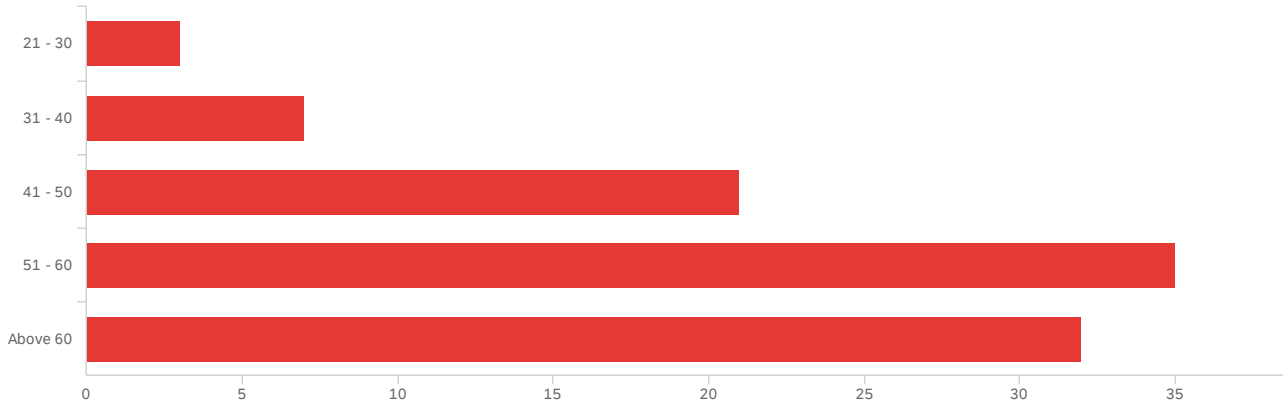
Default Report

Brackley Tennis Club Member Survey

5 September 2022 08:55 BST

Q2 - What is your age (in years)?

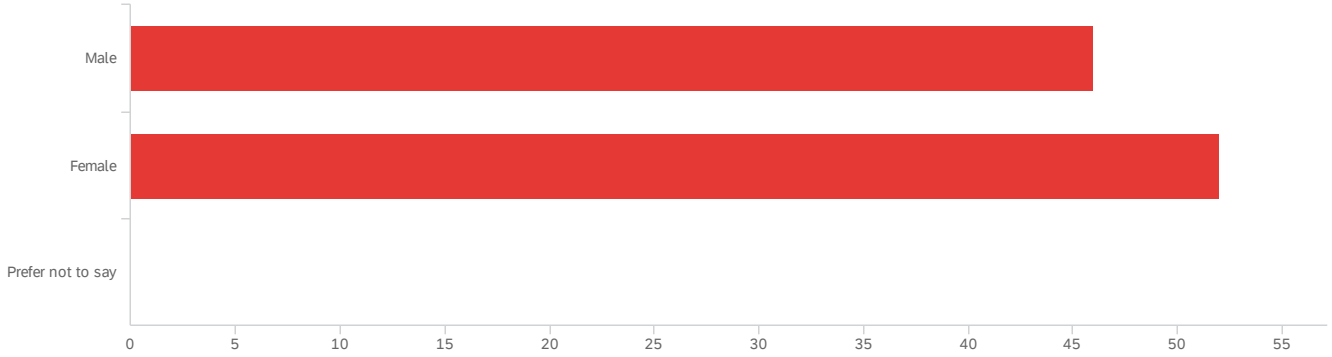


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your age (in years)?	1.00	5.00	3.88	1.04	1.09	98

#	Field		Choice Count
1	21 - 30	3.06%	3
2	31 - 40	7.14%	7
3	41 - 50	21.43%	21
4	51 - 60	35.71%	35
5	Above 60	32.65%	32
			98

Showing rows 1 - 6 of 6

Q3 - What is your sex?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your sex?	1.00	2.00	1.53	0.50	0.25	98

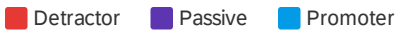
#	Field		Choice Count
1	Male	46.94%	46
2	Female	53.06%	52
3	Prefer not to say	0.00%	0
			98

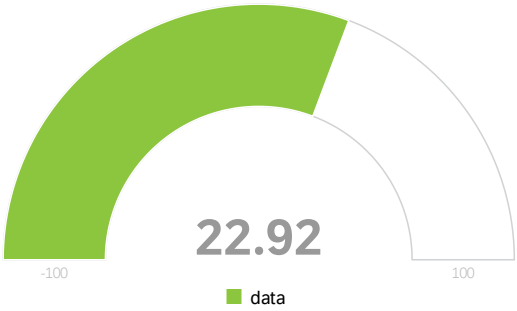
Showing rows 1 - 4 of 4

Q4 - How long have you been a member?

