

Hi MTC Members,

With all the COVID-19 disruptions, we are pleased to finally release the results of our 2019 member survey. Thank you to the 23 members who provided their input so that we, as your committee, know what is important to you. Below are summaries of the responses we received for your information.

We have appreciated all of the honesty, have been able to implement some of your requests already (like the 4 court surface upgrade, Eftpos/paywave at the canteen, more club garments added, a new website design and a club newsletter) and we will keep working to address further opportunities..

Cheers
Bruce Tonkin
Club President

Question 1. How would you rate the club's tennis facilities – courts, nets, lights, etc.

Answered: 23 Skipped: 0

2.7★
average rating



	TERRIBLE	POOR	SATISFACTORY	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
★	4.35% 1	52.17% 12	17.39% 4	21.74% 5	4.35% 1	23	2.70

[Comments \(0\)](#)

Key Feedback Points

- Resurfacing of courts should be the highest priority (multiple responses recommending this).
- Court maintenance, including nets, court benches, spectator viewing
- Updated clubrooms (this is out of our control as we only hire the club rooms from council)
- Lights that work and are turned on when we arrive(winter) and club rooms open.

Question 2. What improvements to the clubhouse, canteen, bar, food, drinks, club history, communications etc. do you think we need to invest in?

Key Feedback Points

- Am happy with these parts of the club.
- Eftpos/Paywave (multiple responses recommending this)
- Music
- Healthier food options, coffee pod machine (multiple responses recommending this)
- Club newsletter; update on NETA/EDTA merging, club activities
- Coffee machine. ability of providing hot food
- Amenities are appropriate given the size of the club.

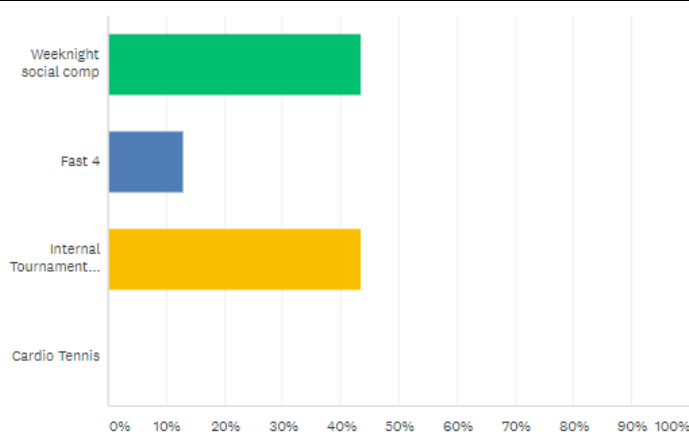
- More seating, i.e. - barstools/tables (multiple responses recommending this).
- Free sausage sizzle (multiple responses recommending this).
- More social events, get people back to the club after matches on Saturdays.

Question 3. Do you have any suggestions or improvements we could make to our training or coaching arrangements within the club?

Key Feedback Points

- Combine Senior and Junior training nights (help in identifying talented junior players)
- Cost of coaching can be a barrier
- Schedule of coaching times needs to remain consistent
- Communication across the club for who is going to be training/not
- Greater advertising that training nights are on
- Need for a coach/Junior Coordinator to drive growth in this area for MTC, this to be the same person
- Club coach/Junior Coordinator to drive the transition from juniors and senior more
- Focus needs to be on court upgrade before coaching can be discussed.

Question 4. Should the club offer more organised or social tennis activities, such as Fast 4, Cardio Tennis, tournaments, etc. Make a choice below?



ANSWER CHOICES	RESPONSES
Weeknight social comp	43.48% 10
Fast 4	13.04% 3
Internal Tournament (junior or senior)	43.48% 10
Cardio Tennis	0.00% 0
TOTAL	23

Key Feedback Points

- If there is interest
- Social play will help to build a strong club
- Cash prizes available for short social comps (entry fees to cover these cash prizes)
- More options during the week.

Question 5. What type of social events would you like to see at our club or what could we be doing to make it more fun and sociable?

