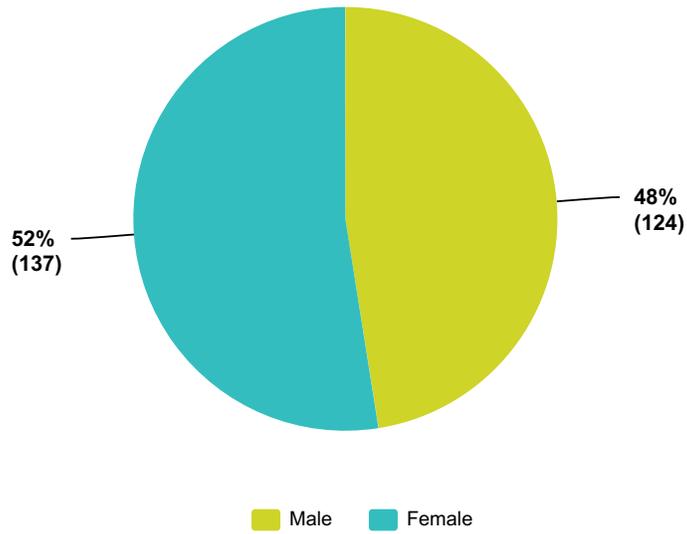


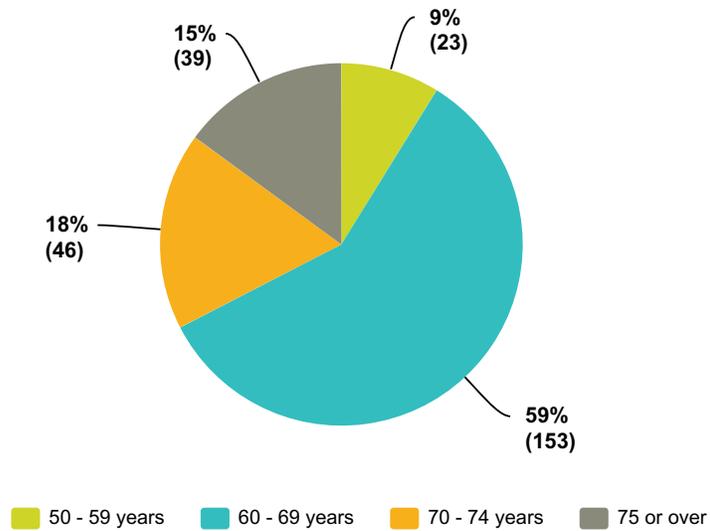
### Q1 I am

Answered: 261 Skipped: 3



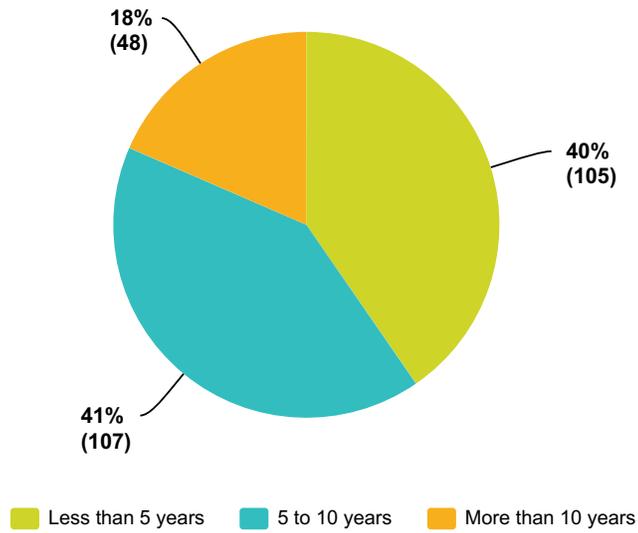
### Q2 What is your age?

Answered: 261 Skipped: 3



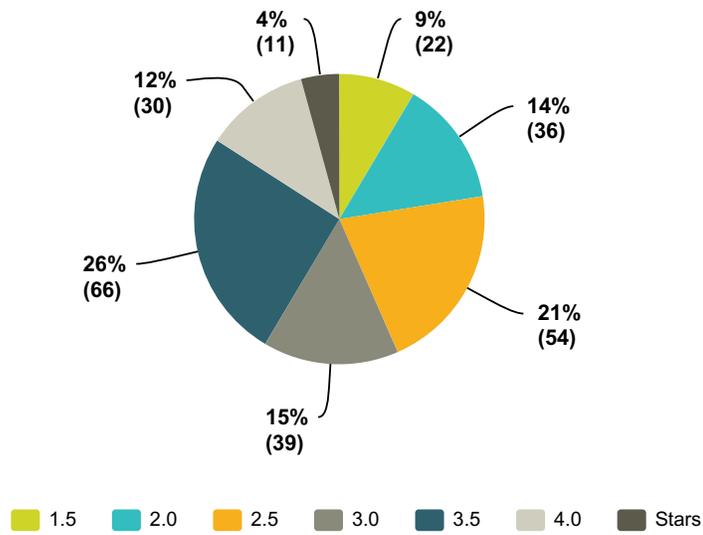
### Q3 I have been a member of View Point Tennis Club for

Answered: 260 Skipped: 4



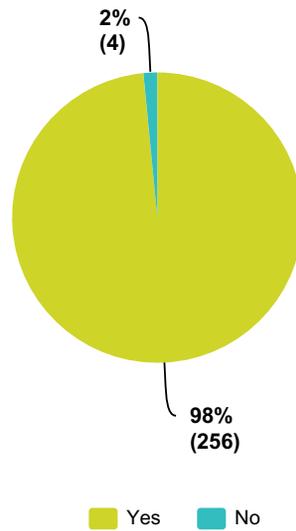
### Q4 My tennis level is

Answered: 258 Skipped: 6



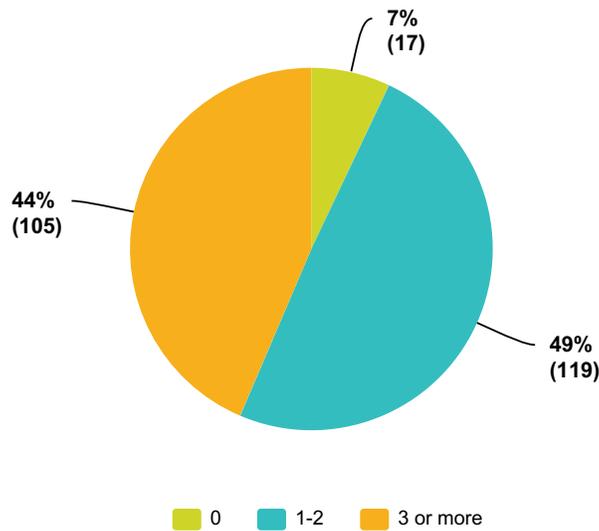
### Q5 Do you have an e-mail account?

