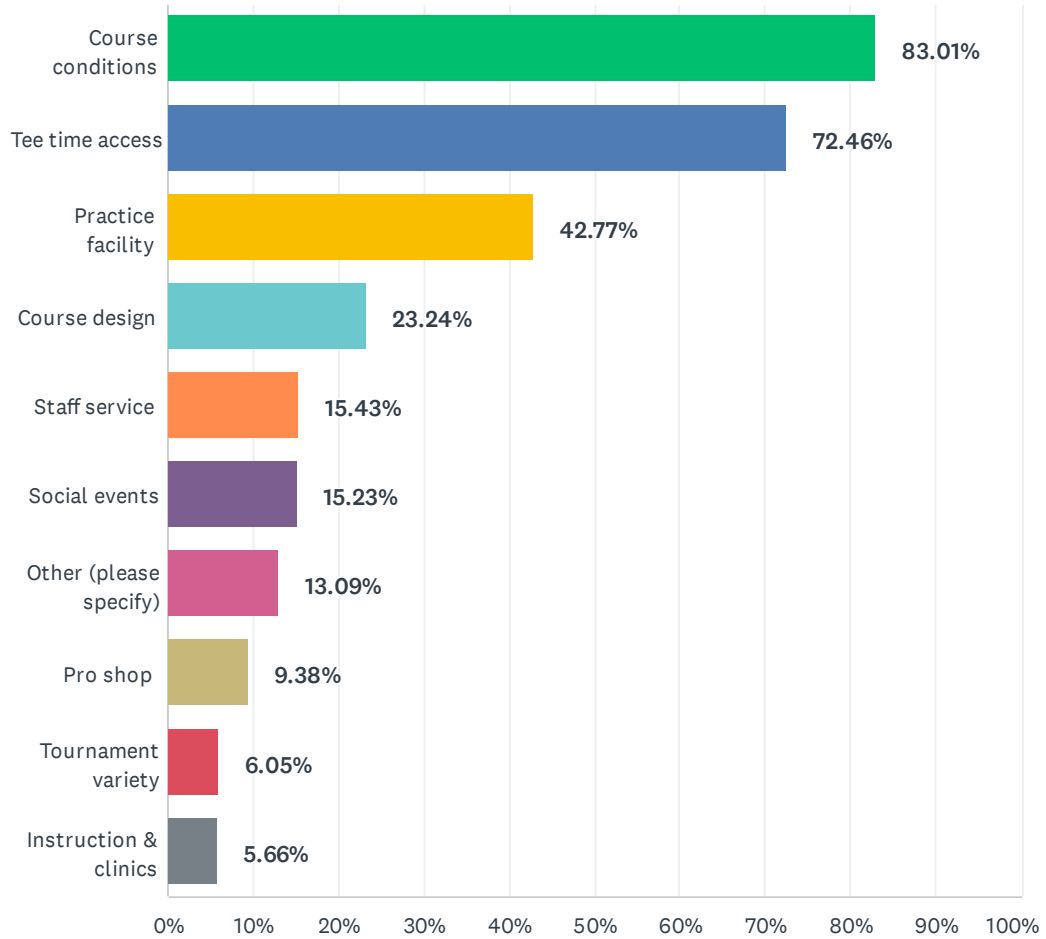


■ Excellent: C...   
 ■ Very Good   
 ■ Good   
 ■ Fair  
■ Poor: Cours...

	EXCELLENT: COURSE IS CONSISTENTLY IN TOP CONDITION.	VERY GOOD	GOOD	FAIR	POOR: COURSE IS IN UNACCEPTABLE CONDITION AND NEEDS SIGNIFICANT IMPROVEMENT.	TOTAL	WEIGHTED AVERAGE
☆	56.92% 251	34.92% 154	7.03% 31	0.68% 3	0.45% 2	441	4.47