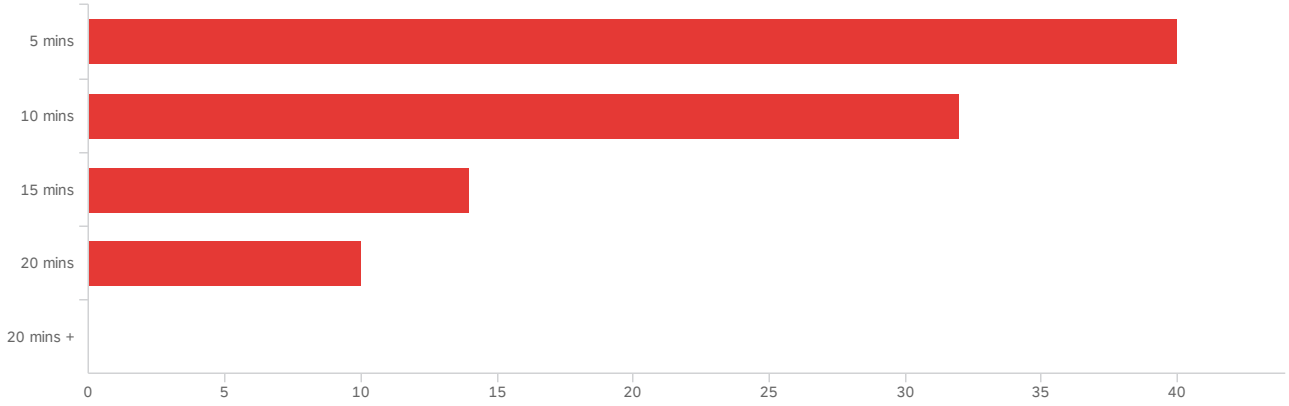
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Joined this year	0.00	40.00	8.13	11.19	125.27	95

Q5 - I would recommend the club to others:





Q6 - What is your average journey time to the club? (assume no traffic disruptions)

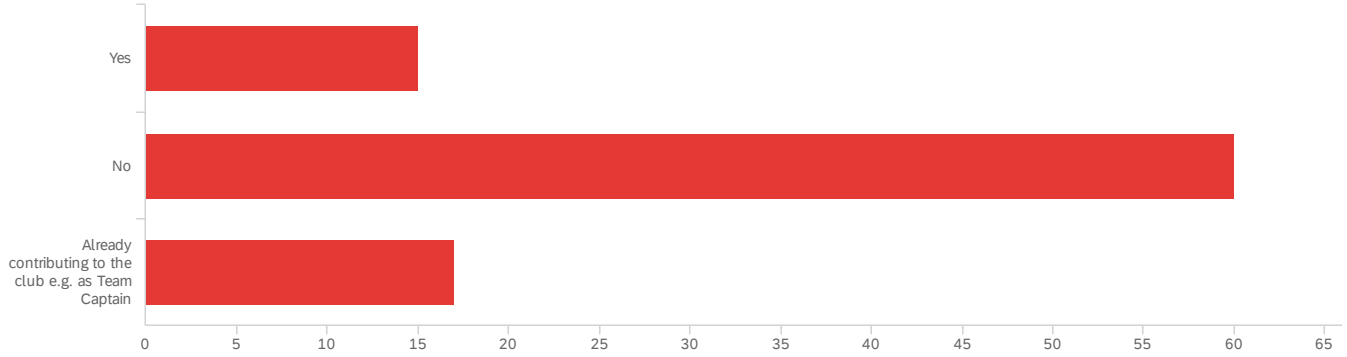


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your average journey time to the club? (assume no traffic disruptions)	1.00	4.00	1.94	0.99	0.98	96

#	Field		Choice Count
1	5 mins	41.67%	40
2	10 mins	33.33%	32
3	15 mins	14.58%	14
4	20 mins	10.42%	10
5	20 mins +	0.00%	0
			96

Showing rows 1 - 6 of 6

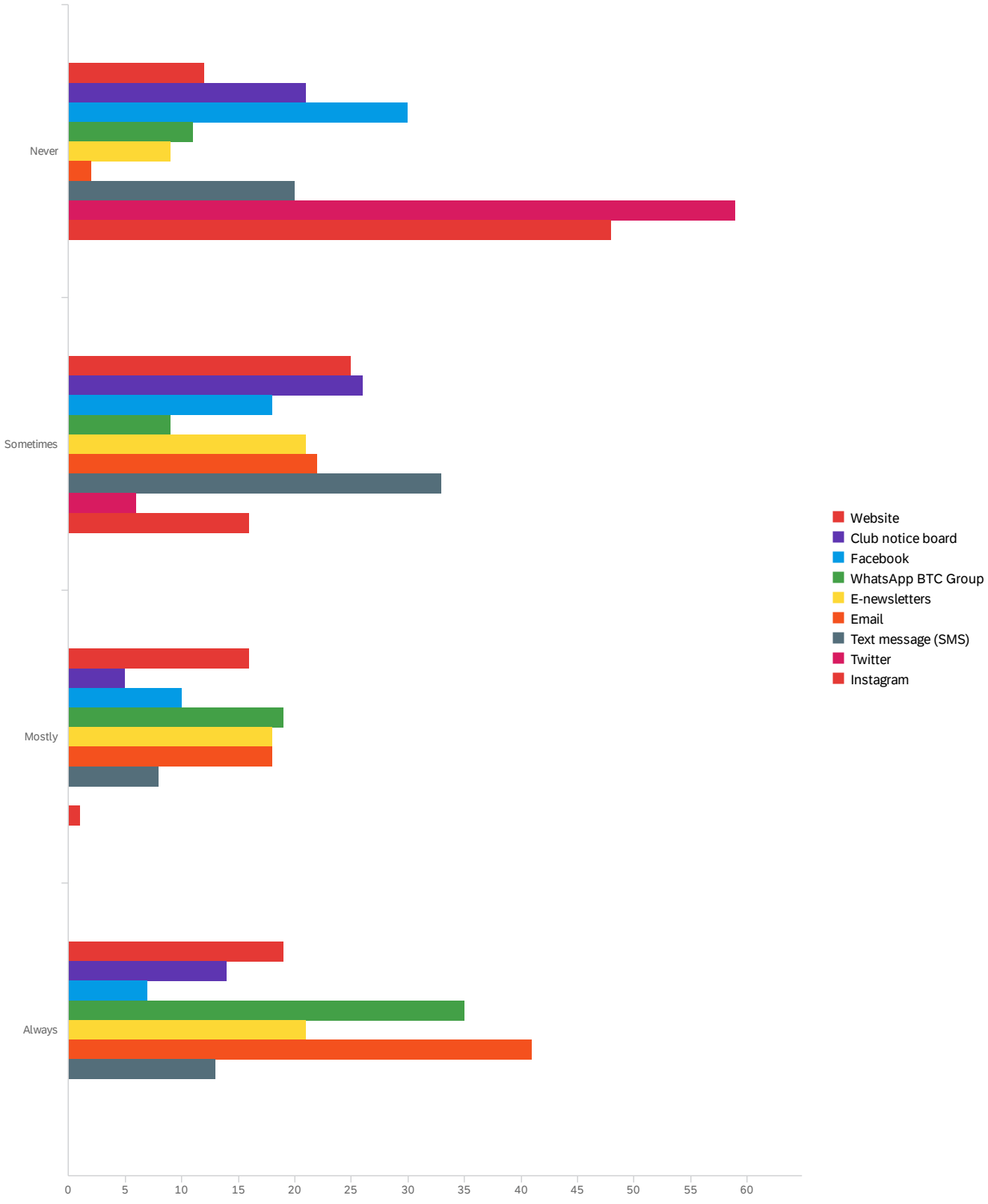
Q7 - Would you like to help the club with any volunteer work?



