

OHSU march wellness & fitness center Member Survey Results 2018



Facility appearance

672 out of 672 people answered this question



4.57
Average rating

Cleanliness

672 out of 672 people answered this question



4.54
Average rating

Cardio equipment

633 out of 672 people answered this question



4.47
Average rating

Strength equipment

623 out of 672 people answered this question



4.36
Average rating

Group exercise classes

542 out of 672 people answered this question



3.91
Average rating

Wellness programs (workshops, lectures)

498 out of 672 people answered this question



3.95
Average rating

Locker rooms

655 out of 672 people answered this question



3.89
Average rating

Parking

592 out of 672 people answered this question

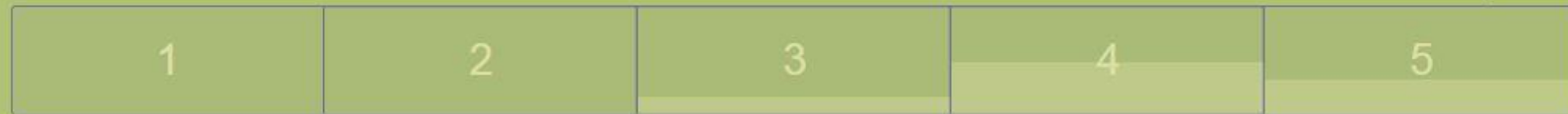


3.65
Average rating

Overall, how satisfied are you with your membership?

672 out of 672 people answered this question

Average: 4.09



Extremely unsatisfied

Extremely satisfied

How would you compare the quality of our services to that of similar centers?

672 out of 672 people answered this question

Average: 4.13



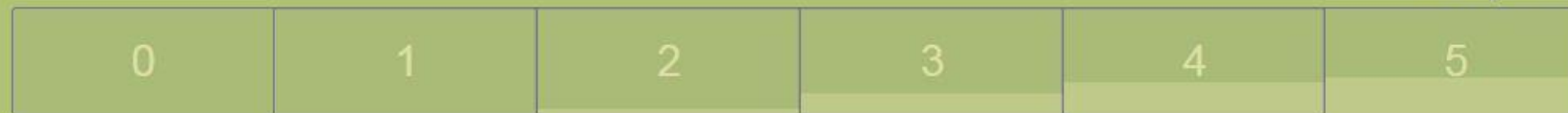
Significantly worse

Significantly better

How likely are you to recommend our center to a friend or colleague?

672 out of 672 people answered this question

Average: 3.86



Not at all likely

Extremely likely

Open Comments-

Based on your feedback we have implemented the following

- Changed the Friday warm water class to Ai Chi
- Added a Strength & Conditioning class Mon. & Wed. @ 6:30 p.m.
- Hired a trainer with availability after 6 p.m.
- Purchased additional stools for the locker rooms
- Continued “Talk with Doc” lecture series
- Offer aqua class throughout the year on Saturdays
- Updated the studio calendars to include “Specialty Classes”
- Increase frequency of equipment and studio checks for wear
- Offer a March Ahead 101 class