# Q12 What are the top 3 most important aspects in your golf experience? (Check only 3 boxes)

Answered: 512 Skipped: 130

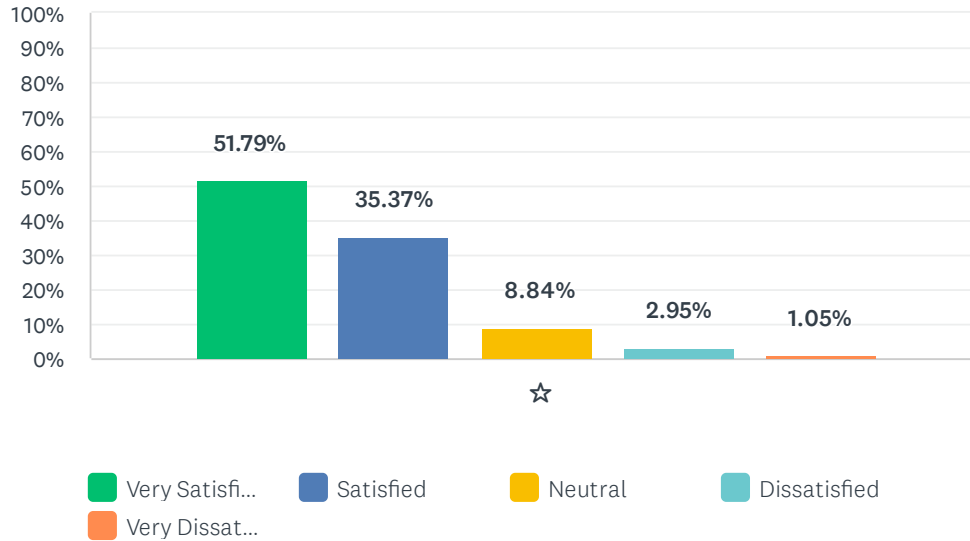


## UPCC Golf Survey

ANSWER CHOICES	RESPONSES	
Course conditions	83.01%	425
Tee time access	72.46%	371
Practice facility	42.77%	219
Course design	23.24%	119
Staff service	15.43%	79
Social events	15.23%	78
Other (please specify)	13.09%	67
Pro shop	9.38%	48
Tournament variety	6.05%	31
Instruction & clinics	5.66%	29
Total Respondents: 512		

### Q13 How satisfied are you with the golf practice facilities (range, chipping/putting areas)?

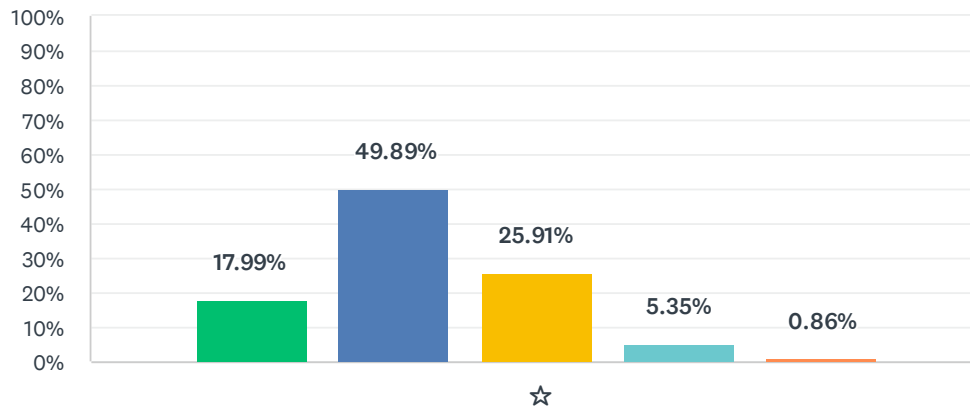
Answered: 512 Skipped: 130



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
☆	51.79% 246	35.37% 168	8.84% 42	2.95% 14	1.05% 5	475	4.34

