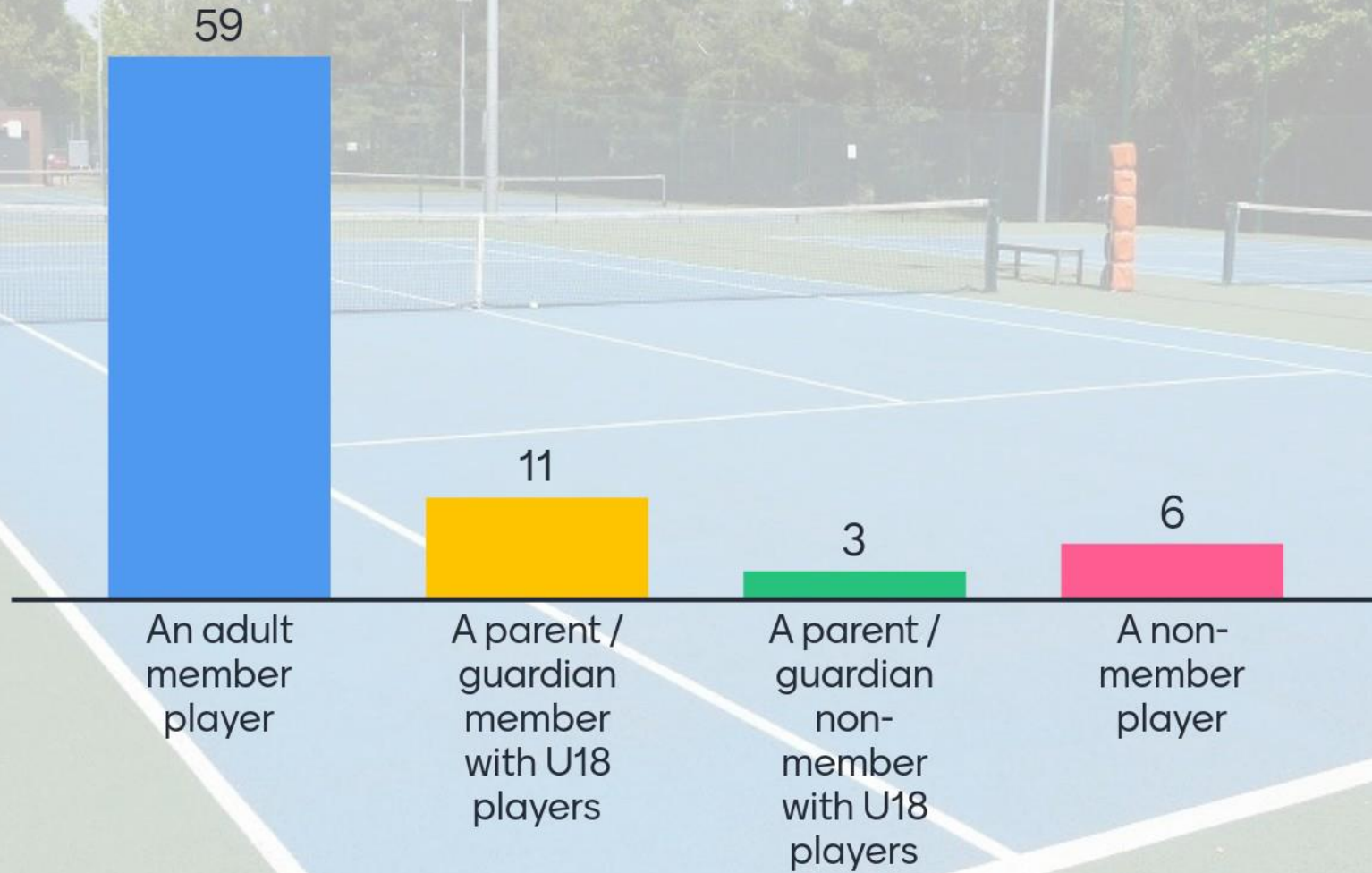


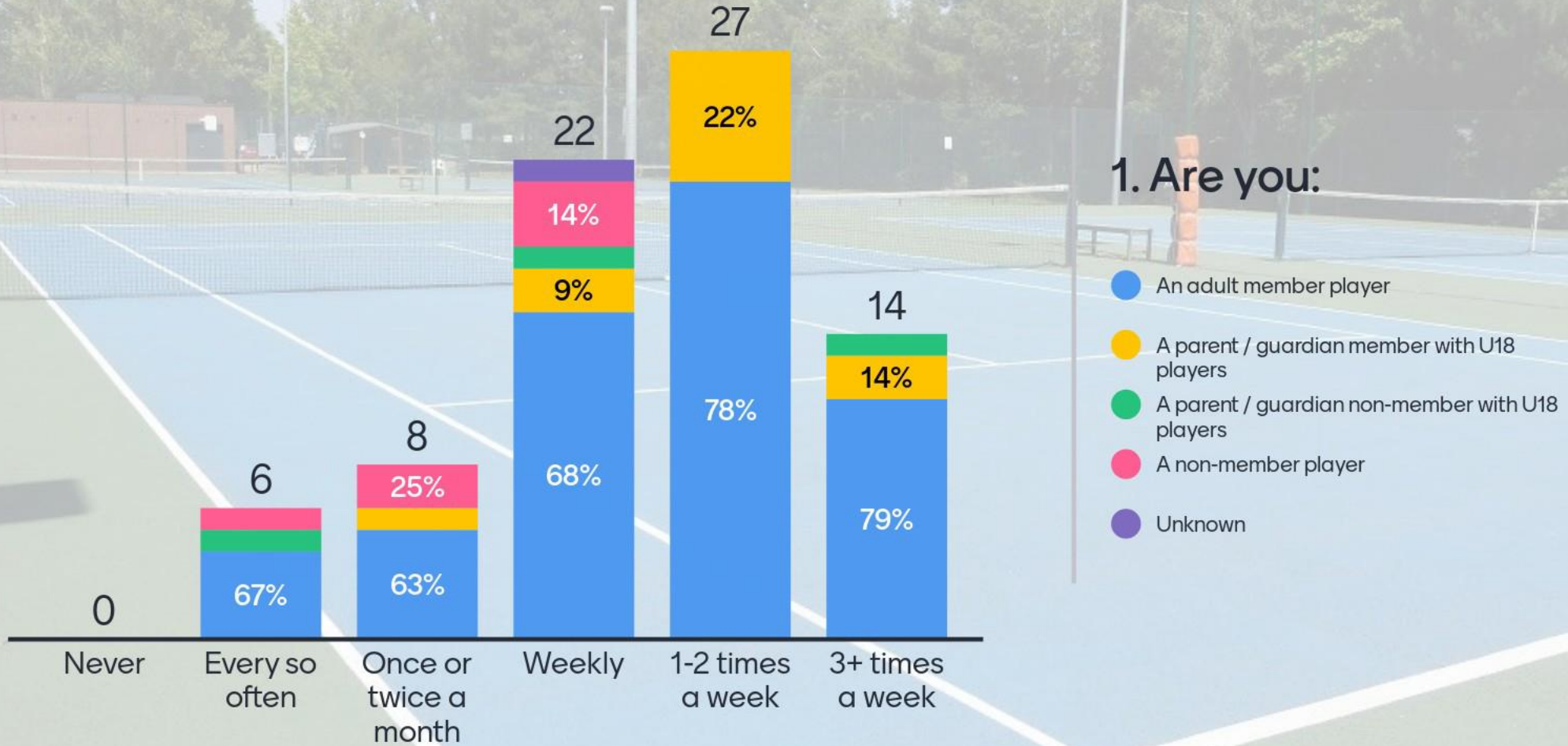
RATC Court User Survey - Winter 2020/2021

- The survey should take 5-7 minutes
- Opportunity for additional comments is provided at the end
- Please go through the survey in 1 session. Don't go back or refresh

