

# OCC Membership Survey - 2010

## Gauge member satisfaction and participation at Oakwoods Country Club

Summary Prepared on 01/01/10

This report summarizes 183 of 183 total responses.

Summary for the results with the following restrictions:

### Response Filters

Invitation Type: all  
 Status: all  
 Alerts:  
 Email Contains:

## General Stuff

### 1. Tell us about the make-up of your family



- 53.2% [Married without children at home \(97\)](#)
- 23.6% [Married w/children 11 - 22 at home \(43\)](#)
- 10.9% [Married w/children under 11 at home \(20\)](#)
- 10.4% [Singe/Divorced/Widowed, no children at home \(19\)](#)
- 1.6% [Singe/Divorced/Widowed, w/children 11 - 22 at home \(3\)](#)
- 0.0% [Singe/Divorced/Widowed, w/children under 11 at home \(0\)](#)

### 2. How many children do you have currently living at home?

|              | 0                      | 1                      | 2                      | 3                     | 4+                    |
|--------------|------------------------|------------------------|------------------------|-----------------------|-----------------------|
| Under age 11 | <a href="#">80.1 %</a> | <a href="#">8.5 %</a>  | <a href="#">7.8 %</a>  | <a href="#">3.5 %</a> | <a href="#">0.0 %</a> |
| Age 11 - 22  | <a href="#">66.0 %</a> | <a href="#">18.5 %</a> | <a href="#">14.1 %</a> | <a href="#">0.6 %</a> | <a href="#">0.6 %</a> |

### 3. Please indicate the type of membership you have at OCC

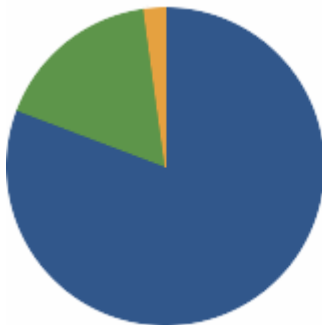


- 79.1% [Family \(144\)](#)
- 9.3% [Non-Resident \(17\)](#)
- 8.7% [Single \(16\)](#)
- 1.6% [Junior Executive \(3\)](#)
- 1.0% [Winter \(2\)](#)

4. Rate the importance of the following as reasons for your membership at OCC:

|  | Very Important         | Important              | Not Important          |
|--|------------------------|------------------------|------------------------|
| The quality of the golf course and golf related activities                   | <a href="#">81.8 %</a> | <a href="#">17.5 %</a> | <a href="#">0.5 %</a>  |
| The opportunity to network with friends and business associates              | <a href="#">39.0 %</a> | <a href="#">49.4 %</a> | <a href="#">11.5 %</a> |
| The quality of the staff   | <a href="#">51.6 %</a> | <a href="#">45.5 %</a> | <a href="#">2.7 %</a>  |
| The cost of membership relative to other clubs or recreational opportunities | <a href="#">51.0 %</a> | <a href="#">39.0 %</a> | <a href="#">9.8 %</a>  |
| The number and quality of social events                                      | <a href="#">17.0 %</a> | <a href="#">37.3 %</a> | <a href="#">45.6 %</a> |
| The swimming pool  | <a href="#">17.0 %</a> | <a href="#">29.6 %</a> | <a href="#">53.2 %</a> |
| Dining facilities  | <a href="#">12.6 %</a> | <a href="#">48.9 %</a> | <a href="#">38.4 %</a> |
| Location of club   | <a href="#">52.2 %</a> | <a href="#">34.4 %</a> | <a href="#">13.3 %</a> |

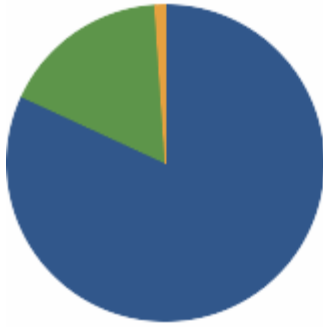
5. It has been suggested by some that OCC establish a new Social Membership class allowing use of the lounge, access to food services, and attendance at all social events but no other facilities or services. Please indicate which of the following best represents your position on this assuming the monthly dues for this type of membership to be approximately \$90:



- 80.7% [I would support but would not convert my membership to a Social Membership \(147\)](#)
- 17.0% [I would not support \(31\)](#)
- 2.1% [I would support and convert my membership to a Social Membership \(4\)](#)

6. It has been suggested by some that OCC establish a new Pool Membership class allowing the use of the pool and food services area but no other OCC facilities or services. Please indicate which of the following best represents your position on this assuming this type of membership to cost roughly \$800 per year:

- 81.8% [I would support but would not convert my membership to a Pool Membership \(149\)](#)



17.0% [I would not support \(31\)](#)  
 1.0% [I would support and convert my membership to a Pool Membership \(2\)](#)

