

Canton Family YMCA Strategic Planning Survey- Community/Members

The Canton YMCA is conducting a needs assessment to determine how we can better serve the community through programs, services and the facilities through which those are delivered. Please take a few minutes to provide us with your thoughts and ideas about the community as well as details about your past experiences with the YMCA. Your responses will help us to determine future changes or additions to YMCA programs and facilities in the Canton area.

This survey should take you 5-10 minutes to complete and is completely anonymous. Please note that you must be 18 years old or older to complete this survey.

Thank You!

Membership Section

1. Describe your current YMCA status.

Mark only one oval.

- Current member
- Former member
- Parent of a member
- Program participant
- Guest user
- N/A

2. How often are you at the YMCA?

Mark only one oval.

- 3 or more times a week
- 1 time a week
- Once a month
- Once every 2-3 months
- N/A

3. If you are a current or former member, how long do/did you have your Membership for?

Mark only one oval.

- Less than a year
- 1-3 years
- 3-5 years
- 5-10 years
- 10+ years
- N/A

4. If you are a current member, what type of membership do you have?

Mark only one oval.

- Child membership 6-11 years
- Child membership 12-18 years
- Adult 18-64 membership (out of high school)
- Couples membership
- Single parent membership
- Family membership
- Senior membership

Rate the current status of your Canton Family YMCA

5. How would you rate the YMCA STAFF on the following:

Mark only one oval per row.

	Excellent	Good	Average	Fair	Poor
Friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enough staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Front desk procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Program or class registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. How would you rate the YMCA FACILITIES on the following:

Mark only one oval per row.

	Excellent	Good	Average	Fair	Poor
Parking lot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lobby	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gyms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Track	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Locker rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weight room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Life center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strive room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Babysitting area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fitness room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tumbling area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Racquet ball courts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tennis Court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. How would you rate the YMCA EQUIPMENT on the following

Mark only one oval per row.

	Excellent	Good	Average	Fair	Poor
Cardio equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strength equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free weights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enough equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. How would you rate the YMCA on the following:

Mark only one oval per row.

	Excellent	Good	Average	Fair	Poor
Fitness schedules	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pool schedules	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of fitness classes and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of youth classes and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quantity of fitness classes and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quantity of youth classes and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall value for the money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall value of programs available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall value of membership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Please rate your level of satisfaction with each of the following:

Mark only one oval per row.

	Excellent	Good	Average	Fair	Poor
You feel welcome at your YMCA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A good place to bring kids	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your YMCA is helping build a strong community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Canton Family YMCA's image in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Row 5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Thinking specifically about your YMCA and the surrounding area, please rate how important each of the following items that relate to CHILDREN and TEENS is to you:

Mark only one oval per row.

	Very important	important	no opinion	not important
Youth can develop healthy connections with others at the Y	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth have opportunities to build good character at the Y	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safe and secure place for youth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth are supported at the Y in practicing positive habits that include physical activity and healthy eating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth have access to structured activities at the Y	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of non-athletic programs at the Y that draw out youth skills, creativity and confidence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of athletic opportunities for youth to have fun and be active while learning skills and developing confidence, positive values associated with being on a team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Future services and improvements

11. Would you be interested in the opportunity to join the YMCA as a virtual member with services provided online only and no access to the physical facility for a monthly fee as a new type of membership?

Mark only one oval.

- Yes
 No
 Maybe

12. Would you be interested in virtual options for programs, group exercise classes, and other online services as an additional benefit to active facility memberships?

Mark only one oval.

- Yes
 No
 Maybe

13. If the YMCA were to offer 24/7 access to certain areas of the Canton facility, would you or your family be interested?

Mark only one oval.

- Yes
 No
 Maybe, depends on accessible areas

14. What club/activities would you like to see offered at your YMCA? (check all that apply)

Check all that apply.

- Walking club
- Tennis club
- Knitting/Crafting club
- Adult swim club
- Pickleball club

Other: _____

15. How do you prefer to receive information about your membership, upcoming programs, and events at your YMCA? (check all that apply)

Check all that apply.

- Flyers and brochures at the facility
- Announcements in group fitness classes
- Email
- Post cards and letters through the mail
- Social media

16. In a few words, please describe your perception of the Canton Family YMCA.

17. In a few words, please list what YMCA facility features are most important in serving children, adults, families and seniors.

18. In just a few words, what new program opportunities should the Canton Family YMCA focus on?

19. In just a few words, what are 3 things you'd like to see addressed at your YMCA?

20. Overall, how would you rate the Canton Family YMCA?

Mark only one oval.

- Very satisfied
- Satisfied
- Aveal
- Dissatisfied
- Very dissatisfied

This content is neither created nor endorsed by Google.

Google Forms