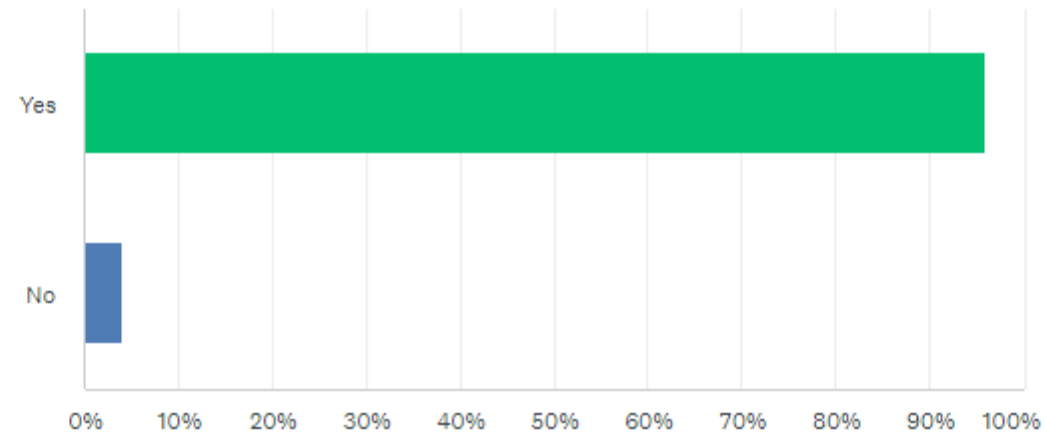




2023 MEMBER SATISFACTION SURVEY

Are you currently a member at CV?

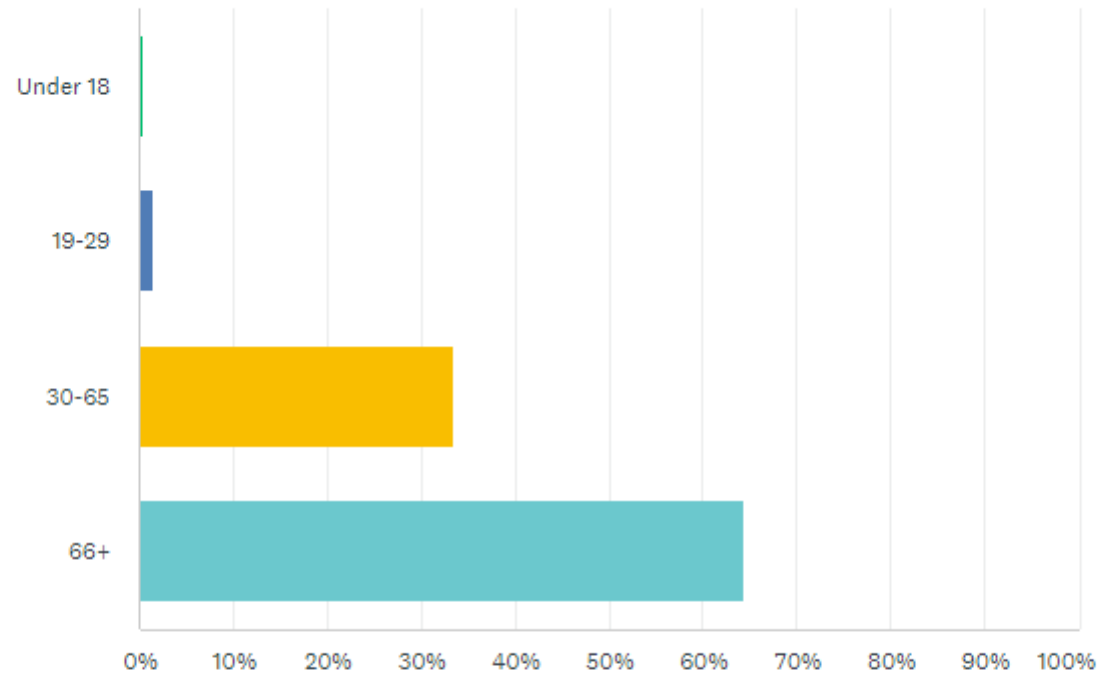
Answered: 388 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	95.88%	372
No	4.12%	16
TOTAL		388

How old are you?

