
Old Colony YMCA Membership Survey 2008

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Executive Summary

The purpose of the 2008 Old Colony YMCA Membership Survey is to gather information from the YMCA membership regarding their overall satisfaction with services and Y facilities. A total of 344 completed surveys were returned from the YMCA membership for a response rate of 34.4 percent.

Some of the highlights of the survey are as follows:

- The majority of respondents (96.5%) would recommend the Old Colony YMCA to a family member or friend.
- The majority of respondents (73.7%) rate the value for the money at the Y to be very good or good.
- Over two-thirds of respondents (88.4 %) rate the quality of programming at the Y as very good or good.
- The majority of respondents (79.2 %) rate the variety of programming at the Y as very good or good.
- Respondents agree or somewhat agree that the YMCA has the right equipment for use (72.8 %), is a secure and safe facility (89.1%), and has adequate parking (86.0%).
- Over two-thirds of respondents (73.7%) agree or somewhat agree that the building is attractive.
- 94.8 percent of respondents agree that the Y is a good place for their families.

Project Overview

Bridgewater State College's Institute for Regional Development, in coordination with the Old Colony YMCA, designed and administered a membership satisfaction survey of YMCA members during the months of September and October 2008. The purpose of this survey is to assess the level of member satisfaction with YMCA facilities, services and recreational programs.

Prior to survey distribution, the Institute for Regional Development applied for and received approval from the Bridgewater State College Institutional Review Board. This board serves to protect human subjects who participate in research done by members of the college community.

At the survey acceptance deadline, survey responses were entered into a computer database. Using the latest state-of-the-art statistical software (SPSS for Windows Version 16.0), the data file was analyzed. Complete protection and confidentiality of the survey database was assured during all phases of data analysis. Access to the database is limited to the project director, project manager and one research assistant.

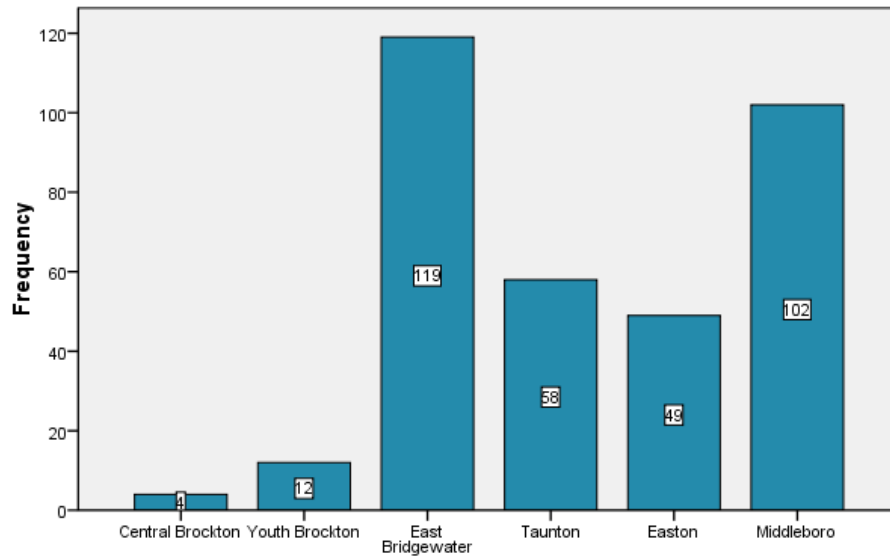
The data was analyzed and presented in aggregated form and by branch, using descriptive statistics and crosstabulation. Lambda and Chi-Square was used to check for statistically significant relationship differences between branches.

Membership Information

Which Old Colony YMCA branch location are you a member?

	Frequency	Percent
Central Brockton	4	1.2
Youth Brockton	12	3.5
East Bridgewater	119	34.4
Taunton	58	16.8
Easton	49	14.2
Middleboro	102	29.5
Total	344	99.4

Which Old Colony YMCA branch location are you a member?



Which Old Colony YMCA branch location are you a member?

Highlights:

- The largest number of respondents report belonging to the East Bridgewater (34.4%) and the Middleboro (29.5%) branches.

What type of membership do you have?

	Frequency	Percent
Family	165	47.7
Individual	178	51.4
Total	343	99.1

Highlights:

- The respondents reported the following about membership: 47.7 percent of respondents hold family memberships and 51.4 percent hold individual memberships.

Would you say you most often travel to your YMCA branch from your home or your work?

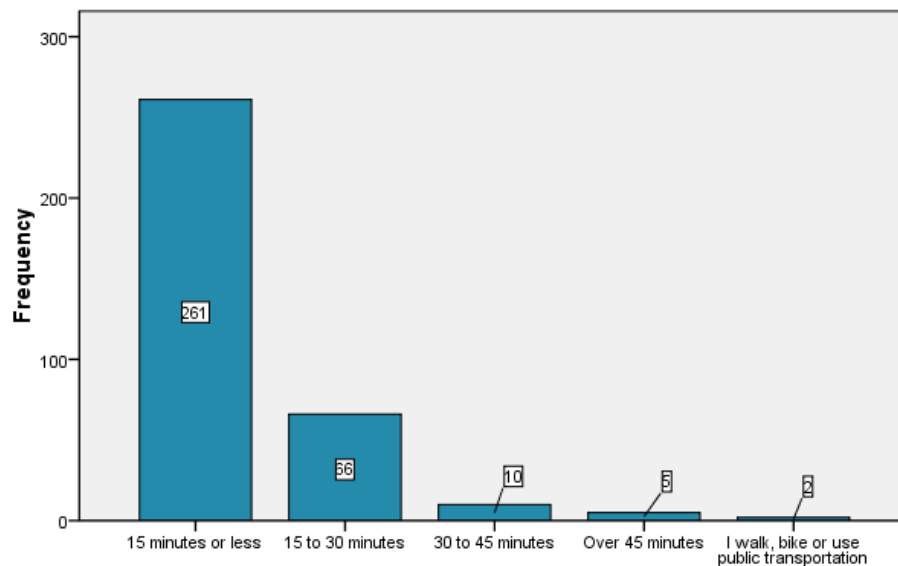
	Frequency	Percent
Home	304	87.9
Work	37	10.7
Total	341	98.6

Highlights:

- The majority of respondents (87.9%) report traveling to their YMCA branch from home.

How long does it you to drive to your branch?

How long on average does it take you to drive to your branch?



How long on average does it take you to drive to your branch?

Highlights:

- The majority of respondents (75.9%) of respondents drive to their Y branch in 15 minutes or less and 19.2 percent drive 15 to 30 minutes.

Do you ever visit or participate in programs or activities at other Old Colony YMCA branches other than the one to which you belong?

	Frequency	Percent
Yes	69	19.9
No	275	79.5
Total	344	99.4

Highlights:

- The majority of respondents (79.5%) of respondents do not participate in activities at other Old Colony Y branches.

Overall Satisfaction

	Very Good 2008	Good 2008	Excellent & Good 2005	Very Good & Good 2007	Very Good & Good 2008
Overall how would you rate your value for the money at the Y?	38.2	35.5	78.6%	73.8%	73.7%
Overall how would you rate the quality of programming at the Y?	39.3	49.1	--	75.6%	88.4%
Overall how would you rate the variety of programming at the Y?	36.4	42.8	--	74.7%	79.2%

Highlights:

- The majority of respondents (73.7%) rate the value for the money at the Y to be very good or good.
- Over two-thirds of respondents (88.4 %) rate the quality of programming at the Y as very good or good.
- The majority of respondents (79.2 %) rate the variety of programming at the Y as very good or good.

Values	Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Disagree
I feel welcome at the YMCA	74.6%	18.5%	4.6%	2.0%	.3%
I can relate to the other members of the YMCA	59.5%	27.2%	9.5%	1.4%	.6
YMCA staff care about my well being	51.4%	25.1%	19.7%	1.7%	.3%
There are staff at the YMCA who know my name	47.8%	16.3%	11.7%	8.7%	15.5%
Staff would notice if I stopped coming to the YMCA	28.3%	23.6%	26.5%	8.2%	13.4%

Highlights:

- The majority of respondents (93.1%) of respondents agree or somewhat agree that they feel welcome at the YMCA.
- A strong majority of respondents either agree or somewhat agree (86.9%) that they can relate to other members and 76.5 percent of respondents agree or somewhat agree that the YMCA staff cares about their well being
- Over half of respondents (51.9%) either agree or somewhat agree that Y staff would notice if they stopped coming to the YMCA.

Customer Service	Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Disagree
Front desk procedures are professional and efficient	67.1%	23.4%	5.2%	4.0%	0%
Staff are available and willing to help me	58.8%	25.8%	11.7%	8.7%	15.5%
Staff take initiative to talk to members	42.9%	29.7%	15.7%	9.6%	2.0%
I feel comfortable to approach staff if needed	68.2%	19.4%	8.1%	3.5%	.9%
Program and class registration is run smoothly	50.0%	21.7%	20.5%	2.3%	1.2%
Classes are scheduled at convenient times	39.3%	26.6%	18.8%	7.5%	2.9%

Highlights:

- A strong majority of respondents (84.6 %) agree or somewhat agree that the staff is available and willing to help them.
- Over 70 percent of respondents (72.6%) agree or somewhat agree that staff takes the initiative to talk to members, this is up from 69.7 percent in 2007.
- A majority of respondents (89.5%) agree or somewhat agree that front desk procedures are professional and efficient.
- Most respondents report they agree or somewhat agree (71.7%) that program and class registration is run smoothly.

Old Colony YMCA Membership Survey 2008

Facilities and Equipment	Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Disagree
The YMCA has the right equipment for me to use	55.2%	17.6%	15.0%	7.8%	.6%
The YMCA is a secure and safe facility	67.6%	22.5%	5.8%	3.2%	.6%
There is adequate parking at the YMCA	67.3%	19.7%	6.9%	5.8%	.3%
The building is attractive	48.8%	24.9%	12.7%	9.5%	1.2%
The are adequate lockers for members	55.2%	17.6%	15.0%	7.8%	.6%
The YMCA has enough equipment for members	47.4%	28.6%	9.8%	11.3%	1.2%
The pool is available to members at convenient times	41.6%	24.6%	22.5%	6.9%	.6%

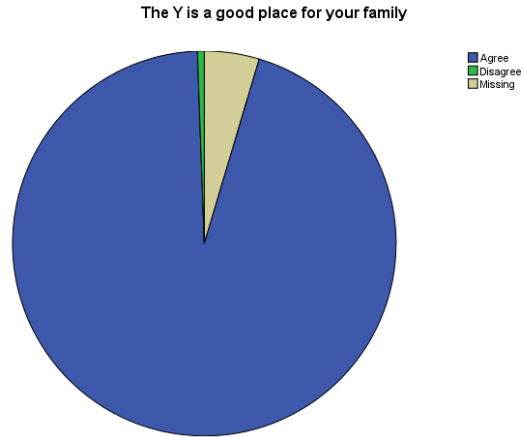
Highlights:

- Respondents agree or somewhat agree that the YMCA has the right equipment for use (72.8 %), is a secure and safe facility (89.1%), and has adequate parking (86.0%).
- Over two-thirds of respondents (73.7%) agree or somewhat agree that the building is attractive.

Family

The Y is a good place for your family

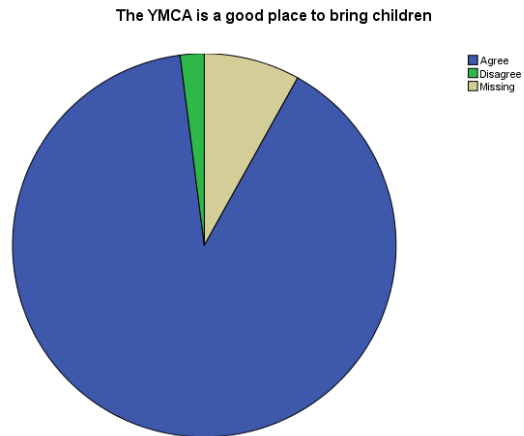
94.8 percent of respondents agree that the Y is a good place for their families.



Children

The Y is a good place to bring children

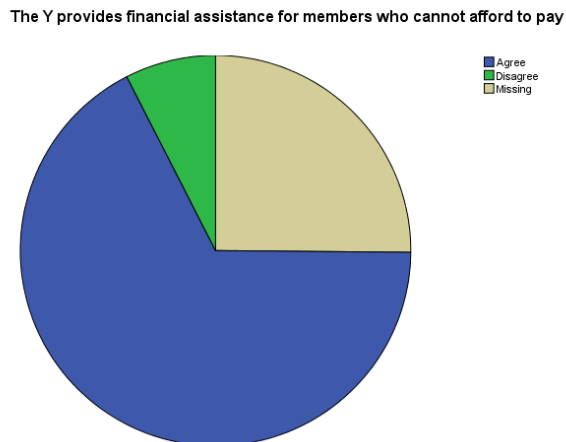
89.9 percent of individuals felt the YMCA is a good place to bring children and 2.0 percent disagreed.



Financial Assistance

The Y provides financial assistance for members who cannot afford to pay

67.3 percent agreed with the above statement, 7.5 percent disagreed, and the remainder did not respond.

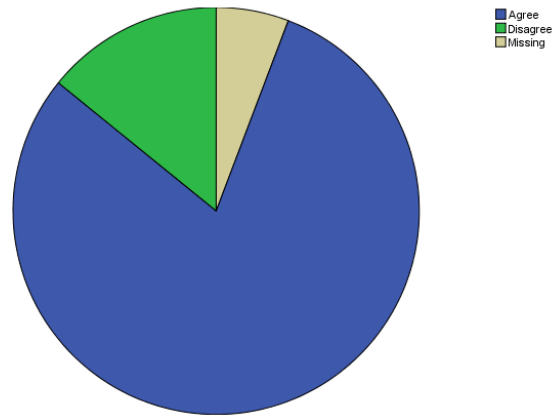


Sense of Belonging

You feel a sense of fellowship and belonging at the YMCA

80.1 percent agreed with the above statement and 14.2 percent disagreed.

You feel a sense of fellowship and belonging at the YMCA

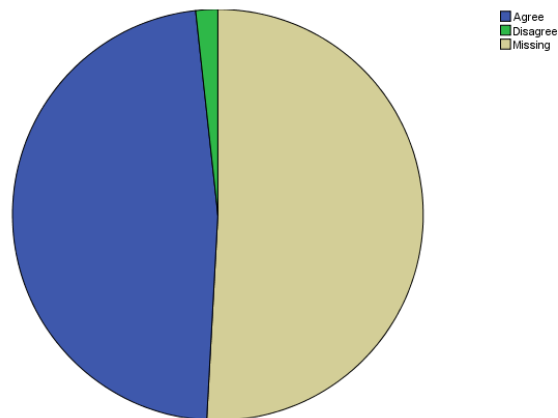


Senior Citizens*

The YMCA provides programs for senior citizens

47.4 percent of individuals surveyed agreed with the above statement, 1.7 percent disagreed, and 50.9 did not respond to the question.