#	Field		Choice Count
1	Yes	16.30%	15
2	No	65.22%	60
4	Already contributing to the club e.g. as Team Captain	18.48%	17
			92

Showing rows 1 - 4 of 4

Q10 - How would you like the club to communicate with you? (select several of your most preferred)

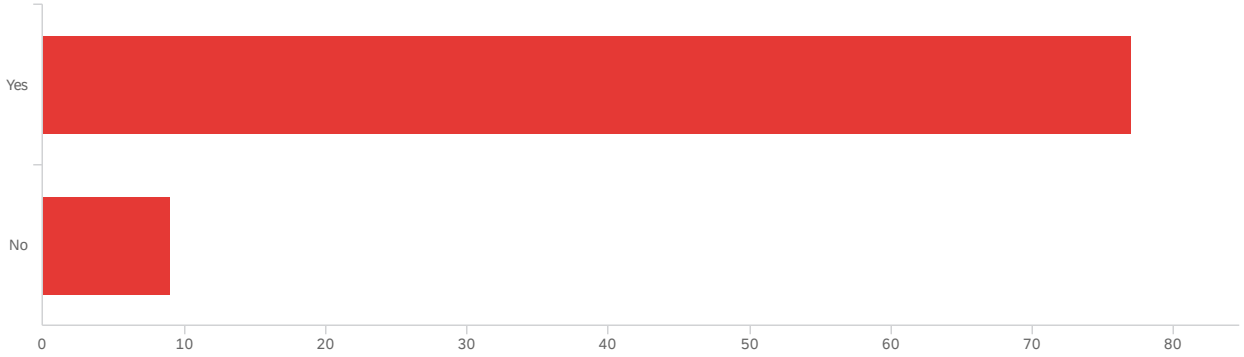


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Website	52.00	64.00	55.96	4.85	23.57	72
2	Club notice board	52.00	64.00	55.09	4.66	21.69	66
3	Facebook	52.00	64.00	53.88	3.59	12.88	65
4	WhatsApp BTC Group	52.00	64.00	58.31	5.42	29.43	74
5	E-newsletters	52.00	64.00	56.48	5.01	25.12	69
6	Email	52.00	64.00	58.63	5.32	28.35	83
7	Text message (SMS)	52.00	64.00	54.77	4.30	18.50	74
8	Twitter	52.00	53.00	52.09	0.29	0.08	65
9	Instagram	52.00	54.00	52.28	0.48	0.23	65

#	Field	Never		Sometimes		Mostly		Always		Total
1	Website	16.67%	12	34.72%	25	22.22%	16	26.39%	19	72
2	Club notice board	31.82%	21	39.39%	26	7.58%	5	21.21%	14	66
3	Facebook	46.15%	30	27.69%	18	15.38%	10	10.77%	7	65
4	WhatsApp BTC Group	14.86%	11	12.16%	9	25.68%	19	47.30%	35	74
5	E-newsletters	13.04%	9	30.43%	21	26.09%	18	30.43%	21	69
6	Email	2.41%	2	26.51%	22	21.69%	18	49.40%	41	83
7	Text message (SMS)	27.03%	20	44.59%	33	10.81%	8	17.57%	13	74
8	Twitter	90.77%	59	9.23%	6	0.00%	0	0.00%	0	65
9	Instagram	73.85%	48	24.62%	16	1.54%	1	0.00%	0	65

Showing rows 1 - 9 of 9

Q11 - Compared to other paid-for leisure activities, are our fees reasonable?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Compared to other paid-for leisure activities, are our fees reasonable?	1.00	2.00	1.10	0.31	0.09	86

#	Field		Choice Count
1	Yes	89.53%	77
2	No	10.47%	9
			86

Showing rows 1 - 3 of 3

Q12 - Could you please say more about: a) What is your main reason for being a member of this club? b) What would encourage you to play more?