## Q14 How satisfied are you with the pace of play?

Answered: 508 Skipped: 134

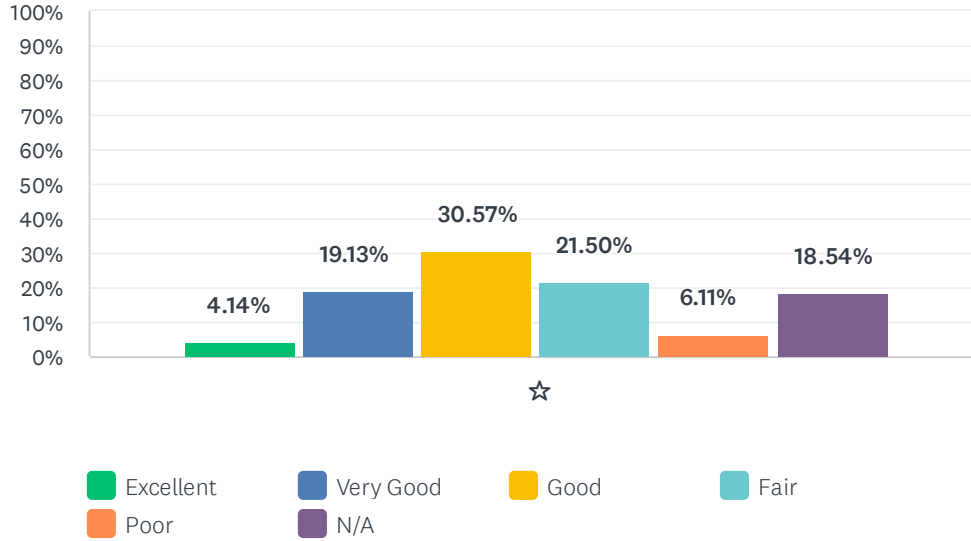


■ Very satisfi... 
 ■ Satisfied 
 ■ Neutral 
 ■ Dissatisfied 
 ■ Very Dissat...

	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
☆	17.99%	49.89%	25.91%	5.35%	0.86%	467	3.79
	84	233	121	25	4		

### Q15 Rate the availability of tee times during peak hours (8:00 am-10:00 am) in season (November-May).

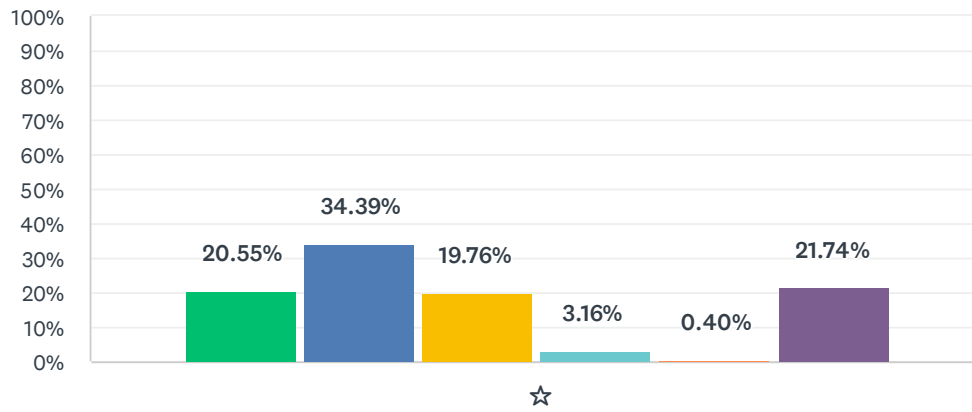
Answered: 507 Skipped: 135



	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	N/A	TOTAL	WEIGHTED AVERAGE
☆	4.14% 21	19.13% 97	30.57% 155	21.50% 109	6.11% 31	18.54% 94	507	2.92