The YMCA provides programs for senior citizens



*The low response rate for this question is likely tied to an error in the survey instrument design. It should be noted that **95 percent of individuals responding agreed with the statement.**

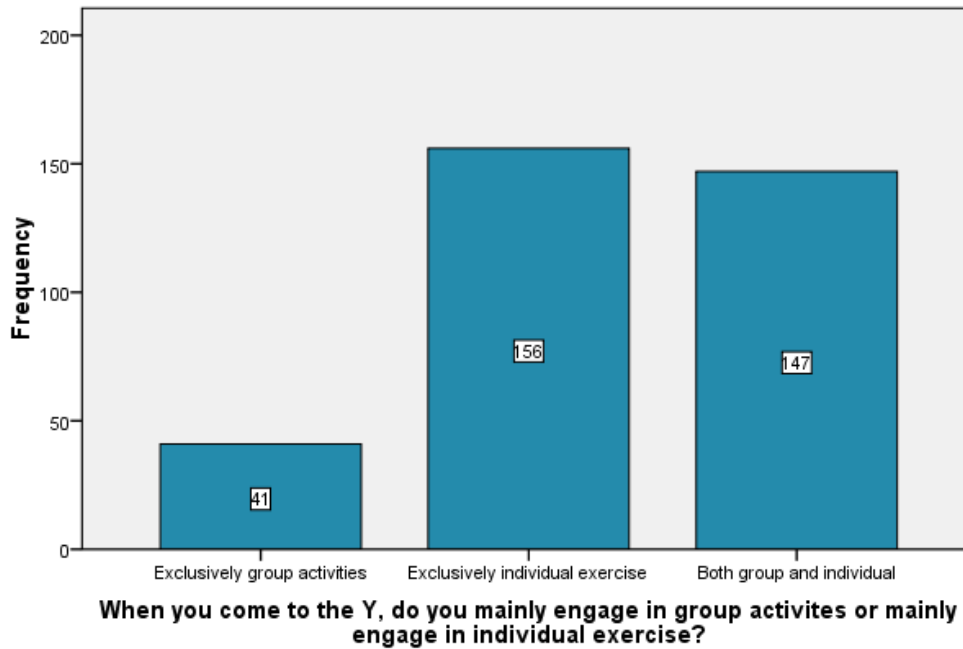
Highlights:

- Almost 100 percent of those responding agree that the YMCA is a good place for the family and a good place to bring children.
- A strong majority of respondents agree that the YMCA offers low or no cost programs for youth and families and provides financial assistance for members who cannot afford to pay.

General

When you come to the Y, do you mainly engage in group activities or mainly engage in individual exercise?

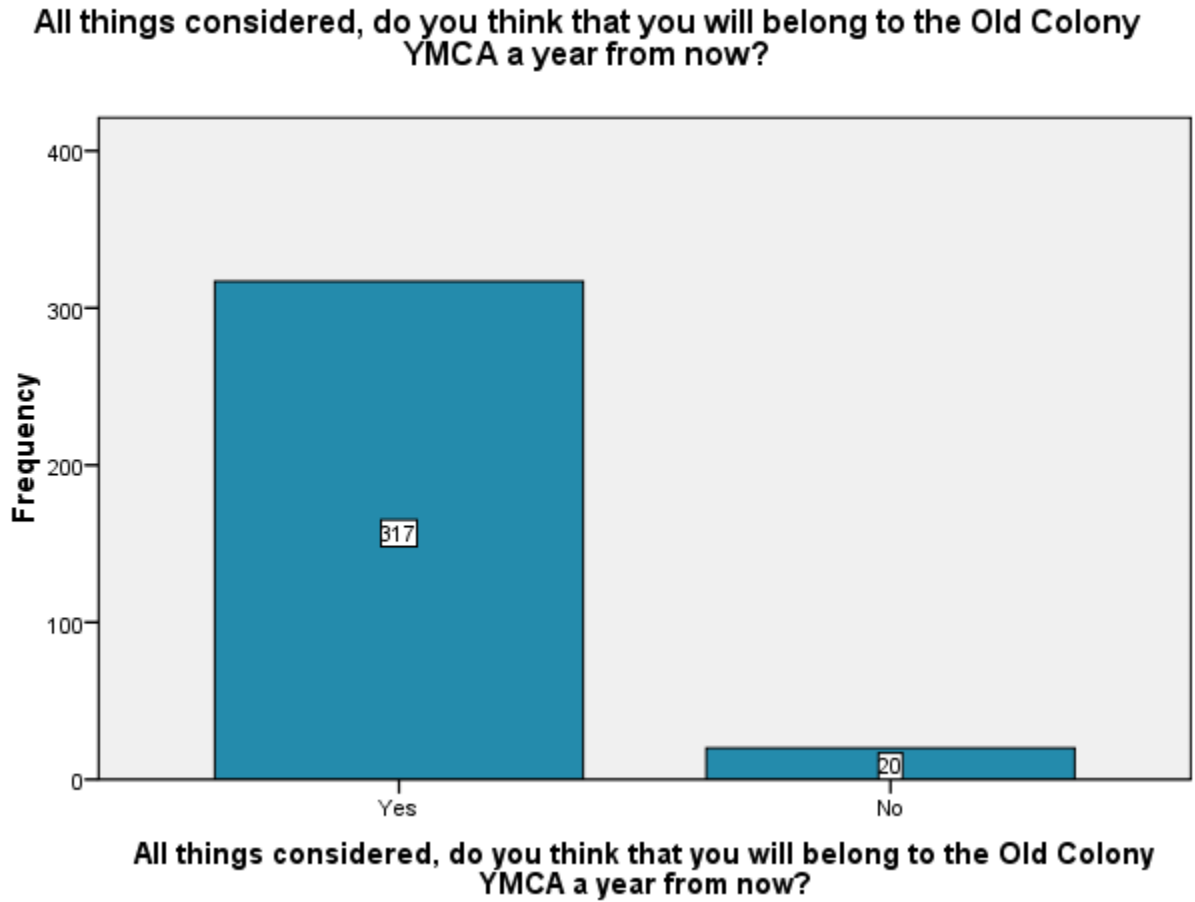
When you come to the Y, do you mainly engage in group activities or mainly engage in individual exercise?



Highlights:

- The majority of respondents (45.1%) report engaging exclusively in individual activities when coming to the YMCA and (11.8%) report engaging exclusively in group activities.
- Slightly more than one-third of respondents (42.5%) report engaging in both individual and group activities when coming to the YMCA.

All things considered, do you think that you will belong to the Old Colony YMCA in a year from now?

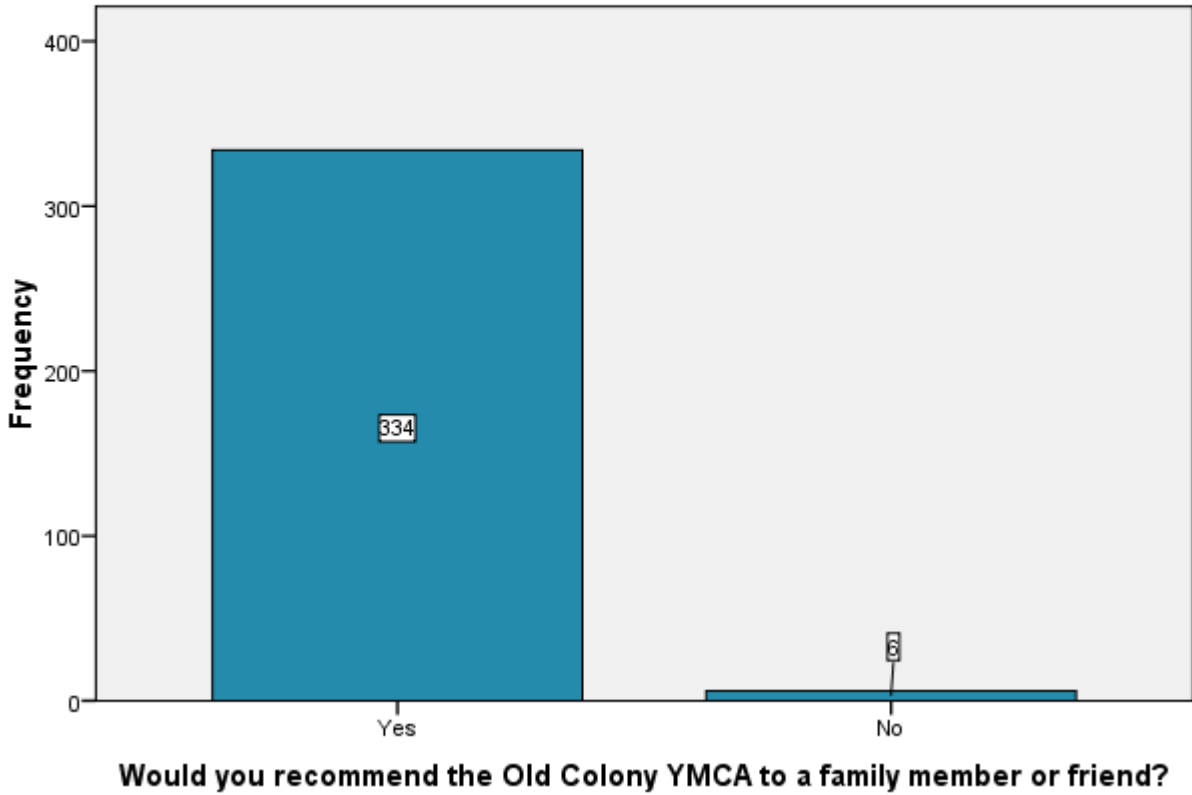


Highlights:

- An overwhelming majority of respondents, at 91.6 percent, report that they think they will belong to the Old Colony YMCA in one year from now.

Would you recommend the Old Colony YMCA to a family member or friend?

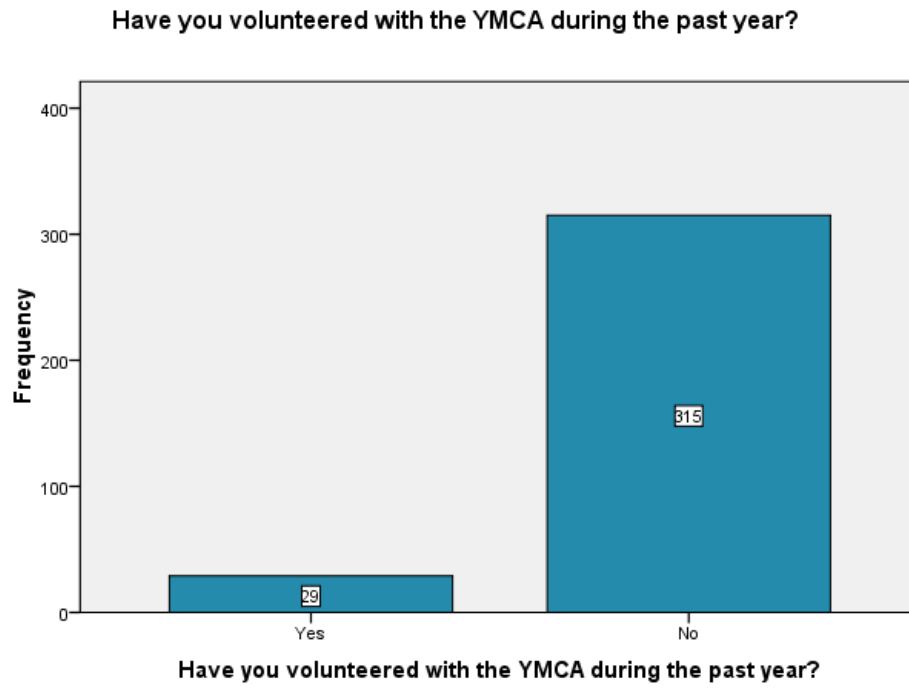
Would you recommend the Old Colony YMCA to a family member or friend?



Highlights:

- The majority of respondents, at 96.5 percent would recommend the Old Colony YMCA to a family member or friend.

Have you volunteered with the YMCA during the past year?

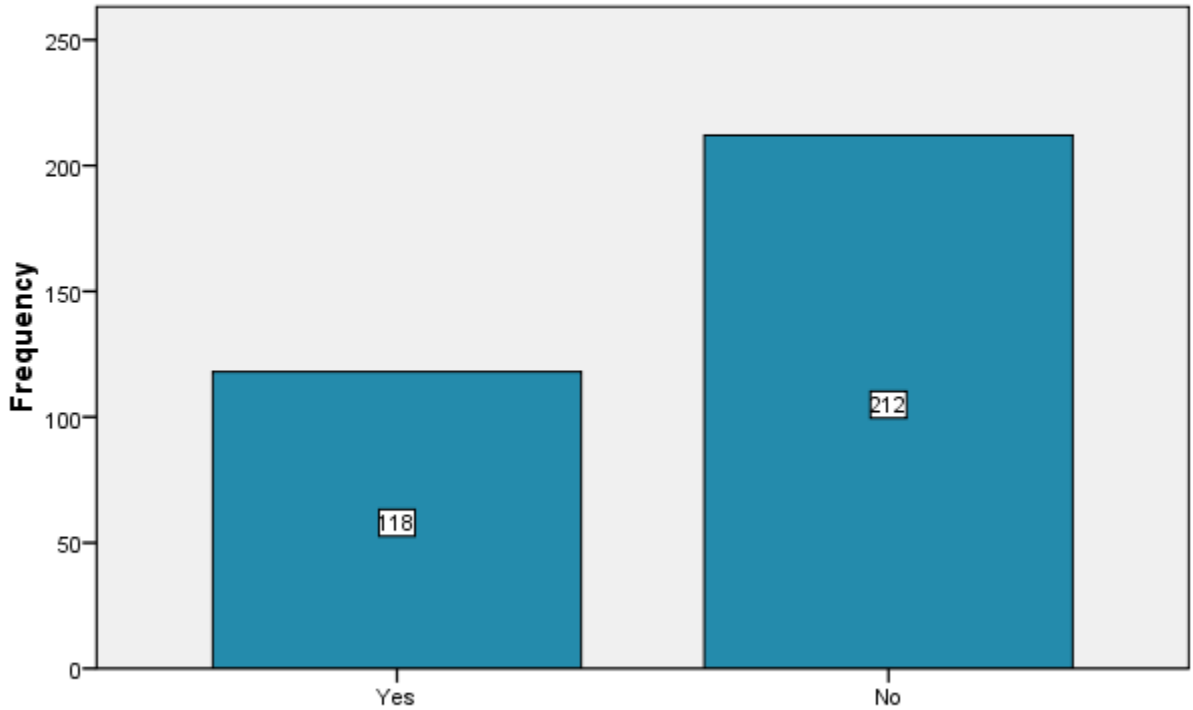


Highlights:

- 91.0 percent of respondents reported that they had not volunteered at the YMCA during the past year.

Would you consider volunteering with the YMCA, e.g. Annual Road Race, golf tournament, or helping with a group exercise class?