1. Are you:



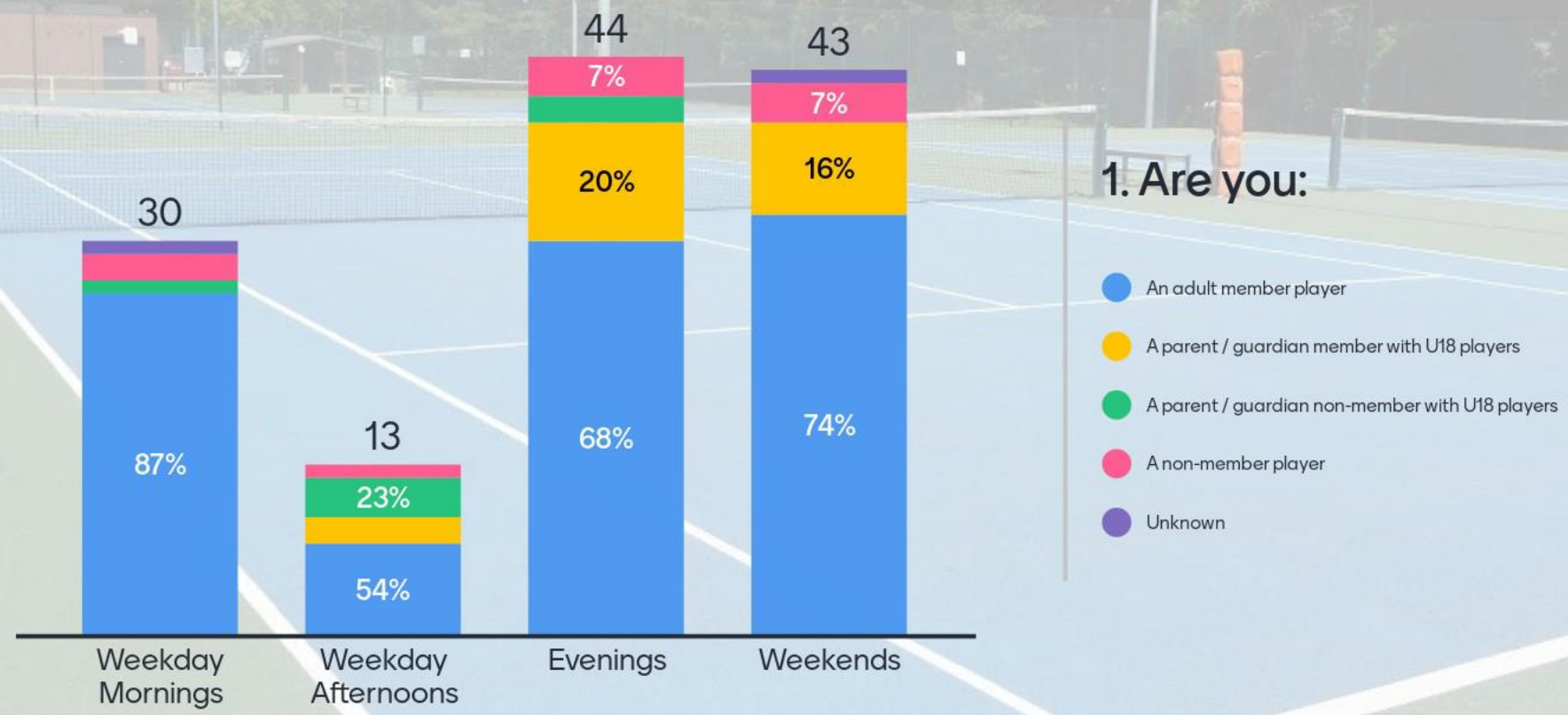
2. How often do you play tennis at RATC?



1. Are you:

- An adult member player
- A parent / guardian member with U18 players
- A parent / guardian non-member with U18 players
- A non-member player
- Unknown