7. How important are the following OCC to you?

|                       | <b>Very Important</b>  | <b>Important</b>       | <b>Little Important</b> | <b>Not Important</b>   |
|-----------------------|------------------------|------------------------|-------------------------|------------------------|
| Golf                  | <a href="#">88.4 %</a> | <a href="#">9.8 %</a>  | <a href="#">1.0 %</a>   | <a href="#">0.5 %</a>  |
| Golf events           | <a href="#">53.0 %</a> | <a href="#">29.2 %</a> | <a href="#">13.2 %</a>  | <a href="#">4.4 %</a>  |
| Junior golf           | <a href="#">29.2 %</a> | <a href="#">25.2 %</a> | <a href="#">21.3 %</a>  | <a href="#">24.1 %</a> |
| Golf instruction      | <a href="#">17.3 %</a> | <a href="#">37.4 %</a> | <a href="#">30.7 %</a>  | <a href="#">14.5 %</a> |
| Social functions      | <a href="#">18.3 %</a> | <a href="#">27.2 %</a> | <a href="#">32.2 %</a>  | <a href="#">22.2 %</a> |
| Swimming pool         | <a href="#">14.3 %</a> | <a href="#">23.7 %</a> | <a href="#">23.7 %</a>  | <a href="#">38.1 %</a> |
| Swimming pool events  | <a href="#">7.2 %</a>  | <a href="#">13.9 %</a> | <a href="#">26.8 %</a>  | <a href="#">51.9 %</a> |
| Family activities     | <a href="#">14.9 %</a> | <a href="#">27.6 %</a> | <a href="#">27.0 %</a>  | <a href="#">30.3 %</a> |
| Special dining events | <a href="#">10.4 %</a> | <a href="#">32.0 %</a> | <a href="#">30.9 %</a>  | <a href="#">26.5 %</a> |

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Additional comments below:

8. Please rate the decor and furnishings in the following areas of the Club:

|                          | <b>Excellent</b>       | <b>Good</b>            | <b>Fair</b>            | <b>Poor</b>            |
|--------------------------|------------------------|------------------------|------------------------|------------------------|
| Dining and meeting rooms | <a href="#">5.4 %</a>  | <a href="#">53.8 %</a> | <a href="#">31.8 %</a> | <a href="#">8.7 %</a>  |
| Lounge                   | <a href="#">5.0 %</a>  | <a href="#">46.9 %</a> | <a href="#">36.8 %</a> | <a href="#">11.1 %</a> |
| Men's locker room        | <a href="#">3.4 %</a>  | <a href="#">61.2 %</a> | <a href="#">27.1 %</a> | <a href="#">8.0 %</a>  |
| Ladies locker room       | <a href="#">9.3 %</a>  | <a href="#">58.2 %</a> | <a href="#">28.7 %</a> | <a href="#">3.5 %</a>  |
| Entrance foyer           | <a href="#">6.1 %</a>  | <a href="#">58.3 %</a> | <a href="#">28.3 %</a> | <a href="#">7.2 %</a>  |
| Pro shop                 | <a href="#">5.0 %</a>  | <a href="#">68.7 %</a> | <a href="#">21.7 %</a> | <a href="#">4.4 %</a>  |
| Swimming pool            | <a href="#">20.0 %</a> | <a href="#">59.4 %</a> | <a href="#">16.5 %</a> | <a href="#">4.0 %</a>  |

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Additional comments below:

9. Please rate our Course Superintendent in the following areas of member relations:

|                                 | <b>Excellent</b>       | <b>Good</b>            | <b>Fair</b>            | <b>Poor</b>           |
|---------------------------------|------------------------|------------------------|------------------------|-----------------------|
| Name recognition                | <a href="#">51.9 %</a> | <a href="#">35.1 %</a> | <a href="#">11.7 %</a> | <a href="#">1.1 %</a> |
| Conversational interaction      | <a href="#">40.1 %</a> | <a href="#">41.8 %</a> | <a href="#">15.8 %</a> | <a href="#">2.2 %</a> |
| Courtesy                        | <a href="#">50.8 %</a> | <a href="#">38.5 %</a> | <a href="#">9.4 %</a>  | <a href="#">1.1 %</a> |
| Promptness                      | <a href="#">44.6 %</a> | <a href="#">40.6 %</a> | <a href="#">13.5 %</a> | <a href="#">1.1 %</a> |
| Attention to detail             | <a href="#">46.6 %</a> | <a href="#">34.8 %</a> | <a href="#">16.2 %</a> | <a href="#">2.2 %</a> |
| Returns calls and answers email | <a href="#">39.2 %</a> | <a href="#">49.3 %</a> | <a href="#">10.7 %</a> | <a href="#">0.6 %</a> |

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Additional comments below:

10. Please rate our General Manager/Head Golf Professional in the following

areas of member relations:

|                                 | <b>Excellent</b>       | <b>Good</b>            | <b>Fair</b>            | <b>Poor</b>            |
|---------------------------------|------------------------|------------------------|------------------------|------------------------|
| Name recognition                | <a href="#">30.1 %</a> | <a href="#">49.1 %</a> | <a href="#">16.2 %</a> | <a href="#">4.4 %</a>  |
| Conversational interaction      | <a href="#">16.6 %</a> | <a href="#">40.0 %</a> | <a href="#">28.8 %</a> | <a href="#">14.4 %</a> |
| Courtesy                        | <a href="#">27.7 %</a> | <a href="#">51.6 %</a> | <a href="#">16.6 %</a> | <a href="#">3.8 %</a>  |
| Promptness                      | <a href="#">18.2 %</a> | <a href="#">38.8 %</a> | <a href="#">30.2 %</a> | <a href="#">12.5 %</a> |
| Attention to detail             | <a href="#">16.3 %</a> | <a href="#">41.2 %</a> | <a href="#">26.5 %</a> | <a href="#">15.8 %</a> |
| Returns calls and answers email | <a href="#">20.2 %</a> | <a href="#">45.3 %</a> | <a href="#">25.1 %</a> | <a href="#">9.2 %</a>  |

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Additional comments below:

**11.** Please indicate the relative importance to you of the following ways we might communicate with you:

|                 | <b>Very Important</b>  | <b>Somewhat Important</b> | <b>Not Very Important</b> |
|-----------------|------------------------|---------------------------|---------------------------|
| Email           | <a href="#">82.9 %</a> | <a href="#">14.8 %</a>    | <a href="#">2.1 %</a>     |
| Snail mail      | <a href="#">8.1 %</a>  | <a href="#">30.8 %</a>    | <a href="#">61.0 %</a>    |
| Web site        | <a href="#">44.7 %</a> | <a href="#">44.7 %</a>    | <a href="#">10.4 %</a>    |
| Telephone       | <a href="#">21.7 %</a> | <a href="#">46.2 %</a>    | <a href="#">32.0 %</a>    |
| Bulletin boards | <a href="#">20.3 %</a> | <a href="#">47.4 %</a>    | <a href="#">32.2 %</a>    |
| Text messages   | <a href="#">8.1 %</a>  | <a href="#">19.1 %</a>    | <a href="#">72.6 %</a>    |

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Additional comments below:

**12.** Please rate the quality of the Club's communication about the following things:

|                       | <b>Excellent</b>       | <b>Good</b>            | <b>Fair</b>            | <b>Poor</b>            |
|-----------------------|------------------------|------------------------|------------------------|------------------------|
| Events and activities | <a href="#">22.5 %</a> | <a href="#">54.3 %</a> | <a href="#">17.0 %</a> | <a href="#">6.0 %</a>  |
| Financial performance | <a href="#">17.0 %</a> | <a href="#">44.5 %</a> | <a href="#">26.3 %</a> | <a href="#">12.0 %</a> |
| Membership updates    | <a href="#">20.8 %</a> | <a href="#">45.0 %</a> | <a href="#">25.8 %</a> | <a href="#">8.2 %</a>  |
| Major Club decisions  | <a href="#">20.3 %</a> | <a href="#">43.4 %</a> | <a href="#">23.6 %</a> | <a href="#">12.6 %</a> |
| Web site              | <a href="#">27.8 %</a> | <a href="#">55.6 %</a> | <a href="#">12.5 %</a> | <a href="#">3.9 %</a>  |

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Additional comments below:

**13.** Please rate the relative importance of the following capital and/or maintenance expenditures:

|  | <b>Very Important</b>  | <b>Somewhat Important</b> | <b>Not Very Important</b> |
|--|------------------------|---------------------------|---------------------------|
| Repave/repair cart paths               | <a href="#">39.5 %</a> | <a href="#">51.6 %</a>    | <a href="#">8.7 %</a>     |
| Covert fairways to hybrid bermuda      | <a href="#">34.2 %</a> | <a href="#">43.8 %</a>    | <a href="#">21.9 %</a>    |
| Replace dining room furniture/fixtures | <a href="#">15.3 %</a> | <a href="#">40.1 %</a>    | <a href="#">44.5 %</a>    |
| Renovate/upgrade lounge                | <a href="#">21.9 %</a> | <a href="#">36.8 %</a>    | <a href="#">41.2 %</a>    |
| Replace maintenance vehicles           | <a href="#">9.4 %</a>  | <a href="#">48.8 %</a>    | <a href="#">41.6 %</a>    |
| Renovate Pro Shop                      | <a href="#">10.0 %</a> | <a href="#">35.1 %</a>    | <a href="#">54.7 %</a>    |
| Upgrade accounting/billing system      | <a href="#">35.5 %</a> | <a href="#">38.8 %</a>    | <a href="#">25.5 %</a>    |
| Sod green fringes                      | <a href="#">36.3 %</a> | <a href="#">47.4 %</a>    | <a href="#">16.2 %</a>    |
| General cleaning of                    |                        |                           |                           |

clubhouse

[54.1 %](#)

[36.8 %](#)

[8.9 %](#)

If you believe there are important capital expenditures or maintenance issues other than those listed above, please identify them below:

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**14.** If the Club were to consider an annual capital expenditure assessment to fund OCC's capital spending plan, which dollar amount would you be willing to accept?



34.4% [I wouldn't support one at all \(62\)](#)

23.8% [\\$300 \(43\)](#)

23.8% [\\$500 \(43\)](#)

17.7% [\\$100 \(32\)](#)

**15.** Please let us know how you feel about the following options if OCC were to need to cut losses or increase profits in the future:

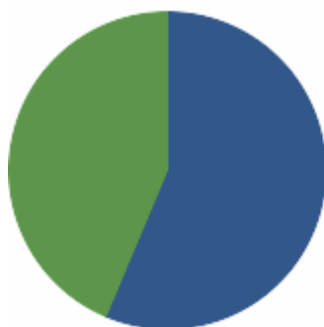
|                              | <b>Would enthusiastically support</b> | <b>Would reluctantly support</b> | <b>Would not support</b> |
|------------------------------|---------------------------------------|----------------------------------|--------------------------|
| Payroll and benefits cuts    | <a href="#">18.7 %</a>                | <a href="#">62.5 %</a>           | <a href="#">18.7 %</a>   |
| Course maintenance cuts      | <a href="#">6.7 %</a>                 | <a href="#">53.6 %</a>           | <a href="#">39.5 %</a>   |
| Dues increase                | <a href="#">12.2 %</a>                | <a href="#">45.5 %</a>           | <a href="#">42.2 %</a>   |
| Member assessment            | <a href="#">13.4 %</a>                | <a href="#">52.8 %</a>           | <a href="#">33.7 %</a>   |
| Fees increase                | <a href="#">8.4 %</a>                 | <a href="#">52.2 %</a>           | <a href="#">39.3 %</a>   |
| Dues increase/cost cut combo | <a href="#">12.4 %</a>                | <a href="#">41.8 %</a>           | <a href="#">45.7 %</a>   |
| Assessment/ cost cut combo   | <a href="#">13.2 %</a>                | <a href="#">47.7 %</a>           | <a href="#">39.0 %</a>   |
| Public play                  | <a href="#">24.4 %</a>                | <a href="#">43.1 %</a>           | <a href="#">32.3 %</a>   |

