

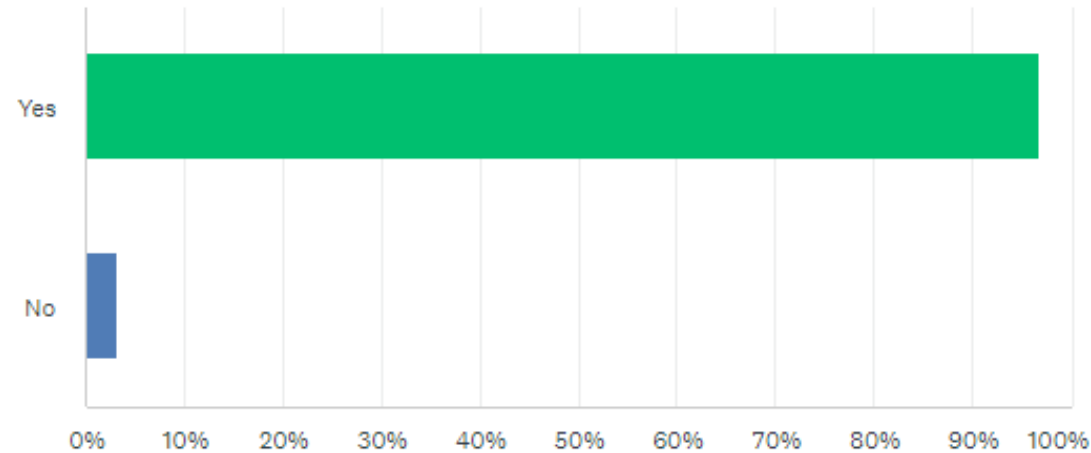
2022 Member Satisfaction Survey Results



Member Satisfaction Survey Results

Are you currently a member at CV?

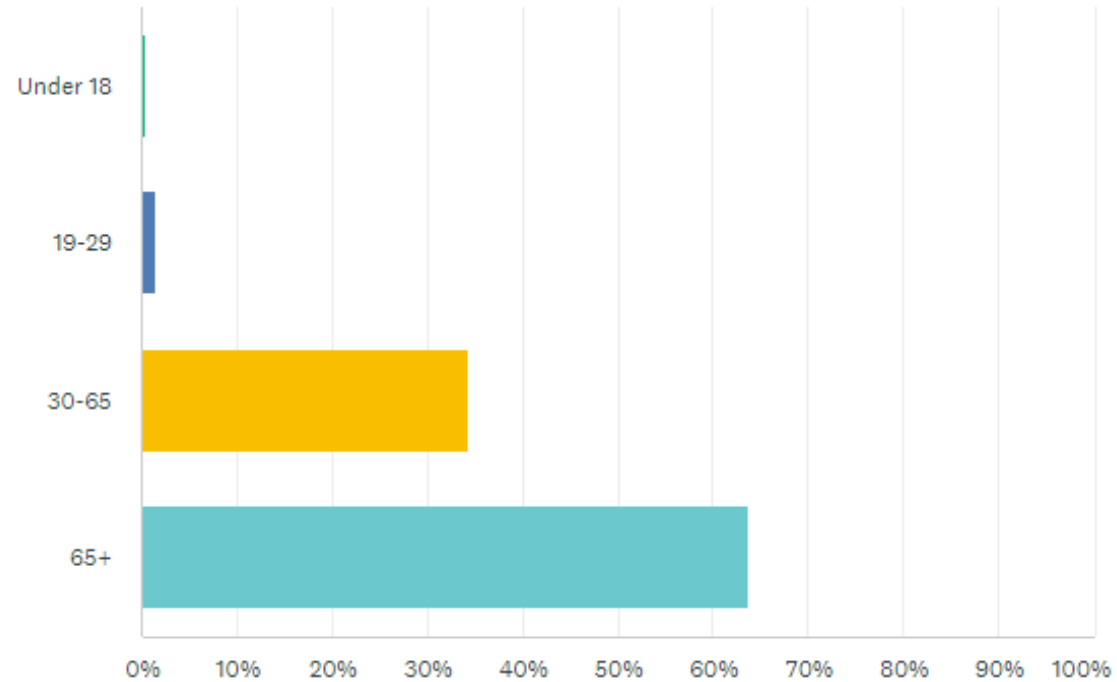
Answered: 214 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	96.73%	207
No	3.27%	7
TOTAL		214

How old are you?