3. When do you mainly play tennis? Tick all that apply



4. Please rate the courts on the following



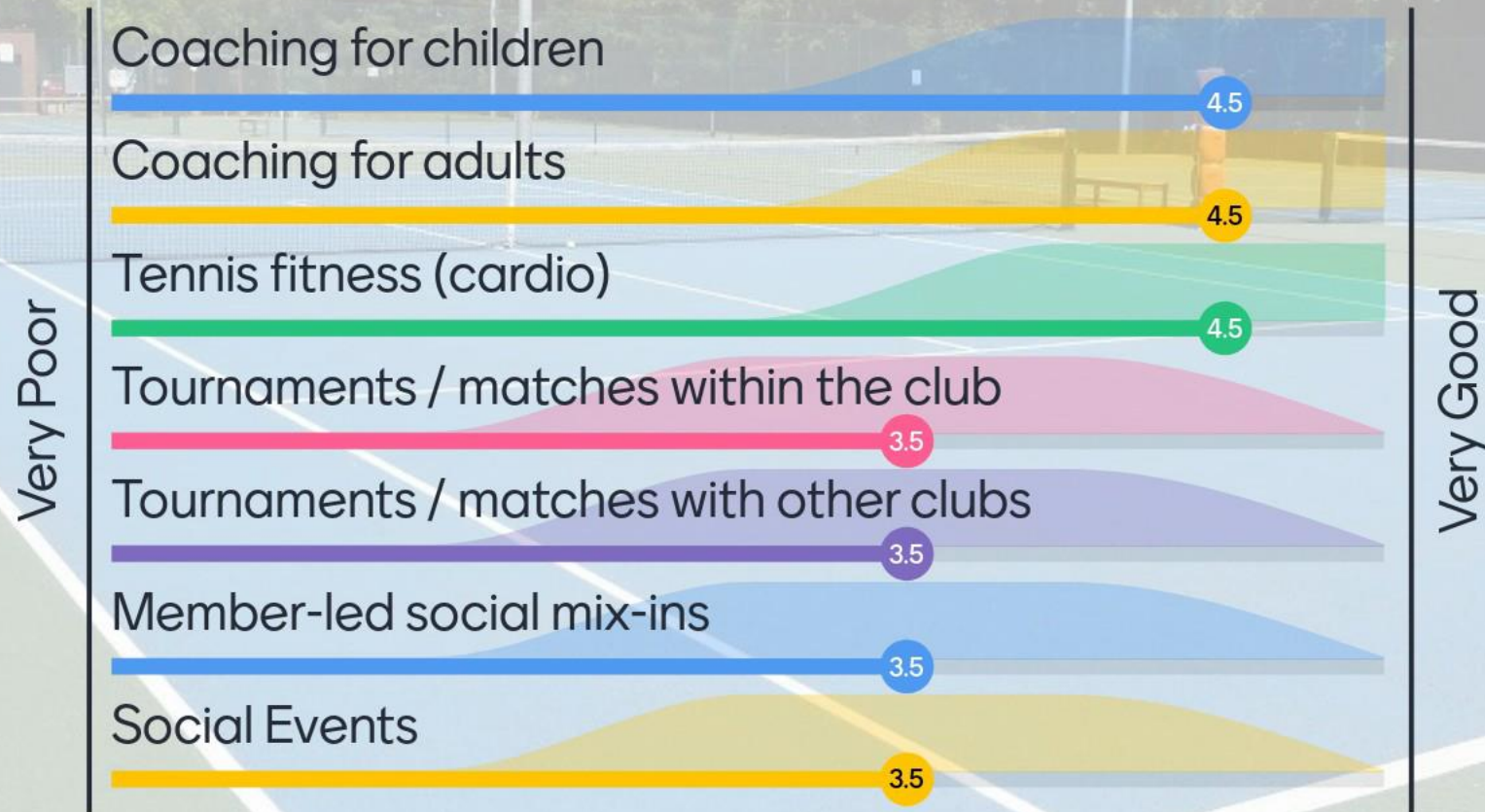
1	2	3	4	5
Very Poor	Poor	OK	Good	Very Good

5. Please rate the following club activities if applicable for: Availability



1	2	3	4	5
Very Poor	Poor	OK	Good	Very Good

6. Please rate the following club activities if applicable for: Quality



1	2	3	4	5
Very Poor	Poor	OK	Good	Very Good

7. Are there other sessions or coaching that you would like the club to provide? If so, when would you prefer for them to be provided?

Beginner - intermediate match play coaching. More internal matches/ladder. More club run mix in sessions where possible.