### Q16 How user friendly is the Jonas tee time System for booking tee times?

Answered: 506 Skipped: 136

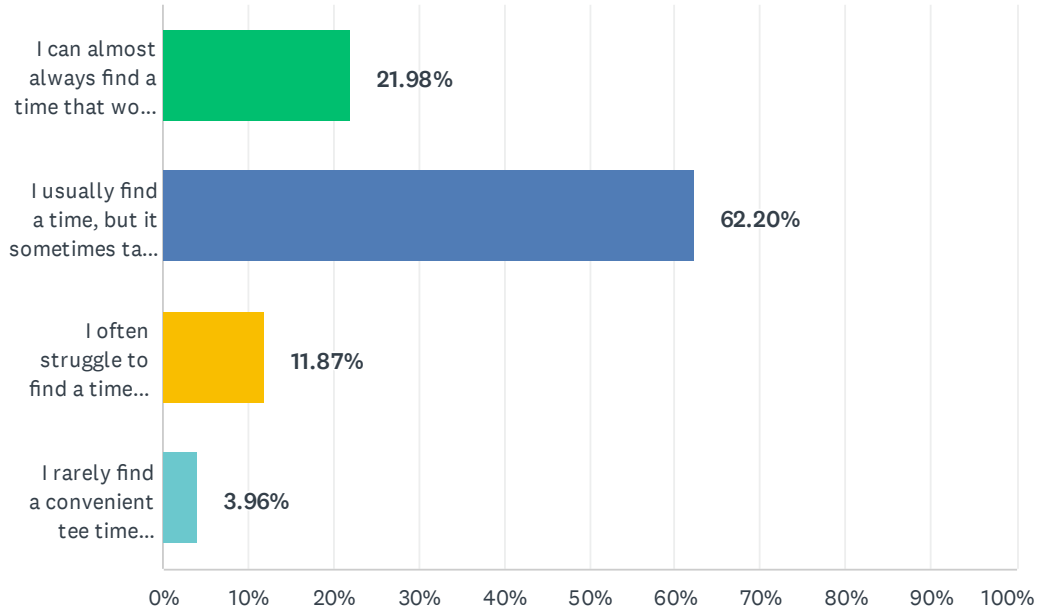


■ Very Easy    ■ Easy    ■ Neutral    ■ Difficult  
■ Very Difficult    ■ N/A

	VERY EASY	EASY	NEUTRAL	DIFFICULT	VERY DIFFICULT	N/A	TOTAL	WEIGHTED AVERAGE
☆	20.55% 104	34.39% 174	19.76% 100	3.16% 16	0.40% 2	21.74% 110	506	3.91

### Q17 During season (November-May), how often do you receive tee times that do not work for your schedule in season?

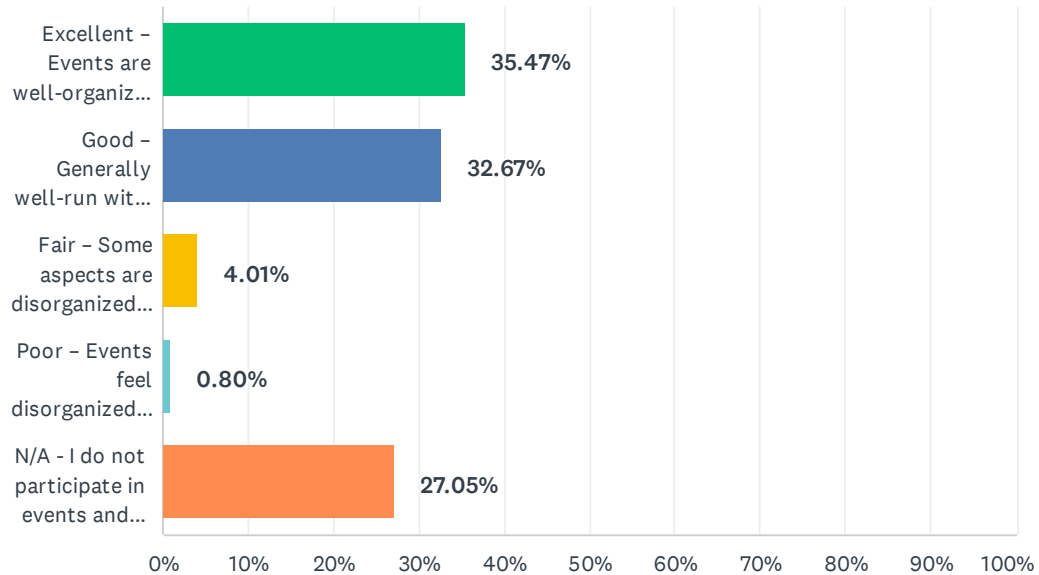
Answered: 455 Skipped: 187



ANSWER CHOICES	RESPONSES	
I can almost always find a time that works for me.	21.98%	100
I usually find a time, but it sometimes takes flexibility.	62.20%	283
I often struggle to find a time that fits my schedule.	11.87%	54
I rarely find a convenient tee time through Jonas.	3.96%	18
<b>TOTAL</b>		<b>455</b>

