

Crossfit Ridgeline Survey

Start of Block: Demographics

Q33 What is your gender?

- ☐ Male (1)
 - ☐ Female (2)
 - ☐ Prefer not to answer (3)
-

Q34 What is your age in years?

Q35 How many months have you been a member of Crossfit Ridgeline?

End of Block: Demographics

Start of Block: Customer Satisfaction

CUSSAT1

On a scale from 1 (definitely disagree) to 5 (definitely agree), please respond to the following statement. Overall, I am happy with my membership at CrossFit Ridgeline.

☐ 1 (1)

☐ 2 (2)

☐ 3 (3)

☐ 4 (4)

☐ 5 (5)

CUSSAT2

On a scale from 1 (definitely disagree) to 5 (definitely agree), please respond to the following statement. Overall, I am happy with the results CrossFit Ridgeline has helped me achieve.

☐ 1 (1)

☐ 2 (2)

☐ 3 (3)

☐ 4 (4)

☐ 5 (5)

CUSSAT3

On a scale from 1 (definitely disagree) to 5 (definitely agree), please respond to the following statement. The coaches who have helped me seemed interested in providing me excellent service.

- ☐ 1 (1)
- ☐ 2 (2)
- ☐ 3 (3)
- ☐ 4 (4)
- ☐ 5 (5)
-

CUSSAT4

On a scale from 1 (definitely disagree) to 5 (definitely agree), please respond to the following statement. The coaches performed their responsibilities as I anticipated.

- ☐ 1 (1)
- ☐ 2 (2)
- ☐ 3 (3)
- ☐ 4 (4)
- ☐ 5 (5)

End of Block: Customer Satisfaction

Start of Block: Coach Satisfaction

COASAT1

On a scale from 1 (poor) to 5 (excellent), how would you rate our coaches for friendly and courteous service?

☐ 1 (1)

☐ 2 (2)

☐ 3 (3)

☐ 4 (4)

☐ 5 (5)

COASAT2

On a scale from 1 (poor) to 5 (excellent), how would you rate our coaches for prompt and efficient service?

☐ 1 (1)

☐ 2 (2)

☐ 3 (3)

☐ 4 (4)

☐ 5 (5)

COASAT3

On a scale from 1 (poor) to 5 (excellent), how would you rate our coaches for their approachability?

☐ 1 (1)

☐ 2 (2)

☐ 3 (3)

☐ 4 (4)

☐ 5 (5)

COASAT4

On a scale from 1 (poor) to 5 (excellent), how would you rate our coaches for their enthusiasm and energy level?

☐ 1 (1)

☐ 2 (2)

☐ 3 (3)

☐ 4 (4)

☐ 5 (5)

COASAT5

On a scale from 1 (poor) to 5 (excellent), how would you rate our coaches in terms of being professional and trustworthy?

☐ 1 (1)

☐ 2 (2)

☐ 3 (3)

☐ 4 (4)

☐ 5 (5)

End of Block: Coach Satisfaction

Start of Block: Climate

CLIM1

On a scale from 1 (definitely disagree) to 5 (definitely agree), please respond to the following statement. I feel comfortable around the other members at CrossFit Ridgeline.

☐ 1 (1)

☐ 2 (2)

☐ 3 (3)

☐ 4 (4)

☐ 5 (5)

CLIM2

On a scale from 1 (definitely disagree) to 5 (definitely agree), please respond to the following statement. I feel like I am encouraged by the coaches to improve myself while at CrossFit Ridgeline.

- ☐ 1 (1)
- ☐ 2 (2)
- ☐ 3 (3)
- ☐ 4 (4)
- ☐ 5 (5)
-

CLIM3

On a scale from 1 (definitely disagree) to 5 (definitely agree), please respond to the following statement. The atmosphere at CrossFit Ridgeline is fun and energetic.

- ☐ 1 (1)
- ☐ 2 (2)
- ☐ 3 (3)
- ☐ 4 (4)
- ☐ 5 (5)
-

CLIM4

On a scale from 1 (definitely disagree) to 5 (definitely agree), please respond to the following statement. The atmosphere at CrossFit Ridgeline is competitive in a beneficial way.

☐ 1 (1)

☐ 2 (2)

☐ 3 (3)

☐ 4 (4)

☐ 5 (5)

CLIM5

On a scale from 1 (definitely disagree) to 5 (definitely agree), please respond to the following statement. The sense of community at CrossFit Ridgeline is very strong.

☐ 1 (1)

☐ 2 (2)

☐ 3 (3)

☐ 4 (4)

☐ 5 (5)

CLIM6

On a scale from 1 (definitely disagree) to 5 (definitely agree), please respond to the following statement. The environment at CrossFit Ridgeline is very welcoming and inviting.

☐ 1 (1)

☐ 2 (2)

☐ 3 (3)

☐ 4 (4)

☐ 5 (5)

End of Block: Climate

Start of Block: Conditions

COND1

On a scale from 1 (definitely disagree) to 5 (definitely agree), please respond to the following statement. CrossFit Ridgeline is a safe environment, as far as injury is concerned.

☐ 1 (1)

☐ 2 (2)

☐ 3 (3)

☐ 4 (4)

☐ 5 (5)

COND2

On a scale from 1 (definitely disagree) to 5 (definitely agree), please respond to the following statement. CrossFit Ridgeline's gym space is clean and organized.

☐ 1 (1)

☐ 2 (2)

☐ 3 (3)

☐ 4 (4)

☐ 5 (5)

COND3

On a scale from 1 (definitely disagree) to 5 (definitely agree), please respond to the following statement. CrossFit Ridgeline's equipment is in good condition and safe for use.

☐ 1 (1)

☐ 2 (2)

☐ 3 (3)

☐ 4 (4)

☐ 5 (5)

COND4

On a scale from 1 (definitely disagree) to 5 (definitely agree), please respond to the following statement. CrossFit Ridgeline's range of equipment is adequate for a fitness gym.

☐ 1 (1)

☐ 2 (2)

☐ 3 (3)

☐ 4 (4)

☐ 5 (5)

COND5

On a scale from 1 (definitely disagree) to 5 (definitely agree), please respond to the following statement. CrossFit Ridgeline's music choices are appropriate for a fitness gym.

☐ 1 (1)

☐ 2 (2)

☐ 3 (3)

☐ 4 (4)

☐ 5 (5)

COND6

On a scale from 1 (definitely disagree) to 5 (definitely agree), please respond to the following statement. CrossFit Ridgeline's music loudness level is appropriate for a fitness gym.

☐ 1 (1)

☐ 2 (2)

☐ 3 (3)

☐ 4 (4)

☐ 5 (5)

End of Block: Conditions

Start of Block: Dyadic Relation