Family Cardio sessions (Early evening/weekends/holidays). More social tennis opportunities for working age people (Evenings). Sessions for parents to run alongside Kids lessons/matches to help get them involved with the club.

Return to coach led social mix-ins after Covid possibly graded e.g beginner, improver or rehabilitating, intermediate, advanced. provided mainly weekends and evenings

More adult improver sessions - evenings after work.

No

N/A

Enjoy cardio tennis on a Thursday evening

Family Cardio (monthly/ half term holidays) at a reasonable rate. Provide more opportunities for beginner tennis players who have had coaching but have been unable to play (possible sessions alongside kids lessons). More information.

Coffee clinics? pay and join group session with coach - like cardio but more coach input and no loud music!!!

7. Are there other sessions or coaching that you would like the club to provide? If so, when would you prefer for them to be provided?

More coached club sessions. Current ones are too cliquy. Maybe Ross or Neil could do. For those playing in leagues would be more sensible to have regular partner rather than just turn up on the day. And then opportunities to practice together

A system that would be enable players of all ability to join in. le different levels of tournaments. It is very sad that the adult sessions are who you know, and that you have to be invited to play and they do not cater for all abilities.

Maybe a family / support bubble coaching session

Adult group coaching for improvers on a weekday morning

Coaching sessions for older members in afternoons and weekends

Match Practice on Wednesday evenings needs to be 2 hours over 4 courts for everyone who wants to play.

mornings weekdays or weekends

You need to leave courts free to book for self organised playMixed singles boxes

Improvers mix in's similar to sunday pm

7. Are there other sessions or coaching that you would like the club to provide? If so, when would you prefer for them to be provided?

Short one - off day courses in particular subject areas eg 2-hour slice workshop on a weekend

No, I am very happy with my ladies Thursday morning tennis session. It is the reason I joined the club.

N/a

I like gentle group coaching sessions

More coaching/fitness on mornings at end of week

Cardio tennis in evenings

Perhaps more coach led sessions during the day

Adult coaching could be better and more opportunities. Evening and weekend. Programmes need to include what they are going to cover. i.e tactics, stroke improvement. Feels a bit made up sometimes. Coaching needs to be 1.5 hours as usually big groups

More cardio sessions & more availability for intermediate group sessions

7. Are there other sessions or coaching that you would like the club to provide? If so, when would you prefer for them to be provided?

I'd like to have a daytime mix-in/club session at the weekend, so that everyone has a chance play in daylight all year round.

More availability for group member sessions - not enough space to get regular games

None

very good as they are

Pre-Covid, I was happy with the Tue / Thu evening mix ins. The club communicate a good level of other activities and socials etc as far as I know - I don't use them much but know they are an option. That's fine for me.

Group coaching for mid level players. Maybe ladies session in mid afternoon.

readily available individual or group coaching with experienced coaches would be attractive

The club needs to provide services that are tennis led and that represent all our catchment community. We need to attract more younger people to the club and provide more opportunities for them to play.

I think some more coach led sessions for adults would be useful particularly possibly for same time as juniors playing or on evenings

7. Are there other sessions or coaching that you would like the club to provide? If so, when would you prefer for them to be provided?

All good, it can appear impenetrable if you don't know the right people, so a lot of the organised sessions are by word of mouth or invitation if you have met the organisers.

Early evening mix ins (possibly a couple of different standards) would be great when the covid no longer a threat

practice wall, tennis machine,

No

A junior session for complete beginners that want to start playing

Nothing to add

Family cardio was great fun when it was trialed but would need to a sensible cost (per family). Sessions for parents alongside U18s lessons. More member led social tennis for working age people in the evenings.

A single tournament for veterans - Friday morning

i would like to see specific time slots allocated across the club, eg under 11s ; under 18s ; seniors and adults.

7. Are there other sessions or coaching that you would like the club to provide? If so, when would you prefer for them to be provided?

More organised playing opportunities (not coaching) for families, either kids (only) or parent and child.

