



Do you XL?  
Welcome to  
XL Athletic Performance™

Contact: (920) 430-4722

**bellin**  
health

www.XLPlayLarge.com

### 2009 Member Survey Results

Questions were compiled using averages (5=Strongly Agree; 4=Agree; 3=Neutral; 2=Disagree; 1=Strongly Disagree)

	West Side	East Side	Bond Community Center	All
<b>1. Gender</b>				
# of Males	16	22	23	61
# of Females	63	44	60	167
# not marked	0	0	0	0
<b>2. Age in Years</b>				
# of 14-19	0	0	8	8
# of 20-29	2	3	2	7
# of 30-45	12	3	12	27
# of 46-59	34	17	19	70
# of 60+	26	45	39	110
<b>3. Member at:</b>	79	68		147
<b>4. How Long have you been a member?</b>				
# of 0-3 months	5	10	4	19
# of 4-12 months	17	19	7	43
# of 2-5 years	16	9	34	59
# of 6-9 years	10	6	4	20
# of 10+ years	17	11	12	40
# not marked	2	1	12	15
<b>Front Desk/Staff/General</b>				
1. I have improved my health/well-being through my involvement with Bellin Fitness/XL	4.6	4.4	4.3	4.5
2. I am greeted by staff when I arrive	4.5	4.5	4.7	4.5
3. The front desk staff has knowledge of fitness products and services	4.2	4.4	4.4	4.3
4. The fitness staff is available and able to answer my questions	4.4	4.6	4.4	4.5
5. Fitness staff is friendly and act in professional manner	4.6	4.9	4.6	4.7
<b>Facility</b>				
6. The facility and equipment meet my needs	4.5	4.4	4.5	4.5
7. I like the hours of the facility	4.5	4.4	4.3	4.4
8. The facility, including locker rooms and equipment are clean	4.1	4.6	4.3	4.4
9. The equipment is functional and in working order	4.3	4.5	4.3	4.4
<b>Group Fitness</b>	<b>West Side</b>	<b>East Side</b>	<b>Bond Community Center</b>	<b>All</b>
10. I am satisfied with the variety of group fitness classes offered	4.1	4.1	4.2	4.1
11. I am satisfied with the quality of classes offered	4.4	4.4	4.2	4.3
12. Group fitness classes start and end on time	4.3	4.2	4.3	4.3
13. Instructors teach to a variety of needs and are professional	4.6	4.5	4.3	4.5
14. Equipment used in classes is well maintained and clean	4.2	4.3	4.4	4.3

<b>Personal Training/Orientation/Fitlinxx</b>				
<b>Personal Training</b>				
15. My individual fitness/exercise knowledge has increased with personal training	4.3	4.3	3.4	4.0
16. I have experienced or felt benefits from my personal training sessions	4.3	4.5	3.2	4.0
17. My personal trainer was prepared for my sessions	4.3	4.7	2.9	4.0
18. It was easy to schedule a time with my trainer	3.9	4.4	2.7	3.7
19. My trainer genuinely cares about my and my success	4.2	4.6	2.8	3.8
<b>Orientation</b>				
20. After my orientation I had a good knowledge of the equipment and could use it	4.1	4.0	4.3	4.1
21. In general, scheduling my orientation was easy and fit my schedule	4.4	4.4	4.6	4.5
22. I felt the orientation was useful and helped me to get started	4.3	4.4	4.5	4.4
23. My questions were answered during my orientation	4.4	4.5	4.5	4.4
<b>Fitlinxx</b>				
24. Fitlinxx is a useful tool to help me with my exercise routine	4.1	4.2		4.1
25. I have accessed my workout information on the internet	3.7	4.3		4.0
26. Orientation to Fitlinxx was helpful and allowed me to use the equipment the right way	4.1	4.5		4.3
27. It is easy to access my trainer and have my questions answered	3.9	4.2		4.0
28. I have achieved fitness or health goals with Fitlinxx	3.8	4.3		4.0
	<b>West Side</b>	<b>East Side</b>	<b>Bond Community Center</b>	<b>All</b>
<b>Childcare</b>				
29. Childcare is open when I need it	4.4	3.0		3.7
30. The childcare staff is knowledgeable, caring and attentive to my child's needs	4.3	3.0		3.7
31. I feel my child is safe in the childcare facility	4.4	3.0		3.7
32. Drop off and pick up of my child is easy and secure	4.4	3.0		3.7
33. The payment system for childcare is convenient	4.2	3.0		3.6
<b>XL Athletic Performance</b>				
34. Are you aware that XL offers Performance for Life classes for adults?	36 yes, 16 no	18 yes, 19 no		
35. Did you know that XL provides services for a variety of ages and abilities	38 yes, 14 no	18 yes, 18 no		
36. I know that XL provides Movement Chain Assessments to create corrective exercise plans	21 yes, 30 no	10 yes, 25 no		
37. I know someone who has trained with XL Athletic Performance	19 yes, 32 no	8 yes, 28 no		