## Q18 How would you rate the organization and communication of tournaments or golf events?

Answered: 499 Skipped: 143



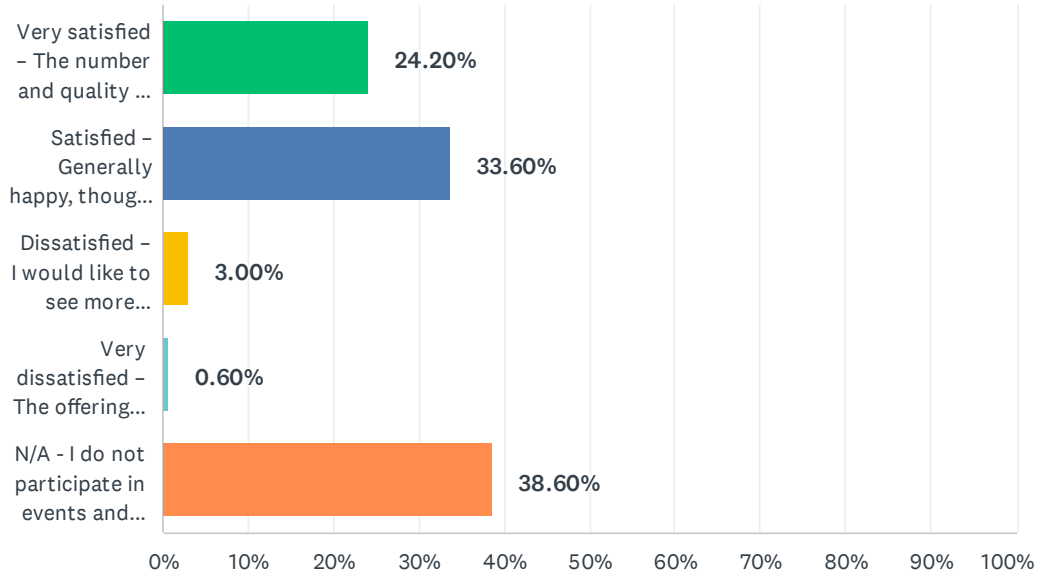
ANSWER CHOICES	RESPONSES	
Excellent – Events are well-organized and communication is clear and timely.	35.47%	177
Good – Generally well-run with only minor communication issues.	32.67%	163
Fair – Some aspects are disorganized or communication could be improved.	4.01%	20
Poor – Events feel disorganized and communication is often unclear or last-minute.	0.80%	4
N/A - I do not participate in events and tournaments.	27.05%	135
<b>TOTAL</b>		<b>499</b>

**Q19 Optional:** Please share your feedback on our tournaments and weekly groups (such as MGA, LGA, and 9-hole groups). What do you feel are the strengths of these events, and what areas could be improved?