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Additional comments below:

**16.** If the Club were to allow the payment of dues via automatic bank draft, would you elect to do so?



56.3% [No \(102\)](#)

43.6% [Yes \(79\)](#)

End of Survey Page 2

## Social

**17.** Which of the following best represents your feelings about social events and activities at OCC?



- 32.3% [Not interested in social events \(56\)](#)
- 27.1% [I'm happy with the current number and quality of activities \(47\)](#)
- 26.5% [Need more events of higher quality \(46\)](#)
- 13.8% [Need more events, current quality is acceptable \(24\)](#)

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**18.** Please indicate the relative importance to you of the following specific social events:

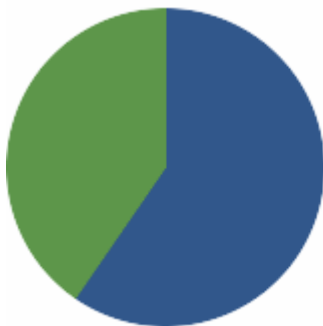
|                                   | Very Important         | Somewhat Important     | Not Very Important     |
|-----------------------------------|------------------------|------------------------|------------------------|
| Halloween party                   | <a href="#">13.5 %</a> | <a href="#">25.7 %</a> | <a href="#">60.7 %</a> |
| Christmas party                   | <a href="#">33.0 %</a> | <a href="#">36.6 %</a> | <a href="#">30.2 %</a> |
| New Year's Eve party              | <a href="#">24.2 %</a> | <a href="#">42.1 %</a> | <a href="#">33.5 %</a> |
| Valentines party                  | <a href="#">5.8 %</a>  | <a href="#">32.8 %</a> | <a href="#">61.3 %</a> |
| Fourth of July celebration        | <a href="#">66.1 %</a> | <a href="#">19.0 %</a> | <a href="#">14.7 %</a> |
| Chili or BBQ cook-offs            | <a href="#">18.1 %</a> | <a href="#">43.4 %</a> | <a href="#">38.4 %</a> |
| Senior dinners and socials        | <a href="#">15.3 %</a> | <a href="#">32.1 %</a> | <a href="#">52.5 %</a> |
| Member - Guest parties            | <a href="#">49.2 %</a> | <a href="#">26.4 %</a> | <a href="#">24.2 %</a> |
| Mothers' & Fathers' Day brunches  | <a href="#">18.5 %</a> | <a href="#">37.8 %</a> | <a href="#">43.5 %</a> |
| Thanksgiving Dinner               | <a href="#">5.7 %</a>  | <a href="#">12.3 %</a> | <a href="#">81.8 %</a> |
| Breakfast w/Santa (kids)          | <a href="#">14.7 %</a> | <a href="#">25.7 %</a> | <a href="#">59.5 %</a> |
| Memorial Day pool party           | <a href="#">30.1 %</a> | <a href="#">22.0 %</a> | <a href="#">47.7 %</a> |
| Mother's and Father's Day Lunches | <a href="#">16.4 %</a> | <a href="#">30.7 %</a> | <a href="#">52.8 %</a> |
| Easter egg hunt (kids)            | <a href="#">11.0 %</a> | <a href="#">27.2 %</a> | <a href="#">61.7 %</a> |

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If there are other social events important to you, please list them below:

**19.** Would you be willing to participate at some monetary level in a Social Event Sponsorship Program at OCC in an effort to increase both the number and quality of social activities at our Club?



- 59.5% [No \(87\)](#)
- 40.4% [Yes \(59\)](#)

**20.** Given the financial condition of the Club, which of the following best expresses your thoughts about paying a band versus a DJ at major social events?



- 53.5% [Okay with either one \(75\)](#)
- 25.0% [Prefer a band at major events, but willing to accept DJ \(35\)](#)
- 19.2% [Prefer DJ regardless of finances \(27\)](#)
- 2.1% [Prefer a band regardless of finances \(3\)](#)

21. How many times each month do you have the following meals at the Club?

|        | Less than 2            | 2 - 4                  | 5 - 9                  | 10 - 14               | More than 14          |
|--------|------------------------|------------------------|------------------------|-----------------------|-----------------------|
| Lunch  | <a href="#">52.8 %</a> | <a href="#">24.2 %</a> | <a href="#">18.4 %</a> | <a href="#">2.5 %</a> | <a href="#">1.9 %</a> |
| Dinner | <a href="#">92.2 %</a> | <a href="#">5.6 %</a>  | <a href="#">1.4 %</a>  | <a href="#">0.7 %</a> | <a href="#">0.0 %</a> |

22. How many times each month do you have the following meals at other restaurants?

|        | Less than 2            | 2 - 4                  | 5 - 9                  | 10 - 14                | More than 14           |
|--------|------------------------|------------------------|------------------------|------------------------|------------------------|
| Lunch  | <a href="#">10.4 %</a> | <a href="#">18.3 %</a> | <a href="#">23.5 %</a> | <a href="#">20.9 %</a> | <a href="#">26.7 %</a> |
| Dinner | <a href="#">6.0 %</a>  | <a href="#">14.0 %</a> | <a href="#">40.6 %</a> | <a href="#">25.3 %</a> | <a href="#">14.0 %</a> |

