

2014 DIGNUS SERVICE SURVEY

Members were asked to complete an online anonymous survey to express their thoughts and feelings about their experience at Dignus, as well as contributing to the future planning of the gym. It's beneficial to know exactly how we're doing. The responses were congruent with how the head coaches feel they are going and where they are at with planning for the future. Of 96 members, 52 completed the survey. Here is the summary:

Q1. I look forward to coming to Dignus...

Heck yes	50% (24 people)
A lot	47.92% (23 people)
So-so	2.08% (1 person)

Q2. I come to Dignus because...

Top three:

1. I love to workout
2. I love the coaches
3. I love the environment

Q3. I think class sizes are...

Just right	98.08% (51 people)
Too big	1.92% (1 person)

Coaches comment:

We are thrilled that the majority of members are happy with our class sizes. Our average class size is 12 people. It ranges from 2 to 20 people. The only time there are 20 people in a class is at Olympic Lifting, where the class is all partner work. Therefore, there is only one person working at a time and as such everyone will receive ample attention from coaches (with only ever 10 people lifting at one time). General CrossFit is capped at 16 people. We feel this is a maximum class size. There is always at least one coach per 8 people. There generally are two coaches regardless of class size. Sometimes three.

Q4. I like classes when they are...

Smaller (1-5ppl)	13.46% (7 people)
Medium (6-10ppl)	57.69% (30 people)
Larger (11-16ppl)	7.69% (4 people)
A party (17-20ppl)	3.85% (2 people)
Not fussed	17.31% (9 people)

Coaches comment:

Following on from our previous comment, we think 10 people per class is an optimum number too. This is great for atmosphere as well as space, and also one-on-one coaching time. However, we wouldn't be able to fit everyone through the day if this was our cap in every class. Majority of our classes are actually 10-12 people. If we began to move towards maximum capacity at all classes, we would look at some timetable tweaks.

Please note: As soon as we started to reach maximum capacity at 5:30pm, we added in 4:30pm to shuffle the numbers across the two classes, which was a success! Same goes

with 6am reaching maximum capacity, we added the 5:30am/6:30am split, which was also a success. We feel class sizes are perfect at the moment. On days where we have 16 people, we have 3 coaches during the session (6am Friday and some 6:30ams).

Q5. There are plenty of class sessions for me to choose from...

Yes	65.38% (34 people)
No**	3.85% (2 people)
Yes, but would love more options*	30.77% (16 people)

- *Change yoga timeslot
- *More classes on Saturday
- *Bring back boxing
- *5:30am Friday
- *Work hours/traffic can make it hard

Coaches comment:

Thank you for your feedback crew! We have changed the time of Yogility to 6:30pm on a Monday, where this will occur once a month (every second Monday). BoxFit has been re-added into the timetable, on every fourth Monday of the month at 6:30pm. We have added three open gym times for you to play with. Members are also encouraged to check with coaches to see if one-off open gym availability for specific days is applicable. Coaches can make the gym available if they are there, and you have the day off.

The 6AM Friday timeslot has not be changed. It fills up with 1-3 members on the waitlist each week. Where, additionally, 1-2 members do not show up. There are three coaches on for this class and we find it a fun Friday workout. We also have a 9:30am class in the morning that day, which differs to other days. So there is an extra option there.

We have added an additional class to Saturday, Booty Blaster. This is a specifically targeted class. There are already two options on a Saturday and neither reach maximum capacity; therefore we would not be adding any additional CrossFit classes at this time.

Q6. What are you reasons for not making it to a class you've booked in for...

Top three:

1. Stuck at work
2. Sick
3. Too sore

Q7. I like the structure of Dignus classes...

Yes, I do	86.54% (45 people)
Not fussed	13.46% (7 people)

Q8. I think we fit a good amount of work into one class...

Yes, I agree 100%

Q9. What do you think about the programming at Dignus...

It's a perfect blend of all CrossFit movements, intensities, skill work and mobility 58.70% (29 people)

Top three domains members want more of...