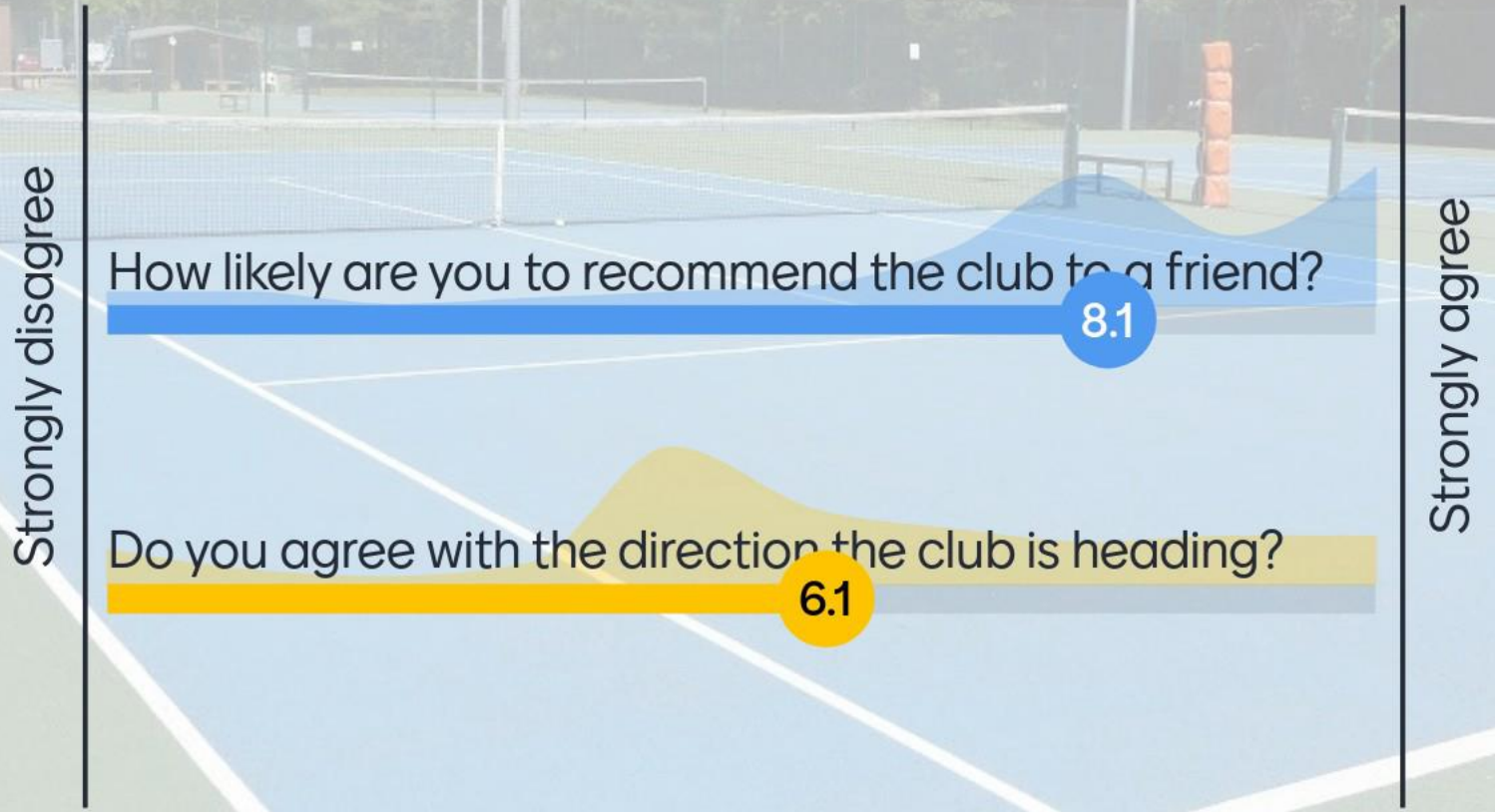
More sessions for intermediate and above players. Most of the organised sessions are a relatively low standard. This includes club night, which seemed to benefit a small clique.

Children's club day tournaments instead of holiday sessions during school holidays. I think this would be more fun and productive and make a change for the kids.

Small group coaching sessions on weekdays

Where there are group coaching sessions, such as on Thursday evenings, these should be followed immediately by a match play session so there's opportunity to put into practice what was learned in the coaching session.

