

member satisfaction study



- Does Welcome Center staff greet you upon entering the YMCA?
Excellent 46 (76%) Good 12 (20%) Fair 1(2%) Poor 1(2%)
- Was the YMCA staff friendly?
Excellent 46 (75%) Good 13 (21%) Fair 2 (3%) Poor
- Was YMCA staff helpful or inquired about your fitness goals?
Excellent 22 (48%) Good 14 (30%) Fair 9 (20%) Poor 1 (2%)
- Was the area for your visit clean?
Excellent 29 (63%) Good 11 (24%) Fair 4 (9%) Poor 2 (4%)
- Did you feel a sense of belonging at the YMCA?
YES 51 (91%) MAYBE 5 (9%) NO