Answered: 260 Skipped: 4



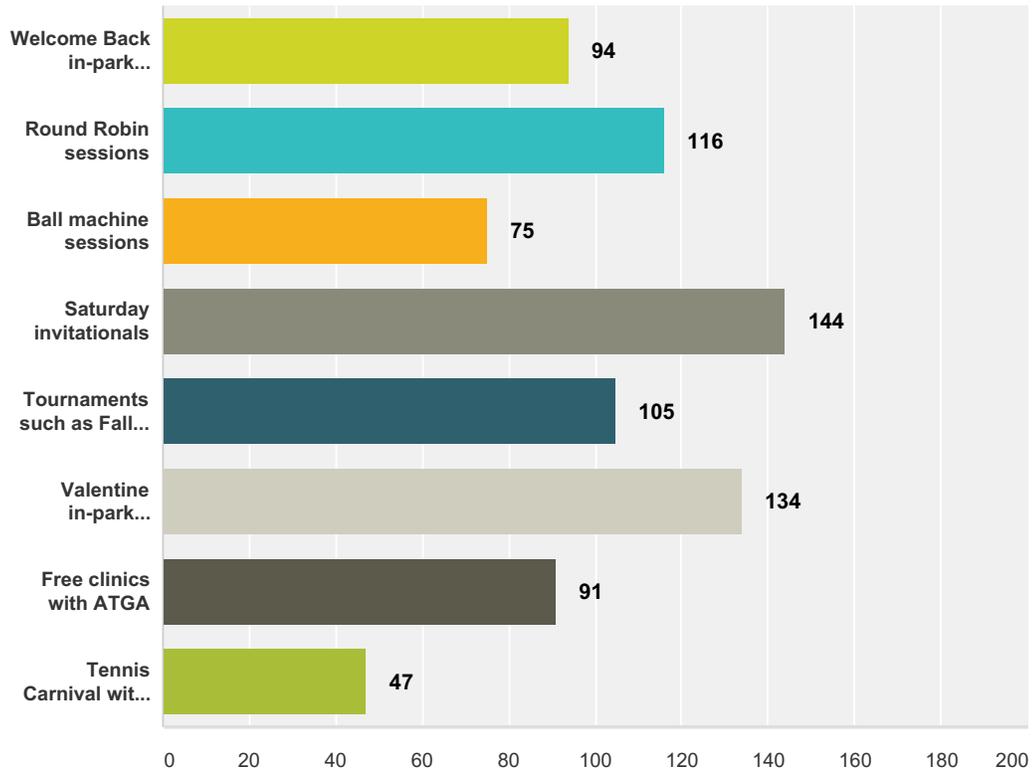
**Q6 How many times a week do you play social tennis (non-league or tournament)?**

Answered: 241 Skipped: 23



**Q7 Check any tennis events you usually play.**

Answered: 225 Skipped: 39

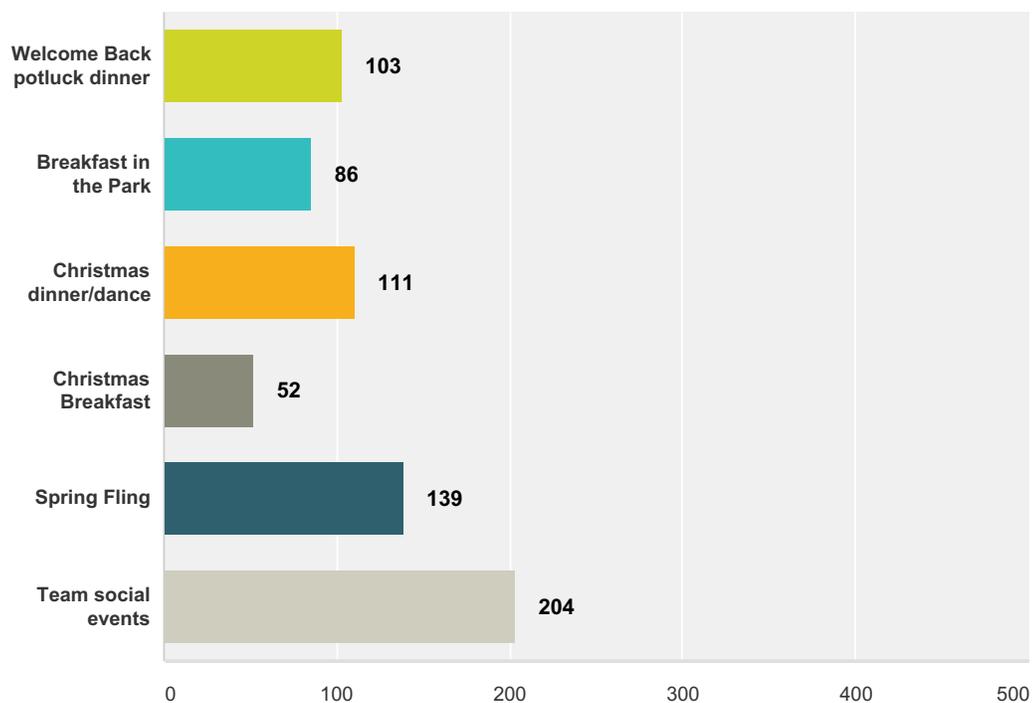


#	Comments:	Date
1	Can't afford expensive lessons	1/18/2015 9:12 PM
2	Wish I had started at 60 It's a wonderful game	1/18/2015 8:33 PM
3	I would like to see more in park competition. The farms worth playoffs are really exciting, drawing lots of spectators and think in park competition is a real social event. Under the lights tournament is a step in the right direction.	1/18/2015 5:57 PM
4	I am still getting established and including other activities in the week. There aren't enough days in the week some weeks. I would welcome more social tennis....less competitive.	1/18/2015 1:56 PM
5	I join the tennis club 5 weeks ago	1/17/2015 9:00 AM
6	Due to circumstances, playing tennis hasn't worked out for me.	1/17/2015 7:22 AM
7	In park invitationals only	1/16/2015 6:42 PM
8	I am a none player on 2.0 Blue Team	1/16/2015 4:42 PM
9	I just started so I haven't had time to get involved in any tournaments.	1/16/2015 1:18 PM
10	I would like to get more involved in the tennis events	1/16/2015 11:16 AM
11	Very busy life outside of tennis!	1/15/2015 8:06 PM
12	Sometimes Saturdays	1/15/2015 5:24 PM
13	Have never been back for the Welcome Back. Also try to do the Win at our Level.	1/15/2015 2:35 PM
14	None of the above, first year here therefore not familiar in advance with activities.	1/14/2015 6:38 PM
15	NA	1/14/2015 2:53 PM
16	Just getting started.	1/13/2015 9:35 PM

17	sometimes I think there are so many functions going on that u can't please everybody but maybe there could be more communication between teams and the park to accomodate alls interests thanks for listening	1/13/2015 3:41 PM
18	I do the group lessons with Chris.	1/13/2015 3:26 PM
19	have open play sessions where you can sign up without a partner	1/13/2015 2:51 PM
20	Have not played some of these yet as am new to park but plan to do so	1/13/2015 2:39 PM
21	Brand new , but want to play/do it all.	1/13/2015 1:40 PM
22	just learning about tournaments and will plan to participate more next year	1/13/2015 1:04 PM
23	I also take 4 and me lesson with ATGA(CHris)	1/13/2015 12:07 PM
24	I will miss the Spring Fling tournament this year.	1/13/2015 11:45 AM
25	Pairings in invitationals should be of more equal abilities. it appears in the last 3 years that we have gone away from using the captains ratings which in the past was not a perfect science but did seem to help	1/13/2015 11:31 AM
26	First time playing tennis	1/13/2015 10:52 AM
27	Just start on 1-6-15	1/13/2015 10:48 AM
28	We are only here January	1/13/2015 10:20 AM
29	only here for 7 wks so go to practice, RR and league. Then play other times with friends.	1/13/2015 9:42 AM
30	I am new	1/13/2015 9:21 AM
31	a couple	1/13/2015 8:03 AM