Could you please say more about: a) What is your main reason for being a me...
good facilities, reasonable distance to travel, evening club session, familiarity
Exercise in a social setting and outdoors
Good value for money. Plenty of availability & encouragement from Tuesday morning ladies however more welcoming / mentoring for club sessions would be great as I feel a bit intimidated to just turn up & hope to fit in.
Other friends that play tennis are members. I find the fees a bit expensive only because since the courts are not covered, there is a limited period of time when you can actually play (for example not during winter).
Finding more people to just hit , no matches.
Mix ins
To play tennis
Want to play tennis all year around and want a fun social aspect
Handy to play either club nights or privately. Would play more if I had more free time
I love tennis, it is in walking distance from my house. The members are all very friendly. If I had more time I would play more. Maybe another club session added
My son plays tennis as part of a group with Paul Valentine
Social Member to support the club as no longer playing
Can’t comment on fees as I’m a life member
I think it is too expensive, hence I only have a play with kids membership this year, wish I could afford a full family one.
a) to play with my kids, b) if i joined as a full member
social tennis
a) familiarity b) more group coaching nights
Enjoy playing tennis
We enjoy playing tennis with our children
a) to play more tennis b) not sure yet

Could you please say more about: a) What is your main reason for being a me...

Enjoy tennis. More time!

Hit balls, no matches, find other like members.

Only 5minutes from home

Enjoying social tennis. Would like to see more social activities

I joined for my daughter to play and for me to play following a surgery

To become fit and enjoy meeting people

a) I would like to improve my tennis skills, I would like my daughters learn to play tennis and I would like to practice with my family.

I love tennis and the court surface which is easy on the body compared to hard courts. I play probably 3-4 times a week so will not play more.

Good courts, good range of players with the ability to play in matches, close to home. The only thing that I can think of to improve would be getting more people to enter the club tournaments - seems like a missed opportunity when only a few people enter.

To learn tennis and get fit. More things that don't require high standard of play or that bring you together with those who don't make it obvious they're frustrated by learners!

I am a member because I enjoy playing tennis with others

The surface, people you play with and good tennis

More socials and rusty racket sessions

Convenience of location. Social tournaments.

Love the sport and fitness

a) General Fitness b) nothing currently playing 2/3 x per week plus other activities

My son has lessons so had to join but would be interested in getting more involved

I like the friendly attitude of the Tuesday Ladies group and to a lesser extent the club evenings. I would like more opportunities to have reasonably priced coaching and more casual sessions where I could play with other similar standard players.

I join to play with nice people as well as league matches at a good level. I can’t play more than I already am

Parent membership good value

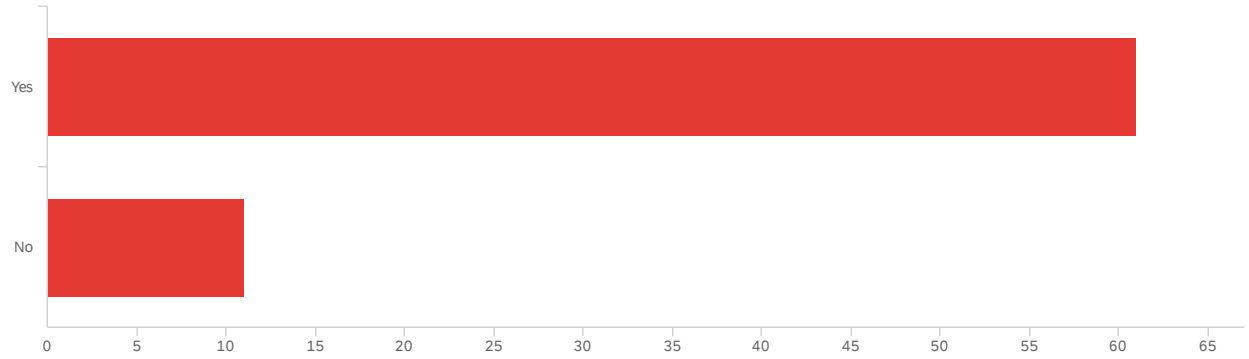
a) High quality facilities & friendly atmosphere b) being 20 years younger

Wanting to play tennis with like minded individuals. I regularly go to club sessions and enjoy them- I think we should do more social occasions linked to playing as it’s a shame that people play and then go home.

More regular coaching sessions. I now have to drive to other club for coaching.

Could you please say more about: a) What is your main reason for being a me...
Enjoyment and exercise are my main reasons for playing. It is a lovely social sport too.
To play matches and have a competitive games at the club with similar standard players
Fitness and game improvement
Enjoy the sport; league structure at the club
Children’s lessons
Use of the courts
My main reason is coaching
Enjoy tennis and fitness .
(a) To play informally with friends (b) more non-competitive informal groups - daytime
I enjoy the level of tennis. The league tennis
I love tennis, enjoy playing doubles and it is only walking distance from where I live oh and the member s are really nice too :-)
A. To meet people who are willing to play tennis with me esp in the day.b. I'd like more daytime sessions during the week
Main reason is for cardio and coaching - I have never played a match!
(A) Access to quality courts (B) More organised friendly sessions /coaching
Main reason : to play tennis - no time to play any more to be honest
To play tennis with friends
previous president committee member, team captain, secretary,ladies'captain, junior coach Friendly
More team matches
Nearest tennis club. Already playing as much as I can
Children are members
Enjoy playing with friends. Would like box league
Great courts, regular matches and good tennis standard.
Don’t think i can play more, although club sessions can be a little fraught

Q13 - The club organises an appropriate number of competitions per annum?

