

# CORRYONG HEALTH & FITNESS CENTRE CUSTOMER SURVEY

Upper Murray Health & Community Services



**1. How long have you been a member of the Corryong Health and Fitness Centre?**

- Casual use only
- Less than 6 months
- 6 months to a year
- 1-2 years
- 3-5 years
- 5-10 years
- Not yet a member

**2. How do you use the Corryong Health & Fitness facility?**

- I mainly attend classes
- I mainly work out independently
- I do a combination of classes and independent workouts
- Other (please specify) \_\_\_\_\_  
\_\_\_\_\_

**3. Overall, how satisfied or dissatisfied are you with the Corryong Health and Fitness Centre?**

- Very satisfied
- Somewhat satisfied
- Neither satisfied or dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Other (please specify) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**4. How well do our classes meet your needs?**

- Extremely well
- Very well
- Somewhat well
- Not so well
- Not all well

Which classes do you attend?

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**5. What classes or programs would you like to see more of on the timetable? Include times/ days that would suit you.**

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**6. How would you rate the quality of our instructions?**

- Very high quality
- High quality
- Neither high or low quality
- Low quality
- Very low quality

Who are your instructors?

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**7. Please rate the following aspects of our service (1= Poor, 5= Excellent) adding comments please**

	Timetable of classes
	Variety of classes
	Equipment
	Friendliness
	Effectiveness in helping me achieve my fitness goals
	Training advice and support
	Facebook page
	Childcare
	Access/ staff availability to help you
	Heating/ cooling
	Ease of membership payment
	Support for after hours use
	Cleanliness
	Value for money/ membership fees
	Communication with users
	Other (please specify):

Comments:

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**8. Which community events would you, your family and friends participate in if they were offered?**

- Walking groups
- Walking events
- Cycle groups
- Cycle events
- Healthy lifestyle programs
- Mini Triathlon
- Duathlon
- Other: \_\_\_\_\_

**9. How responsive have we been to your feedback, complaints, compliments or concerns about or classes and facility?**

- Very quick to respond
- Somewhat responsive
- Slow to respond
- Other (please specify) : \_\_\_\_\_

**10. Is there any other feedback you would like to give the Corryong Health and Fitness Centre to help us improve?**

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