### Q8 Check any social events you usually attend.

Answered: 216 Skipped: 48

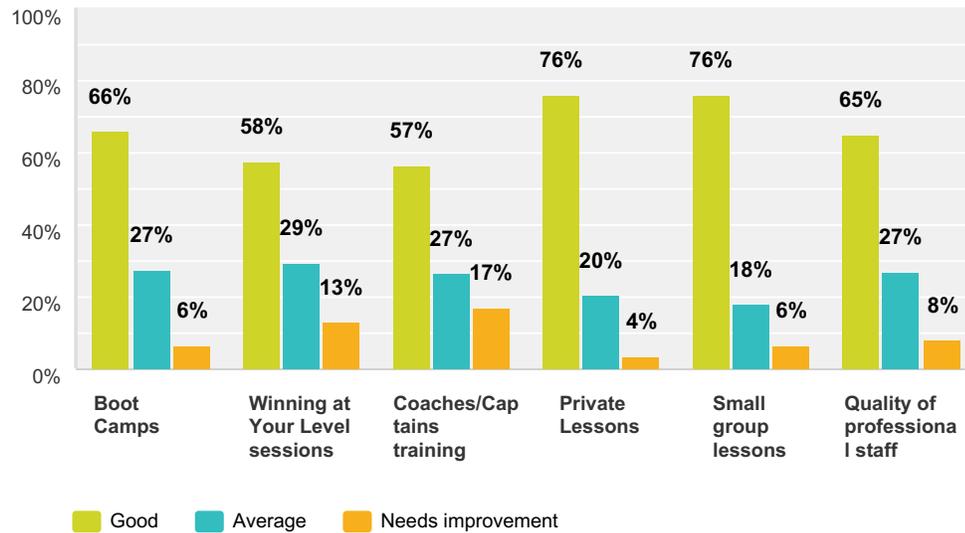


#	Comments:	Date
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1	We attend all... unfortunately we fly home from Dec 1st - Jan 3rd	1/19/2015 8:47 PM
2	Spring fling used to be fun when there were skits and talent entertainment. Lately they are boring.	1/18/2015 9:12 PM
3	Away too much.....only in the park about 1/2 time.	1/18/2015 1:56 PM
4	We miss the Christmas activities because we go back home for a few weeks at that time.	1/16/2015 7:40 PM
5	Live a balanced life!	1/15/2015 8:06 PM
6	Sometimes for Christmas Events.....as we are often gone.	1/15/2015 2:35 PM
7	Stars Member	1/14/2015 2:53 PM
8	We haven't had any planned team social events by Blue Team	1/13/2015 11:34 PM
9	We are not here at Christmas or early fall so we do seldom attend the Welcome back potluck or Christmas dinner dance	1/13/2015 3:18 PM
10	great events for getting to know others...	1/13/2015 2:51 PM
11	All is good.	1/13/2015 1:52 PM
12	I will miss the Spring Fling tournament this year.	1/13/2015 11:52 AM
13	Feel that we may have to many such events. IE Breakfast in the park. Has it outlived the original reason for having this event. We seem to be bringing new function s on board. (ie night tennis) This may or may not be a success, but its worth a try. But at the same time we should look maybe dropping an existing event.	1/13/2015 11:31 AM
14	NA	1/13/2015 10:52 AM
15	Just started on 1-6-15 Will be attending the potluck on the 14th.	1/13/2015 10:48 AM
16	none	1/13/2015 9:42 AM
17	I am new	1/13/2015 9:21 AM
18	I am no longer playing in a league.	1/13/2015 9:06 AM
19	I think there is to many socials.	1/13/2015 9:02 AM
20	Should have just one dance - have maybe first of February - Combine Christmas and Spring Fling	1/13/2015 8:43 AM
21	Too many all club tennis get togethers already and now you are adding Under the Lights.	1/13/2015 6:29 AM
22	Nice to have a variety of social events. Thank you to all the people who organize these happenings.	1/12/2015 5:01 AM

**Q9 Rate our professional program as provided by ATGA in the following areas:  
NOTE: If you have NOT taken part in the ATGA activity listed, please choose the N/A option.**

Answered: 226 Skipped: 38



	Good	Average	Needs improvement	Total
Boot Camps	66% 41	27% 17	6% 4	62
Winning at Your Level sessions	58% 45	29% 23	13% 10	78
Coaches/Captains training	57% 47	27% 22	17% 14	83
Private Lessons	76% 41	20% 11	4% 2	54
Small group lessons	76% 72	18% 17	6% 6	95
Quality of professional staff	65% 84	27% 35	8% 10	129

#	Comments	Date
1	all other levels seem to have team coaches... 4.0 team could have some training sessions from pro coaches?	1/19/2015 8:47 PM
2	Have learned a lot from our group lesson with Chris. He is great to work with.	1/19/2015 6:34 PM
3	I feel that those who wish to get lessons could get them somewhere other than VP	1/18/2015 9:12 PM
4	I really enjoy the times the pro's come drop by our "lessons".....excellent to hear their comments.	1/18/2015 1:56 PM
5	I	1/16/2015 7:11 PM
6	Excellent program that I was involved in before medical reasons for not playing!	1/16/2015 4:42 PM
7	I believe the staff should deal with the improvements of each player and not try to change them. Most players have started later in life and can't change the way they started but work on improving themselves to move up if desired.	1/16/2015 11:16 AM
8	Personal feelings	1/15/2015 8:06 PM
9	Keep Langdon as long as we possibly can.	1/15/2015 5:24 PM
10	It appears to me that some of the women of our club have taken a dislike for our Club Pro and in my opinion are too quick to openly criticize him. And in my opinion it has become an unfortunate negative.	1/15/2015 2:35 PM
11	don't take any private or group lessons anymore but thought they were good when I did.	1/15/2015 12:41 PM

12	I have not participated in these yet, but plan to do so next week.	1/14/2015 8:53 PM
13	I have not participated in these this year, but I plan to very soon.	1/14/2015 8:50 PM
14	Perhaps more direct communication would be beneficial for new members because they don't always know what the clinics entail or the necessary skill level needed to participate in them. Notices on the board doesn't really give that much information on what is being done.	1/14/2015 7:32 PM
15	Vertly helpful. Chris is great	1/14/2015 3:49 PM
16	Our pro has told many untruths and is not respected or trusted	1/14/2015 8:52 AM
17	Don't attend any of the above. Did take one with Tomas, but generally find that there is enough coaching through the team practice sessions and assistance from other experienced players who offer their help especially on a regular session basis.	1/14/2015 7:58 AM
18	Don't participate	1/13/2015 8:33 PM
19	I believe we have the best volunteer group who are dedicated to bringing new players into the organization and teaching their skills to established teams every week that is what u call great team spirit my applause to them	1/13/2015 3:41 PM
20	Never attended!	1/13/2015 2:56 PM
21	fabulous for the cost of membership and participation	1/13/2015 2:51 PM
22	Have not used his services for 5 years. He cancelled session on our group lessons twice. Did not feel I got my monies worth.	1/13/2015 2:26 PM
23	Some of the coaches Chris gets can play tennis but can not necessarily teach tennis. For example I went to winning at my level and because I was left handed the instructor did not know how to deal with me. I stopped going.	1/13/2015 2:24 PM
24	Would like clarification on the difference between winning at your level and 3 & me sessions! Do want to have more training but it is difficult to book a court for the pro staff. Coordinating times with both is a big headache. It was nice when we new there were lessons on a specific court on certain days for specific levels. Isn't over 18 on the 4.0 ladies alot for one level? Does there need to be a cap on numbers of players and lesser numbers as well. I have been playing on a team with 5 ladies that are healthy. Could there have been an adjustment early on in the season? Just food for thought!!	1/13/2015 2:17 PM
25	Chris a developed his program over the last couple of years to a point where we can all benefit from his group.	1/13/2015 1:52 PM
26	I have looked at most of these offered and see that they are mostly a duplication of each other, so decide not to participate.	1/13/2015 1:46 PM
27	Chris's professional staff needs improvement-- Karl might be a great photographer but not a great coach. Thomas is badly missed. He also needs a strong women's professional.	1/13/2015 12:07 PM
28	Have participated in these events.in the past. Not really a lesson type of person. But our professional is very unprofessional. The actions of his team at one of our dances (I believe last year) was embarrassing.	1/13/2015 11:31 AM
29	very good tennis only been in it for a week or two. did not attend others.	1/13/2015 9:42 AM
30	I like the idea of our players being coaches. It offers a great variety of choices and it emphasizes that we are all different and it provides different options on how to play the game. It also provides a feeling of family and allows different levels to get to know each other better.	1/13/2015 9:06 AM
31	I don't use any of this.	1/13/2015 9:02 AM
32	I feel having a professional available at Viewpoint is a definite plus. Chris has always been very responsive with racquet stringing, making sure to return the racquet early the next day. I like the quality of his instruction.	1/13/2015 7:58 AM
33	I don't go to sessions that involve payment	1/12/2015 5:01 AM
34	The larger group sessions like Boot Camp and Carnival need better organization/ time management. There should also be a way to give feedback right after each event, so adjustments can be made if there are any concerns.	1/11/2015 1:52 PM