Answered: 128   Skipped: 514

## Q20 How satisfied are you with the quality and number of golf tournaments offered at the club?

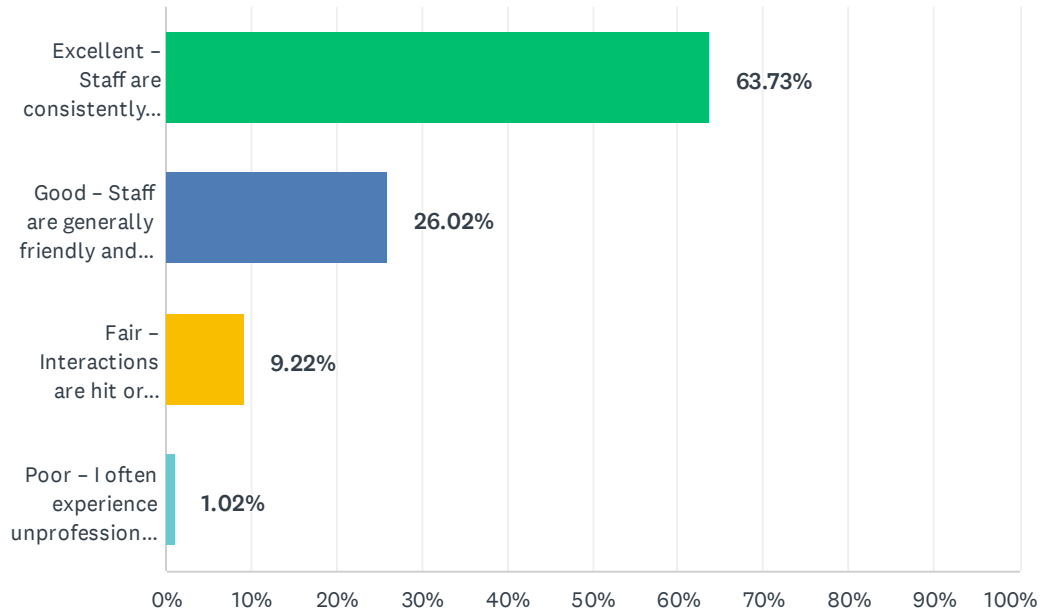
Answered: 500 Skipped: 142



ANSWER CHOICES	RESPONSES	
Very satisfied – The number and quality of tournaments meet or exceed my expectations.	24.20%	121
Satisfied – Generally happy, though a few improvements could be made.	33.60%	168
Dissatisfied – I would like to see more tournaments or better quality events.	3.00%	15
Very dissatisfied – The offerings do not meet my expectations in either quality or quantity.	0.60%	3
N/A - I do not participate in events and tournaments.	38.60%	193
<b>TOTAL</b>		<b>500</b>

## Q21 How would you rate the professionalism and friendliness of the Pro Shop staff?

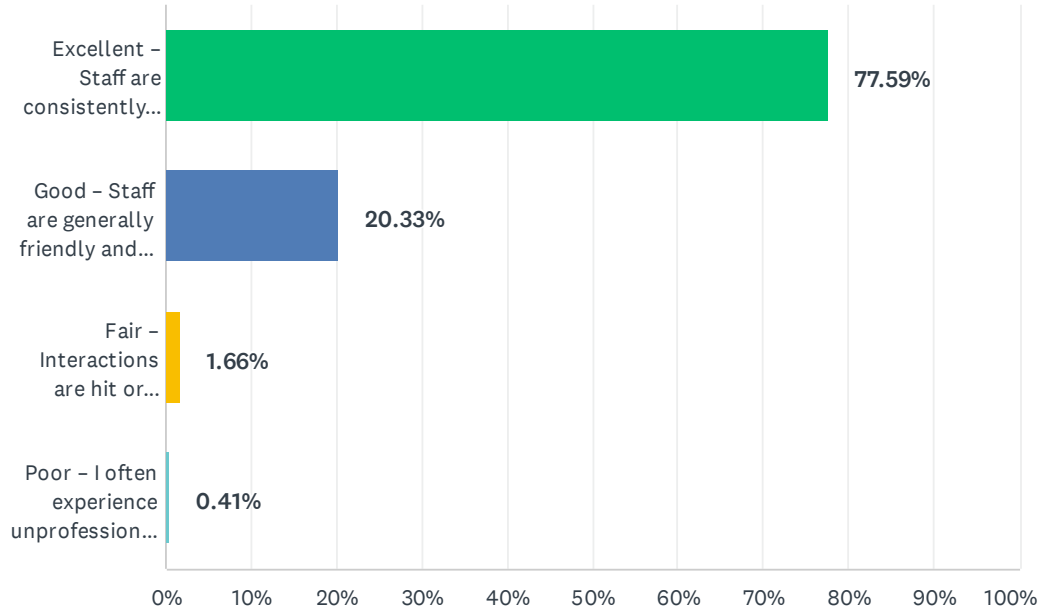
Answered: 488 Skipped: 154



ANSWER CHOICES	RESPONSES	
Excellent – Staff are consistently professional, welcoming, and helpful.	63.73%	311
Good – Staff are generally friendly and professional with occasional exceptions.	26.02%	127
Fair – Interactions are hit or miss; some staff could be more professional or approachable.	9.22%	45
Poor – I often experience unprofessional or unfriendly service.	1.02%	5
<b>TOTAL</b>		<b>488</b>

## Q22 How would you rate the professionalism and friendliness of the outside golf operations staff (Bag drop, starters, rangers)?