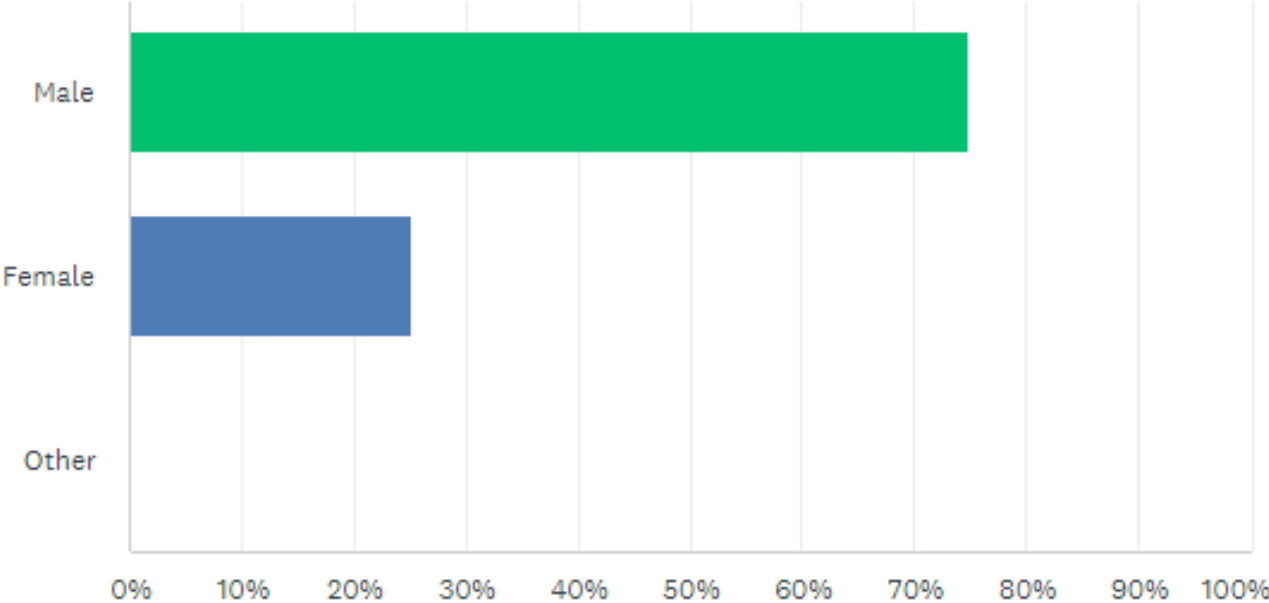
Answered: 213 Skipped: 1



ANSWER CHOICES	RESPONSES	
Under 18	0.47%	1
19-29	1.41%	3
30-65	34.27%	73
65+	63.85%	136
TOTAL		213

What is your gender?

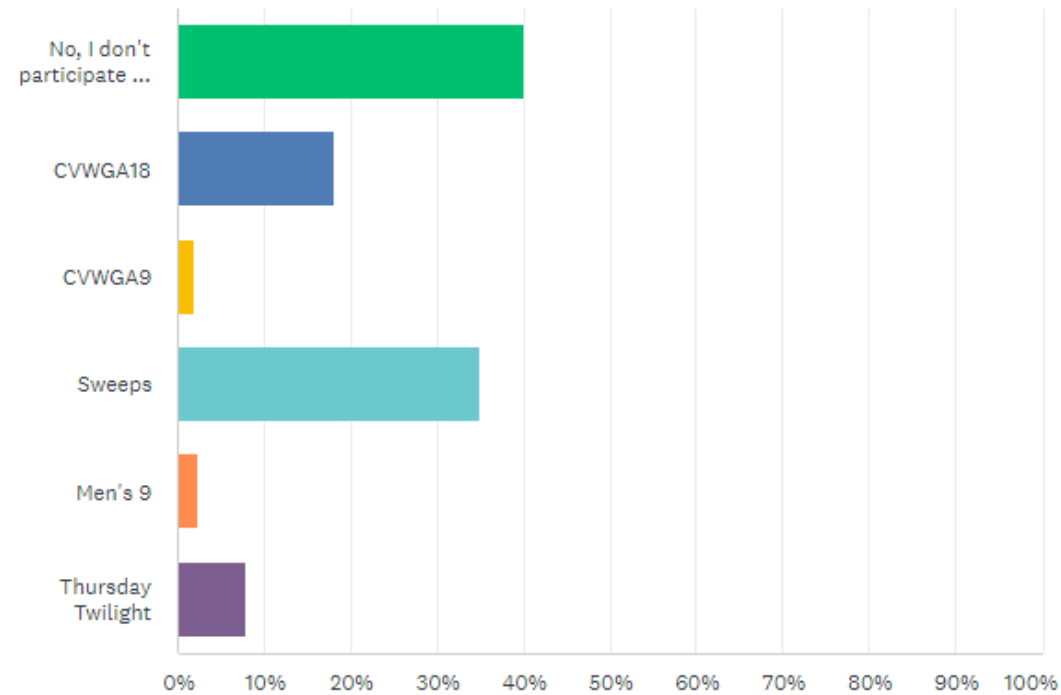
Answered: 214 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	74.77%	160
Female	25.23%	54
Other	0.00%	0
TOTAL		214

Do you participate in any leagues at CV? If so, which ones?