23. Which of the following best expresses how you feel about the importance of dining options at the Club, and your willingness to pay a monthly minimum food fee to support dining operations:



- 24.8% [Prefer lunch and dinner options, willing to pay food minimum \(38\)](#)
- 22.2% [Dining options and availability aren't important to me \(34\)](#)
- 21.5% [Happy with the dining options currently available \(33\)](#)
- 11.7% [Prefer lunch and dinner options, not willing to pay food minimum \(18\)](#)
- 9.8% [Prefer lunch dining options only, not willing to pay a food minimum \(15\)](#)
- 5.8% [View "Other" Answers "Other" Answers](#)
- 3.9% [Prefer lunch dining options only, willing to pay a food minimum \(6\)](#)

24. Please indicate how likely it is that the following would result in you dining at the Club more often:

|  | Very Likely            | Likely                 | Not Likely             | Doesn't Matter to Me   |
|--|------------------------|------------------------|------------------------|------------------------|
| Expanded hours of operation                  | <a href="#">21.9 %</a> | <a href="#">32.1 %</a> | <a href="#">25.3 %</a> | <a href="#">20.5 %</a> |
| Expanded menu                                | <a href="#">24.4 %</a> | <a href="#">37.4 %</a> | <a href="#">21.7 %</a> | <a href="#">16.3 %</a> |
| Higer quality service                        | <a href="#">29.2 %</a> | <a href="#">30.6 %</a> | <a href="#">24.4 %</a> | <a href="#">15.6 %</a> |
| Higer quality dishes                         | <a href="#">28.7 %</a> | <a href="#">28.0 %</a> | <a href="#">22.6 %</a> | <a href="#">20.5 %</a> |
| Occasional entertainment                     | <a href="#">16.5 %</a> | <a href="#">19.3 %</a> | <a href="#">32.4 %</a> | <a href="#">31.7 %</a> |
| Better quality dining furniture and fixtures | <a href="#">13.2 %</a> | <a href="#">16.7 %</a> | <a href="#">39.8 %</a> | <a href="#">30.0 %</a> |
| More atmosphere                              | <a href="#">16.5 %</a> | <a href="#">28.9 %</a> | <a href="#">28.2 %</a> | <a href="#">26.2 %</a> |

Additional comments below:

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25. Indicate how you feel about the number of kid's activities at OCC:



- 48.5% [Think important and should have more \(67\)](#)
- 37.6% [Think important but have enough \(52\)](#)
- 13.7% [Don't think important \(19\)](#)

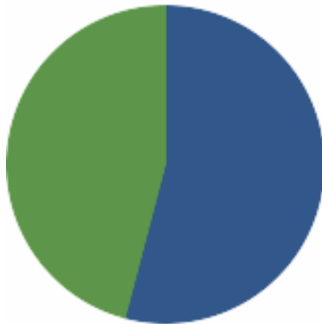
If you feel we need more activities for kids, please suggest some for us *You may browse comments online or download the CSV.*

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End of Survey Page 3

## Golf

26. Which of the following is true of you?



- 54.0% [I prefer captain's choice, alternate shot, scramble and other team-based events \(86\)](#)
- 45.9% [I prefer events where I play my own ball every shot \(73\)](#)

27. Which of the following is true of you?



- 67.5% [I prefer events based on handicaps \(106\)](#)
- 32.4% [I prefer non-handicap events \(51\)](#)

28. Are you in favor of retaining the current \$2 per nine hole walking fee for the foreseeable future?

62.0%

[Yes \(103\)](#)



37.9%

No (63)