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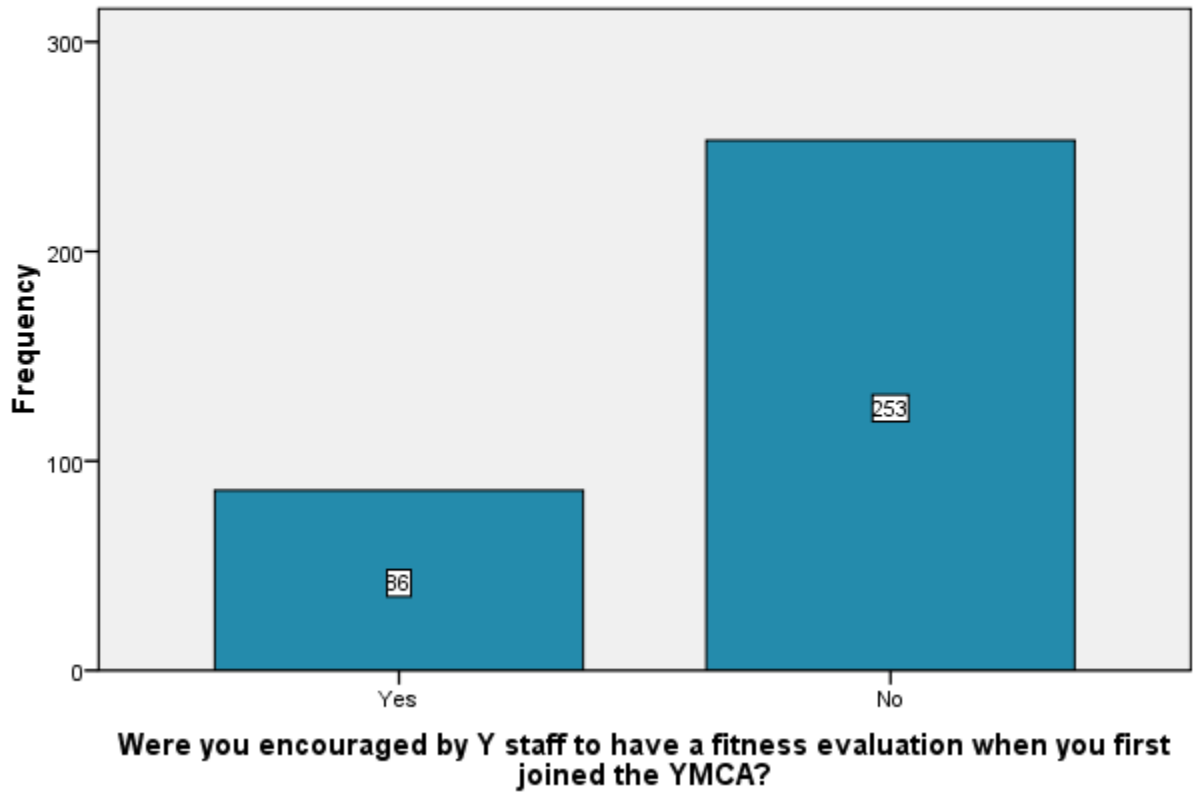
Would you consider volunteering with the YMCA, e.g. Annual Road Race, golf tournament or helping with a group exercise class?

Highlights:

- 34.1 percent of individuals said they would consider volunteering and 61.3 percent stated they would not consider it.

Were you encouraged by Y staff to have a fitness evaluation when you first joined the YMCA?

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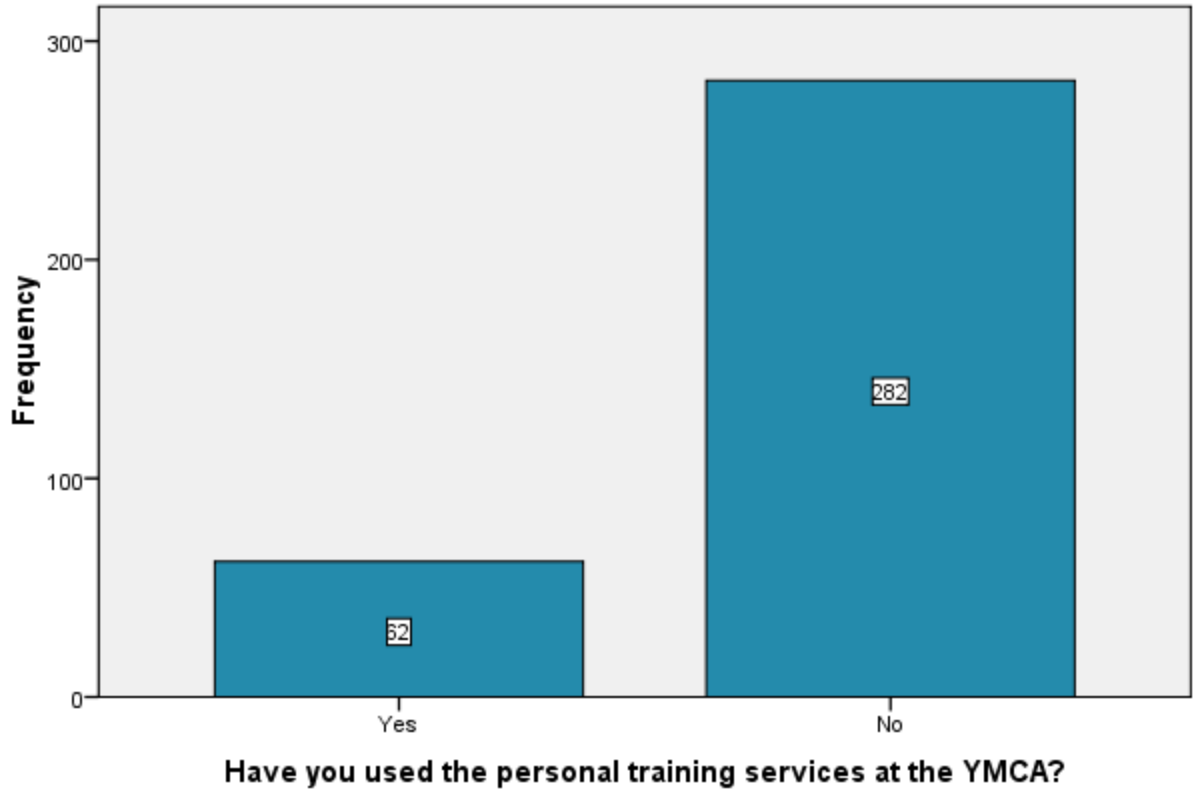


Highlights:

- 24.9 percent of individuals reported that they were encouraged by the Y staff to have a fitness evaluation and 73.1 percent stated that they were not.

Have you used the personal training services at the YMCA?

Have you used the personal training services at the YMCA?



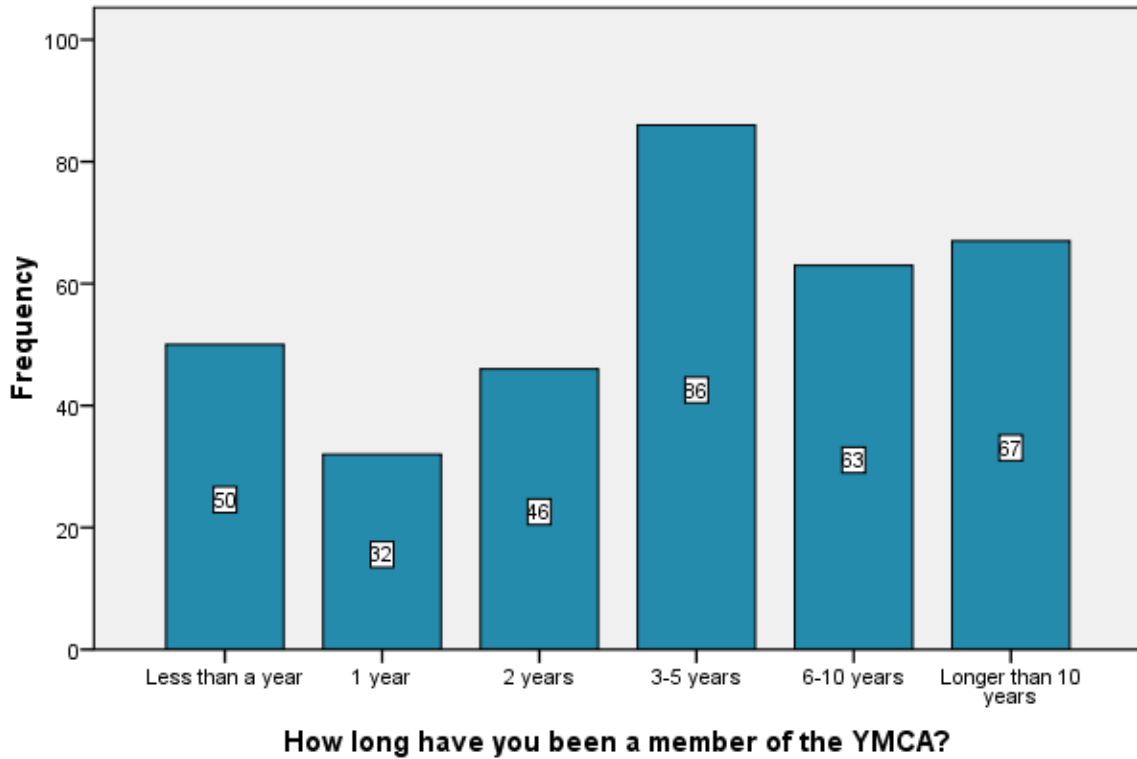
Highlights:

- 17.9 percent have used the personal training services at the YMCA and 81.5 percent have not.

How long have you been a member of YMCA?

	Frequency	Percent
Less than a year	50	14.5
1 year	32	9.2
2 years	46	13.3
3-5 years	86	24.9
6-10 years	63	18.2
Longer than 10 years	67	19.4
Total	344	99.4

How long have you been a member of the YMCA?



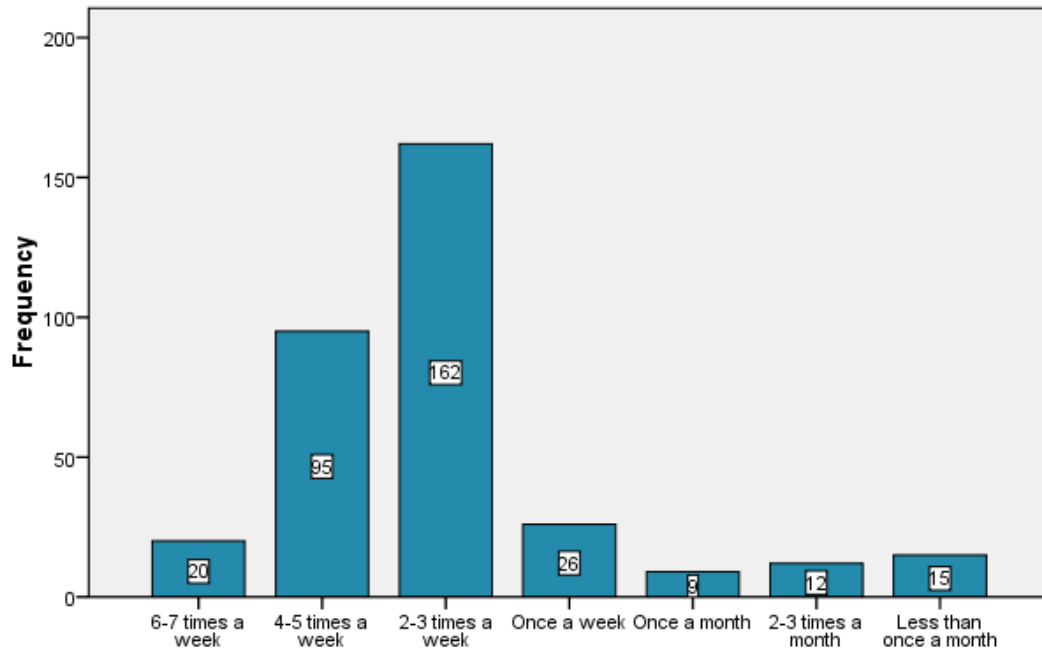
Highlights:

- The largest percentage of members (24.9%) have been members for 3 to 5 years.

On average, about how frequently do you come to the YMCA?

	Frequency	Percent
6-7 times a week	20	5.8
4-5 times a week	95	27.5
2-3 times a week	162	46.8
Once a week	26	7.5
Once a month	9	2.6
2-3 times a month	12	3.5
Less than once a month	15	4.3
Total	339	98.0

On average, about how frequently do you come to the YMCA?



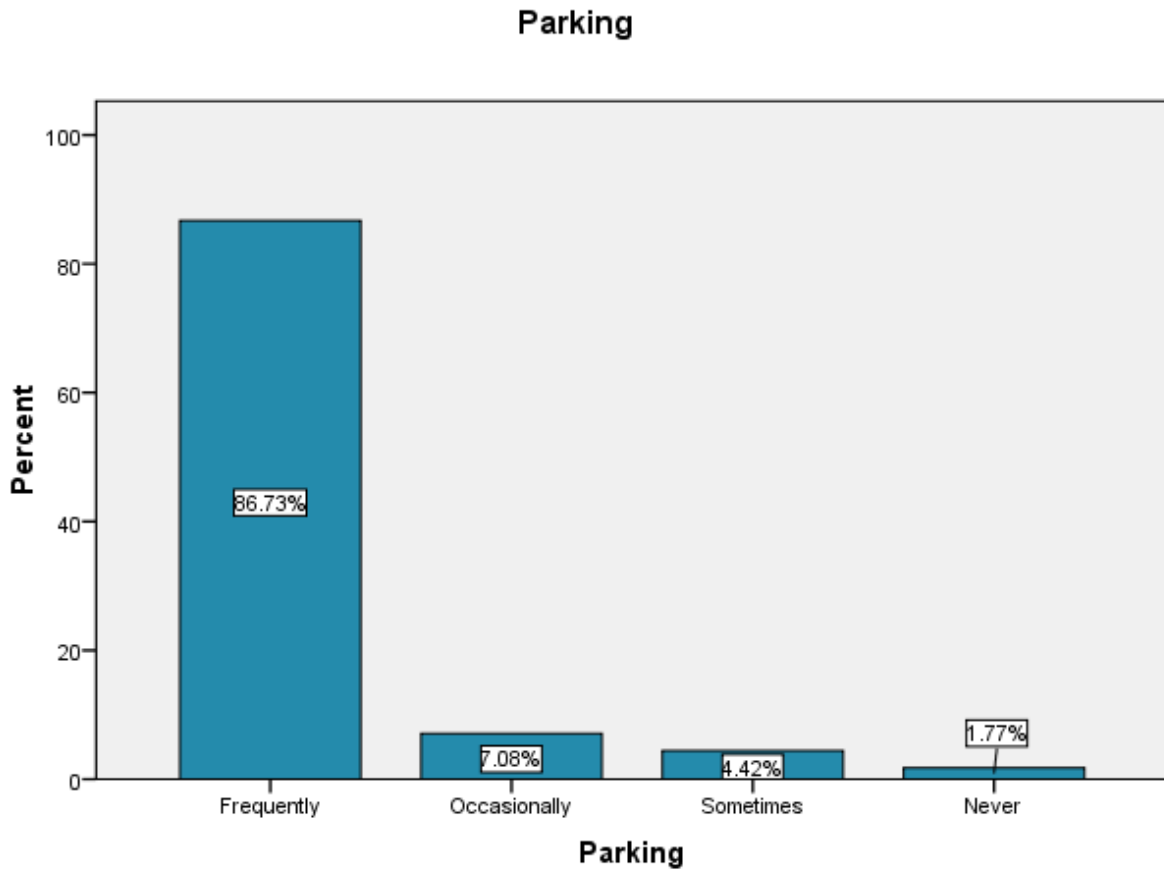
On average, about how frequently do you come to the YMCA?

Highlights:

- 46.8 percent of respondents visit the YMCA 2 to 3 times a week and 27.5 percent visit 4 to 5 times per week.