Answered: 214 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ No, I don't participate in leagues at CV	40.19%	86
▼ CVWGA18	18.22%	39
▼ CVWGA9	1.87%	4
▼ Sweeps	35.05%	75
▼ Men's 9	2.34%	5
▼ Thursday Twilight	7.94%	17
Total Respondents: 214		

Golf Course

	EXCELLENT	GOOD	ADEQUATE	POOR	UNACCEPTABLE	N/A	TOTAL	WEIGHTED AVERAGE
Condition of Greens	57.75% 123	38.50% 82	1.41% 3	0.94% 2	0.94% 2	0.47% 1	213	4.52
Green Speed	29.58% 63	54.93% 117	12.68% 27	2.35% 5	0.00% 0	0.47% 1	213	4.12
Fairways	54.46% 116	42.25% 90	1.88% 4	0.94% 2	0.00% 0	0.47% 1	213	4.51
Tees	31.10% 65	51.20% 107	16.27% 34	0.96% 2	0.00% 0	0.48% 1	209	4.13
Bunkers	16.19% 34	35.24% 74	20.95% 44	20.48% 43	6.67% 14	0.48% 1	210	3.34
On Course Amenities (Ball washers, bouse houses...)	22.49% 47	43.54% 91	28.23% 59	4.31% 9	0.00% 0	1.44% 3	209	3.85
Cart Paths	16.98% 36	44.34% 94	29.25% 62	4.25% 9	0.47% 1	4.72% 10	212	3.77

Computer Resources

	EXCELLENT	GOOD	ADEQUATE	POOR	UNACCEPTABLE	N/A	TOTAL	WEIGHTED AVERAGE
CV Website	17.39% 36	54.11% 112	22.22% 46	3.38% 7	0.97% 2	1.93% 4	207	3.85
Chelsea Tee Time System	15.17% 32	43.60% 92	27.49% 58	10.43% 22	1.42% 3	1.90% 4	211	3.62
Golf Genius Tournament Software	27.40% 57	30.29% 63	7.69% 16	0.00% 0	0.00% 0	34.62% 72	208	4.30
GHIN Handicap Service	40.38% 84	34.62% 72	5.29% 11	0.00% 0	0.00% 0	19.71% 41	208	4.44
Golf Logix App	6.86% 14	18.14% 37	4.90% 10	1.47% 3	0.49% 1	68.14% 139	204	3.92

Pro Shop

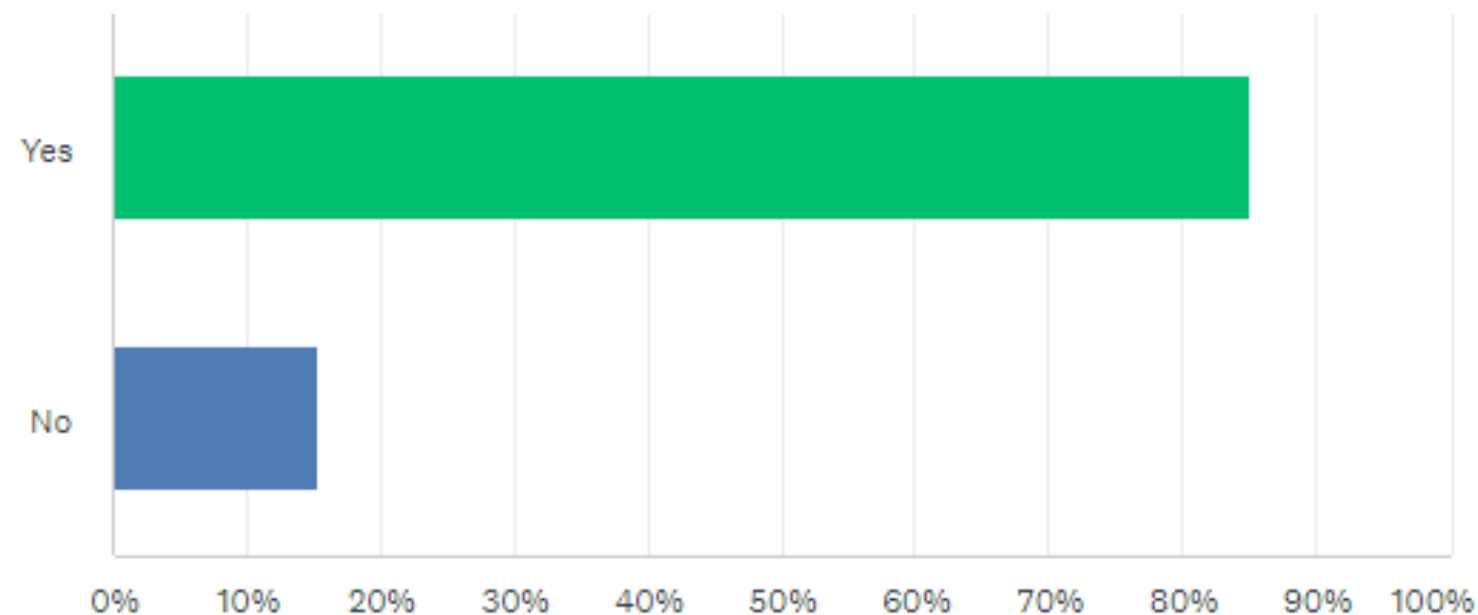
	EXCELLENT	GOOD	ADEQUATE	POOR	UNACCEPTABLE	N/A	TOTAL	WEIGHTED AVERAGE
Quality of Merchandise	20.95% 44	43.81% 92	25.24% 53	4.76% 10	0.00% 0	5.24% 11	210	3.85
Selection of Merchandise	9.05% 19	36.19% 76	32.86% 69	15.71% 33	1.43% 3	4.76% 10	210	3.38
Price	8.61% 18	44.02% 92	40.19% 84	2.39% 5	0.00% 0	4.78% 10	209	3.62
Customer Service	61.14% 129	29.38% 62	6.16% 13	0.47% 1	0.00% 0	2.84% 6	211	4.56