29. How satisfied are you with each of the following? Please select a response for each issue:

|   | <b>Very Dissatisfied</b> | <b>Somewhat Dissatisfied</b> | <b>Neutral</b>         | <b>Somewhat Satisfied</b> | <b>Very Satisfied</b>  |
|---|--------------------------|------------------------------|------------------------|---------------------------|------------------------|
| Overall maintenance of the course             | <a href="#">1.8 %</a>    | <a href="#">4.2 %</a>        | <a href="#">7.2 %</a>  | <a href="#">29.6 %</a>    | <a href="#">56.9 %</a> |
| Greens  | <a href="#">1.8 %</a>    | <a href="#">3.0 %</a>        | <a href="#">5.4 %</a>  | <a href="#">21.2 %</a>    | <a href="#">68.4 %</a> |
| Golf instruction availability and quality     | <a href="#">3.6 %</a>    | <a href="#">6.1 %</a>        | <a href="#">47.2 %</a> | <a href="#">23.3 %</a>    | <a href="#">19.6 %</a> |
| The number and quality of member events       | <a href="#">1.2 %</a>    | <a href="#">9.2 %</a>        | <a href="#">31.9 %</a> | <a href="#">28.8 %</a>    | <a href="#">28.8 %</a> |
| Appearance and configuration of the Pro Shop  | <a href="#">3.0 %</a>    | <a href="#">10.3 %</a>       | <a href="#">33.5 %</a> | <a href="#">37.1 %</a>    | <a href="#">15.8 %</a> |
| The annual Junior Summer Camp                 | <a href="#">2.5 %</a>    | <a href="#">3.7 %</a>        | <a href="#">64.1 %</a> | <a href="#">17.6 %</a>    | <a href="#">11.9 %</a> |
| The number and quality of private events      | <a href="#">1.2 %</a>    | <a href="#">9.5 %</a>        | <a href="#">52.8 %</a> | <a href="#">24.2 %</a>    | <a href="#">12.1 %</a> |
| Accessibility and quality of the Head PGA Pro | <a href="#">9.3 %</a>    | <a href="#">12.5 %</a>       | <a href="#">29.3 %</a> | <a href="#">25.6 %</a>    | <a href="#">23.1 %</a> |
| Service in the Pro Shop                       | <a href="#">4.2 %</a>    | <a href="#">14.1 %</a>       | <a href="#">15.3 %</a> | <a href="#">39.2 %</a>    | <a href="#">26.9 %</a> |
| The availability of tee times                 | <a href="#">0.6 %</a>    | <a href="#">8.6 %</a>        | <a href="#">10.4 %</a> | <a href="#">36.4 %</a>    | <a href="#">43.8 %</a> |
| Process for booking tee times                 | <a href="#">1.8 %</a>    | <a href="#">6.2 %</a>        | <a href="#">13.8 %</a> | <a href="#">38.9 %</a>    | <a href="#">38.9 %</a> |
| Quality of golf-related merchandise           | <a href="#">1.2 %</a>    | <a href="#">7.4 %</a>        | <a href="#">21.6 %</a> | <a href="#">38.8 %</a>    | <a href="#">30.8 %</a> |
| Locker room amenities                         | <a href="#">2.5 %</a>    | <a href="#">12.5 %</a>       | <a href="#">46.5 %</a> | <a href="#">25.1 %</a>    | <a href="#">13.2 %</a> |
| Club storage                                  | <a href="#">1.2 %</a>    | <a href="#">9.4 %</a>        | <a href="#">57.5 %</a> | <a href="#">17.0 %</a>    | <a href="#">14.5 %</a> |
| Golf shop front desk personnel                | <a href="#">1.8 %</a>    | <a href="#">4.9 %</a>        | <a href="#">17.3 %</a> | <a href="#">37.2 %</a>    | <a href="#">38.5 %</a> |
| Cart and bag storage service                  | <a href="#">3.1 %</a>    | <a href="#">14.6 %</a>       | <a href="#">48.4 %</a> | <a href="#">17.1 %</a>    | <a href="#">16.5 %</a> |
| Tournament registration process               | <a href="#">1.2 %</a>    | <a href="#">5.0 %</a>        | <a href="#">37.3 %</a> | <a href="#">32.9 %</a>    | <a href="#">23.4 %</a> |
| Availability and                              |                          |                              |                        |                           |                        |

|   |                       |                        |                        |                        |                        |
|---|-----------------------|------------------------|------------------------|------------------------|------------------------|
| format of information about tournament events | <a href="#">5.6 %</a> | <a href="#">14.4 %</a> | <a href="#">28.3 %</a> | <a href="#">28.9 %</a> | <a href="#">22.6 %</a> |
| Pace of play                                  | <a href="#">5.0 %</a> | <a href="#">12.5 %</a> | <a href="#">25.0 %</a> | <a href="#">40.0 %</a> | <a href="#">17.5 %</a> |
| Food and beverages in Pro Shop                | <a href="#">4.9 %</a> | <a href="#">17.7 %</a> | <a href="#">33.1 %</a> | <a href="#">31.9 %</a> | <a href="#">12.2 %</a> |
| Cost of member events                         | <a href="#">3.1 %</a> | <a href="#">8.1 %</a>  | <a href="#">38.9 %</a> | <a href="#">33.3 %</a> | <a href="#">16.3 %</a> |
| Practice facilities                           | <a href="#">5.6 %</a> | <a href="#">21.3 %</a> | <a href="#">26.4 %</a> | <a href="#">33.9 %</a> | <a href="#">12.5 %</a> |
| Ladies golf program                           | <a href="#">2.6 %</a> | <a href="#">4.6 %</a>  | <a href="#">73.5 %</a> | <a href="#">11.2 %</a> | <a href="#">7.9 %</a>  |
| Couples golf program                          | <a href="#">3.9 %</a> | <a href="#">5.2 %</a>  | <a href="#">71.0 %</a> | <a href="#">13.1 %</a> | <a href="#">6.5 %</a>  |

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Additional comments below:

**30.** Please indicate the relative importance to you of the following tournament:

|  | <b>Very Important</b>  | <b>Somewhat Important</b> | <b>Not Very Important</b> |
|--|------------------------|---------------------------|---------------------------|
| Member - Guest                             | <a href="#">55.0 %</a> | <a href="#">20.8 %</a>    | <a href="#">24.0 %</a>    |
| Spring Member - Member                     | <a href="#">52.2 %</a> | <a href="#">31.8 %</a>    | <a href="#">15.9 %</a>    |
| Fall Member - Member                       | <a href="#">50.6 %</a> | <a href="#">33.9 %</a>    | <a href="#">15.3 %</a>    |
| Fourth of July Captain's Choice Fundraiser | <a href="#">43.5 %</a> | <a href="#">31.1 %</a>    | <a href="#">25.3 %</a>    |
| Bill Greene Cup                            | <a href="#">42.1 %</a> | <a href="#">33.5 %</a>    | <a href="#">24.3 %</a>    |
| Super Bowl Scramble                        | <a href="#">23.4 %</a> | <a href="#">42.2 %</a>    | <a href="#">34.2 %</a>    |
| Masters                                    | <a href="#">18.2 %</a> | <a href="#">43.9 %</a>    | <a href="#">37.8 %</a>    |
| Tough Day                                  | <a href="#">29.0 %</a> | <a href="#">40.5 %</a>    | <a href="#">30.4 %</a>    |
| Senior Member - Guest                      | <a href="#">20.0 %</a> | <a href="#">40.0 %</a>    | <a href="#">40.0 %</a>    |
| Couples Events                             | <a href="#">18.9 %</a> | <a href="#">33.9 %</a>    | <a href="#">47.0 %</a>    |
| MGA Events                                 | <a href="#">21.0 %</a> | <a href="#">40.1 %</a>    | <a href="#">38.7 %</a>    |
| OLGA Events                                | <a href="#">16.0 %</a> | <a href="#">37.7 %</a>    | <a href="#">46.1 %</a>    |
| OCC Pro Am                                 | <a href="#">20.0 %</a> | <a href="#">40.0 %</a>    | <a href="#">40.0 %</a>    |
| Club Championship                          | <a href="#">51.0 %</a> | <a href="#">28.8 %</a>    | <a href="#">20.1 %</a>    |
| Wilkes County Open                         | <a href="#">18.0 %</a> | <a href="#">37.3 %</a>    | <a href="#">44.6 %</a>    |
| Oakwoods Invitational                      | <a href="#">23.4 %</a> | <a href="#">38.9 %</a>    | <a href="#">37.5 %</a>    |