8. Regular questions to evaluate the club performance

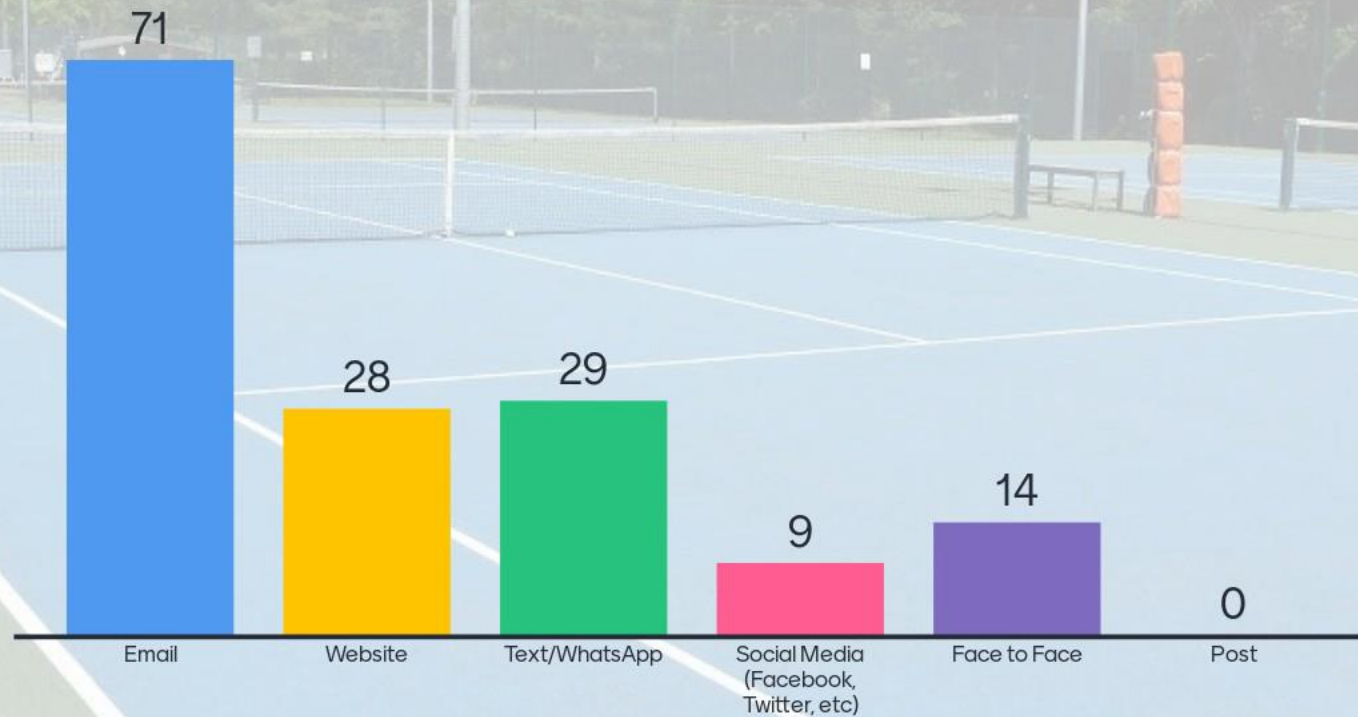


9. How well-informed do you feel about club activities, club plans and the values of the club?



1	2	3	4	5
Highly Under Informed	Under Informed	OK	Informed	Highly Informed

10. How would you like the club to communicate with you?



11. Any further comments?

Reiterate to members and coaches that if courts are not required then cancel the court when known so others could use it. Greater visibility of Mihai being able to obtain Head equipment at a reduced rate and enjoyed the option of using other racquet

Overall RATC is a welcoming and friendly club with a lot to offer. The children's coaching program is excellent. Older members seem well catered for in the day time. There could be more opportunities for younger working age adults and parents.

Members of the club appear to come second to coaches. As paying members, we should get priority over booking of the courts whereas it would appear that coaches get priority. Why is this when their revenue doesn't benefit the club.

The coaching team are excellent - professional, friendly and approachable. However, some members of the tennis club, including some members of the committee do not follow this approach. This is a great shame.