**Q10 Is there anything new you would like to see offered in our professional program?**

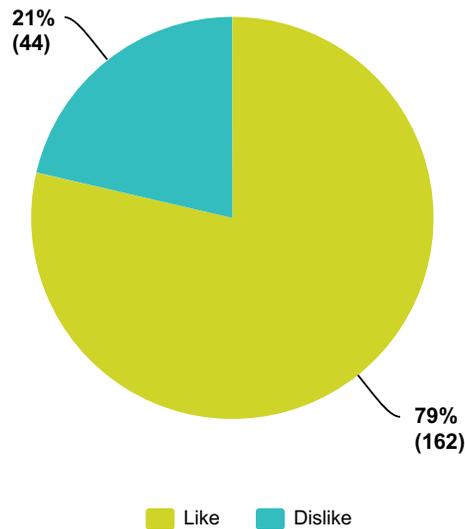
Answered: 43 Skipped: 221

#	Responses	Date
1	A WOMAN COACH	1/19/2015 9:22 PM
2	ASU demo matches to inspire us	1/19/2015 8:47 PM
3	No	1/19/2015 7:27 PM
4	no	1/19/2015 7:58 AM
5	No program	1/18/2015 9:12 PM
6	no	1/17/2015 6:06 AM
7	Don't know enough to make a comment yet	1/16/2015 1:18 PM
8	no	1/16/2015 11:58 AM
9	More free clinics	1/16/2015 11:16 AM
10	nothong else	1/15/2015 9:17 PM
11	Taking up too much VP time. Private lessons given at his academy	1/15/2015 8:06 PM
12	Maybe smaller (shorter/cheaper) Dynamite Doubles option.	1/15/2015 5:24 PM
13	More strategy, psychological aspect of the game.	1/15/2015 2:35 PM
14	More help for the beginning tennis players	1/14/2015 7:32 PM
15	Free Clinics	1/14/2015 6:42 PM
16	NA	1/14/2015 2:53 PM
17	No not at the moment.	1/14/2015 7:58 AM
18	An introduction to all Chris's instructors	1/13/2015 11:34 PM
19	Notes or a large sheet briefly outlining the meetings. New to tennis, sometimes there us so much information shared, not everything is absorbed. Especially dates, times, locations of events.	1/13/2015 9:35 PM
20	no	1/13/2015 6:04 PM
21	no	1/13/2015 6:02 PM
22	no	1/13/2015 4:37 PM
23	I don't know?	1/13/2015 2:56 PM
24	No	1/13/2015 2:26 PM
25	Have a clinic for 3.0-3.5 level too. Lessons need to be planned for the older population. ie. strategies and play tactics that can be stressed and mastered all the way through the club.	1/13/2015 2:17 PM
26	not so repetitive in future	1/13/2015 1:57 PM
27	A mentor system where a higher level would teach lower level on a one to one bases.	1/13/2015 1:46 PM
28	See comments above	1/13/2015 12:07 PM
29	No the program is good	1/13/2015 11:38 AM
30	no	1/13/2015 11:05 AM
31	NA	1/13/2015 10:52 AM
32	Not familiar with the program- new to tennis	1/13/2015 10:48 AM
33	I am too new to say at this time.	1/13/2015 9:42 AM
34	I think we have an excellect program at VP	1/13/2015 9:06 AM

35	no	1/13/2015 9:02 AM
36	More on game strategy	1/13/2015 9:00 AM
37	No, I'm a recreational player	1/13/2015 8:58 AM
38	No	1/13/2015 8:36 AM
39	video-taping players so we can see what we 'actually' do as opposed to what we think we are doing..ie moving, following through, etc	1/13/2015 8:25 AM
40	Availability of courts for lessons.	1/13/2015 7:39 AM
41	No	1/13/2015 7:32 AM
42	2-3 hour clinics on Dynamite Doubles	1/12/2015 5:01 AM
43	Some attempt to work on the psychology of winning, not only the skills.	1/11/2015 1:52 PM

### Q11 How do you feel about our current court reservation system?

Answered: 206 Skipped: 58



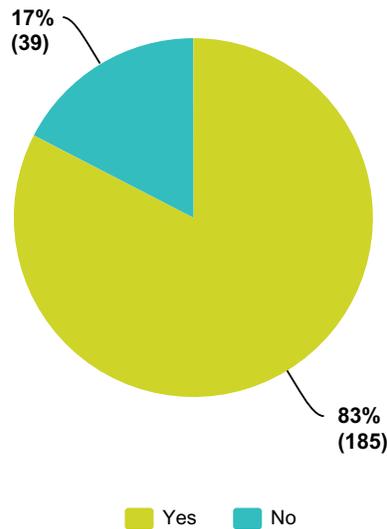
#	Comments	Date
1	I'm old and not good at internet. Somebody should come and show us how.	1/20/2015 3:10 PM
2	We need an online system... I live in the new phase 3 and find it tough to get out to reserve crts at the opposite end of our park. The online reservation system needs to ensure that all names are listed... otherwise the online system may be abused by players mass booking with names of players who are... injured , not in the park, or allow their names to be used without actually playing during that scheduled time slot	1/19/2015 8:56 PM
3	Ok, not great	1/19/2015 7:29 PM
4	Have not tried it yet.	1/19/2015 8:33 AM
5	requires a trip to the east courts, but has the advantage of simplicity	1/18/2015 10:45 PM
6	The computer version will be a disaster for those with no computer or those who can't wait up until 2 seconds after the court times become available. You think there are abuses now, wait until this comes in.	1/18/2015 9:18 PM