- | | |
|---------------|----------------|
| 1. Cardio | 12% (6 people) |
| 2. Mobility | 8% (4 people) |
| 3. Skill work | 8% (4 people) |

Coaches comment:

Considering majority of members chose that our classes are a perfect blend of everything, we have taken the minority top three and will have a look at these. We feel the new Thursday – Skill Day will begin to win you over with #3. The Yogility class time will hopefully assist with Mobility, as well as a few additions we are thinking of for our classes next year. As for cardio, we are currently in the application process down at Noranda Athletics Track to book out a day each fortnight to work our track running. We would, however, like to highlight that metabolic conditioning is similar to straight cardiovascular endurance and our EMOMs/WODs are generally a nice blend of metcon and strength.

Q10. I walk away from every class feeling like I received ample attention from coaches...

- | | |
|----------------------|--------------------|
| Yes, I do | 40.43% (21 people) |
| Majority of sessions | 51.06% (26 people) |
| Some sessions | 8.51% (4 people) |

Coaches comment:

We definitely want to see this percentage higher. One of our aims as coaches is to have everyone walk away from every class, or at the very least every second class, feeling like they really got something out of it and learnt something new – whether it be a minor adjustment to a movement or increased efficiency due to coaching. This is a tricky task sometimes, though we will endeavour to get better at this!

Q11. Rate the level of coaching you feel you receive at Dignus...

- | | |
|---------------|--------------------|
| High standard | 97.87% (49 people) |
| Mediocre | 2.13% (2 people) |

Coaches comment:

Again, even though there were only 2/52 people to choose ‘mediocre’, this is 2 too many. The coaches pride themselves in their experience, knowledge and coaching skills, and though there is always room for improvement, we do aim for high standard coaching at all times. Both head coaches are furthering their education and are avid researches, always looking for ways to better their gym, their athletes, and themselves as coaches. We will continue to do this, we hope next year we have 100%. We also feel that this figure may be in line with attention during classes, however we won’t be discrediting any need to further our knowledge as coaches. We want to deliver you guys the best!

Q12. I trust my coaches...

- | | |
|------------------|--------------------|
| Always | 86.27% (44 people) |
| Most of the time | 13.73% (7 people) |

Coaches comment:

This one was a tricky one because there wasn’t any feedback left in line with why there may be less trust at times. We are pleased with the high percentage of those that trust us. We hope that those that lack a bit of trust at times are those that may have been pushed over their limit from us encouraging you to do so. We won’t always be right with

this, though we give it a red-hot crack trying to envisage what you are capable of. We definitely hope that the trust is not lacking in the advice we deliver. We can only assume with this one. Again, we will work with what have and try and do better for next year!

Q13. I like it when my coach is training with me in my session...

Yes, I love it!	52.94% (27 people)
Yeah, it doesn't bother me	39.22% (20 people)
I don't notice	5.88% (3 people)
I'd rather them be coaching	1.96% (1 person)

Coaches comment:

Awesome. We were wondering about this. We love training with you, and we feel it achieves two things; firstly, it provides a base for where RX athletes should be at, and as such a push for those wanting to better themselves as athletes. Secondly, it shows our athletes that the programming you are receiving is what we want to be doing too. We are at a high level and want to do the exact training you guys are doing. We don't give you the dribs and drabs of programming, we give you the good shit; the stuff we're doing too.

Q14. I respect my coaches...

Completely	100%
------------	------

Q15. I love the environment at Dignus...

Totally agree	90.20% (46 people)
It's alright	9.80% (5 people)

Q16. I love the music at Dignus...

Totally agree	78.43% (40 people)
It's alright	17.65% (9 people)
Needs to change	3.92% (2 people)

Q17. I think Dignus is a safe environment...

Totally agree	96% (48 people)
It's alright	4% (2 people)

Coaches comment:

We are stoked this is super high. We want it at 100% though. If you have recommendations of how we can make it 100% safe, shoot through your comments!

Q18. I feel comfortable when I am at Dignus...

All the time	62.75% (32 people)
Most of the time	37.25% (19 people)

Coaches comment:

We didn't really think this through. This could mean many things we realise; either feeling uncomfortable in a workout, uncomfortable from coaches, or other members (social), or just generally feel uncomfortable at Dignus. We would hope that if any of the coaches, or another member, ever made you feel uncomfortable you would speak to one of your coaches about it. We'd love to nail this uncomfortableness on the head for you!

Q19. The competitive environment at Dignus is a healthy one...