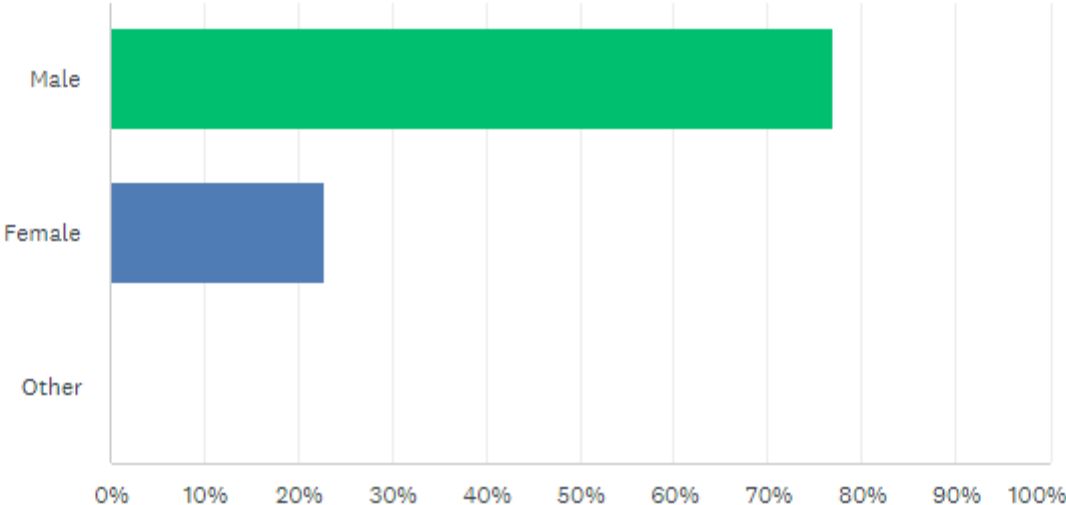
Answered: 388 Skipped: 2



ANSWER CHOICES	RESPONSES	
Under 18	0.52%	2
19-29	1.55%	6
30-65	33.51%	130
66+	64.43%	250
TOTAL		388

What is your gender?

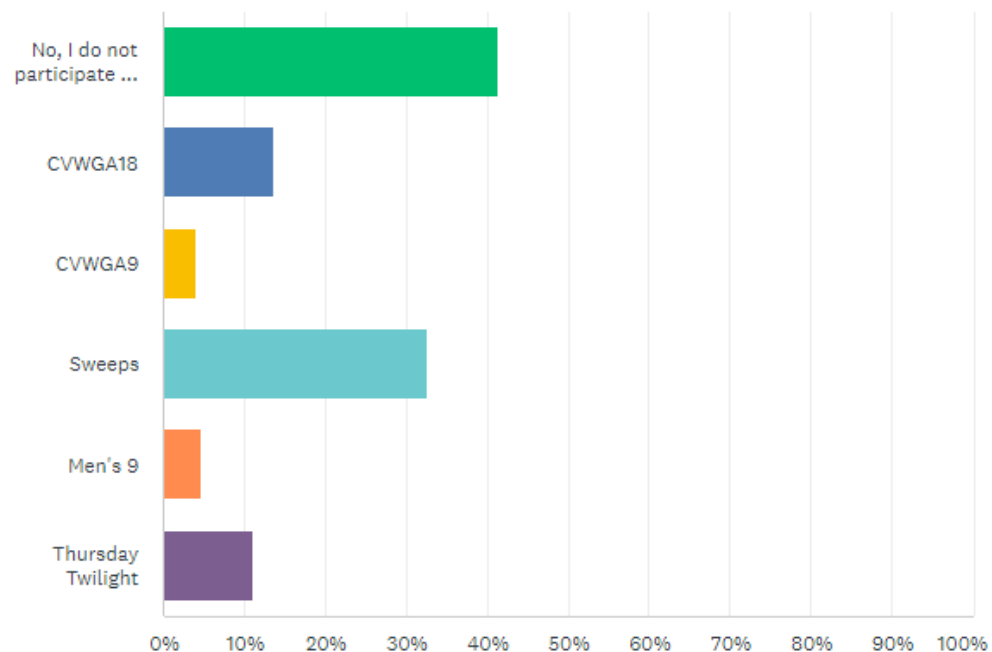
Answered: 386 Skipped: 4



ANSWER CHOICES	RESPONSES	
Male	76.94%	297
Female	22.80%	88
Other	0.26%	1
TOTAL		386