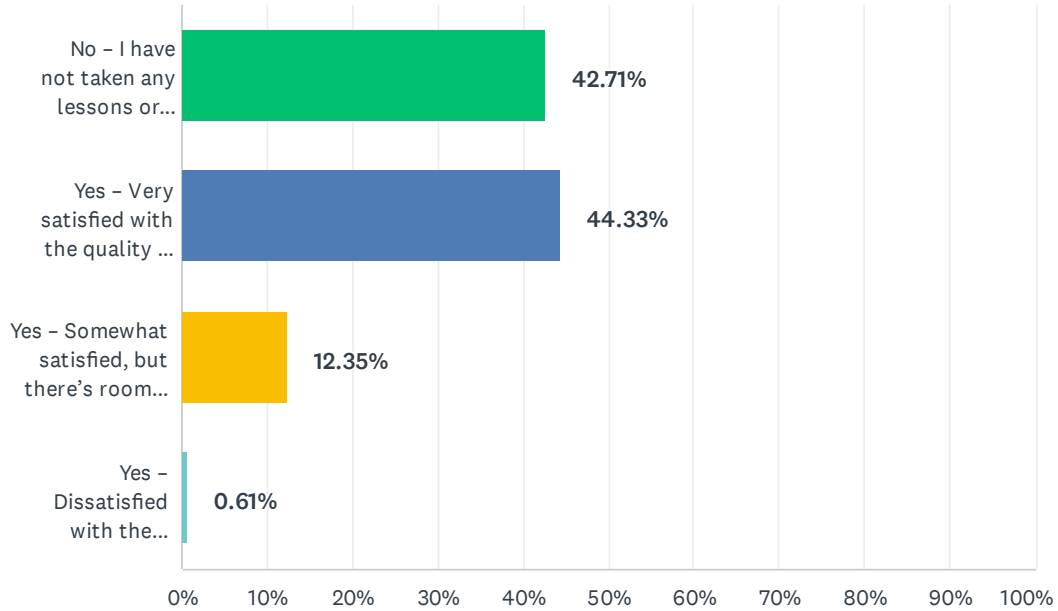
Answered: 482 Skipped: 160



ANSWER CHOICES	RESPONSES	
Excellent – Staff are consistently professional, welcoming, and helpful.	77.59%	374
Good – Staff are generally friendly and professional with occasional exceptions.	20.33%	98
Fair – Interactions are hit or miss; some staff could be more professional or approachable.	1.66%	8
Poor – I often experience unprofessional or unfriendly service.	0.41%	2
<b>TOTAL</b>		<b>482</b>

## Q23 Have you taken lessons or clinics at the club? If so, how satisfied are you with the instruction quality?

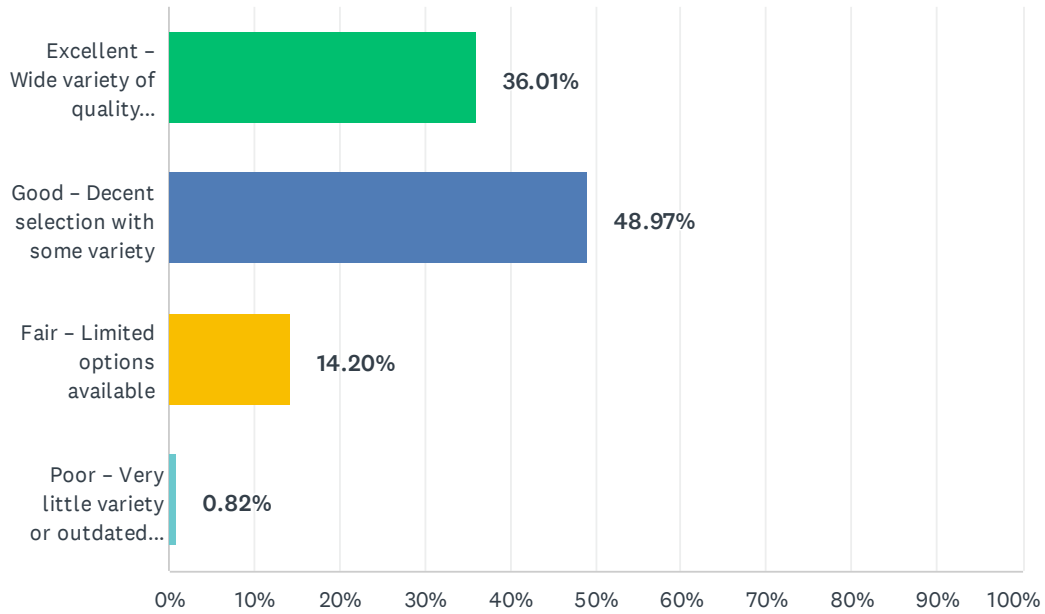
Answered: 494 Skipped: 148



ANSWER CHOICES	RESPONSES	
No - I have not taken any lessons or clinics at the club	42.71%	211
Yes - Very satisfied with the quality of instruction	44.33%	219
Yes - Somewhat satisfied, but there's room for improvement	12.35%	61
Yes - Dissatisfied with the quality of instruction	0.61%	3
<b>TOTAL</b>		<b>494</b>