**31.** With respect to the way our course was set up this past spring and summer, please indicate your level of satisfaction with the following:

|                                 | <b>Very Satisfied</b>  | <b>Satisfied</b>       | <b>Neutral</b>         | <b>Disatisfied</b>     | <b>Very dissatisfied</b> |
|---------------------------------|------------------------|------------------------|------------------------|------------------------|--------------------------|
| Playing width of fairways       | <a href="#">21.1 %</a> | <a href="#">42.8 %</a> | <a href="#">9.3 %</a>  | <a href="#">18.0 %</a> | <a href="#">8.6 %</a>    |
| Amount of rough                 | <a href="#">16.8 %</a> | <a href="#">35.6 %</a> | <a href="#">13.7 %</a> | <a href="#">18.7 %</a> | <a href="#">15.0 %</a>   |
| Mowing height of rough          | <a href="#">14.9 %</a> | <a href="#">28.5 %</a> | <a href="#">16.1 %</a> | <a href="#">24.2 %</a> | <a href="#">16.1 %</a>   |
| Mowing height of fairways       | <a href="#">29.1 %</a> | <a href="#">49.6 %</a> | <a href="#">9.9 %</a>  | <a href="#">6.2 %</a>  | <a href="#">4.9 %</a>    |
| Pin placements                  | <a href="#">21.2 %</a> | <a href="#">58.1 %</a> | <a href="#">16.2 %</a> | <a href="#">3.1 %</a>  | <a href="#">1.2 %</a>    |
| Contouring of fairway cut lines | <a href="#">21.7 %</a> | <a href="#">49.6 %</a> | <a href="#">16.1 %</a> | <a href="#">5.5 %</a>  | <a href="#">6.8 %</a>    |
| Width and condition of fringes  | <a href="#">16.3 %</a> | <a href="#">38.9 %</a> | <a href="#">19.4 %</a> | <a href="#">14.4 %</a> | <a href="#">10.6 %</a>   |

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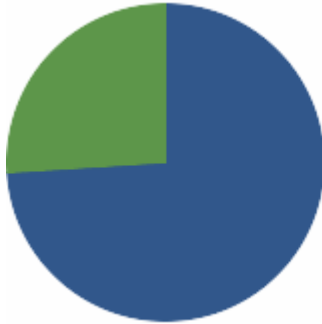
Additional comments below:

32. Please indicate how many rounds of golf you typically play each year at OCC:



- 45.4% [Between 0 and 52 rounds per year \(75\)](#)
- 30.3% [Between 53 and 104 rounds per year \(50\)](#)
- 18.7% [Between 105 and 156 rounds per year \(31\)](#)
- 5.4% [over 156 rounds per year \(9\)](#)

33. When and if you play golf, do you normally ride or do you normally walk?



- 73.9% [Ride normally \(122\)](#)
- 26.0% [Walk normally \(43\)](#)

End of Survey Page 4

## The Lounge

34. Would you support a no smoking policy in the Lounge?



- 67.8% [Yes \(112\)](#)
- 19.3% [No \(32\)](#)
- 12.7% [Have no opinion \(21\)](#)

35. Is the current ventilation system in the Lounge adequate to remove cigarette and cigar smoke?



- 70.5% [No \(115\)](#)
- 15.3% [Have no opinion \(25\)](#)
- 14.1% [Yes \(23\)](#)

36. Would you like for the Lounge to be able to offer various and appropriate fast foods such as nachos, crockpot foods, frozen pizza, etc.