7	I Have no problem if changed to online system if all would honor the new method and have no other sing up system. Having two methods to reserve a court will lead to confusion and many arguments. There are some that do not have computer access.	1/18/2015 5:24 PM
8	I hav'nt used the on line booking yet,but it seems like a great idea.	1/18/2015 1:57 PM
9	Any inprovement will be welcome	1/17/2015 9:08 AM
10	Look forward to electronic sign ups	1/16/2015 9:47 PM
11	I don't know any other system, though I'm very interested in the online booking possibility	1/16/2015 7:41 PM
12	Don't use that much.	1/16/2015 2:12 PM
13	It is okay but sometimes hard to get courts	1/16/2015 10:41 AM
14	Ok	1/15/2015 9:18 PM
15	Works OK but we need to go With online system!	1/15/2015 8:10 PM
16	But I would switch to the on-line reservation immediately if implemented.	1/15/2015 2:49 PM
17	Not knowing when the sheet will go up is annoying. Some Sundays I have gone to the court to sign up several times to be able to get a spot that all of my friends plus the pro can agree on.	1/15/2015 8:13 AM
18	Need to be able to do on line.	1/14/2015 6:40 PM
19	too easy for a person to "hog" the prime spots each week.	1/14/2015 4:56 PM
20	Look forward booking online I. March.	1/14/2015 4:29 PM
21	Can't wait to be on computer	1/14/2015 12:11 PM
22	It's been okay but have heard comments about some people doing multi bookings (each member of a group signing up to get multiple sessions) in one week for specific times each week. Would be convenient to book online.	1/14/2015 8:13 AM
23	Don't reserve a lot of courts	1/13/2015 10:05 PM
24	It's fine but time consuming	1/13/2015 9:28 PM
25	It is abused by many groups to exceed the limits for max play each week.	1/13/2015 4:19 PM
26	It often requires several trips to the East courts on a Sunday as you never know for sure what time the sheets will be up to book a court. I don't mind the sign up sheets but am looking forward to trying the online booking system.	1/13/2015 4:02 PM
27	Having said that we need to look at advanced technology and come into the easy way of doing things I understand there are seniors who don't like to embrace newness but with little training they will come on board	1/13/2015 3:51 PM
28	Same people every day	1/13/2015 3:47 PM
29	Have not tried the new system yet, but it looks good	1/13/2015 3:33 PM
30	I think we need to move to a online reservation system. Most other clubs that have done this prefer the online.	1/13/2015 3:21 PM
31	The new automated system seems like it will be good	1/13/2015 3:12 PM
32	No comment, I have never used it.	1/13/2015 2:57 PM
33	- must travel to court to make reservation - need 2 or 4 to play - have open like golf where you sign up for a time and others can join you	1/13/2015 2:56 PM
34	Same group tie-up the same courts every weekend.....& do not put their unit # in the slot...I guess we should know where to call....	1/13/2015 2:48 PM
35	I have made my concerned made known during the past few months and have never heard them addressed at any meetings.	1/13/2015 2:31 PM
36	But don't like having to go up there all the time to look	1/13/2015 2:04 PM
37	Computer scheduling should correct any problems with people rubbing out names and booking courts.	1/13/2015 2:03 PM
38	Would like to see that electronic system implemented.	1/13/2015 1:53 PM

39	Should be online	1/13/2015 1:45 PM
40	Neutral	1/13/2015 1:45 PM
41	looking forward to online booking	1/13/2015 1:12 PM
42	have not used it yet	1/13/2015 1:08 PM
43	PROBLEM--(1) no one monitors on a DAILY basis to make certain players not "gaming" the system and taking more court time than they are allowed according to club rules.	1/13/2015 12:18 PM
44	It's okay, but it can be frustrating trying to get to the sheets in a timely manner...and get a court	1/13/2015 12:02 PM
45	Haven't tried it yet.	1/13/2015 11:40 AM
46	Don't book courts that often	1/13/2015 11:32 AM
47	NA	1/13/2015 10:55 AM
48	NA	1/13/2015 10:49 AM
49	Too many groups sign up a group of courts. Do not follow rules.	1/13/2015 10:27 AM
50	On line up would be better.	1/13/2015 10:21 AM
51	I have not tried to use it yet.	1/13/2015 10:04 AM
52	It works just find the new system will be hard on people that do not have internet	1/13/2015 9:05 AM
53	Looking forward to On-line reservations	1/13/2015 9:00 AM
54	Looking forward to On line reservations	1/13/2015 8:44 AM
55	It seems to work; however, I am willing to try the online system.	1/13/2015 8:12 AM
56	I like seeing all the names listed for the court. The on line system will only show the person who reserves the court.	1/13/2015 6:35 AM
57	Sign up sheets could be improved by using four lines, rather than three lines, to write the names of the players. Using legal, rather than letter sized paper might help in increasing the writing space. If we go ahead with the online reservation system, we should consider installing an internet connection, tv monitor and keyboard at the East courts.	1/12/2015 5:23 AM
58	Messy, unfair to those who live farther away from courts.	1/11/2015 1:56 PM

## Q12 Would you make a court reservation online?

Answered: 224 Skipped: 40



### Q13 Any suggestions for the improvement of our tennis club in the following areas:

Answered: 82 Skipped: 182

Answer Choices	Responses
Club Governance (documentation, meetings, communication, website)	47.56% 39
Team Governance (captains, practices, 2-year turnover, communication)	62.20% 51
Facilities (courts, kitchens, storage sheds)	57.32% 47
Equipment (balls, ball machines, kitchen equipment)	51.22% 42

#	Club Governance (documentation, meetings, communication, website)	Date
1	all good	1/19/2015 8:56 PM
2	No	1/19/2015 7:29 PM
3	less meetings	1/19/2015 7:59 AM
4	There is never an open meeting where club members can discuss issues or concerns with the executive	1/19/2015 7:42 AM
5	O K	1/17/2015 7:28 AM
6	Good	1/16/2015 2:12 PM
7	At general meetings the financial statements should be available for all members to see	1/16/2015 12:56 PM
8	no	1/16/2015 12:00 PM
9	none	1/15/2015 9:18 PM
10	Excellent	1/15/2015 8:10 PM
11	Update Club Constitution.	1/15/2015 5:30 PM
12	Excellent. I think our club is constantly trying to fine tune our policy, guidelines etc. I cannot believe the high quality of people who choose to volunteer and work so hard for our Club.	1/15/2015 2:49 PM
13	Excellent	1/14/2015 7:40 PM