The club need a strategy for coming out of Covid. Some members categorised as "clinically vulnerable" needed to stay away. It would be a pity to lose them for ever. Might the club consider a weekday Rusty Racquets session to encourage them back?

I really enjoy belonging to the club and the social group tennis.

Dislike current club politics. Some members seem stuck in their ways. Club needs to increase opportunities to develop our tennis. It is a tennis club not a social club although obviously nice to make new friends. Less block booking of member led sessions

Competitions are important, but my impression is that the Club is not very interested in people who just play for enjoyment. We pay just as much in membership fees...

It is a shame that the facilities in the adjacent club cannot be shared for club matches

11. Any further comments?

None

Please consider adult/child tournaments. The club is very adult focused and there is no involvement for the children other than coaching, which is outstanding! There are the teams of the future and will be the club in the future.

More consultation with older members BEFORE decisions are taken which directly affect them.

The coaching session I've attended on a Monday night has been brilliant

I'm quite happy with my current situation

It would be good to find some way in which all members could socialise and integrate more successfully (all age groups, abilities, etc). This has been so much more difficult with COVID and other issues that the club has had recently.

seems to be a lot of rather unpleasant politics. The diverse reasons people join the club and engage with it doesn't always seem to be recognised or valued. The club offers a lot for its size.

No.

None

11. Any further comments?

Great job keeping the club running during the pandemic.

We are occasional players that appreciate the ability to book courts online. I may look into group events as I retire.

It's a shame there seem to be factions within the club / committee that pull against each other leading to a lot of bad atmosphere within the club

As a non member I have no idea who the club leaders/ members are ans what the plans for the future are. The coaching staff are great

Mihály is brilliant!

I rated Clubspark quite low because of the problems encountered when trying to add players when booking - not recognising members and adding a charge (then freezing when I try to remove the name), or not letting me add names at all.

You have asked about plans and direction of the club but I don't know what these are so difficult to answer. As a community tennis club I would see us as a club for all. FYI AGM minutes mentioned Special Needs- outdated term. Adaptive or inclusive?

Coaching team excellent esp Mihaly and Neil.

it has been great having the club - we are very lucky

11. Any further comments?

Extraordinary times. In normal times a brief newsletter would be much appreciated.

None

Nick is a very good asset to the club as his intentions seem to be transparency, something that I feel has been missing for the last couple of years - the committee should represent the needs of the club members. I feel Nick is addressing this.

Need to have more than one entry to courts to not annoy other players as you pass by and with covid. Concrete ramp on lower courts is dangerous as balls roll back on court. Web site hard to navigate to find out info esp what's going on or AGM etc

I enjoy playing tennis with my husband and family. I haven't got involved further as it looks 'clicky' and I am not sure how welcome I would be made to feel.

Keep on doing it! I really enjoy the club and the courts and the people. Thank you to everyone who makes it happen. It's a credit to the Town

Text and WhatsApp for urgent messages eg "tonight is rained off" would be good. Concentrate on providing good tennis and facilities please - keep it simple. What did you mean by "Direction" ? hope it's not politics...

Tennis leader courses for aspiring coaches and helpers would be good to develop young people in the club. More internal chances for young people to play and also maybe more opportunities for trying to get mums to play when their children do

No

11. Any further comments?

The club is run brilliantly and the standard of players in the club has risen to a fantastic level

Nothing to add

RATC has come on brilliantly over the last few years, particularly on the coaching side with Mihaly. However, there needs to be more effort to get working age people and parents involved with the club (Evenings and weekends).

How to apply for Wimbledon tickets could be clearer

I think the club has become more competitive putting off people to join.

thanks to all those involved in pulling the survey together, lets make sure this is run regularly to ensure we develop and measure trends..

I would like to see more focus and opportunities for working adults, families and children. More open days when COVID allows.

The club feels a bit old fashioned and run for the benefit of older members.

Would be good to know what plans are being developed for the future re clubhouse etc

11. Any further comments?

I like that committee meetings minutes are to be posted on the website. It might be useful if an email was sent out when the latest set of minutes were so posted.