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

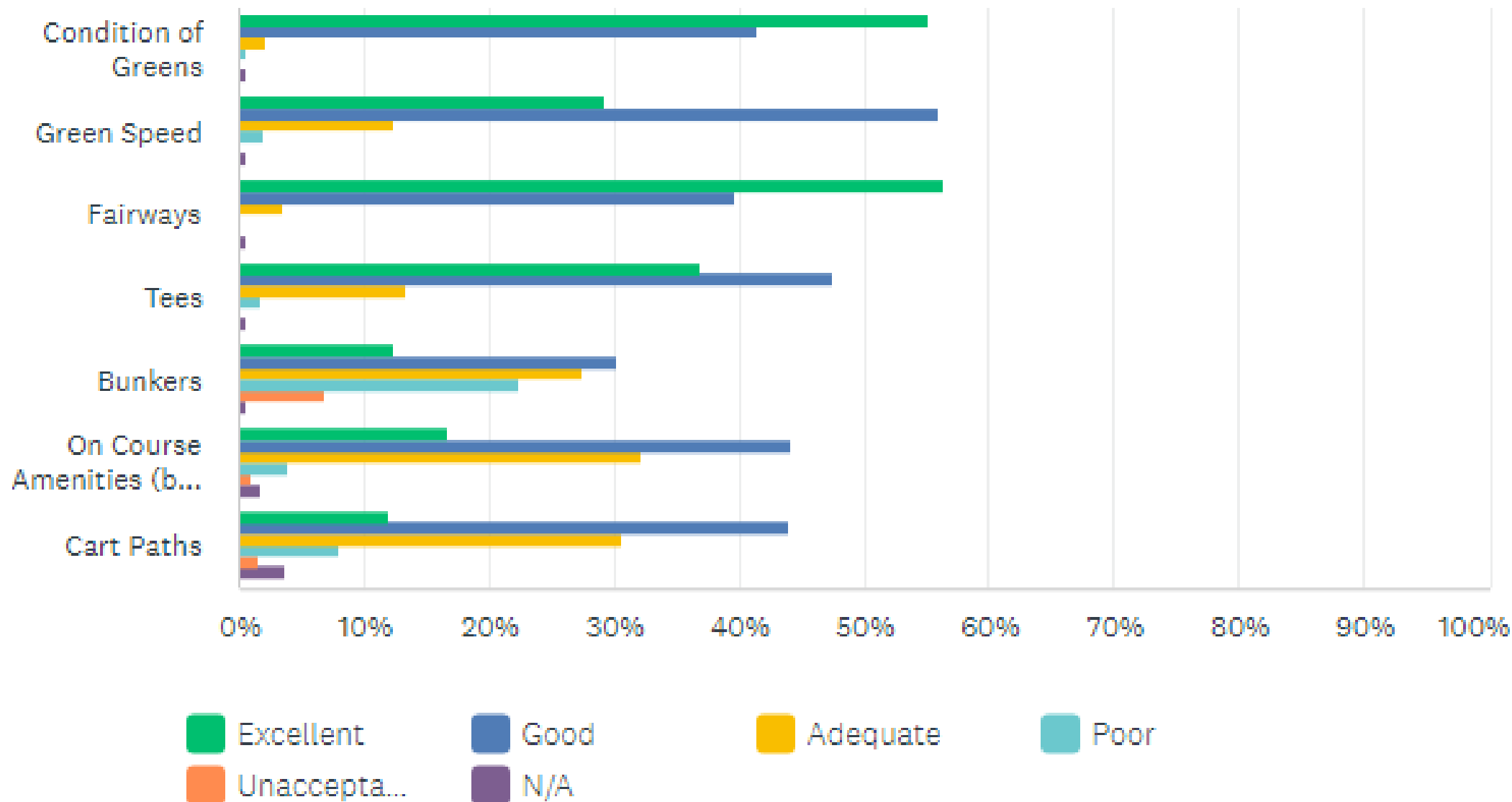
Answered: 386 Skipped: 4



ANSWER CHOICES	RESPONSES	
▼ No, I do not participate in leagues	41.45%	160
▼ CVWGA18	13.73%	53
▼ CVWGA9	4.15%	16
▼ Sweeps	32.64%	126
▼ Men's 9	4.66%	18
▼ Thursday Twilight	11.14%	43
Total Respondents: 386		