Usage and Perceptions of General Condition

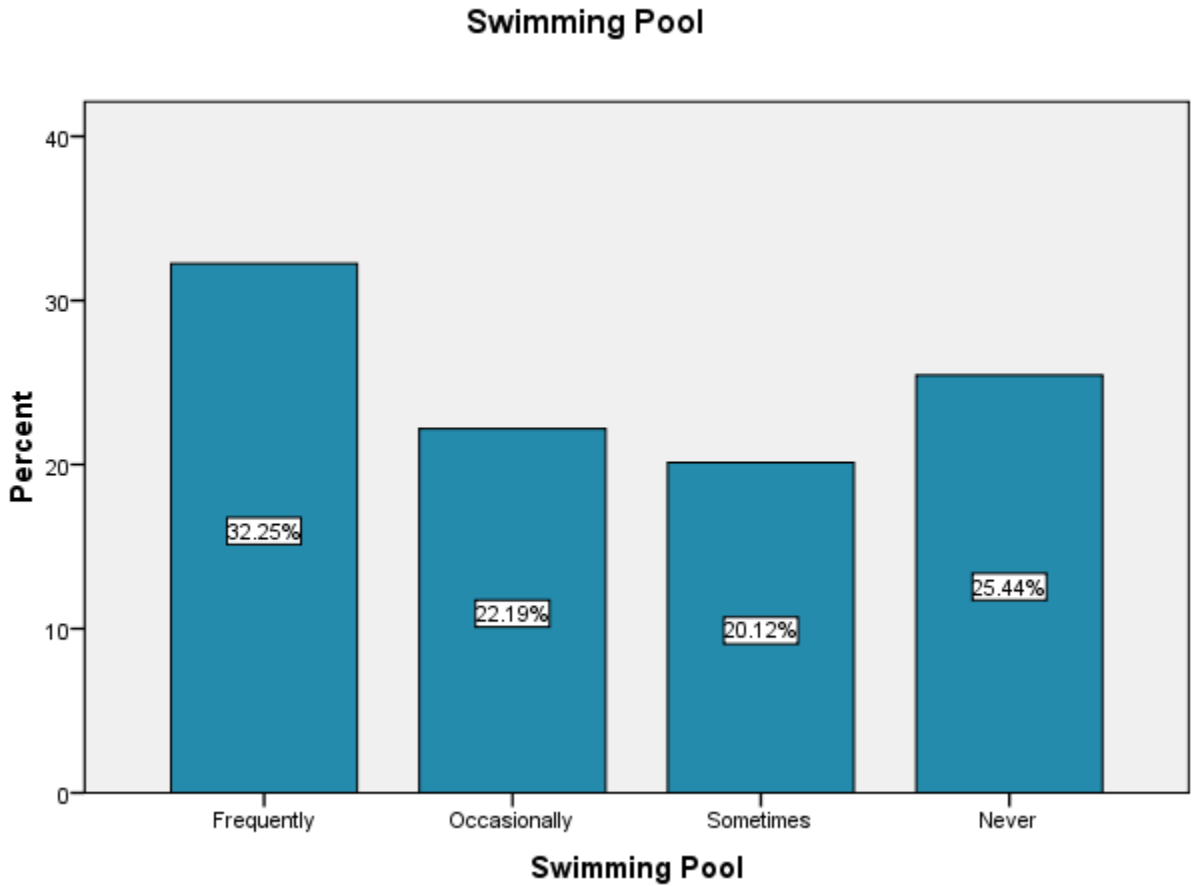
Please indicate how often you utilize the following: Parking?



Highlights:

- A strong majority of respondents (86.73%) report frequently utilize parking at the YMCA.

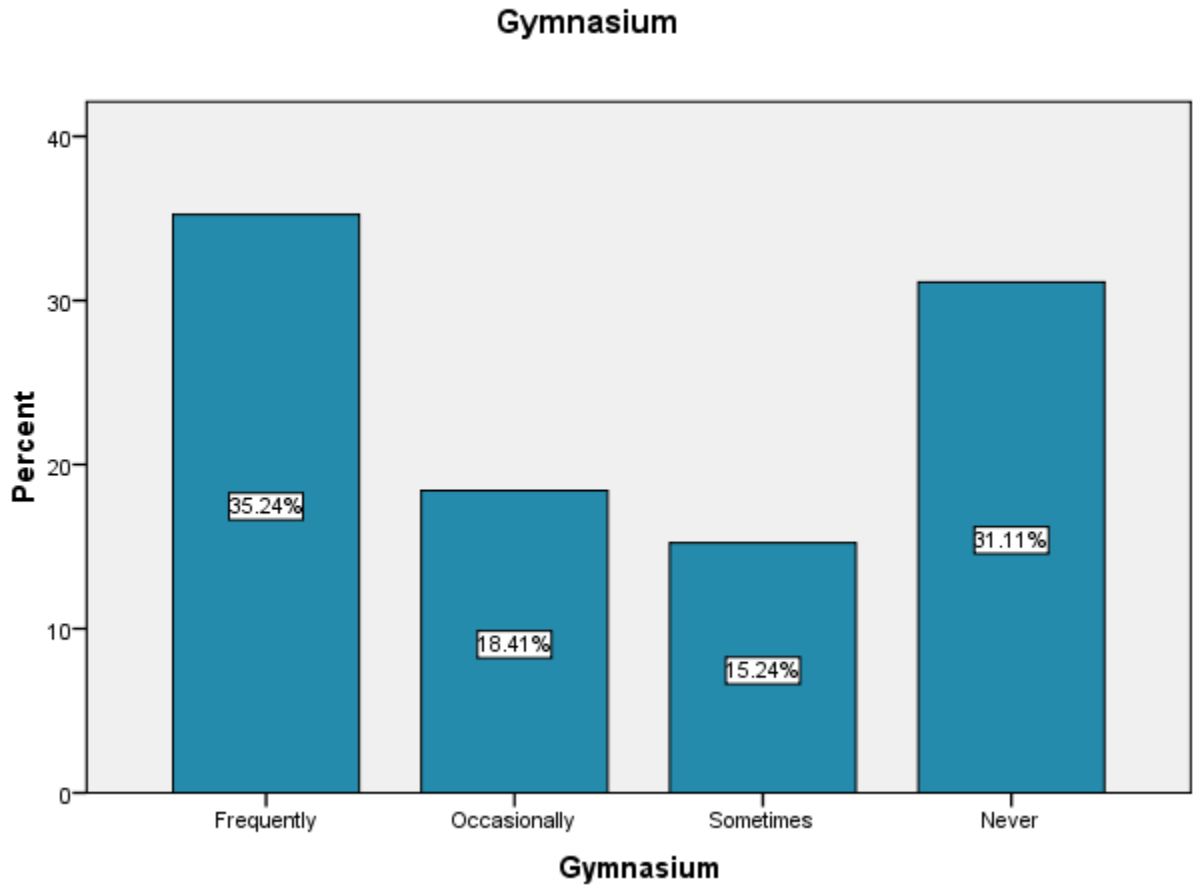
Please indicate how often you utilize the following: Swimming pool?



Highlights:

- Over one-third of respondents (32.25%) report frequently using the pool at the YMCA.
- 25.44 percent of respondents never use the pool.

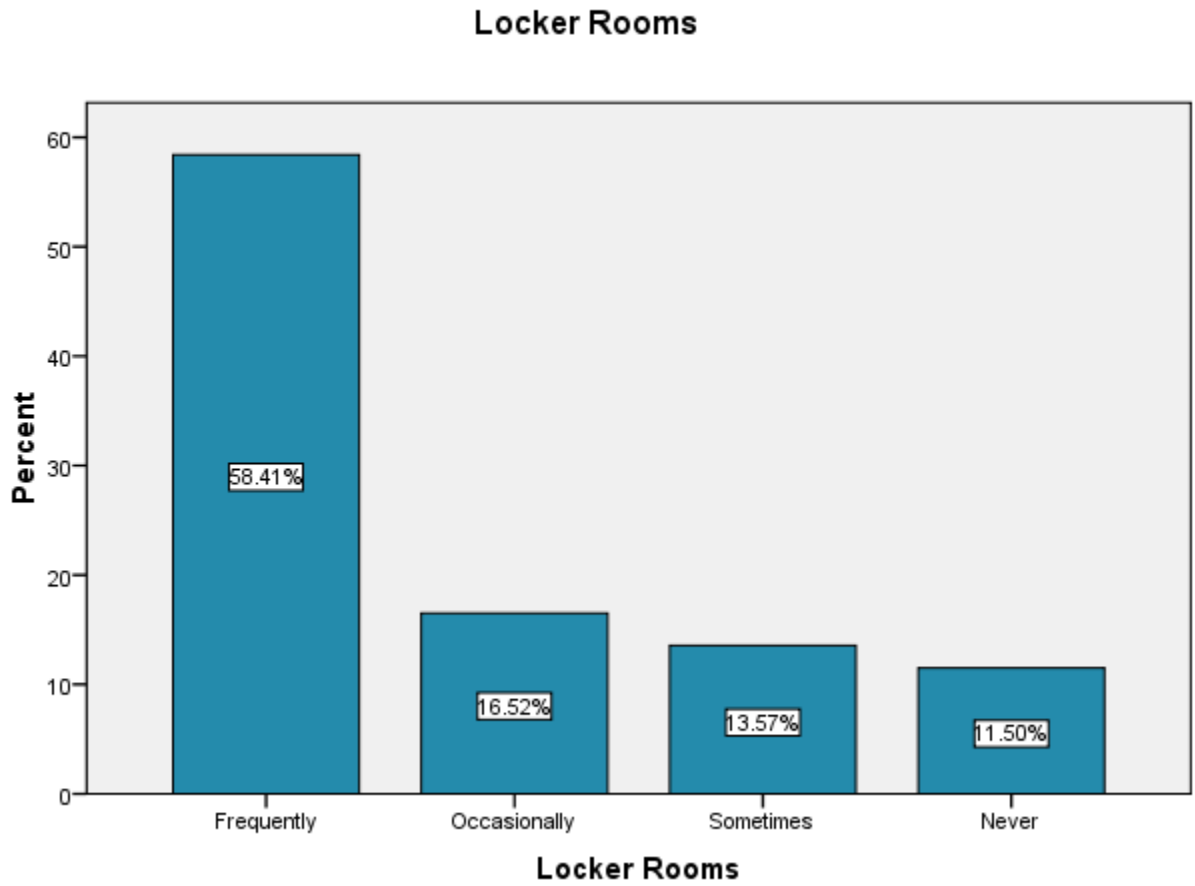
Please indicate how often you utilize the following: Gymnasium?



Highlights:

- 35.24 percent of respondents report frequently utilizing the gymnasium at the YMCA.
- 33.65 percent of respondents report occasionally or sometimes utilizing the gymnasium.

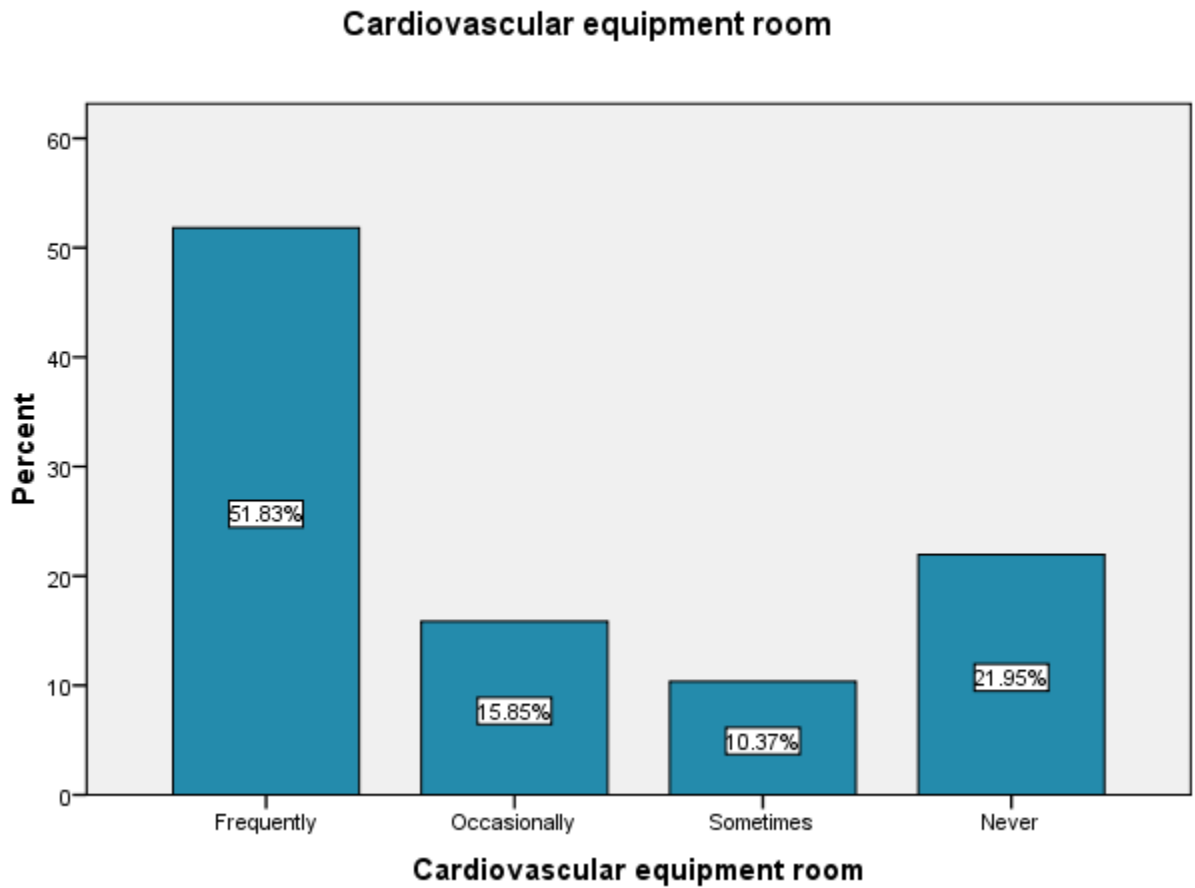
Please indicate how often you utilize the following: Locker rooms?



Highlights:

- The majority of respondents (58.41%) report frequently utilizing the locker rooms.

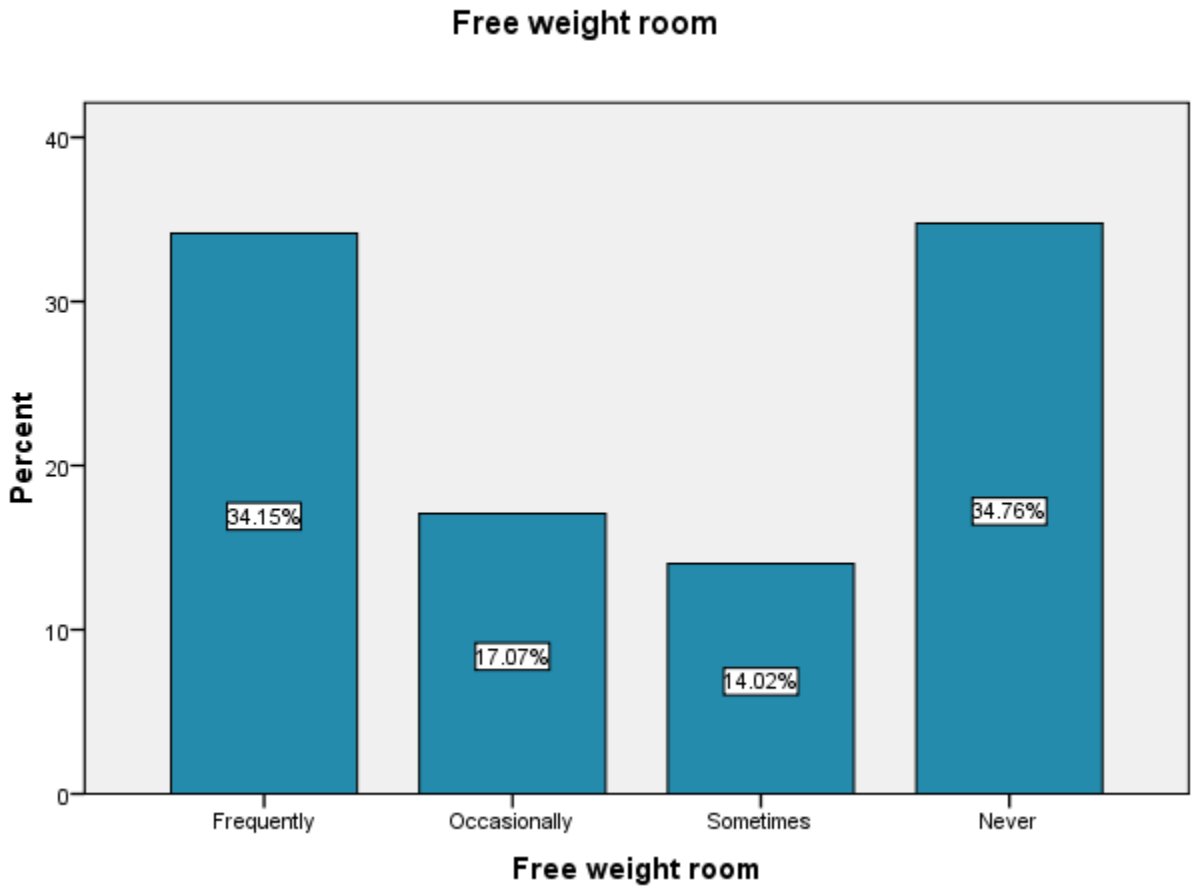
Please indicate how often you utilize the following: Cardiovascular equipment room?



