**Questionnaire Results 2022/23**

**User Profiles**

Number of questionnaires returned: 98

|  |  |  |
| --- | --- | --- |
| **Category** | **Number of Participants** | **%** |
| QMU Student | 46 | 47% |
| QMU Staff | 13 | 13% |
| Public | 39 | 40% |
| Member | 93 | 95% |
| Non Member | 5 | 5% |
| Male | 36 | 37% |
| Female | 61 | 62% |
| Other | 1 | 1% |
| 16 – 24 years | 41 | 42% |
| 25 – 34 years | 19 | 19% |
| 35 – 54 years | 27 | 28% |
| 55+ | 11 | 11% |
| Less than 1 month | 5 | 5% |
| 1 – 6 months | 16 | 17% |
| 6 – 12 months | 28 | 30% |
| More than 1 year | 44 | 47% |
| 1-2 times per week | 34 | 36% |
| 3-4 times per week | 44 | 46% |
| 5-7 times per week | 8 | 8% |
| Less Often | 9 | 9% |

**Facility Usage Breakdown**

**Fitness Trackers**

**Customer Service**

**Music Provision**



**Future Planning**



Table 1: Additional Comments Summary

|  |  |  |  |
| --- | --- | --- | --- |
| Type of comment | Total number of comments | Breakdown | Number of comments (breakdown) |
| Positive | 26 | Experience  Classes  Staff | 9  11  6 |
| Negative | 17 | Equipment/Facilities  More Space Required  Environment  Temperature  Classes  Staff presence | 3  1  1  4  6  2 |
| Suggestion | 65 | Additional Equipment/Facilities  Environment  More space  Access  Music  Classes | 34  1  4  1  4  20 |

Table 2: Additional Comments in Brief

|  |  |  |  |
| --- | --- | --- | --- |
| **Factor** | **Themes** | **Subthemes** | **Number of Comments** |
| **Tangibles** | Equipment / Facilities | Additional equipment  Equipment  Additional Services  More space required | 29  3  5  5 |
|  | Aesthetics / Atmosphere | Experience  Environment  Access  Temperature too hot | 10  2  1  4 |
|  | Programming | Class scheduling  Class range  Class experience | 10  10  17 |
|  | Music | Song variety | 4 |
| **Responsiveness** | Staff | Staff customer service  Staff presence | 6  2 |

**Outcome of the Survey**

We would like to thank all participants in our survey for taking the time to complete our questionnaire. Your feedback is very valuable to us and it will play an important role in making improvements to the Centre.

In particular, we would like to thank you for the large number of positive comments relating to the service we offer and the level of customer service you receive. In the Centre, we strive to provide a safe and friendly environment that has community feel so we are delighted to receive such positive feedback. We will be sure to pass on the comments to the team.

The following is our response to your feedback on areas that you would like to see improve:

Equipment

* We have noted all your requests for additional equipment within the Fitness Suite and Weights Room. Space is very limited in these rooms, which restricts our ability to increase equipment. However, it is within our long-term business plan to renovate these areas, which will provide us with an opportunity to increase the variety of equipment and floor space. For now, please be aware that the Sport & Fitness staff may be able to give you access to the studio as an alternative space if it is not being used for classes. If this is of interest to you, please ask a member of the Sport & Fitness team and they will be happy to help you.

More space

We have moved the equipment around a little to create additional space within the fitness suite for you to use for functional exercises. If there is still not quite enough space in the gym, you are welcome to use the studio or sports hall, subject to availability.

Environment

* Etiquette - To enable everyone to work out in a comfortable and safe environment, we would like to remind all users of the Fitness Suite and Weights Room to follow the etiquette guidelines that are in place. These can be found on posters within each room. The Sport & Fitness staff will also be closely monitoring the use of these facilities. In short, please:
  + Do not take bags/coats etc. into the rooms. Please use the lockers provided.
  + Put equipment that you use back where you got it from when you are finished with it.
  + Do not drop weights.
  + Share equipment with other users during busy periods.
  + Wear appropriate clothing. Footwear must be worn.
  + If you are listening to your own music, this must be done through earphones and not a loudspeaker.

Temperature

* The Sports team and our Facilities department regularly monitor the temperature in all of the sports areas. If you are using the Centre and feel that the temperature is uncomfortable, please speak to a member of the sports team and they will investigate for you.

Music

* Our music provider has recently updated our system. This will result in a larger variety of songs being played within the Fitness Suite.

Class Timetable

* We now have three yoga classes running each week. To book a place, please phone, email or pop in to the sports reception.
* We are glad to hear that you are enjoying the variety and delivery of our fitness classes. Thank you for your suggestions relating to class scheduling. We will consider all requests for our next timetable that will commence in September 2022.

Opening Hours

* We are currently unable to extend our opening hours at the weekends. However, we will continue to monitor the requirement for additional hours and will investigate the possibility of putting this in place for the future.

We would like to thank all participants in the survey for taking the time to complete the questionnaire. If you would like any further information, please contact Sarah Macdonald, Sport & Fitness Manager on 0131 474 0150 or email [smacdonald1@qmu.ac.uk](mailto:smacdonald1@qmu.ac.uk)