14	All are excellent	1/14/2015 4:29 PM
15	Excellent	1/13/2015 10:05 PM
16	Share via email	1/13/2015 9:38 PM
17	Do we really need a captain's meeting once a month? Too many . We could use email	1/13/2015 9:28 PM
18	I receive the same tennis messages from 4 different people. Too many emails duplicated.	1/13/2015 8:33 PM
19	good	1/13/2015 8:17 PM
20	Clearer guidelines on moving up down	1/13/2015 3:41 PM
21	great - open , friendly , non bureaucratic	1/13/2015 2:56 PM
22	Fine	1/13/2015 2:31 PM
23	Good communication. not sure all captains forward messages from the pres. Love the web site.	1/13/2015 2:31 PM
24	Super communication and job well done on the website. Wow.	1/13/2015 2:27 PM
25	Very good	1/13/2015 2:09 PM
26	Secure website for members only. Info posted there instead of through captains.	1/13/2015 2:04 PM
27	all good	1/13/2015 1:53 PM
28	excellent -keep up the good work	1/13/2015 1:12 PM
29	Web access at courts for court reservations	1/13/2015 1:01 PM
30	Like the website--	1/13/2015 12:18 PM
31	I think the rules and current policy making if becoming very complex and often too difficult to communicate. I believe the PPAC maybe unnecessary with policies coming from the Executive Committee only. The website is fantastic! Leadership of the club from the Executives is outstanding and something to be proud of.	1/13/2015 12:02 PM
32	Very good	1/13/2015 11:40 AM
33	NA	1/13/2015 10:55 AM
34	To new to all of this to comment	1/13/2015 10:49 AM
35	By laws are not followed. Emails are not forwarded to members. Club is controlled my the same group, year after year. The Club no longer belongs to members. They are intimidated my these groups. There is a conflict of interest with these people.	1/13/2015 10:27 AM
36	this club is better than any I've been involved with	1/13/2015 9:00 AM
37	On line reservation,computer for Match logs	1/13/2015 7:36 AM
38	Website is always up to date and informative. Thank you	1/12/2015 5:23 AM
39	Clean up and simplify the foundation documents such as the Constitution/Bylaws	1/11/2015 1:56 PM
<b>#</b>	<b>Team Governance (captains, practices, 2-year turnover, communication)</b>	<b>Date</b>
1	all good	1/19/2015 8:56 PM
2	No	1/19/2015 7:29 PM
3	1 hour practices	1/19/2015 7:59 AM
4	New captains and co captains need more training or assistance.	1/19/2015 7:42 AM
5	Keep 2-year turnover.	1/18/2015 8:22 AM
6	Thank you volunteers!	1/17/2015 2:08 PM
7	2 year turn over good	1/17/2015 9:27 AM
8	Communication with new members about rules, procedure, tournaments	1/17/2015 9:08 AM
9	Dislike the 3.5 practice times changing throughout the year.	1/17/2015 8:16 AM

10	Good	1/17/2015 7:28 AM
11	Good	1/16/2015 2:12 PM
12	change practices to 1 hour and start matches at 9:00	1/16/2015 12:00 PM
13	none	1/15/2015 9:18 PM
14	Excellent	1/15/2015 8:10 PM
15	Great	1/15/2015 2:49 PM
16	Keep the 2-year turnover; however, if a level needs adjustments b/c of move ups, captains work with each other to achieve this. It is NOT written in stone that a team stays together for two years. Circumstances arise where adjustment should be made - whether captains like it or not. This can be achieved by putting names in a pot, etc.	1/14/2015 8:11 PM
17	Excellent	1/14/2015 7:40 PM
18	All captains should be forwarding all E Mails sent to all their team members, whether they think the memo applies or not.	1/14/2015 8:32 AM
19	Excellent	1/13/2015 10:05 PM
20	e-mails often not forwarded by my captain	1/13/2015 9:57 PM
21	Share via email	1/13/2015 9:38 PM
22	A bit clickey	1/13/2015 4:24 PM
23	The teams are terribly imbalanced and full of unqualified players at 2.5 and 3.0 levels	1/13/2015 4:19 PM
24	keep practice the same time & same crts	1/13/2015 3:33 PM
25	Maybe consider using AGTA for more of our team practices. Team members would pay	1/13/2015 3:21 PM
26	some Captians do not relay info to their teams as needed	1/13/2015 3:12 PM
27	great - again friendly, non consending	1/13/2015 2:56 PM
28	Good	1/13/2015 2:31 PM
29	Some captains appoint themselves instead of giving the team the opportunity to vote. Practices are good. Two years and the redraw is good.	1/13/2015 2:31 PM
30	How does one learn or be mentored for the position of captain or co-captain?	1/13/2015 2:27 PM
31	Captains should be required to attend board meetings	1/13/2015 2:09 PM
32	Co-captains seem to get preferential treatment on the teams.	1/13/2015 2:04 PM
33	inter club play between levels	1/13/2015 1:53 PM
34	all good	1/13/2015 1:12 PM
35	for 1.5's more info about rankings, movement at start of season	1/13/2015 1:08 PM
36	I like the team "reshuffle" every two years. I suggest that team Captains ( other than beginning team 1.5) should be elected by the teams and limited to 4 years terms with intervening 2 years as non-captain before reelection as team captain/co-captain.	1/13/2015 12:18 PM
37	I think it works fine...	1/13/2015 12:02 PM
38	Teams captains should be more responsible about attending Board meetings.	1/13/2015 11:54 AM
39	Very good	1/13/2015 11:40 AM
40	Should be training for new captains (possibly assigned to a mentor)	1/13/2015 11:32 AM
41	Captains have too much control over teams, disregarding members input.	1/13/2015 10:27 AM
42	patience. A captians job is tough. Communication is Key	1/13/2015 9:22 AM
43	I would prefer more instruction during our practice sessions.	1/13/2015 9:22 AM

44	captains need to be train there is allot to learn	1/13/2015 9:05 AM
45	it's great here	1/13/2015 9:00 AM
46	two year turnover is great, you get to meet so many great people	1/13/2015 8:27 AM
47	Possible conflict of interest when a captain has a spouse playing on his/her team. I prefer not shuffling teams.	1/13/2015 8:12 AM
48	Practices should be just that, not just playing games but drills, etc.	1/13/2015 8:05 AM
49	More information on web site	1/13/2015 7:36 AM
50	how about a new draw each year	1/13/2015 6:35 AM
51	Why don't we draw new teams each year? Maybe that would keep the balance between teams better.	1/11/2015 1:56 PM
<b>#</b>	<b>Facilities (courts, kitchens, storage sheds)</b>	<b>Date</b>
1	all good	1/19/2015 8:56 PM
2	No	1/19/2015 7:29 PM
3	Need two more courts to complement new homes	1/19/2015 3:29 PM
4	very good	1/19/2015 7:59 AM
5	Let the overseers of these be different persons	1/18/2015 9:18 PM
6	Additional wind screens on the observer's side of the East courts--at least to shoulder height.we	1/18/2015 9:14 AM
7	Great improvements this year !	1/17/2015 2:08 PM
8	as the park expands we should lobby for more [park space for future expansion of the tennis courts	1/17/2015 1:42 PM
9	Good	1/17/2015 7:28 AM
10	Good	1/16/2015 2:12 PM
11	more courts would be nice	1/16/2015 12:00 PM
12	none	1/15/2015 9:18 PM
13	Excellent	1/15/2015 8:10 PM
14	Shelves for Flag storage--both sheds.	1/15/2015 5:30 PM
15	Great - I think the resort owners are getting off real easy when it comes to maintenance and improvements.	1/15/2015 2:49 PM
16	need more courts	1/15/2015 12:43 PM
17	Need more courts!	1/14/2015 9:33 PM
18	Excellent	1/14/2015 7:40 PM
19	Very nice	1/14/2015 3:53 PM
20	upgrade to ladies washrooms - sinks, furniture, painting	1/14/2015 1:36 PM
21	need more courts	1/14/2015 1:08 PM
22	Will soon need more courts	1/13/2015 10:05 PM
23	Good	1/13/2015 9:28 PM
24	good	1/13/2015 8:17 PM
25	Kitchens could use some updating.	1/13/2015 4:02 PM
26	East court bathrooms need updated and painted	1/13/2015 3:47 PM
27	Storage sheds need to be replaced or remodeled	1/13/2015 3:12 PM
28	great shape	1/13/2015 2:56 PM
29	Throw away old to make room for new	1/13/2015 2:31 PM