Highlights:

- 51.83 percent of respondents report frequently utilizing the cardiovascular equipment room.
- 26.22 percent of respondents report occasionally or sometimes utilizing the cardiovascular equipment room.

Please indicate how often you utilize the following: Free weight room?



Highlights:

- 34.15 percent of respondents are frequently using the free weight room and 34.76 never use the free weight room.

Please indicate the general conditions of the areas you use:

	Excellent	Good	Fair	Poor
Cardiovascular equipment room	34.1%	35.5%	8.4%	.9%
Free weight room	26.6%	32.1%	10.4%	2.0%
Parking	48.6%	39.0%	9.2%	.9%
Gymnasium	25.1%	29.5%	13.3%	2.0%
Swimming pool	37.3%	35.5%	9.2%	1.4%
Locker rooms	23.4%	38.2%	18.8%	10.7%

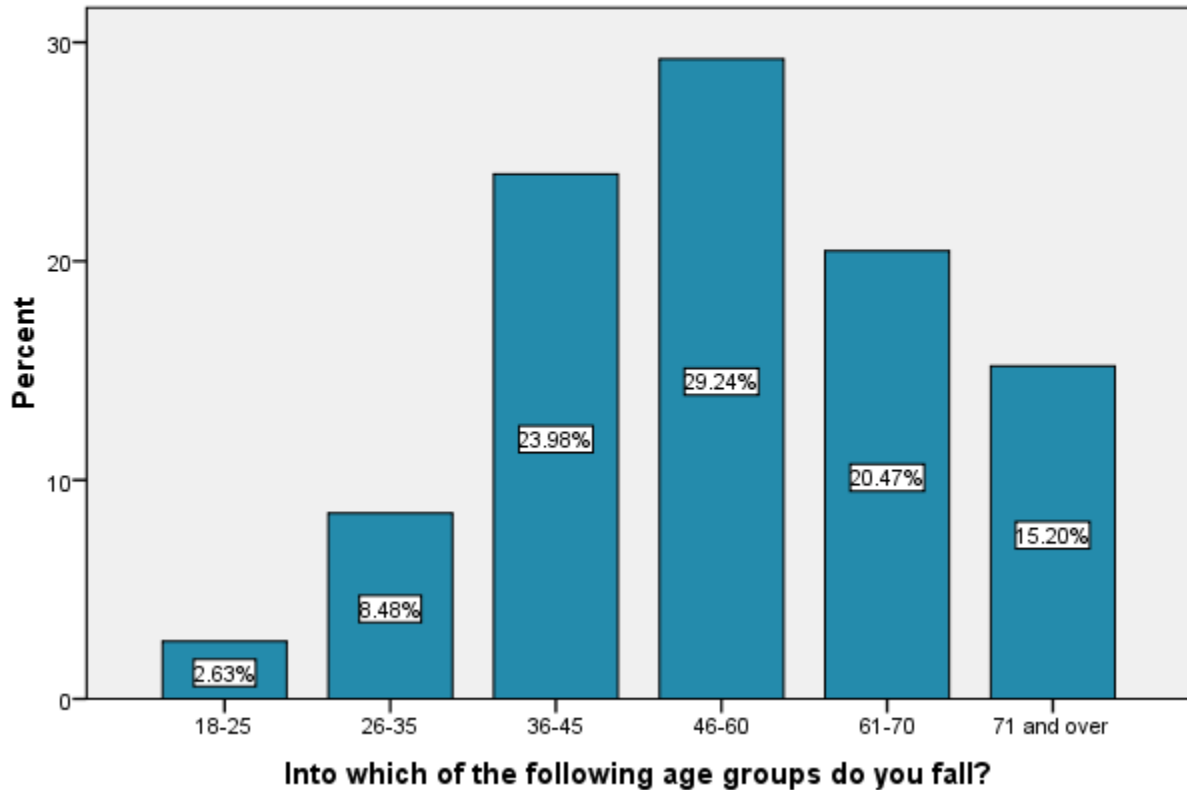
Highlights:

- An overwhelming majority of respondents (79.2%) report that the condition of the cardiovascular equipment room is excellent or good.
- 87.6 percent of respondents rate the parking as being in excellent or good condition.
- 72.8 percent of respondents rate the swimming pool as being in excellent or good condition.

Sample Demographic Characteristics

Into which of the following age groups do you fall?

Into which of the following age groups do you fall?

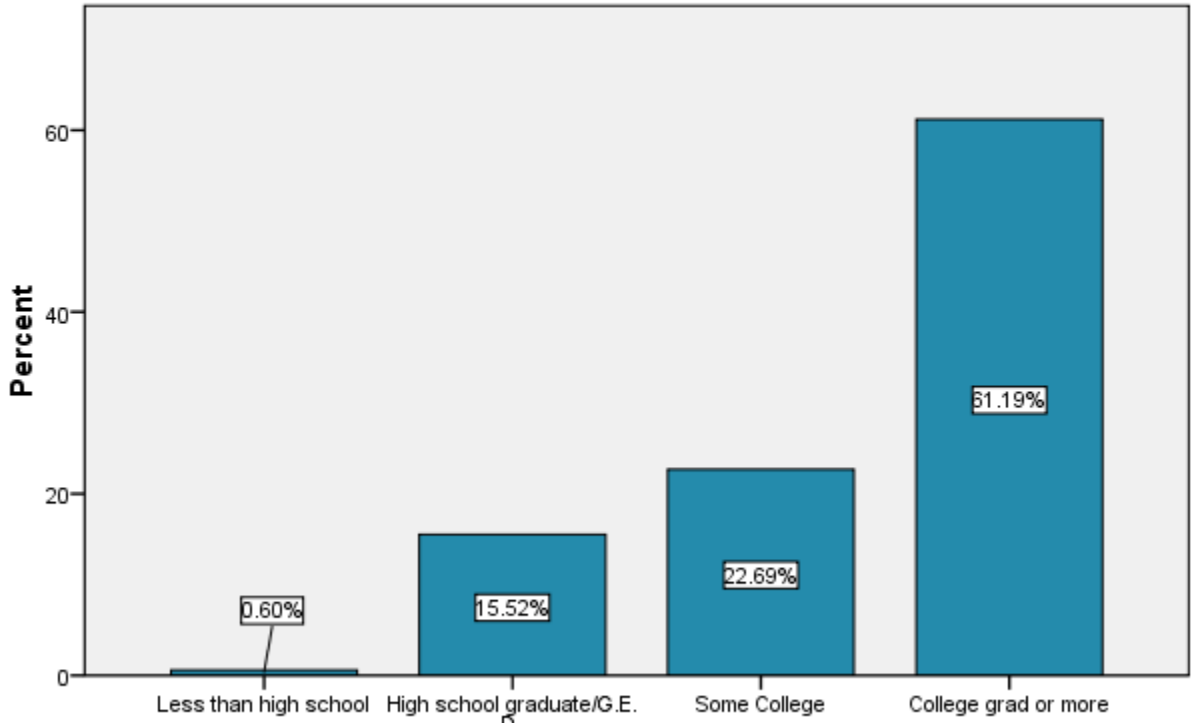


Highlights:

- The largest percentage of respondents (29.24%) report they are between 46 and 60 years old.

What is the last grade in school you completed?

What is the last grade in school you completed?



What is the last grade in school you completed?

Highlights:

- A strong majority of respondents (61.19 %) report that they are college graduates or more.

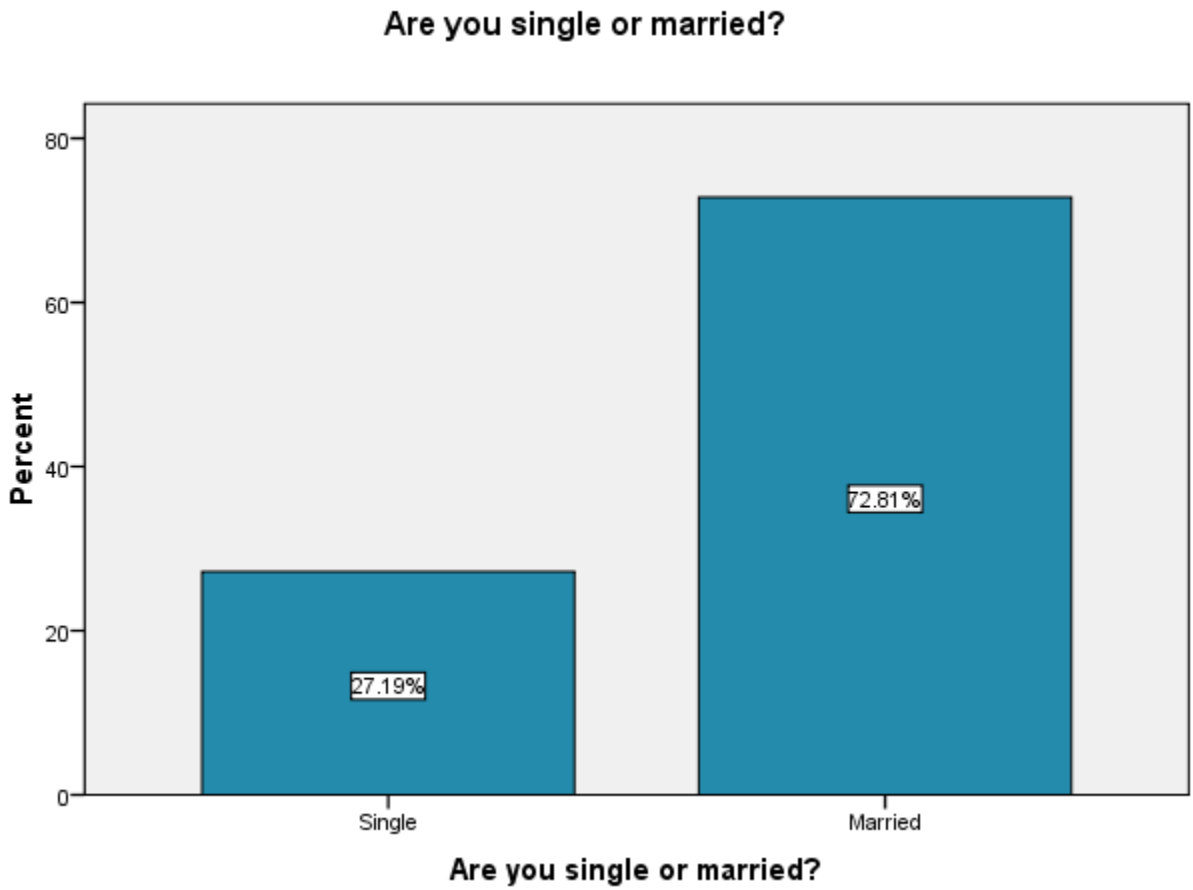
What is your racial background?

	Frequency	Percent
No Response	17	4.9
African American	5	1.4
American Indian/ Alaska Native	4	1.2
Caucasian/ White	311	89.9
Hispanic/ Latino (a)	3	.9
American	1	.3
Cuban/White	1	.3
European	1	.3
Haitian	1	.3
Total	346	100.0

Highlights:

- A strong majority of respondents (89.9 %) report that their racial category is Caucasian/White.

Are you single or married?



Highlights:

- The majority of respondents (72.81%) report that they are married.

Do you have children under the age of 17 living in your home?

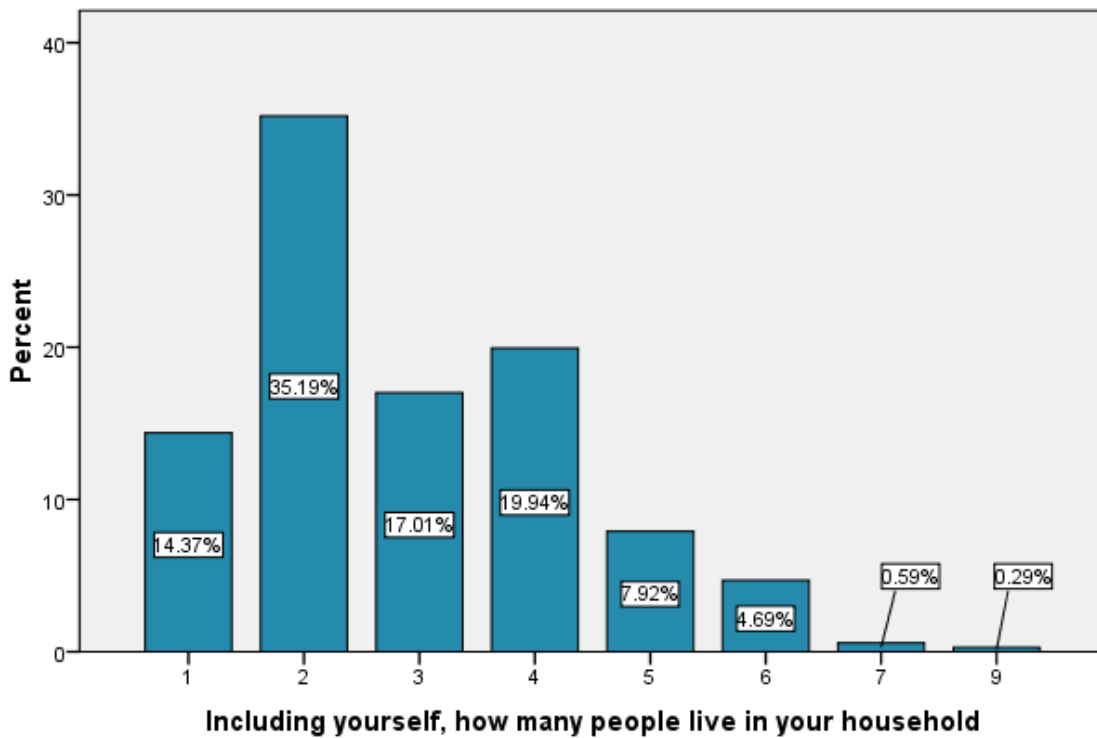
	Frequency	Percentage
Birth to 6 years	46	13.9
6 to 12 years	64	18.5
13 to 17 years	55	15.9
No children	208	60.1

Highlights:

- Well over half (60.11%) of all respondents report having no children under 17 years of age living in the home.

Including yourself, how many people live in your household?