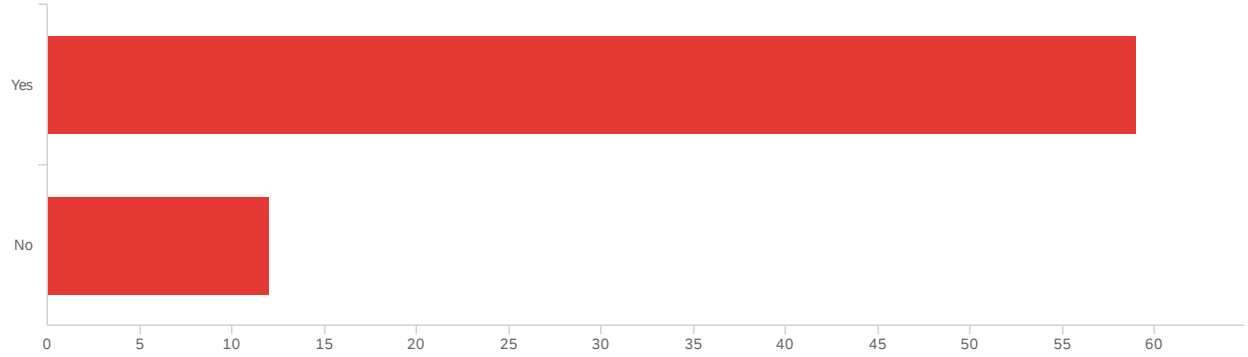


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The club organises an appropriate number of competitions per annum?	1.00	2.00	1.15	0.36	0.13	72

#	Field		Choice Count
1	Yes	84.72%	61
2	No	15.28%	11
			72

Showing rows 1 - 3 of 3

Q14 - The variety of competitions covers my needs?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The variety of competitions covers my needs?	23.00	24.00	23.17	0.37	0.14	71

#	Field		Choice Count
23	Yes	83.10%	59
24	No	16.90%	12
			71

Showing rows 1 - 3 of 3

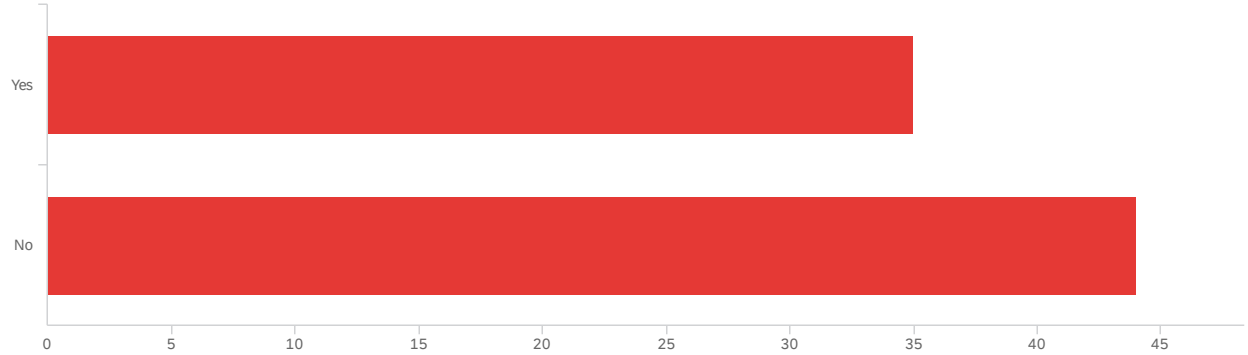
Q15 - If you would like another format of competition added, please describe what would suit you:

If you would like another format of competition added, please describe what...
more fun competitions
More social competitions
Something for less competent/ confident players
Singles would be good
Social Member
More ‘fun’ approach to tournaments. Often too competitive/intimidating.
I’m a complete beginning so n/a for me
I would like the Club advertise more their activities and attract more people from Brackley
Novice
Maybe something to encourage those of us who have not yet been good enough to play for any of the teams in a fun format competition. I feel intimidated to join in a randomly picked doubles competition as I fear I would be letting down a potentially good player were I to be randomly picked to play with them.
Childrens league please
League style ranking
Singles would be good
Perhaps box/ladder league within club
The club should run a performance oriented junior program and a number of competitions for juniors
Box league

Q16 - Do you want to compete but have never been asked? If yes, please give contact details here:

Do you want to compete but have never been asked? If yes, please give cont...
I would like to be part of a team but don't think I'm good enough! Sandy 07931725925
Don't want to compete
How will that ensure my data is anonymous??
I don't think I have the level to compete but I would like that the club would have activities for people that are not in competition level. In addition I believe because I have a family membership I am not allow to participate in any events? Which I think should be change.
I played one mixed doubles game at the end of the winter season but haven't been asked since. I know it's not the responsibility of the captains to provide feedback, but I don't know what I need to do to improve to make me good enough to play again for a team.
It's time mostly trying to organise the group of people to play their matches is not easy

Q20 - Have you had lessons or coaching over the past year?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you had lessons or coaching over the past year?	1.00	2.00	1.56	0.50	0.25	79