## Q24 How would you rate the merchandise selection in the pro shop?

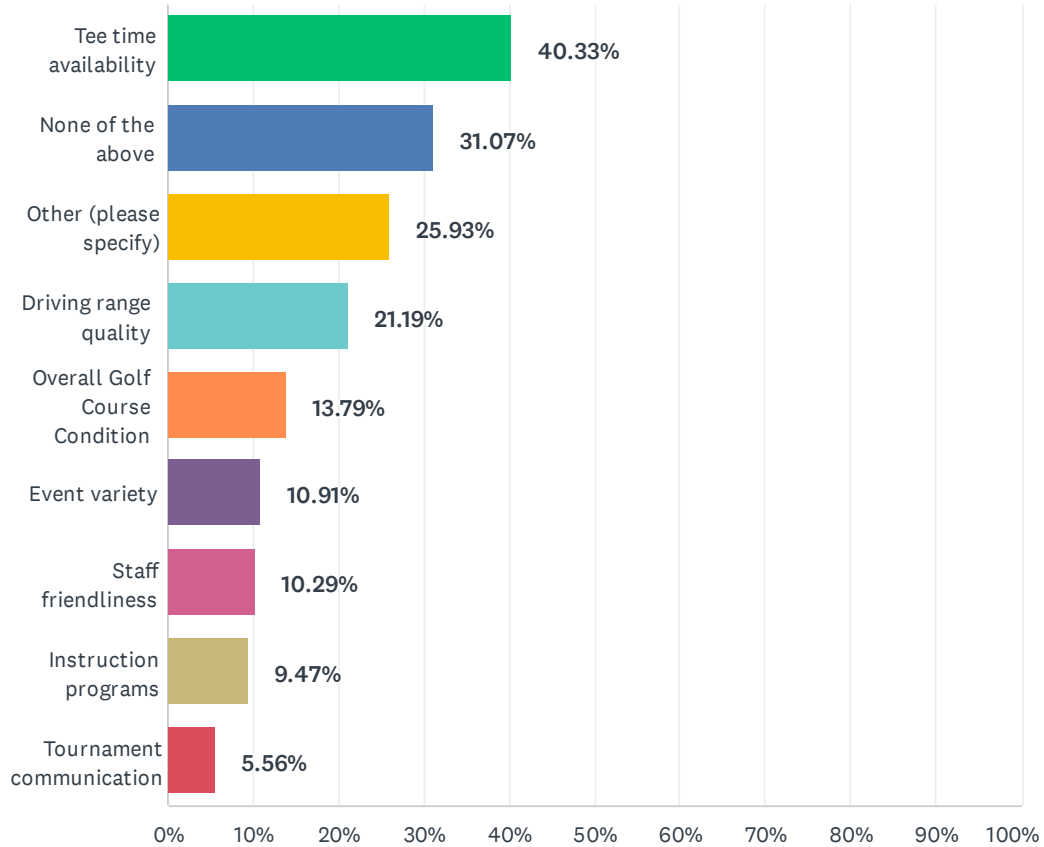
Answered: 486 Skipped: 156



ANSWER CHOICES	RESPONSES	
Excellent – Wide variety of quality merchandise	36.01%	175
Good – Decent selection with some variety	48.97%	238
Fair – Limited options available	14.20%	69
Poor – Very little variety or outdated inventory	0.82%	4
<b>TOTAL</b>		<b>486</b>

## Q25 What are the top 3 areas you believe need the most improvement? (Please select 3 options below.)

Answered: 486 Skipped: 156



ANSWER CHOICES	RESPONSES	
Tee time availability	40.33%	196
None of the above	31.07%	151
Other (please specify)	25.93%	126
Driving range quality	21.19%	103
Overall Golf Course Condition	13.79%	67
Event variety	10.91%	53
Staff friendliness	10.29%	50
Instruction programs	9.47%	46
Tournament communication	5.56%	27
Total Respondents: 486		

## Q26 What types of tournaments or events would you like to see more of?

Answered: 140 Skipped: 502

Q27 What do you value most about the golf experience at our club?

Answered: 282 Skipped: 360

**Q28 Are there any areas that could be improved to better serve your needs?**

Answered: 230 Skipped: 412