30	all excellent	1/13/2015 2:31 PM
31	Could the walk ways be painted, the doorways, and perk up the place somehow.	1/13/2015 2:27 PM
32	Park needs to repair east courts a little each year, cracks and peeling	1/13/2015 2:09 PM
33	Have a "shower" for needed kitchen items.	1/13/2015 2:04 PM
34	have the park repaint 1 or 2 courts a year and repair as needed.	1/13/2015 2:03 PM
35	all good	1/13/2015 1:53 PM
36	we need more courts	1/13/2015 1:12 PM
37	Proper coffee machines. (No timers)	1/13/2015 1:01 PM
38	needs new counter top and flooring	1/13/2015 12:56 PM
39	Facilities are something we should all be proud of...great job by all who are involved.	1/13/2015 12:02 PM
40	good	1/13/2015 11:40 AM
41	east court kitchen floor is in rough shape. Health concern?	1/13/2015 11:32 AM
42	GREAT!	1/13/2015 10:27 AM
43	excellent	1/13/2015 9:22 AM
44	great	1/13/2015 9:00 AM
45	More equipment for court maintenance and cleaning	1/13/2015 7:36 AM
46	The area in front of the East court pavilion that contains rocks and cactus needs to be removed, leveled and concreted, then move the bench to this new area freeing up more space in front of the pavilion.	1/12/2015 11:55 PM
47	Do we need to use styrofoam cups for coffee? Are paper cups more environmentally preferred?	1/12/2015 5:23 AM
<b>#</b>	<b>Equipment (balls, ball machines, kitchen equipment)</b>	<b>Date</b>
1	all good... we need a new mop for east crts kitchen	1/19/2015 8:56 PM
2	No	1/19/2015 7:29 PM
3	update practice ball more often	1/19/2015 5:29 AM
4	Don't spend so much on balls	1/18/2015 9:18 PM
5	Two more ball machines would be great. And new squeegees	1/18/2015 8:35 PM
6	Again, thank you volunteers for keeping it all working	1/17/2015 2:08 PM
7	Good	1/17/2015 7:28 AM
8	N/A	1/16/2015 2:12 PM
9	no	1/16/2015 12:00 PM
10	none	1/15/2015 9:18 PM
11	Excellent	1/15/2015 8:10 PM
12	Great - I think we could use balls for practice one more time.	1/15/2015 2:49 PM
13	Excellentr	1/14/2015 7:40 PM
14	Install big screens to show League games etc.	1/14/2015 4:56 PM
15	Practice balls suck	1/14/2015 3:53 PM
16	balls are too hard to hit in machines	1/14/2015 3:08 PM
17	more counter space in West court kitchen	1/14/2015 1:36 PM
18	New ball machine	1/14/2015 8:38 AM

19	I think we need to look at getting a coffee service. The club is spending \$'s sometimes twice a year replacing the coffee pots that are used almost daily & sometimes twice a day. A coffee service would be responsible for servicing & maintaining the sir coffee pots/coffee service. Perhaps it might cost each member an additional \$ or two but would be a cost saving measure in the end.	1/14/2015 8:32 AM
20	new ball machines	1/13/2015 10:35 PM
21	Excellent	1/13/2015 10:05 PM
22	Good	1/13/2015 9:28 PM
23	good	1/13/2015 8:17 PM
24	Need new coffee makers / or coffee service	1/13/2015 3:47 PM
25	Need new mops in the kitchen, ball machines are getting old and will need replacing soon. Not sure how good the kitchen equipment is.	1/13/2015 3:12 PM
26	lots,.....	1/13/2015 2:56 PM
27	Consider additional ball machines	1/13/2015 2:31 PM
28	2.0's could almost use one tube of balls for 2 matches which would save money but then it would go against what others do.	1/13/2015 2:31 PM
29	balls still are so flat for the ball machine courts. Could we purchase new ball machines for drills? The kitchen floors and cabinets need to be changed out. We could use a kitchen that could pass inspection for running tourneys. (and serving food)	1/13/2015 2:27 PM
30	add hand sanitizers to both courts just like the ball field has.	1/13/2015 2:03 PM
31	all good	1/13/2015 1:53 PM
32	balls much better this year - well done	1/13/2015 1:12 PM
33	Dunlop Balls	1/13/2015 1:01 PM
34	We need more TUBES to pick up balls for team practices-- should be minimally 6-10 tubes on East and West courts.Saves time and seniors backs especially during lessons and practices.	1/13/2015 12:18 PM
35	Outstanding	1/13/2015 12:02 PM
36	good	1/13/2015 11:40 AM
37	Hope to see more squeeegies	1/13/2015 11:32 AM
38	GREAT	1/13/2015 10:27 AM
39	excellent	1/13/2015 9:22 AM
40	great	1/13/2015 9:00 AM
41	Check on purchasing balls direct from manufacturer	1/13/2015 7:36 AM
42	Let's purchase 2 new ball machines. Could we purchase balls of another colour besides green, that can be used specifically for the ball machines?	1/12/2015 5:23 AM

### Q14 Any other comments, questions or concerns?

Answered: 75 Skipped: 189

#	Responses	Date
1	Needs to be oversite about number of players, men and women on a team. Captains need to be able to send a player up if deemed capable, and player agrees. Win loose data does not always tel the story.	1/20/2015 8:58 AM
2	the ball machine drills with the 4.0 were great would like a 'coach volunteer' assigned to every team instead of trying to scramble for them.	1/19/2015 9:29 PM

3	We are new to the park and are extremely please with our tennis club and all you do for the good of all of us,, Thank you for welcoming us to the tennis club and to VP :-)	1/19/2015 8:56 PM
4	None	1/19/2015 7:29 PM
5	better practise balls,,even if we up our fees,,romona and jody are exceptional coaches, never wanna see them go!	1/19/2015 9:00 AM
6	Deena , you have done a fantastic job this year, way to go.	1/19/2015 7:42 AM
7	The executive is doing a fabulous job!	1/19/2015 5:29 AM
8	overall superbly organized and run, and a major attraction for life at VP	1/18/2015 10:45 PM
9	Allow only one set of balls per court for matches. Allow one set of balls for each 4 matches on Saturday Invitationals. If someone wants new balls, let them open a can of their own.	1/18/2015 9:18 PM
10	We should be using more of the USTA Skill Level criteria to determine whether a player moves up or down. There are too many players playing at levels they do not belong at based on their tennis skills. That is not only here, but it is a Valley-wide situation.	1/18/2015 9:14 AM
11	I would use an online system particularly if there was a terminal at the courts to be able to see and reserve at the courts rather than have to carry my laptop and have access while there.	1/18/2015 7:48 AM
12	I've not played enough to answer many of these questions!	1/17/2015 7:24 AM
13	I want to compliment the governance for doing a fine job on moving the VPTC on a continuum of improvement. Also those individuals that put so much leadership energy into tournament coordination. So few really know how much personal time and commitment goes into all this.	1/16/2015 9:47 PM
14	our club has been evolving, this year we have m ade large steps tha were needed and that we were ready for. great year	1/16/2015 7:48 PM
15	overall very good	1/16/2015 6:50 PM
16	I think this is a great tennis club. I enjoy being part of a team but would like to see more drills and different shots at our practice instead of just playing games.	1/16/2015 5:27 PM
17	I think we have a great club and is very well run.	1/16/2015 12:00 PM
18	None	1/15/2015 9:18 PM
19	Some volunteer coaches using Faulty techniques	1/15/2015 8:10 PM
20	On line booking will mot work unless you can check court availability and book at the courts.	1/15/2015 5:30 PM
21	I don't have a computer at my residence, thus on line reservation would be difficult.	1/15/2015 3:41 PM
22	I think that there could be some fine tuning around individuals who are so close to making their move up stats (eg. 59%) ...especially if it happens two years in a row. There are so many variables eg. the players that that individual might have to play with; the teams/players they might have to play against... we have systems in place for evaluating brand new players to the club. Why could that same evaluation process not be used for a player who a) really wanted to move up and b) was within 1 or 2 % points of making game won stats.	1/15/2015 2:49 PM
23	Think the club is very well run and appreciate the hard work of the executive.	1/15/2015 12:43 PM
24	Weekends should not be considered prime time as the courts are seldom used after the 930 time slot	1/15/2015 10:37 AM
25	really liked the ball machine (extra training)	1/15/2015 10:13 AM
26	It would be nice to be able to choose players you like to play with at the team level rather than getting stuck playing a match w someone you would never ow play with	1/14/2015 8:29 PM
27	At the lower levels ,efforts should be made to mix up the teams with all individuals so it is enjoyable for everyone. Otherwise, it can become quite cliquey and not as friendly for all. The whole point of round robin should be inclusive of everyone with frequent partner changes of all skills!	1/14/2015 7:40 PM
28	More nutritious food - not donuts	1/14/2015 6:40 PM
29	I love this park and the tennis association. My one area of disappointment is that some people get called up all of the time to play in league at a higher level while many other good players do not. I believe strongly that favoritism/politics plays a big role in who gets to play. NOT FAIR!!!!	1/14/2015 3:53 PM