#	Field		Choice Count
1	Yes	44.30%	35
2	No	55.70%	44
			79

Showing rows 1 - 3 of 3

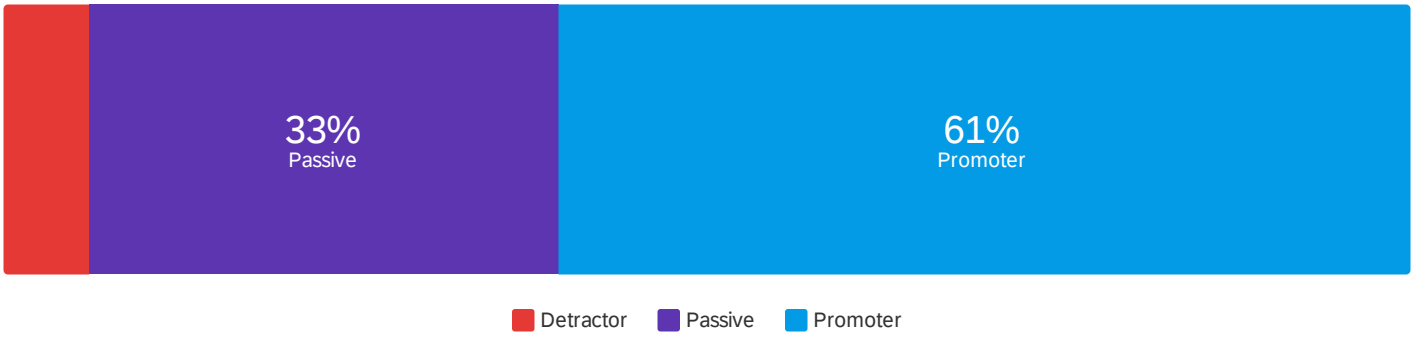
Q21 - If you have not had coaching in the past year, what are the main reason(s) you have not taken lessons from the club’s coaching team?

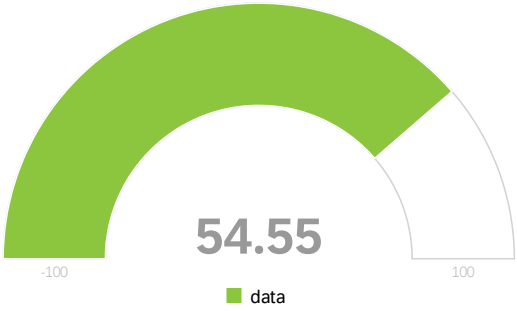
If you have not had coaching in the past year, what are the main reason(s)...
New to area
have not been made aware of coaching that might be available to me
cost / my age
Don’t really feel the need for coaching
Get elsewhere
Times offered have clashed with work
I have had coaching away from the club on holidays mainly. Again free time is reason for not getting more coaching from the club which should change this year
Don’t agree with the new format of coaching. A percentage of the fees should come back to the club funds if that doesn’t happen as we have to pay for the upkeep of the courts.
but my kids have
Unable to find date coach free
Time constraints. My kids have had coaching from Paul over the years
Not thought about it
Not playing enough
Only recently joined
Too old
Just joined
My son had lessons
I’m stubborn and like to work things out myself if I can
Not easy to get a session
They are not regular (or if they are then I haven't heard about them)

If you have not had coaching in the past year, what are the main reason(s)...

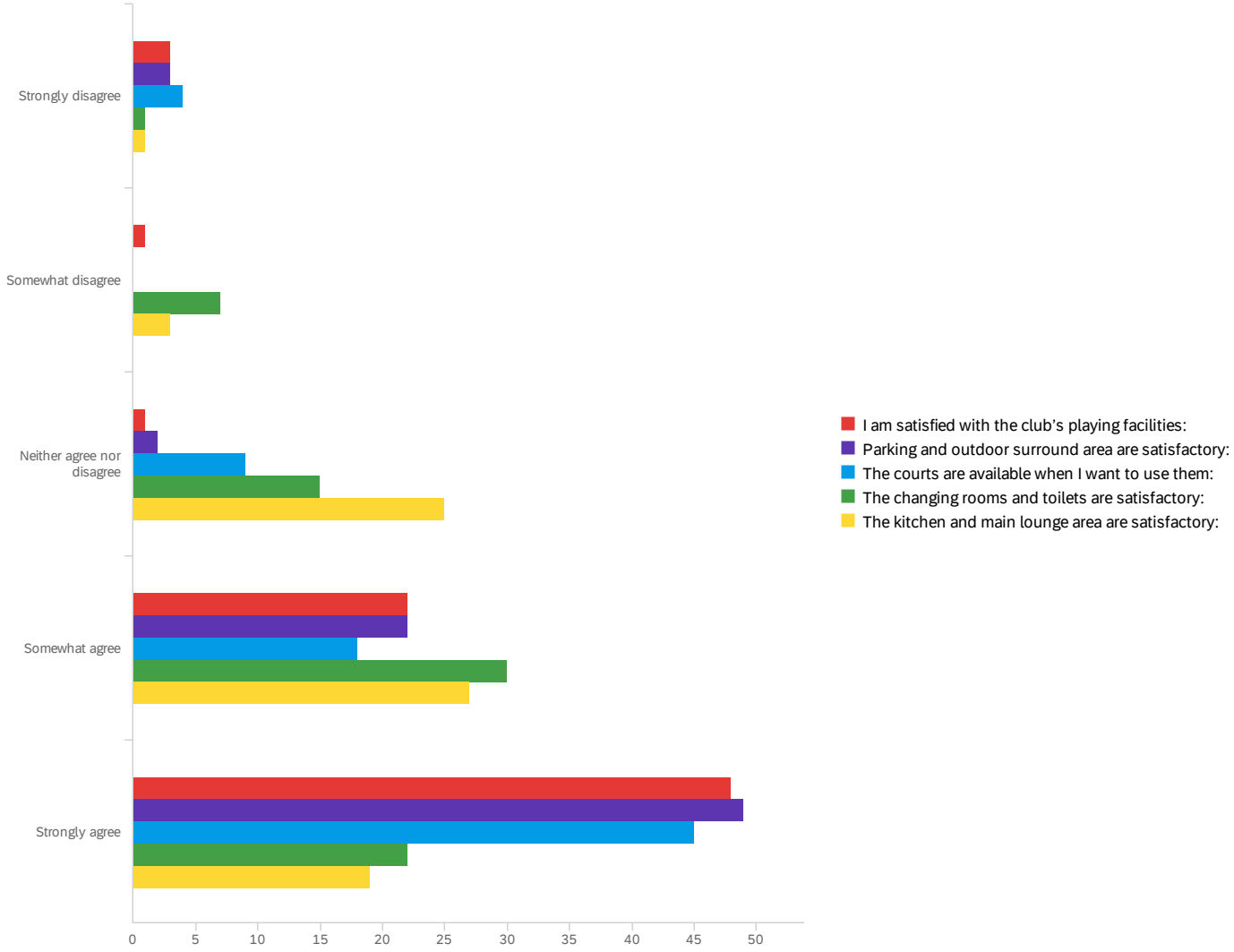
Time and cost.
Just joined
Don’t want to
No real reason
Not convenient times for me
I get my coaching elsewhere
No time ... I will get round to it at some point
too old
Cost
I had lessons in the past and feel that I now know enough about tennis for my level
Few of these questions are relevant. My children are members and have lessons. I have never played.
I am a level 3 coach