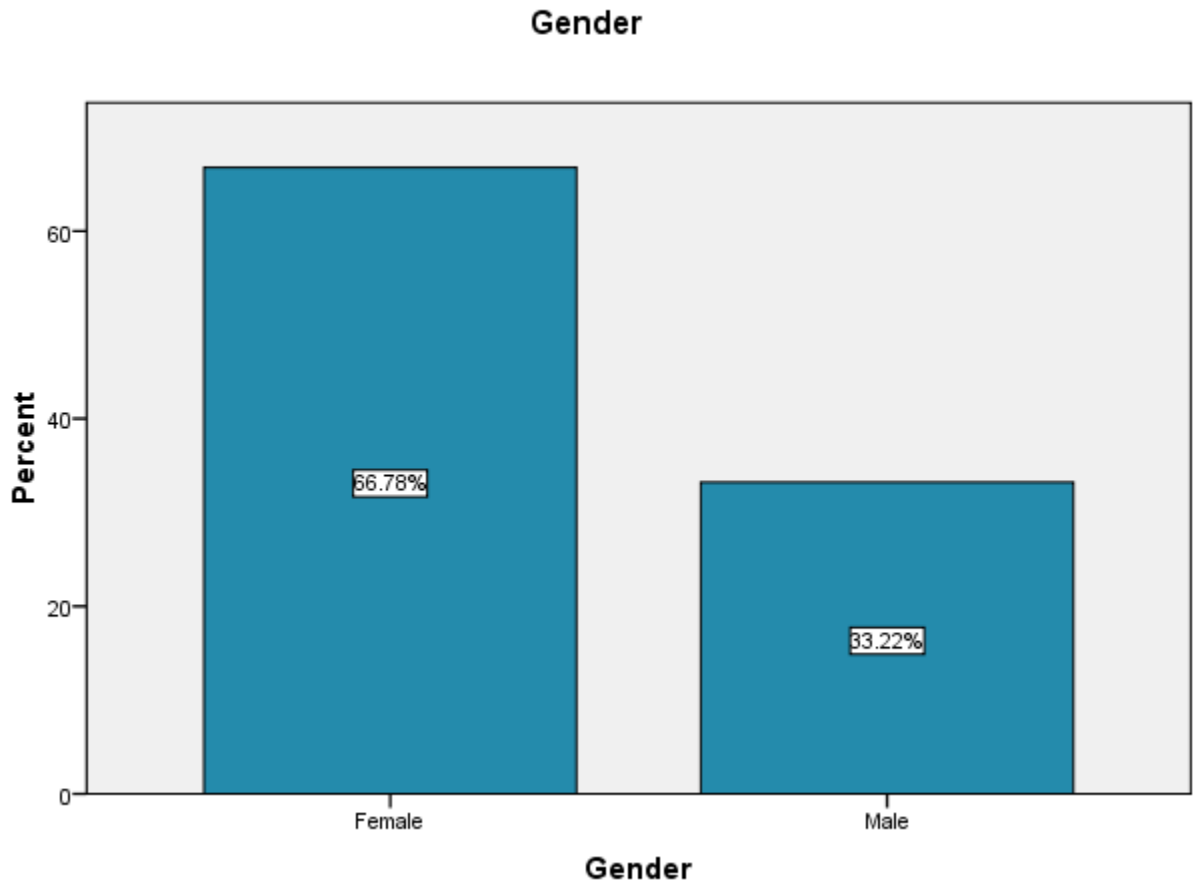
Including yourself, how many people live in your household



Highlights:

- The majority of respondents have two people in their household.

What is your gender?

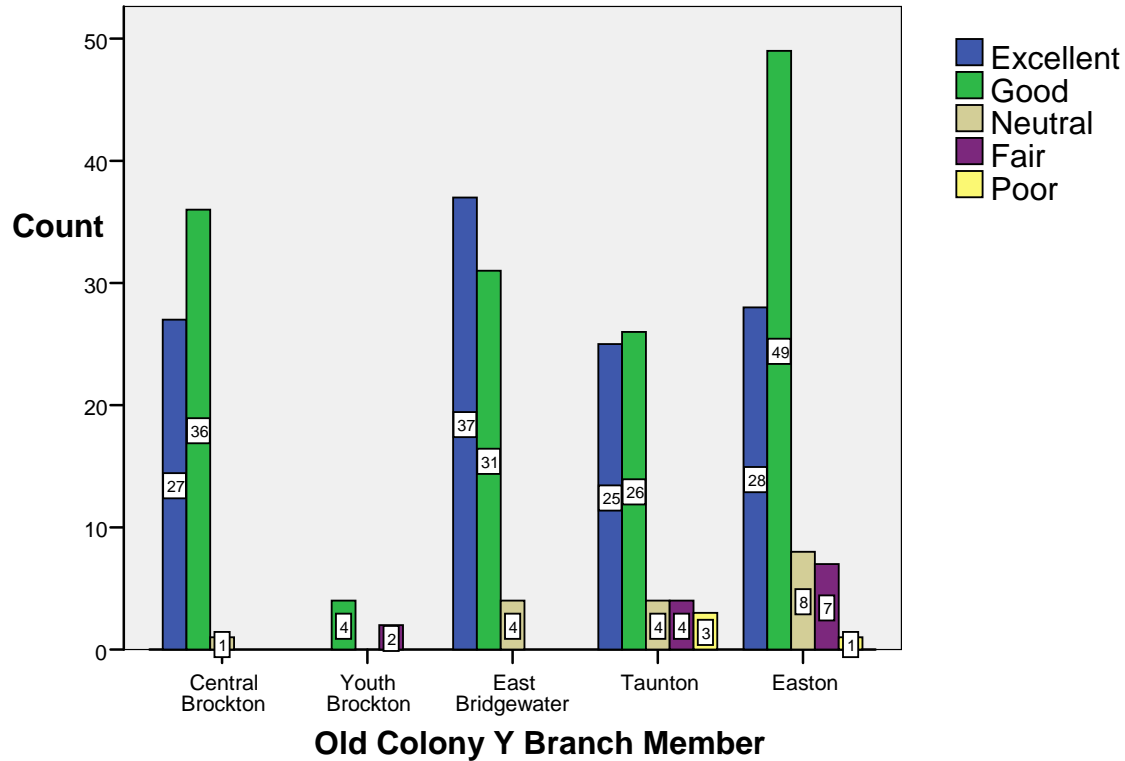


Highlights:

- 66.78 percent of respondents are female and 33.22 percent are male.

Comparison of Branches - Crosstabulation of Results

Rate Old Colony YMCA

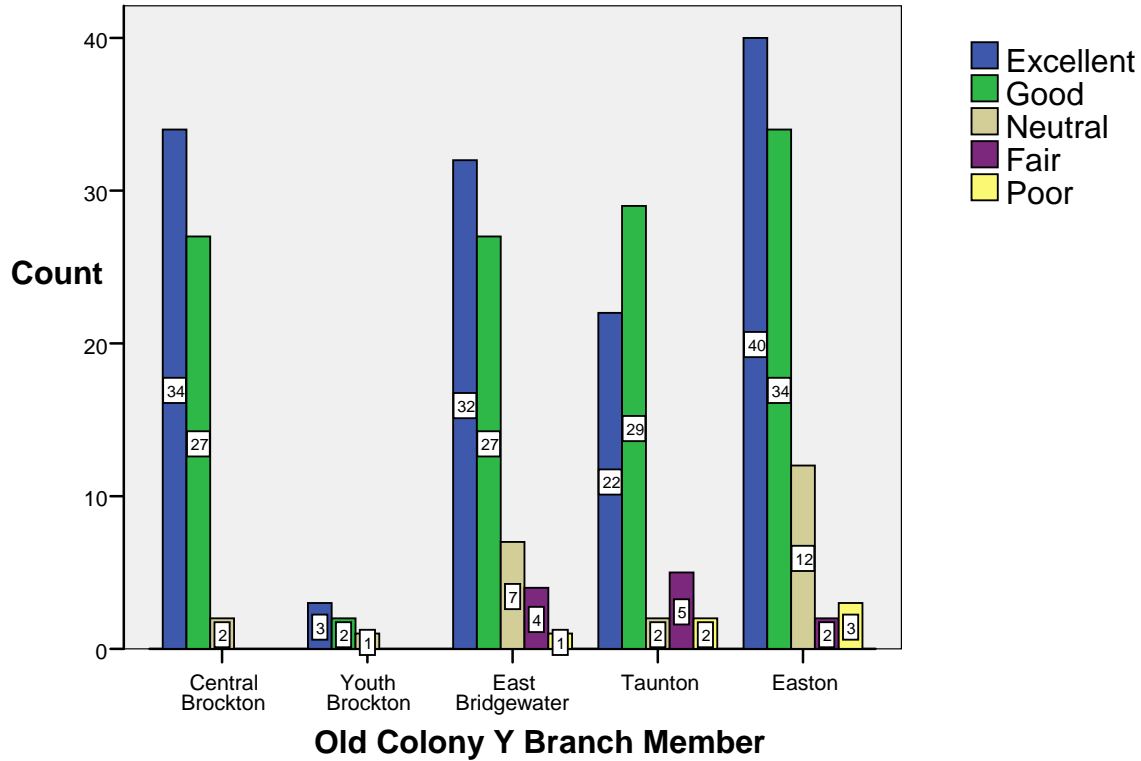


		Overall how would you rate the quality of programming at the Y?				
		Very good	Good	Neutral	Fair	Total
Which Old Colony YMCA branch location are you a member?	Central Brockton	2	2	0	0	4
	Youth Brockton	6	6	0	0	12
	East Bridgewater	60	51	6	1	118
	Taunton	16	29	8	4	57
	Easton	19	25	3	2	49
	Middleboro	33	57	6	3	99
	Total	136	170	23	10	339

Highlights:

- The majority of respondents at each branch rated the quality of each branch as excellent or good.
- The East Bridgewater branch had a statistically significantly proportionally higher number of respondents in the very good response category when compared to other branches.

Staff Ratings

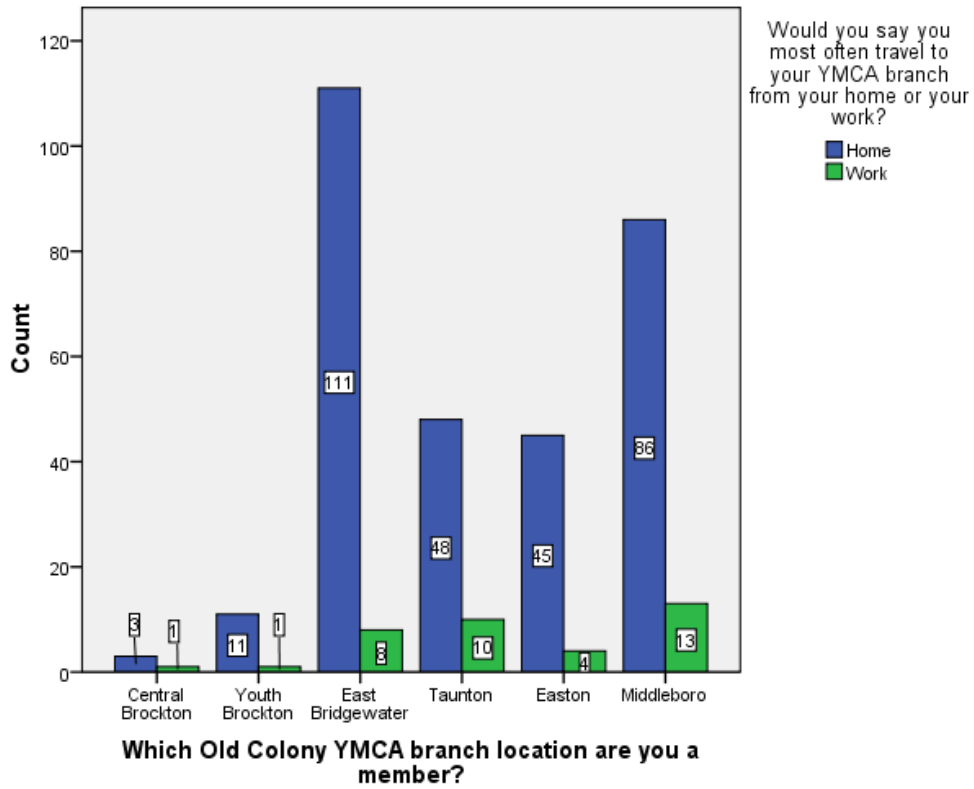


		YMCA staff care about my well being					Total
		Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Disagree	
Which Old Colony YMCA branch location are you a member?	Central Brockton	2	2	0	0	0	4
	Youth Brockton	8	2	2	0	0	12
	East Bridgewater	70	22	20	3	0	115
	Taunton	29	16	12	0	0	57
	Easton	21	13	13	1	1	49
	Middleboro	48	31	20	2	0	101
	Total	178	86	67	6	1	338

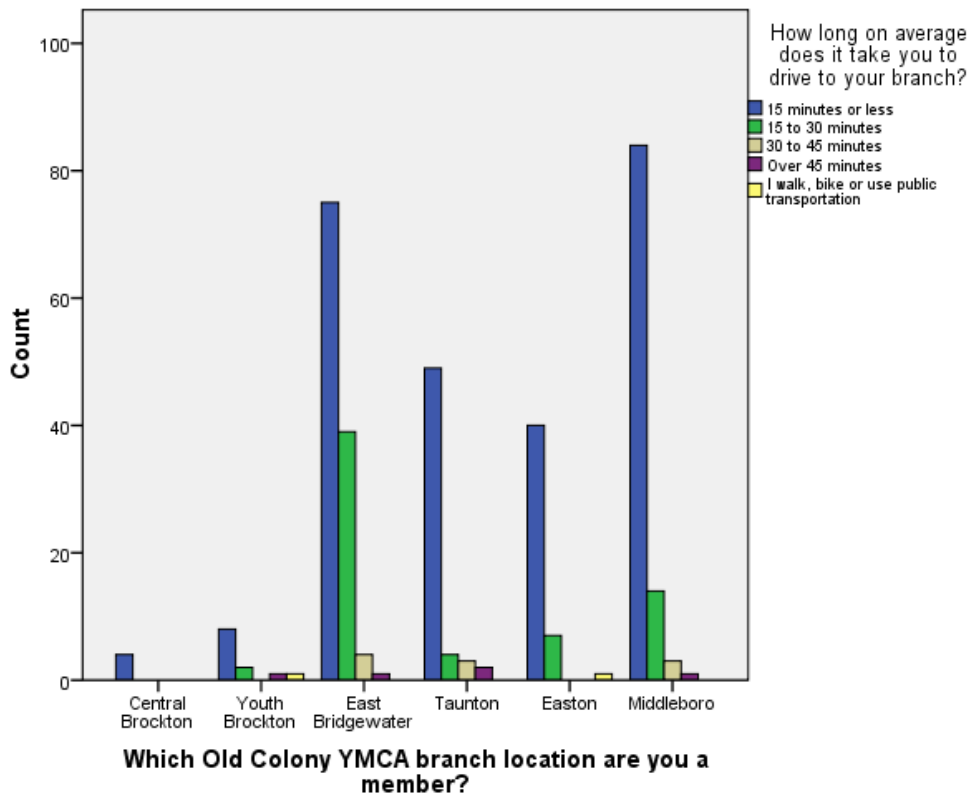
Highlights:

- The majority of respondents at each branch rated the service of staff as excellent or good.