64.0% [Yes \(105\)](#)  
 25.6% [Have no opinion \(42\)](#)  
 10.3% [No \(17\)](#)

37. How satisfied are you with each of the following? Please select a response for each issue:

|                                  | Very Dissatisfied     | Somewhat Dissatisfied  | Neutral                | Somewhat Satisfied     | Very Satisfied         |
|----------------------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|
| Overall quality of the lounge    | <a href="#">7.5 %</a> | <a href="#">18.9 %</a> | <a href="#">22.1 %</a> | <a href="#">33.5 %</a> | <a href="#">17.7 %</a> |
| Lounge manager and bartenders    | <a href="#">8.2 %</a> | <a href="#">8.2 %</a>  | <a href="#">19.6 %</a> | <a href="#">16.4 %</a> | <a href="#">47.4 %</a> |
| Operating hours                  | <a href="#">2.5 %</a> | <a href="#">3.8 %</a>  | <a href="#">35.0 %</a> | <a href="#">28.6 %</a> | <a href="#">29.9 %</a> |
| Variety and quality of beverages | <a href="#">1.2 %</a> | <a href="#">5.1 %</a>  | <a href="#">28.2 %</a> | <a href="#">29.4 %</a> | <a href="#">35.8 %</a> |
| Price of beverages               | <a href="#">1.2 %</a> | <a href="#">7.0 %</a>  | <a href="#">29.0 %</a> | <a href="#">29.6 %</a> | <a href="#">32.9 %</a> |
| Amenities (TV's, games, etc.)    | <a href="#">2.5 %</a> | <a href="#">5.8 %</a>  | <a href="#">27.0 %</a> | <a href="#">32.2 %</a> | <a href="#">32.2 %</a> |
| Lounge furniture and fixtures    | <a href="#">8.3 %</a> | <a href="#">22.4 %</a> | <a href="#">32.0 %</a> | <a href="#">25.6 %</a> | <a href="#">11.5 %</a> |

*You may browse comments online or download the CSV.*

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Additional comments below:

End of Survey Page 5

## The Swimming Pool

38. How important an activity is swimming for you and your family?



59.4% [Not Important \(101\)](#)  
 21.1% [Somewhat Important \(36\)](#)  
 19.4% [Very Important \(33\)](#)

39. How satisfied are you with each of the following?

|  | Very Dissatisfied     | Somewhat Dissatisfied | Neutral                | Somewhat Satisfied     | Very Satisfied         |
|--|-----------------------|-----------------------|------------------------|------------------------|------------------------|
| Overall quality of the pool facilities | <a href="#">4.8 %</a> | <a href="#">4.8 %</a> | <a href="#">39.8 %</a> | <a href="#">23.5 %</a> | <a href="#">26.8 %</a> |
| Quality and diligence                  |                       |                       |                        |                        |                        |

|  |                       |                        |                        |                        |                        |
|--|-----------------------|------------------------|------------------------|------------------------|------------------------|
| of lifeguards                            | <a href="#">8.9 %</a> | <a href="#">9.7 %</a>  | <a href="#">52.0 %</a> | <a href="#">18.6 %</a> | <a href="#">10.5 %</a> |
| Operating hours                          | <a href="#">2.4 %</a> | <a href="#">2.4 %</a>  | <a href="#">50.0 %</a> | <a href="#">30.3 %</a> | <a href="#">14.7 %</a> |
| Variety and quality of drinks and snacks | <a href="#">2.4 %</a> | <a href="#">4.9 %</a>  | <a href="#">57.8 %</a> | <a href="#">21.4 %</a> | <a href="#">13.2 %</a> |
| Price of drinks and snacks               | <a href="#">0.8 %</a> | <a href="#">1.6 %</a>  | <a href="#">59.0 %</a> | <a href="#">24.5 %</a> | <a href="#">13.9 %</a> |
| Pool furniture and fixtures              | <a href="#">3.2 %</a> | <a href="#">5.6 %</a>  | <a href="#">43.9 %</a> | <a href="#">28.4 %</a> | <a href="#">18.6 %</a> |
| Size of swimming areas                   | <a href="#">2.4 %</a> | <a href="#">1.6 %</a>  | <a href="#">40.9 %</a> | <a href="#">22.1 %</a> | <a href="#">32.7 %</a> |
| Changing areas/rest rooms                | <a href="#">5.7 %</a> | <a href="#">12.2 %</a> | <a href="#">50.0 %</a> | <a href="#">17.2 %</a> | <a href="#">14.7 %</a> |
| Amount of shaded area                    | <a href="#">7.4 %</a> | <a href="#">12.3 %</a> | <a href="#">50.4 %</a> | <a href="#">16.5 %</a> | <a href="#">13.2 %</a> |

You may browse comments online or download the CSV.

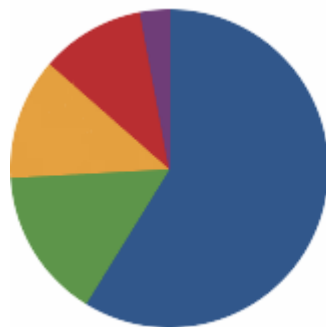
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Additional comments below:

End of Survey Page 6

## Overall Satisfaction and Recommendations

40. Overall, how satisfied are you with Oakwoods Country Club?



|       |                                       |
|-------|---------------------------------------|
| 58.8% | <a href="#">Satisfied (100)</a>       |
| 15.2% | <a href="#">Very Satisfied (26)</a>   |
| 12.3% | <a href="#">Dissatisfied (21)</a>     |
| 10.5% | <a href="#">Neutral (18)</a>          |
| 2.9%  | <a href="#">Very Dissatisfied (5)</a> |

41. How likely would you be to recommend membership at OCC to a family member, friend, or associate?



|       |                                      |
|-------|--------------------------------------|
| 48.8% | <a href="#">Very Likely (83)</a>     |
| 35.2% | <a href="#">Likely (60)</a>          |
| 8.2%  | <a href="#">Haven't Decided (14)</a> |
| 4.1%  | <a href="#">Very Unlikely (7)</a>    |
| 3.5%  | <a href="#">Not Likely (6)</a>       |

42. If you wish, recommend improvements or changes you wish the Board to consider for the current fiscal year below:

You may browse freeform responses online or download the CSV.

[View Answers](#)

End of Survey Page 7