Q22 - If you have had coaching in the past year, how likely is it you would recommend it to others?





Q17 - On a scale of 1-5, how much do you agree/disagree with the following statements:



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I am satisfied with the club's playing facilities:	5.00	9.00	8.48	0.91	0.84	75
2	Parking and outdoor surround area are satisfactory:	5.00	9.00	8.50	0.88	0.78	76
3	The courts are available when I want to use them:	5.00	9.00	8.32	1.04	1.08	76
4	The changing rooms and toilets are satisfactory:	5.00	9.00	7.87	0.98	0.97	75
5	The kitchen and main lounge area are satisfactory:	5.00	9.00	7.80	0.91	0.83	75

#	Field	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Total

#	Field	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Total
1	I am satisfied with the club's playing facilities:	4.00% 3	1.33% 1	1.33% 1	29.33% 22	64.00% 48	75
2	Parking and outdoor surround area are satisfactory:	3.95% 3	0.00% 0	2.63% 2	28.95% 22	64.47% 49	76
3	The courts are available when I want to use them:	5.26% 4	0.00% 0	11.84% 9	23.68% 18	59.21% 45	76
4	The changing rooms and toilets are satisfactory:	1.33% 1	9.33% 7	20.00% 15	40.00% 30	29.33% 22	75
5	The kitchen and main lounge area are satisfactory:	1.33% 1	4.00% 3	33.33% 25	36.00% 27	25.33% 19	75

Showing rows 1 - 5 of 5

Q18 - Further comments on any of your above answers:

Further comments on any of your above answers:
Haven’t used them yet!
I acknowledge that club house is not hospitable but not sure it is worth spending money on it. It does the job.
I’ve not been in tgd kitchen or lounge area so can’t comment
I am a new member and have not been in the club house yet.need to get a key.
The lounge area is a functional room but is not inviting and not conducive for a more social atmosphere
I don’t feel I can just the kitchen outlets look dark and old
Somewhat basic facilities but adequate.
The showers are in no fit state to use
The road to get into the tennis club should have traffic signs and be paved.
I rarely go beyond the hallway, I just get the court key
The lounge area could be improved with nicer tables and fixing the table tennis table
New member so difficult to answer questions
For it to have a warm welcome feel
no shower facilities - shower head is capped
Would be nice to make more of the club house, lots of potential. Bar, social setting
I haven’t needed to use the changing rooms but suspect there is little privacy from corridor traffic
Kitchen and lounge area rarely used unless for a home match in the summer.
Sometimes it is disappointing to only get one game on club sessions as I can’t arrive until 7pm and sometimes people leave very early.
It to difficult to book tennis courts as you have to use other plateforms to book which i an unable to uses
It all good enough for me
The club house has a very utiliterian feel
I have only ever used the courts for cardio and coaching, never used the building

Further comments on any of your above answers:

I don't / haven't used the clubhouse so can't really comment

rarely play theses days and an honary life member

Lounge and kitchen seem to be a wasted asset

I know relaxing would be expensive and i gthink 4 and 5 should be the priority but laddies loos and kitchen are tired

Q23 - We want to encourage members to open and close the shutters for club sessions, to encourage more use. There is free tea/coffee/milk and juice in the kitchen for use by members at all times. What would make you use the kitchen/lounge more?

We want to encourage members to open and close the shutters for club sessio...
more social events
Nothing really, when I have finished playing I leave.
Knowing the facility exists fit club sessions!
a new mid-range table tennis table with better lighting.
No need at present
Organised social activities
We need to encourage members to stay after playing
If there was soya milk
Yes
Didn't know about it
To have it open more often but from the statement above, you are on to that!
Socials?
nothing
Know what it's for
Opened shutters would make a big difference and having others use that area regularly
Comfier chairs, inviting feeling inside.
I did not know about the free tea/coffee/milk and juice! Maybe more advertising would therefore be a good idea! Somehow new arrivals to the sessions (who are not regulars) need to be pointed to a helpful member who can integrate them into the session and tell them about the refreshments?
More open to the courts, more inviting space
Basics not always there but do use the kitchen

We want to encourage members to open and close the shutters for club sessio...

A new foldable table tennis table that was used exclusively for that purpose

I think that we need to change the mindset- members have stopped socialising as a club.

I don't need the kitchen etc. I only come here to play, no breaks and then leave.