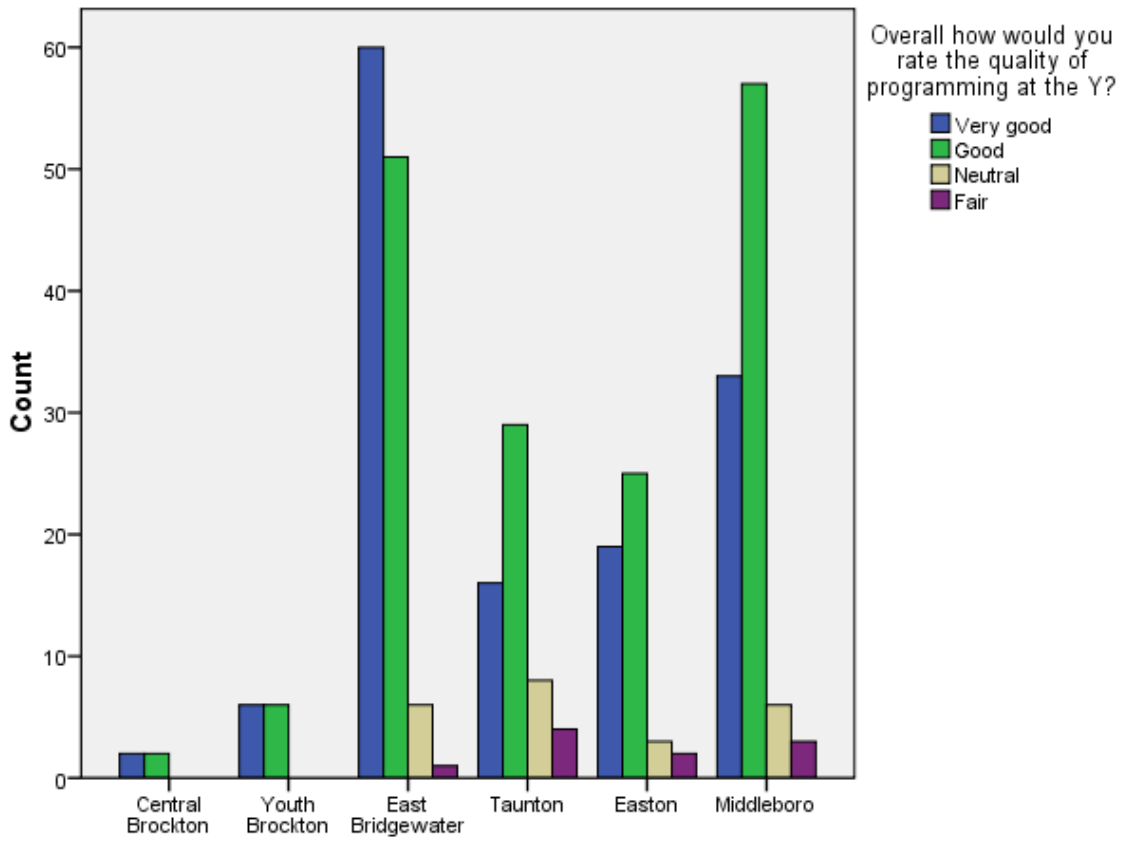
Would you say you most often travel to your YMCA branch from your home or your work?



How long on average does it take you to drive to your branch?



Overall how would you rate the quality of programming at the Y?



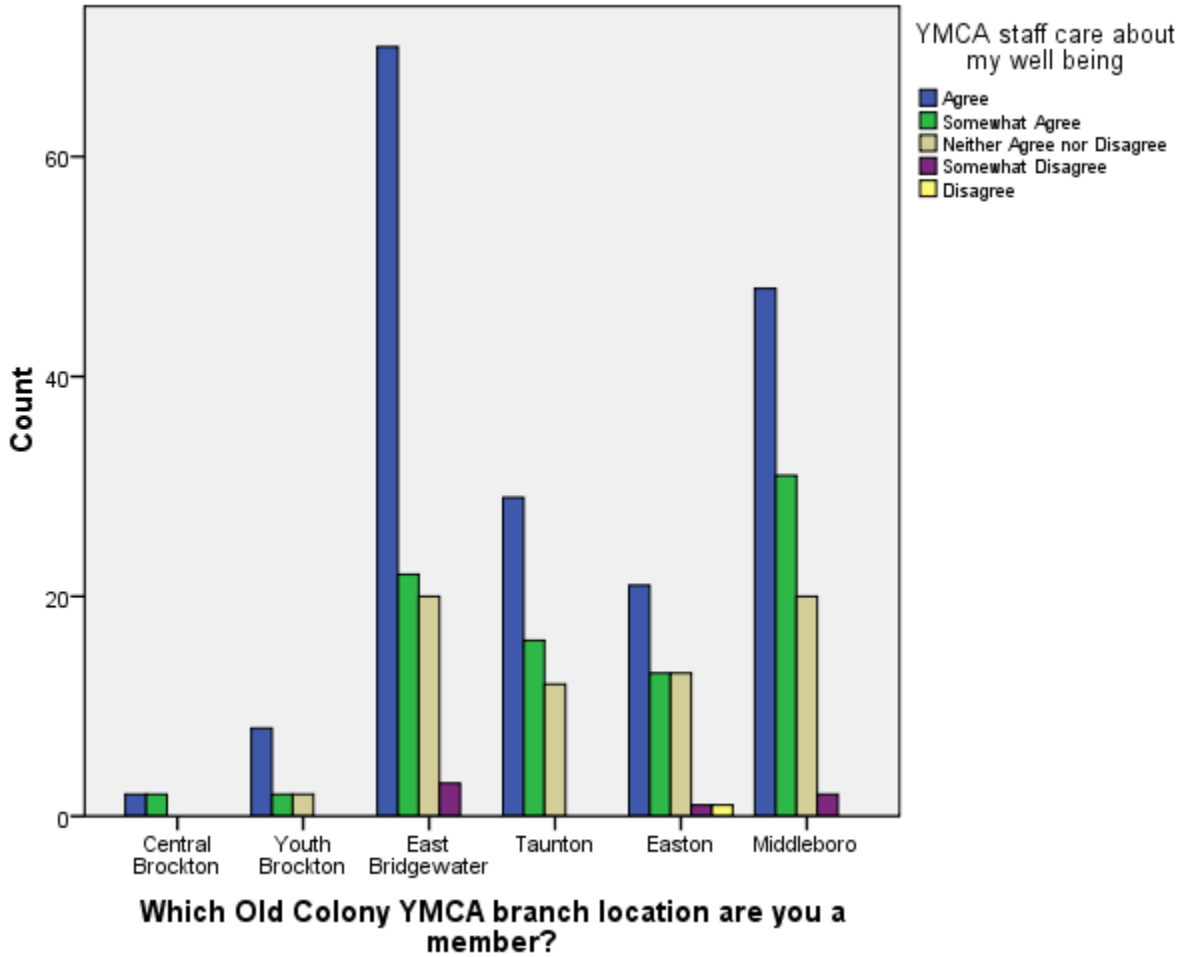
Which Old Colony YMCA branch location are you a member?

		Overall how would you rate the quality of programming at the Y?				
		Very good	Good	Neutral	Fair	Total
Which Old Colony YMCA branch location are you a member?	Central Brockton	2	2	0	0	4
	Youth Brockton	6	6	0	0	12
	East Bridgewater	60	51	6	1	118
	Taunton	16	29	8	4	57
	Easton	19	25	3	2	49
	Middleboro	33	57	6	3	99
	Total	136	170	23	10	339

Highlights:

- The quality of programming was seen as very good or good by the majority of respondents.
- The East Bridgewater branch demonstrated a proportionally higher (statistically significant) number of responses in the very good category.

The YMCA staff care about my well being

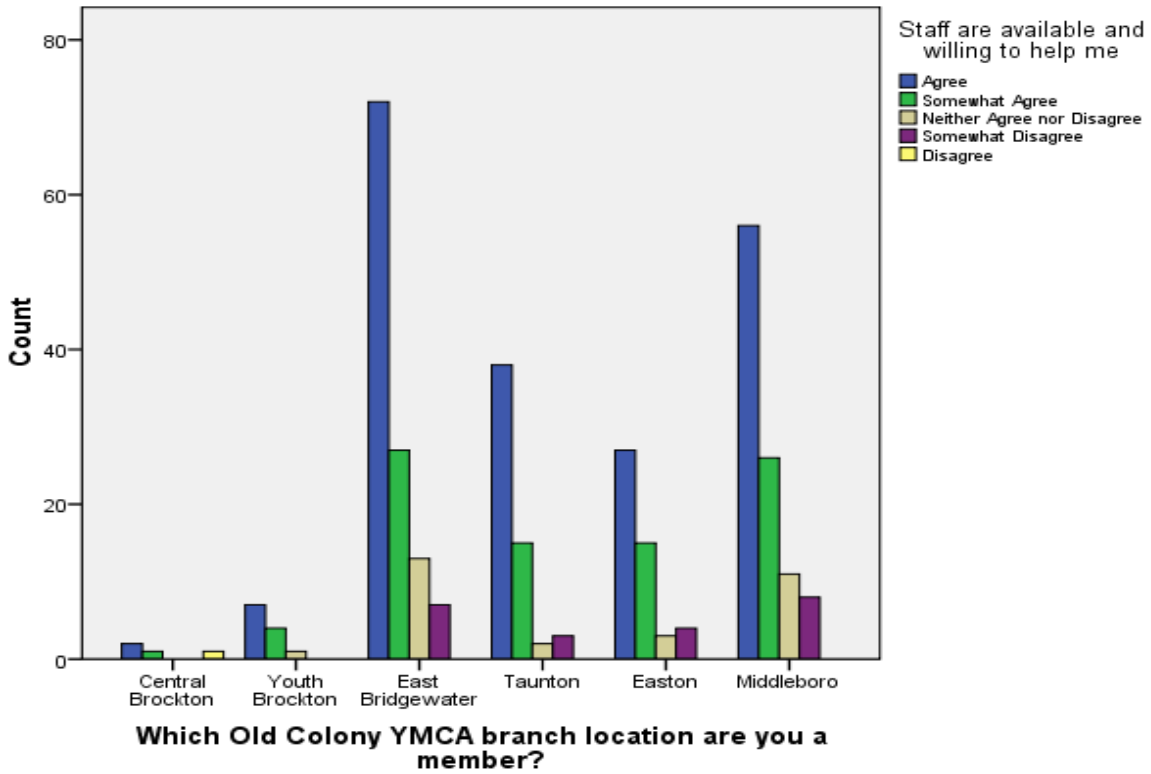


		YMCA staff care about my well being					Total
		Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Disagree	
Which Old Colony YMCA branch location are you a member?	Central Brockton	2	2	0	0	0	4
	Youth Brockton	8	2	2	0	0	12
	East Bridgewater	70	22	20	3	0	115
	Taunton	29	16	12	0	0	57
	Easton	21	13	13	1	1	49
	Middleboro	48	31	20	2	0	101
	Total	178	86	67	6	1	338

Highlights:

- Most respondents report that they agree or somewhat agree that the staff care about their well-being.

Staff are available and willing to help me

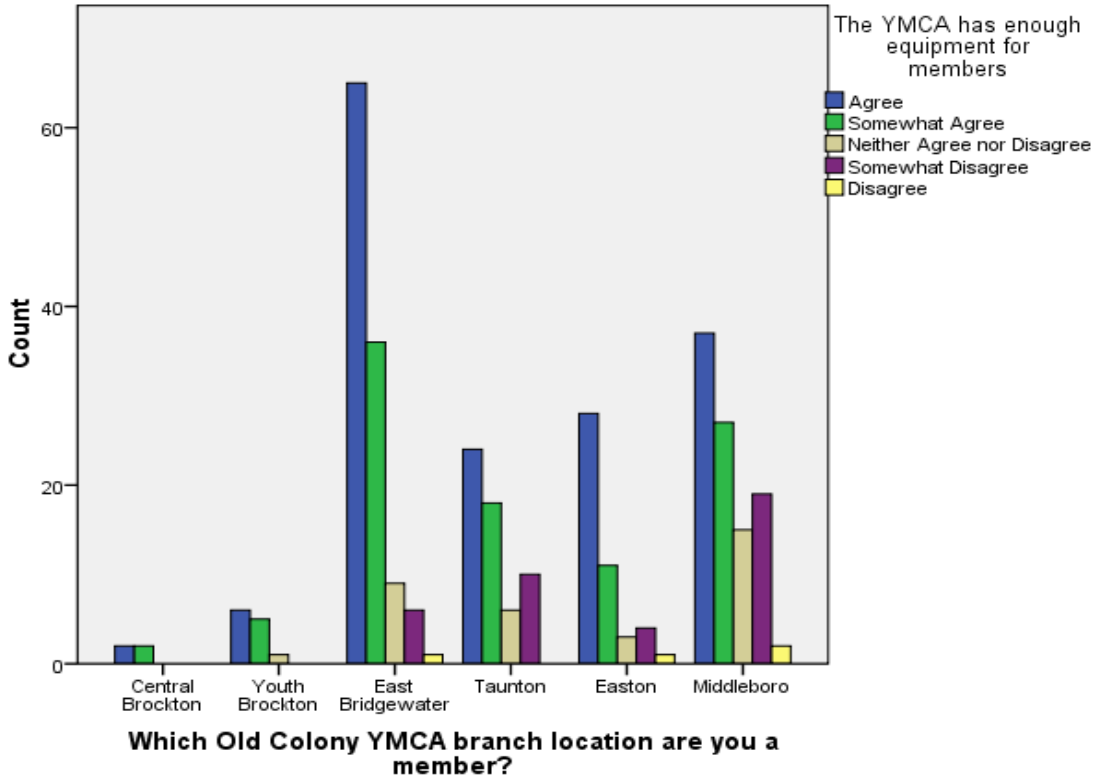


		Staff are available and willing to help me					Total
		Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Disagree	
Which Old Colony YMCA branch location are you a member?	Central Brockton	2	1	0	0	1	4
	Youth Brockton	7	4	1	0	0	12
	East Bridgewater	72	27	13	7	0	119
	Taunton	38	15	2	3	0	58
	Easton	27	15	3	4	0	49
	Middleboro	56	26	11	8	0	101
	Total	202	88	30	22	1	343

Highlights:

- Most respondents report that they agree or somewhat agree that the staff are available and willing to help them.