Overall Satisfaction

	EXCELLENT	GOOD	ADEQUATE	POOR	UNACCEPTABLE	N/A	TOTAL	WEIGHTED AVERAGE
▼ Customer Service	60.98% 125	32.68% 67	5.37% 11	0.00% 0	0.00% 0	0.98% 2	205	4.56
▼ Pace of Play	17.48% 36	62.14% 128	13.11% 27	5.83% 12	0.97% 2	0.49% 1	206	3.90
▼ Tee Time Availability	4.78% 10	26.32% 55	33.97% 71	28.71% 60	5.74% 12	0.48% 1	209	2.96
▼ Golf Instruction Offerings	16.43% 34	31.40% 65	8.70% 18	1.93% 4	0.00% 0	41.55% 86	207	4.07
▼ Quality of Golf Instruction	16.67% 34	17.16% 35	2.45% 5	0.98% 2	0.00% 0	62.75% 128	204	4.33
▼ Junior Program Offerings	10.10% 20	7.07% 14	1.52% 3	0.00% 0	0.00% 0	81.31% 161	198	4.46
▼ Quality of Junior Programs	7.00% 14	7.00% 14	1.50% 3	0.00% 0	0.00% 0	84.50% 169	200	4.35
▼ Golf Carts	66.18% 135	23.53% 48	4.41% 9	0.98% 2	0.49% 1	4.41% 9	204	4.61
▼ Jake's at Cranberry Valley	13.59% 28	32.52% 67	25.24% 52	14.08% 29	3.88% 8	10.68% 22	206	3.42
▼ Overall Member Satisfaction	29.67% 62	55.98% 117	12.92% 27	0.48% 1	0.96% 2	0.00% 0	209	4.13
▼ Overall Value of Membership	45.45% 95	42.58% 89	11.00% 23	0.48% 1	0.00% 0	0.48% 1	209	4.34

Do you support reserved tee time blocks for leagues?

Answered: 208 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	85.10%	177
No	15.38%	32
Total Respondents: 208		

Open Comment Word Cloud

golf course well Course great shape GPS really summer league Happy
condition course quality guest maintained Thank much allow numbers
think lot improved service work say make well maintained
pace play sand traps need times limited Love rangers tees
Wish condition range excellent wonderful people

Survey Question 10- open comments:

Positive		Negative	
General Positive Comments	62	Bunkers	35
Course Conditions	65	Tee Times	33
Staff	61	Restaurant	21
New Carts	8	Ranger	13
Value	7	Discount for Other Towns	13
Practice Area	7	Cart GPS/Management System	12
Pro Shop	6	Penalize Slow Play	9
Leagues	5	Communication	8
Pace of Play	5	Chelsea System	7

Areas to Improve and Action Plans

Bunkers	3.34	Fall '22, Continuing in Budget
Cart Paths	3.77	Budget FY24& Continuing in Operating Budget
On-Course Amenities	3.85	New Tee Markers and Bouse House Plan
Chelsea	3.62	App & Tee Times
Website	3.85	Winter Edits '22
Pro Shop		Evaluate and Adjust '23 Buying plan
Selection	3.38	
Price	3.62	
Quality	3.85	
T Time Availability	2.96	More Tee Times in '23
Restaurant	3.42	1 st year of 3 - assist
Pace of Play	3.90	Staff Training and Possible Ranger Shifts