Please rate your level of satisfaction with the following:

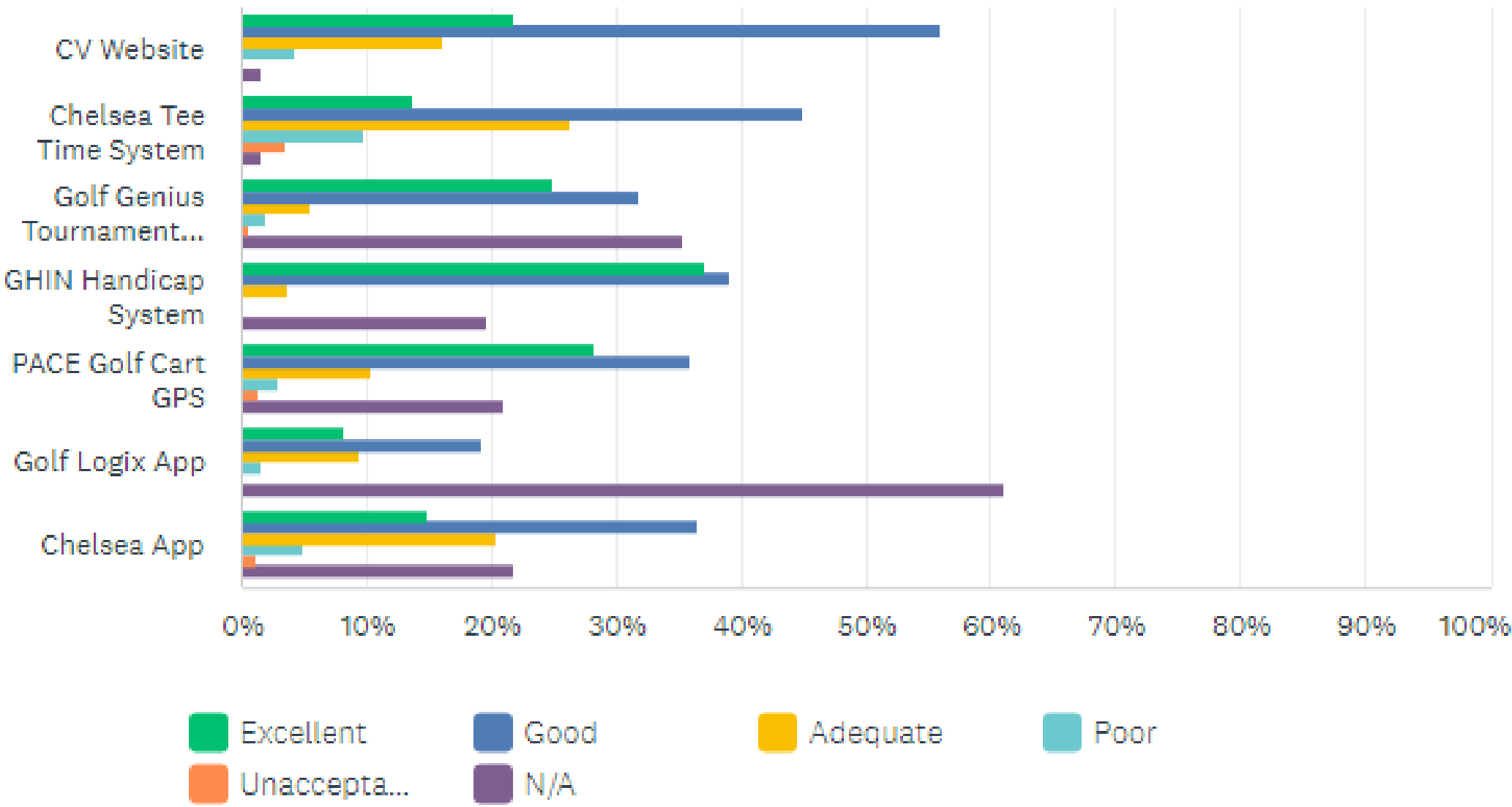
Answered: 380 Skipped: 10



	EXCELLENT	GOOD	ADEQUATE	POOR	UNACCEPTABLE	N/A	TOTAL	WEIGHTED AVERAGE
▼ Condition of Greens	55.29% 209	41.53% 157	2.12% 8	0.53% 2	0.00% 0	0.53% 2	378	4.52
▼ Green Speed	29.22% 109	56.03% 209	12.33% 46	1.88% 7	0.00% 0	0.54% 2	373	4.13
▼ Fairways	56.35% 213	39.68% 150	3.44% 13	0.00% 0	0.00% 0	0.53% 2	378	4.53
▼ Tees	36.87% 139	47.48% 179	13.26% 50	1.86% 7	0.00% 0	0.53% 2	377	4.20
▼ Bunkers	12.43% 47	30.16% 114	27.51% 104	22.49% 85	6.88% 26	0.53% 2	378	3.19
▼ On Course Amenities (ball washers, bouse houses...)	16.76% 63	44.15% 166	32.18% 121	3.99% 15	1.06% 4	1.86% 7	376	3.73
▼ Cart Paths	12.00% 45	44.00% 165	30.67% 115	8.00% 30	1.60% 6	3.73% 14	375	3.59

Please rate your level of satisfaction with the following:

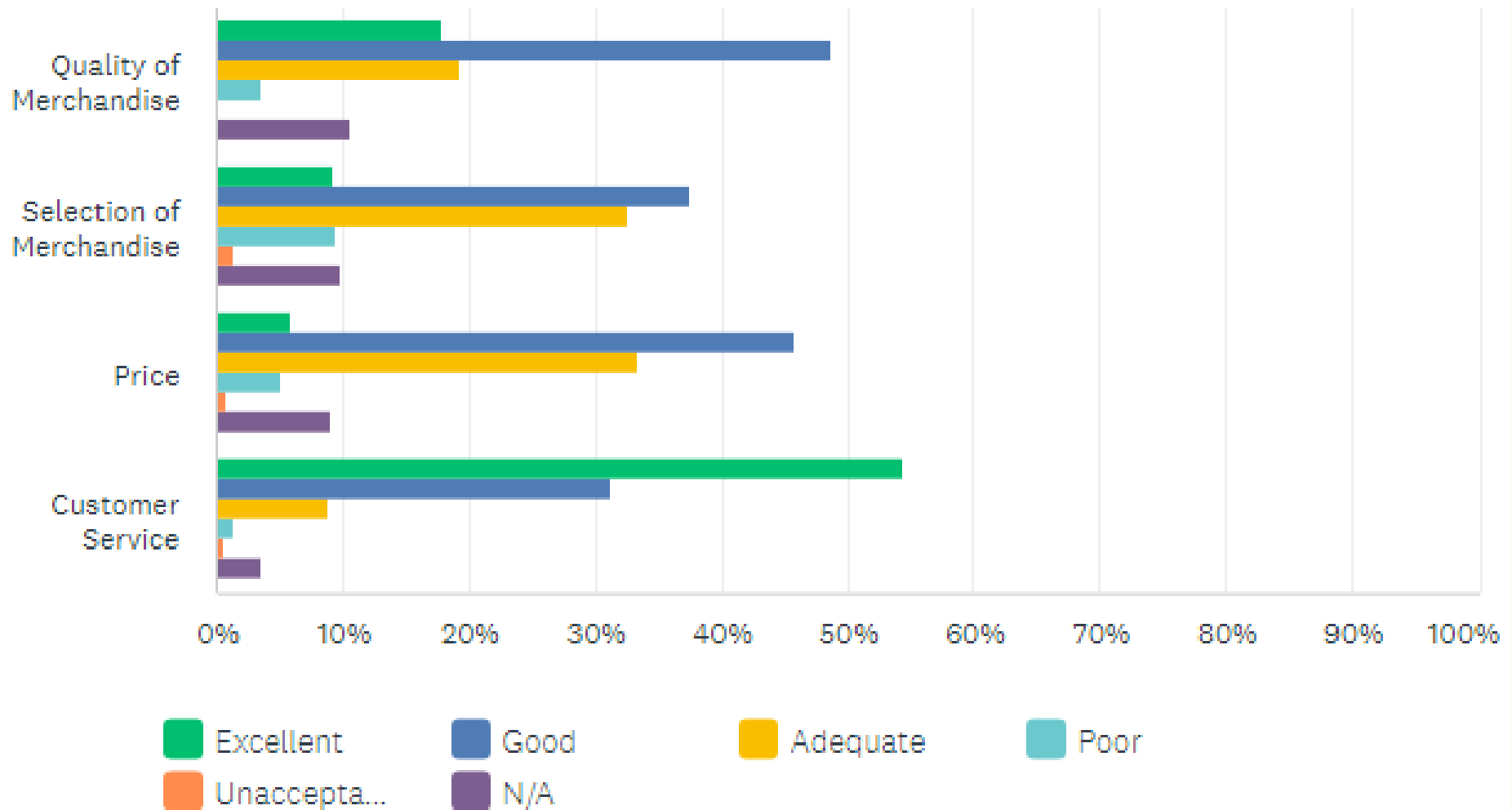
Answered: 377 Skipped: 13



	EXCELLENT ▼	GOOD ▼	ADEQUATE ▼	POOR ▼	UNACCEPTABLE ▼	N/A ▼	TOTAL ▼	WEIGHTED AVERAGE ▼
▼ CV Website	21.72% 81	56.03% 209	16.09% 60	4.29% 16	0.27% 1	1.61% 6	373	3.96
▼ Chelsea Tee Time System	13.83% 52	44.95% 169	26.33% 99	9.84% 37	3.46% 13	1.60% 6	376	3.57
▼ Golf Genius Tournament Software	24.86% 92	31.89% 118	5.41% 20	1.89% 7	0.54% 2	35.41% 131	370	4.22
▼ GHIN Handicap System	37.20% 138	39.08% 145	3.77% 14	0.27% 1	0.00% 0	19.68% 73	371	4.41
▼ PACE Golf Cart GPS	28.27% 106	36.00% 135	10.40% 39	2.93% 11	1.33% 5	21.07% 79	375	4.10
▼ Golf Logix App	8.26% 30	19.28% 70	9.37% 34	1.65% 6	0.28% 1	61.16% 222	363	3.87
▼ Chelsea App	15.03% 55	36.61% 134	20.49% 75	4.92% 18	1.09% 4	21.86% 80	366	3.76

Please rate your level of satisfaction with the following:

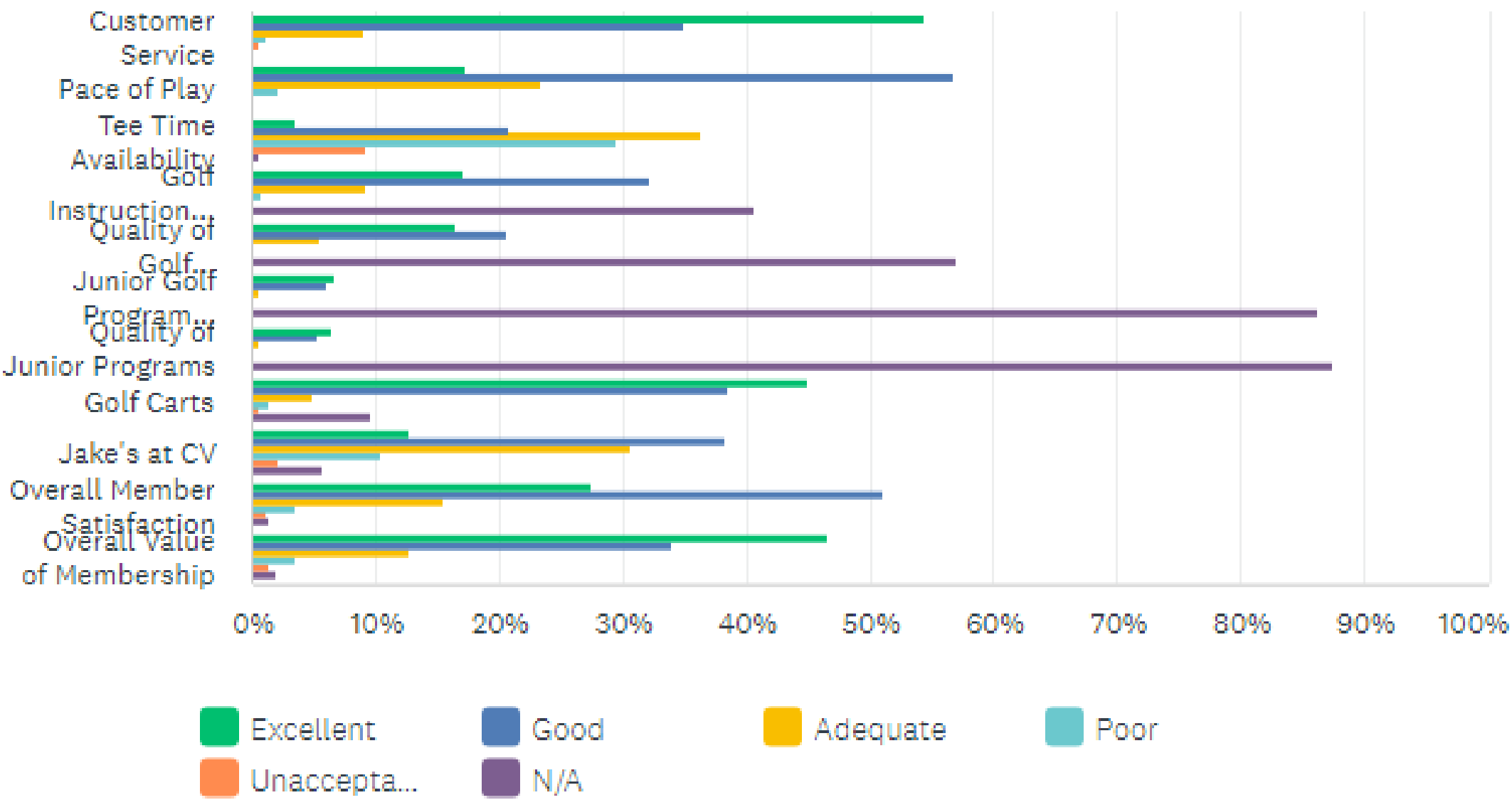
Answered: 371 Skipped: 19



▼	EXCELLENT ▼	GOOD ▼	ADEQUATE ▼	POOR ▼	UNACCEPTABLE ▼	N/A ▼	TOTAL ▼	WEIGHTED AVERAGE ▼
▼ Quality of Merchandise	17.93% 66	48.64% 179	19.29% 71	3.53% 13	0.00% 0	10.60% 39	368	3.91
▼ Selection of Merchandise	9.19% 34	37.57% 139	32.70% 121	9.46% 35	1.35% 5	9.73% 36	370	3.49
▼ Price	5.96% 22	45.80% 169	33.33% 123	5.15% 19	0.81% 3	8.94% 33	369	3.56
▼ Customer Service	54.45% 202	31.27% 116	8.89% 33	1.35% 5	0.54% 2	3.50% 13	371	4.43

Please rate your level of satisfaction with the following:

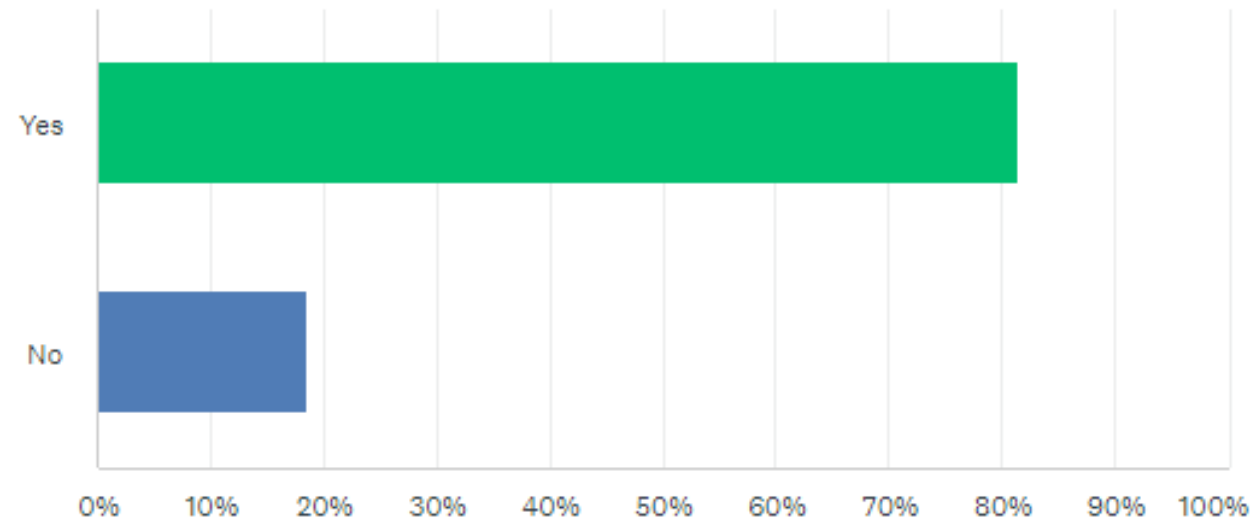
Answered: 368 Skipped: 22



	EXCELLENT ▼	GOOD ▼	ADEQUATE ▼	POOR ▼	UNACCEPTABLE ▼	N/A ▼	TOTAL ▼	WEIGHTED AVERAGE ▼
▼ Customer Service	54.50% 200	34.88% 128	8.99% 33	1.09% 4	0.54% 2	0.00% 0	367	4.42
▼ Pace of Play	17.26% 63	56.71% 207	23.29% 85	2.19% 8	0.27% 1	0.27% 1	365	3.89
▼ Tee Time Availability	3.55% 13	20.77% 76	36.34% 133	29.51% 108	9.29% 34	0.55% 2	366	2.80
▼ Golf Instruction Offerings	17.17% 62	32.13% 116	9.14% 33	0.83% 3	0.00% 0	40.72% 147	361	4.11
▼ Quality of Golf Instruction	16.57% 60	20.72% 75	5.52% 20	0.28% 1	0.00% 0	56.91% 206	362	4.24
▼ Junior Golf Program Offerings	6.70% 24	6.15% 22	0.56% 2	0.00% 0	0.28% 1	86.31% 309	358	4.39
▼ Quality of Junior Programs	6.41% 23	5.29% 19	0.56% 2	0.00% 0	0.28% 1	87.47% 314	359	4.40
▼ Golf Carts	45.05% 164	38.46% 140	4.95% 18	1.37% 5	0.55% 2	9.62% 35	364	4.40
▼ Jake's at CV	12.67% 46	38.29% 139	30.58% 111	10.47% 38	2.20% 8	5.79% 21	363	3.52
▼ Overall Member Satisfaction	27.45% 101	51.09% 188	15.49% 57	3.53% 13	1.09% 4	1.36% 5	368	4.02
▼ Overall Value of Membership	46.47% 171	33.97% 125	12.77% 47	3.53% 13	1.36% 5	1.90% 7	368	4.23

Do you support reserved tee time blocks for leagues?

Answered: 365 Skipped: 25



ANSWER CHOICES	RESPONSES	
Yes	81.37%	297
No	18.63%	68
TOTAL		365

HIGHEST/LOWEST RATINGS IN 2023

HIGHEST

- Fairways 4.53
- Condition of Greens 4.52
- Customer Service 4.43
- GHIN System 4.41
- Golf Carts 4.4

LOWEST

- Tee Time Availability 2.80
- Bunkers 3.19
- Selection of Merchandise 3.49
- Jake's 3.52
- Price of Merchandise 3.56

BIGGEST CHANGE FROM 2022 SURVEY

POSITIVE

- CV Website +.11
- Merchandise Selection +.11
- Jakes +.1

NEGATIVE

- Golf Carts -.21
- Cart Paths -.18
- Tee Time Availability -.16
- Bunkers -.15

**THANK YOU
FOR YOUR
FEEDBACK!**