The YMCA has enough equipment for members

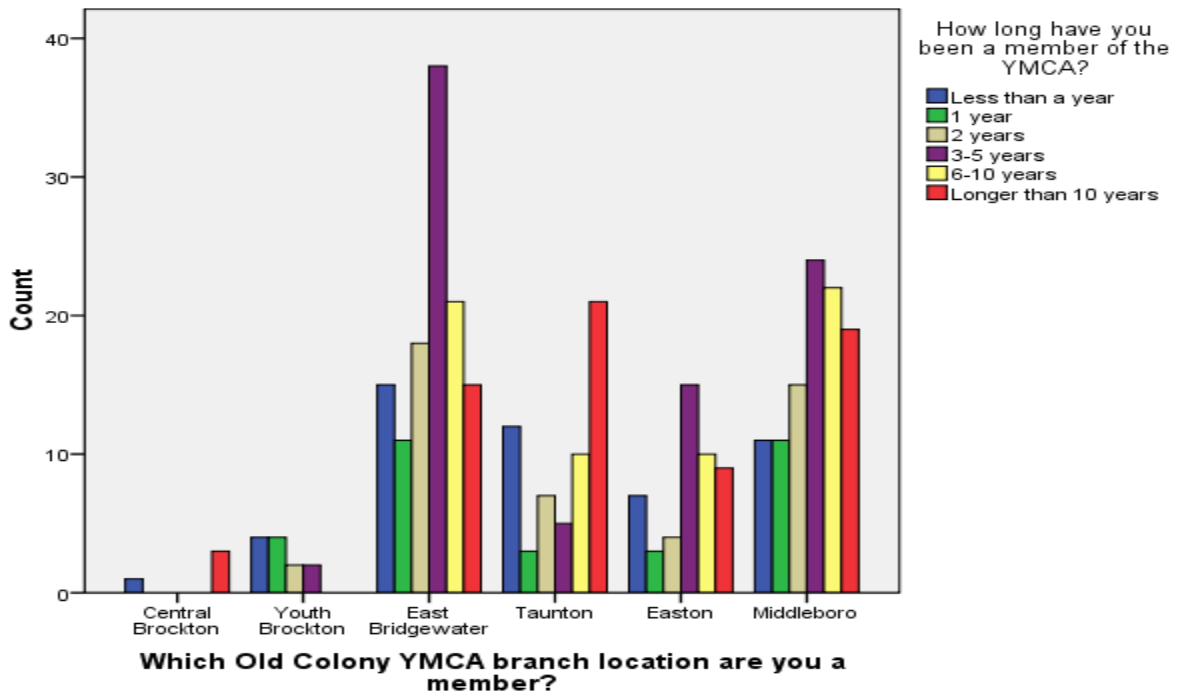


		The YMCA has enough equipment for members					
		Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Disagree	Total
Which Old Colony YMCA branch location are you a member?	Central Brockton	2	2	0	0	0	4
	Youth Brockton	6	5	1	0	0	12
	East Bridgewater	65	36	9	6	1	117
	Taunton	24	18	6	10	0	58
	Easton	28	11	3	4	1	47
	Middleboro	37	27	15	19	2	100
	Total	162	99	34	39	4	338

Highlights:

- Most respondents report that they agree or somewhat agree that the YMCA has enough equipment for members.

How long have you been a member?



		How long have you been a member of the YMCA?						Total
		Less than a year	1 year	2 years	3-5 years	6-10 years	Longer than 10 years	
Which Old Colony YMCA branch location are you a member?	Central Brockton	1	0	0	0	0	3	4
	Youth Brockton	4	4	2	2	0	0	12
	East Bridgewater	15	11	18	38	21	15	118
	Taunton	12	3	7	5	10	21	58
	Easton	7	3	4	15	10	9	48
	Middleboro	11	11	15	24	22	19	102
	Total	50	32	46	84	63	67	342

Highlights:

- Although most of the respondents had been members of the YMCA for 3 to 5 years, there were statistically significant differences between branches.

Comments

Why did you choose to join the YMCA?

Why?	Frequency
Physical Activity and Exercise	45
Proximity and Convenience	45
Pool	40
Kids and Family Friendly Atmosphere	20
Programs	15
Equipment	15
Childcare	8
Socialization	7
Friend Referred	6
Longtime Member	5
Sauna	4
Same or Better Than More Expensive Gyms	4
Staff	3
Employee Benefit	3
Y Employee	3
Camp	2
Christmas Gift	1

Highlights:

- The largest number of respondents choose the YMCA for Physical Activity and Exercise and for Proximity and Convenience.

What activities did you participate in?

Activity	Frequency
Swimming	12
Aqua Aerobic	10
Camp, Basketball	7 each
Soccer, Aerobics, Baseball/T-Ball	6 each
Yoga	5
Zumba, Flag Football	4
5 K Race, Teen Weights, Boot Camp, Cycling, Spinning, Easter Egg Hunt, Halloween Party, Open Gym, Karate	2
Kickboxing, Racquetball, Bowling, Cardio, Pilates, Cookout, CPR, Triathlon, Hot Tub, Flower Show, Health Fair	1

Highlights:

- The largest number of respondents participated in swimming and aqua aerobics

What would you change?

What would you change? (full answers provided for consideration)
A better indoor track, volleyball for youth (not in schools K-6)
A later water aerobics class on Tues, Thurs, Fri (or very early (730) more lap swim time for teens
Add a new larger weight room that's not in the basement or clean up and put some pictures that look like windows. Need more room for more equipment
Add classes for pregnant moms and children under 3 gym classes
Add more different weight equipment
Add some more group programs at 5:30/ 6:00 AM. More classes on Friday evenings and Saturdays (group). It would be great for the Y to share these survey results with its members after completion!
Add spin classes
Add tennis courts
Adult dance classes (belly dancing)
Adult personal training in boxing and jujitsu
Adult swimming lessons; training in customer service for Y managers
Aerobics- I left the Brockton Main Branch because they did away with it
Although the entire staff works hard I believe much more time should be spent cleaning and sanitizing locker shower and workout areas. This should be done daily.
Another abs machine
Anti slip mats on floor needed! Use a different chemical in pool other than chlorine. Chlorine is overused.
Ballroom dancing
Better Access to Pool
Better more modern free weight room
Better times for classes @ EB more revolved around fitness. Directors schedule vs. members
Bring back water aerobics on Friday nights
Can't think of any
Change exercise area to a more private setting
Change hours of the pool. Maybe an hour during the day
Change the times of some group exercise classes because often they don't work for people that have to commute to work. Have a completely separate locker room for people with

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children.
classes at 4 or 5, more equipment
Classes between 1+ 3pm, spinning?
clean locker rooms
Clean the gym
Clean up the locker rooms. Keep pool cleaner
Cleaner bathrooms, locker rooms, pool, gym floor
Cleanliness- women's lockers and pool. Too many chemicals we itch...slimy stairs, dividers & floor. Not enough qualified water instructors. Get a new innovative, non-egotistic head of pool
Competitive volleyball, exercise room for adults only
Corporate basketball tournament
Daytime yoga classes. Stretch classes offered at different times
Earlier child care hours
Earlier opening time. More supervision and oversight at Camp Yomenchas and before after school programs. Too many out of control kids.
Everything is good so nothing needs to be changes
Exercise group at 11:00 am-11:45 am
Extend Hours at the end of day- stay open later during weekends + weeknights
Fine as it is presently
Fix what is broken and clean better +more often
Free yoga class
Free yoga, more free swim times
Have activities for 3 year olds. Not babysitting, like beginning soccer or something fun. My child doesn't like the babysitting room.
Have more fitness class instructors + re-institute Sunday aerobics classes. The problem with the Easton Y is that there are too few fitness class instructors. Where one goes on vacation there is no one to sub classes and are cancelled. When the Sunday morning instructor decided not to teach them the class was cancelled rather than finding another instructor. After 20 years of Sunday classes now there is no aerobics on Sunday this is unacceptable! I wrote the director a letter asking for a response and never heard a thing!
Have more teachers at the arthritis classes. Some classes we are on our own water warmer.
Have to think on this. Seems OK Right now
Health bar consists of juices variety + water after completion of your exercises
I am impressed with the adding of the Zumba & Yoga classes; however, I don't think I should have to pay extra fees.
I found women's locker room - small - crowded- not particularly clean
I have seen high end "Life fitness" bikes- treadmills- elliptical at the Newman YMCA (Seekonk). Allow 8-12 yr olds to have a personal exercise program. This age group is not being served
I just wanted to write separately about the basketball schedule at the EB Y. The schedule 5-7 for adults; 7-9 for kids, barely allows enough time for a meaningful workout. It could mean more logical to switch the schedule so that kids can go after school 5-7 and adults can go after work 7-9.
I only use the pool + was a little unhappy with increase in dues
I think that the mission and values of the Y has decreased. All staff needs to maintain the mission along with Adult and Child Members. I hear and see inappropriate behavior and language. The before/after school programs needs to separate older kids from younger kids. Staff doesn't seem to witness or resolve certain situations. Registration needs great improvement. Never on time per brochure and all classes should have online registration.
I will assess when the addition is completed
I wish you could get discounts if you enroll multiple children in programs. We would participate in a few more
I would have a six month membership program, I am away for six months

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I would keep the programs offered but not charge extra money for them.
I would like it to be more program for children 3 to 5 years old, there is nothing available for the toddlers
I would like to have more programs for seniors especially for those of us who have limitations
I would like to have the temperature of the men's locker room spa raised to a more comfortable temp
I would like to see more for kids 11 to 16
I would like to see more open swim hours.
I would love if the Y opened at 5am
I would replace the newer bench in the workout room, to an old fashion one, because the newer bench is hard to put the bar back in place, its either too high or too low, not medium or just right.
I've only been going for a month and so far they have everything I need.
Increased access to Lap Pool- 2 lanes would be nice based on use
Keep it open on Sunday year round
Keep water temp consistent at 84 degrees
Kettlebell, Thai Chi
Larger fitness facility overall. East Bridgewater seems to have an increased capacity.
Larger locker room, move hours for adult recreation swim
Larger play area for children
Late afternoon classes (3:30 or 4:00) instead of classes at dinner time (5, 5:30)
Let pool lanes be used during lesson times. More lanes. Another pool... dance classes... expand to adult ED courses
Longer or later hours of operation. Also more dance classes at a later hour
Longer swimming hours
Looks good the way it is
Lower the individual membership cost more Pilates classes morning 9:00 or 11:00
Make senior afternoon swim time
Make the ladies locker room bigger- it was chopped in half last summer. There are only 2 dressing rooms- if bigger, we wouldn't need more. But children are lead through the locker room to class. My smallest complaint is the forever dirty sink in the child care bathroom. My largest complaint is the size of the upstairs locker room for women (not sure about the men's). I've been to the Franklin and Hyannis Y both are much larger. The lockers are too small to fit my gym bag. There are only 4 seats which are most often occupied with bags because they don't fit in the lockers. The showers are very tiny. The locker room itself is very small- making us uncomfortable to change in the open. Yet only 2 dressing rooms. Children are lead by staff through to a different room.
Make walking track safe, there is too much equipment to trip on when walking 2 people side by side
Massages
Masters swimming
More adult classes after 7:00 pm during the week and more programming for ages 8-12
More adult swimming classes
More adult water low impact w/ Louise
More aqua for arthritis people
More cardio equipment
More childcare to accommodate all ages thru age 12. Mornings 7 or 8 am to noon evening 4pm-8pm. As a member swim classes should be FREE for children! Open swim from 2pm to 7 pm, everyday, if not earlier at night not 7-8pm, but 6-8 pm. Please try to make crossing the street from the parking lot safer, maybe wide yellow or green marked path signs. It is a very dangerous crossway- cars travel fast. It is like a cut thru.
More classes (fitness) mid day

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More classes at 7pm that are the same ex same on Monday and Thursday
More convenient yoga or tai chi classes
More cutting edge group exercise
More dance/ aerobics
More deep water aerobics
More early AM (6 or 6:30) aerobics (floor, step) classes
More equipment- steps, weight, mats.
More equipment, sanitized locker rooms + showers, flexible programs
More evening swim classes for perch level
More exercise bicycles
More exercise classes; more in the late afternoon; longer exercise (aerobic) class room
More exercise programs for pre-teens
More Falun Dafa, More Yoga, Tai-Chi, one issue- there should be a monitor of the weeks pick-up basketball or a general gymnasium monitor to prevent injuries from aggressive players. My husband was accidentally injured by an aggressive player.
More family swim time on weekends
More for teenage children, move after work classes
More free swim (lap) more available. Had to swim during classes
More free weights
More group exercise aimed at men with better times- 5:30 pm or 6:00pm or 5:30 am
More programs for toddlers and preschool age like soccer or other "sports for kids"
More programs or classes offered mid-morning. The staff (top to bottom) in Easton is the unfriendliest, uncaring, unsociable except to each other
More spinning classes
More swim fitness classes in the evening. More room for new people and help with fitness program, record books, scales in locker rooms
More swimming classes for adults with different levels
More swimming classes for laps. More weight lifting equipment
More time for the class (at least 60') lesson swimming for adult to 1 day is not enough
More treadmills that blow air in face. AC in weight room or lack of kept me from Y this summer. Cardio room depressing. Please get AC/Ventilation in weight room fans get shut off.
More upscale atmosphere, better security @ parking areas
More varied class times
More varied classes with varied times and instructors- more kickboxing, step, new stuff for classes
More water classes in the evening
More water fitness classes
More water fitness classes, tennis courts
More yoga
More yoga classes
My main concern is how dated the facility is and some of the equipment is dated. I take a kickboxing class that I had thought would have a punching bag but is a intense cardio.
My only concern about the Y is that I have had trouble finding a time for lap swimming when there were not a lot of other swimmers in the pool Otherwise, I think the EB is great- I recommend it to others.
N/A
Need an automatic door opener at main entrance
Need to maintain equipment (cv equip constantly broken). Need management present in evenings

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Need to think about it
New weight room + larger. Add more cardio classes in the evening
No
No change
None
None that I know of
Not sure at this time
Nothing
Open earlier at 5am weekdays and weekends. Offer classes for children 7 and up to participate with parents, like step or yoga.
Open swim 11 to 2:00 each day
Pilates at eh gym where there's child care
Pilates very early evening
Place liquid hand sanitizers (Purell) around the equipment room not just at the front - change wipe down towels more frequently when damp
Pool room + card room
Prenatal yoga
Restart 5:45 am spin class
Self defense classes for women
Senior water aerobics at 10:00am or 11:00am
Separate youth +adult locker rooms- steam room + sauna
Should be open set nights as well as Sunday 12-9pm. Offer classes throughout day but especially after 7pm
Steam room in men's locker area
summer programs affordable for kids not on welfare
Supervision for older children in the summer months. Have a gymnasium or alternate room to play in for children too old for the babysitting room
Swim programs
Swimming Lessons for adults
Tai Chi
Teen programs to develop leadership + community service
Temperature of pool water and air should be at min 84 degrees for seniors. Cleanliness of bathrooms + lockers
Tennis
The facility itself is run down and laid out awkwardly
The locker room and shower facilities for the women are terrible and in need of improvement. The pool locker room and showers (women's side) are also very bad. Every other place I have ever gone is far superior to our Y for locker rooms + showers.
The locker rooms, showers and steam room need to be updated. I would like to see more male group exercise programs.
The pool hours are "too" restricted for family swim. It is closed to general use too often - If you allowed a part of the pool for exercises or aqua walking it would help.
There is a male instructor for swimming that isn't qualified that I would replace
There is one instructor for aqua exercise that isn't qualified, I would replace him
Times of classes at EB not convenient. Lacks variety based more on staff needs then members
To make more time to come
Track
Two days a week facility does not open on time, very annoying when get there early and need to get to work after
Unless things have changed why does it cost me to visit another Old Colony facility? There should be a designated area for parents to bring small children of both genders. I know

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it's difficult, but I should not be forced to take a shower and change clothes in the same area as toddlers. THINK OF THE LIABILITY
Unsure
Updated free weight area, updated free weights + bench
Volleyball (not sure if you have yet or not) and tennis
Water Step
Weight room needs A.C.
Weight watchers classes
Yoga at convenient times
Yoga classes @ the Y - not the camp
Yoga classes early morning
Young children's programs on weekend. There seems to be fun things for young children but they're only offered during the week. Also, open the gym in winter to allow young kids to run free and get rid of energy.
Zumba Class



Institute for Regional Development

One of the missions of Bridgewater State College is to serve the Southeastern Massachusetts region by working to enhance its intellectual, economic, cultural and civic well being. To this end, the College established the Institute for Regional Development on September 1, 1996. The Institute serves as the viable focal point for College initiatives related to enhancing the quality of life in Southeastern Massachusetts. The mission of the Institute is to serve as a resource center for the public, private, and non-profit sectors of Southeastern Massachusetts through applied research, training, and technical assistance programs.

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