Key Feedback Points

- Christmas and End of season events are sufficient
- Music
- Family fun nights
- A greater focus on junior social activities
- Continue to encourage family participation.
- Social table tennis tournament.
- Quiz night
- Court fun activities included with social BBQ
- Treasure hunt by car
- Greater number of BBQ's/other dinner options, ie pizza or chicken and chips?
- Crabbing days
- Wine tours?
- Midweek summer night competition.
- Mixed doubles
- Social practice on a Saturday if there is no competition
- Get to know each other be featuring members in club newsletter
- Continue to integrate past players with functions
- More Saturday bbq get togethers
- Social doubles

Question 6. How would you rate our club apparel (Shirts, Hats)

3.9★
average rating

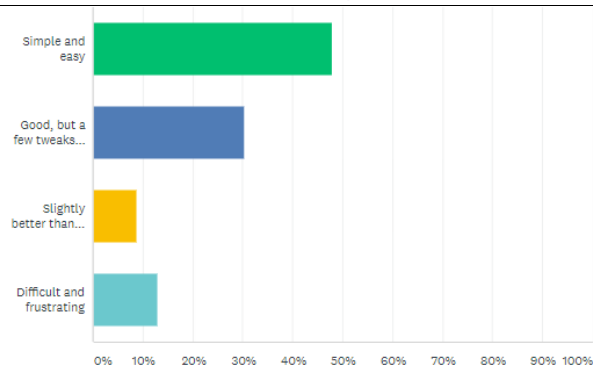


	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	8.70% 2	21.74% 5	39.13% 9	30.43% 7	23	3.91

Key Feedback Points

- Headband
- Armband
- A good hat
- Singlets and no collar shirts.
- Hoodies for winter
- Retro look could be applied to our design
- Refresh style regularly (multiple responses recommended this).

Question 7. How would you rate our competition registration, fees and payments process?

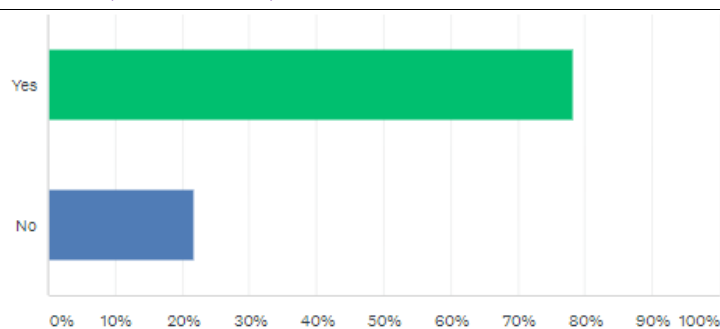


ANSWER CHOICES	RESPONSES
Simple and easy	47.83% 11
Good, but a few tweaks needed	30.43% 7
Slightly better than previous years	8.70% 2
Difficult and frustrating	13.04% 3
TOTAL	23

Key Feedback Points

- Should be simpler for people with low or zero computer skills
- Acknowledge receipt of funds
- Was there a specific singles or doubles options last year?
- Very competitive fees compared to other clubs fees
- Do not lose the cash payment option.
- Eftpos/Paywave would simplify this
- Tennis SA website can be frustrating which isn't the fault of MTC.

Question 8. Do you feel that you are kept well informed about the club and what is going on? Factoring in all channels - Email, Facebook, club website



ANSWER CHOICES	RESPONSES
Yes	78.26% 18
No	21.74% 5
TOTAL	23

Key Feedback Points

- Results should be provided
- Updates following NETA/EDTA meetings, or MTC committee meetings
- Do not rely on facebook only

- Club newsletter would be useful
- New website

Question 9. Are there any other comments that you would like to make or issues that you would like to draw to our attention?

Key Feedback Points

- Enjoy the camaraderie across the club
- Apply for sports grants from council and government agencies
- Greater focus on the juniors and more proactive focus on the future of our club
- Eftpos/Paywave facilities for the club (multiple responses recommended this)
- Court upgrade (multiple responses recommended this)
- Invest more back in the club, even small maintenance jobs like the rust marks on the courts
- MTC committee to attend junior matches to get to know the parents
- Recognition of players at the club for longer than 10 years
- Enable cross-club communication about who is going to training etc

Q10 - Would you like to get more involved with the running of the club? This could be as a committee member, volunteering in the canteen, become a sponsor, help on working bee days etc. If so please provide details below or alternatively email us at modburytc@yahoo.com.au

- Most respondents said NO, however there were 3 respondents that indicated they would like to help. To date we haven't heard from you and would love to chat with you.