30	Players that are here early in the season are getting put in position 1 and 2 due to lack of players. IF you are a #1 or 2 player you often get players who haven't played since last year and your numbers take a down turn for the first few games until players are back to their skills. Shouldn't happen but is does Why play early if it hurts the player	1/14/2015 3:08 PM
31	NA	1/14/2015 2:54 PM
32	Use of TV monitor for league and tournament schedules used in other parks is a nice feature	1/14/2015 1:36 PM
33	All of the above are done well.	1/14/2015 12:08 PM
34	Thanks to all for their hard work in making our Tennis club one of the best in the Valley!!!	1/14/2015 8:32 AM
35	This tennis club is an amazing, fun group of people who willingly volunteer to make so many events happen throughout the season.	1/14/2015 8:13 AM
36	Very well organized club. Wish the president and Vice President didn't have such a huge commitment	1/13/2015 10:05 PM
37	stats are too much of a concern, we need to still be competitive and have fun	1/13/2015 7:20 PM
38	None	1/13/2015 6:04 PM
39	None	1/13/2015 6:03 PM
40	The 2 year shuffle of teams leaves to many people stuck on a team of people the captain likes rather than based on balanced abilities to the other teams at that level. Also we should play matches against our own level teams. This would be fun and and allow evaluators to correct imbalance problems.	1/13/2015 4:19 PM
41	I have no reason to comment on the above but I respect the people who put in at tremendous amount of effort to make this one of the top flight clubs in the valley thank u all	1/13/2015 3:51 PM
42	I think that the tennis club is great.It seems to me to be very organized and I appreciate the efforts of everyone!	1/13/2015 2:49 PM
43	No....Keep doing the good work	1/13/2015 2:48 PM
44	The welcome banner is superb . Are we going to have a hitting wall put in? Could we know we have propane and the tanks for those cold days!! Is there some solution for securing those tanks from being lifted? Thank you 4.0's for helping on drills each week.	1/13/2015 2:27 PM
45	Great volunteers!! Yay Viewpoint!	1/13/2015 2:04 PM
46	purchase a 3/4 HP pump for the east courts for cleaning. We now have over \$3000 in cleaning equipment. A secure building should be acquired to house this equipment. Replace all plastic court benches with metal ones.	1/13/2015 2:03 PM
47	not at this time.	1/13/2015 1:53 PM
48	Additional tennis courts since the number of homes has increased.	1/13/2015 1:51 PM
49	Far, far to much emphasis on stats - will be happy when everyone has them and we can get back to concentrating on the game.	1/13/2015 1:45 PM
50	This club seems like a well oiled machine to me. You can feel all the work and energy that has gone into this over the years that gives it such a strong foundation and structure. Thank you to all the past and present volunteers. Especially grateful for the warm , welcoming encouragement that is given to all us newbie 1.5s. To describe this organization in one word- Quality.	1/13/2015 1:45 PM
51	best tennis club I've ever joined	1/13/2015 1:12 PM
52	for new 1.5's who have played before, how about an evaluation session to best determine if 1.5 is where they should start	1/13/2015 1:08 PM
53	Very well run club, enjoy it thoroughly!	1/13/2015 12:24 PM
54	This club is by far the best in the Valley. Always have been proud of it and will continue to feel so. Thanks to the leaders...Pres, VP, Secr, and Treas.	1/13/2015 12:02 PM
55	Love to have organized Night tennis	1/13/2015 11:58 AM
56	The Under the Lights tournament does not need food and refreshments provided every night. The team(s) assigned to host that event of four or five nights has quite a commitment!	1/13/2015 11:54 AM
57	Excellent Tennis club. Proud to be a member	1/13/2015 11:32 AM

58	enjoying the game thank you	1/13/2015 11:22 AM
59	Would like to see a challenge system in place for move-up.	1/13/2015 11:04 AM
60	Give players an opportunity to challenge for move-up as other resorts currently allow.	1/13/2015 10:58 AM
61	Just started playing tennis	1/13/2015 10:55 AM
62	Lifetime positions should not be allowed. Positions should be open to everyone to do. They should be posted. Check bylaws about 3 year rotation.	1/13/2015 10:27 AM
63	In my brief membership I have found the tennis club to be friendly, informative and well organized.	1/13/2015 10:04 AM
64	Too many social activities. Stars and 75+ make our club unique to the valley We should charge more for the club membership. If we want food at the matches, teams need more funds. Tennis is a steal here. Good Job. It is an amazing volunteer program. I don't always agree with the park, but they have been good with the tennis program. Example the West courts.	1/13/2015 9:22 AM
65	I do hope the online court reservation system becomes a part of VP tennis, in the very near future.	1/13/2015 9:11 AM
66	I'm very happy to be able to participate in the program at Viewpoint	1/13/2015 9:00 AM
67	It's a great program and it's the most fun for the money	1/13/2015 8:27 AM
68	VPTC is very well organized and I love being part of it.	1/13/2015 8:12 AM
69	i think we have a great tennis club, friendly, fair and eager to help with all things necessary, and a great executive too.	1/13/2015 8:05 AM
70	all governing members do a fantastic job....thanks	1/13/2015 8:05 AM
71	I have had and continue to have an excellent experience playing tennis at VP.....keep up the good work....	1/13/2015 7:39 AM
72	Teams are often not equally numbered the second year of the draw. Most clubs in the EVSTL do a new draw each year.	1/13/2015 6:35 AM
73	Do not understand why 4.0s have only one team when they have so many players and could have 2 teams. Why are they different? Raise the yearly fee from \$50 to \$60 or more. Start time for league play should be 9am instead of 9:30am to be inline with all the others but GV. Need a push to get more scorekeepers so that it is easier to find someone to do the matches. If 4.0s don't have scorekeepers (treated special), then why do any of the other levels? For scorekeepers training, many do not know exactly how to do tiebreakers and moving to the next set correctly. How to deal with incompetent scorekeepers.	1/12/2015 11:55 PM
74	Thank you to the survey people for providing an easy way to provide feedback to the organizers of our tennis programs.	1/12/2015 5:23 AM
75	All the volunteer hours put in to the VPTC make it a great organization and generally a great experience for tennis players!	1/11/2015 1:56 PM