If others did

Yes Need better seating arrangement.

Less clutter

Probably won't use it

Put all the shutters onto one main switch so you don't have to open them Individually

Having more of a club house feel

Didn't realise that these were free . Oat or Soya milk would be good

I didn't know this

Group sessions

I Didn't know that ....

Organised functions - comfortable seating

Yes

Wifi?

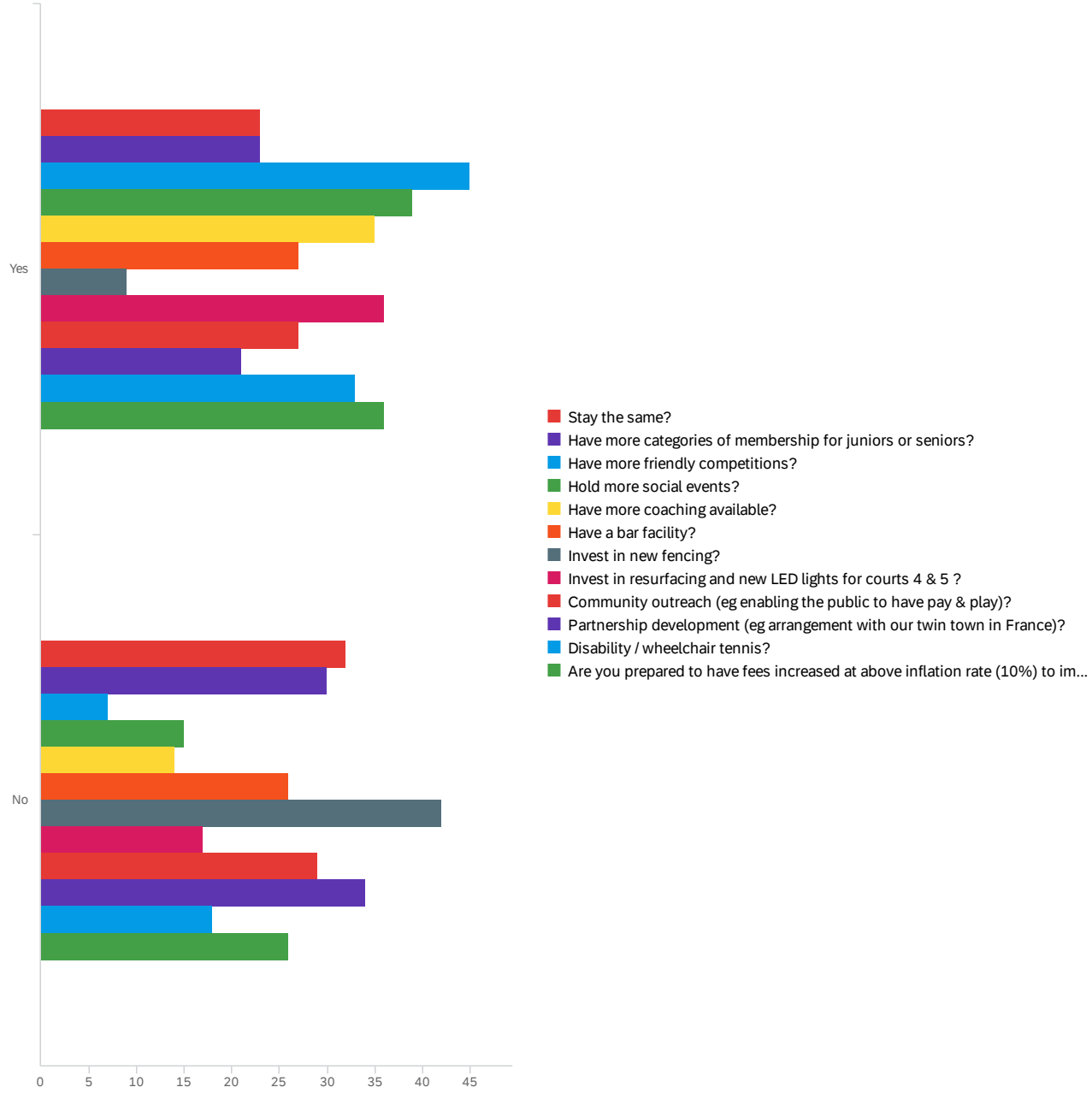
Shutters open, chairs out!

A sofa!

It needs a bit of a revamp to make it more enticing

Nicer chairs and tables its very institutional

Q19 - Over the next five years, how would you like to see the club progress?



#	Field	Yes		No		Total
1	Stay the same?	41.82%	23	58.18%	32	55
2	Have more categories of membership for juniors or seniors?	43.40%	23	56.60%	30	53
3	Have more friendly competitions?	86.54%	45	13.46%	7	52
4	Hold more social events?	72.22%	39	27.78%	15	54
5	Have more coaching available?	71.43%	35	28.57%	14	49

#	Field	Yes		No		Total
6	Have a bar facility?	50.94%	27	49.06%	26	53
7	Invest in new fencing?	17.65%	9	82.35%	42	51
8	Invest in resurfacing and new LED lights for courts 4 & 5 ?	67.92%	36	32.08%	17	53
9	Community outreach (eg enabling the public to have pay & play)?	48.21%	27	51.79%	29	56
10	Partnership development (eg arrangement with our twin town in France)?	38.18%	21	61.82%	34	55
11	Disability / wheelchair tennis?	64.71%	33	35.29%	18	51
12	Are you prepared to have fees increased at above inflation rate (10%) to improve these facilities?	58.06%	36	41.94%	26	62

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End of Report