Yes, it is 82% (41 people)
Most of the time 18% (9 people)

Coaches comment:

Again, if you have negative experiences at class in line with over-competitiveness, please speak to one of your coaches. We aim to foster a competitive environment, for sure, though we only ever want friendly competitiveness. Hustle hard to keep up with your friends, but don't cheat and don't take it too seriously. At the end of the day, you're only competing with yourself. Remember that!

Q20. I like the social company at Dignus...

Yes, I get along with most people 90.20% (46 people)
Yes, but I don't get along with everyone 9.80% (5 people)

Q21. My feelings about change...

I love it, I embrace it 15.69% (8 people)
I understand that change happens, I go with the flow 78.43% (40 people)
Change is unnerving, though I accept it 5.88% (3 people)

Q22. How I feel about the growth at Dignus...

It excites me 76.47% (39 people)
It doesn't fuss me 21.57% (11 people)
It scares me/makes me anxious 1.96% (1 person)

Coaches comment:

We were intrigued to see how everyone views change. Hence, the previous question. Change management has been huge on our agenda since day dot. From moving from the driveway to the box, to adding new classes, expanding our services and adding on coaches; we want these processes to be as seamless as possible. We are glad that our growth either excites you or doesn't bother you. We understand some may feel incongruent with the rapid changes that have taken place in the past 7 months. The head coaches have been doing their best to keep the environment as fun, friendly and professional as possible. We have appreciated everyone's support since day one. We only plan on growing, so we wanted to know that you're all on board with us!

Q23. The three most wanted new inclusions...

1. More specialist classes
2. More open gym times
3. More nutrition talks

Q24. It would be cool if...

Top three responses:

1. There were booty classes
2. There was a nutrition group
3. There were Olympic lifting platforms

Coaches comment:

We will be looking at including more specialist classes in 2015. We want to include more

gymnastics and strongman training. We have added some additional open gym times to the schedule. Nutrition talks/nutrition group will be established in 2015 – a project for Coach Claire. A Booty Blaster class has been added to Saturday. Olympic Platforms are something both coaches want, we are looking into this, our only setback at the moment is limited space.

Q26. Best thing about Dignus (see attached documentation for summary)

Coaches comment:

When we set out to start this box, there were a few things that were highly important to us.

Firstly, that we were friendly, yet professional and respected coaches. We didn't want to be sergeants and we didn't want to be Nazi's about lateness, book-in laziness and athlete's cleaning up after WODs. We feel we are very lenient in every way, but we don't feel like it bites us in the butt. We feel it makes our community a lot more friendly, comfortable and enjoyable, and because our members respect us, and one another, they do the right thing the majority of the time.

Secondly, we wanted high standard coaching and programming. We wanted to be a step above. We wanted to do the programming ourselves. We wanted to create athletes. We want our members to reach their potential, and we program in a way that achieves this.

Thirdly, we wanted an awesome, welcoming atmosphere. The music choice we have, the structure of our classes, the way the coaches interact with one another, and with their members, and the way members accept one another and motivate each other, all creates the atmospheric environment we have. It was exactly what we wanted and we are ecstatic that the vast majority of our members love what we are doing. One thing that is, we feel, a cut above the rest, is the welcoming environment we have. Not one new person has walked through our door and not made comment on how welcomed they felt, on how everyone included them and how someone helped them out. Hats off you to you crew. You make this place an enjoyable and safe environment.

Fourthly, we wanted a community. A family. This, above all else, is what ties everything together. The coaches lead by example, coach and support, the programming drives the athletes and the atmosphere creates an enjoyable experience. Though it is the bonds that athletes form with one another that really puts that cherry on the top. People are social creatures and we love to interact with one another. We've established such a tight-knit community, even from very early on, everyone has stuck together and it is just so supportive. Events are a blast and any time spent not training is so lovely learning about your lives outside of the gym and being able to connect with you beyond CrossFit.

Q27. Improvements (see attached documentation for summary)

Coaches comment:

We have taken all of your recommendations on board. We just wanted to discuss a few of them in this document, so everyone can know what's going on on this side of the fence!

Aircon

Won't be happening guys, sorry! Massive outlay and not really reasonable when we are unsure of the length of time we will spend in this warehouse and we don't own it! The hottest day we have had so far was 39 degrees. It's not getting much hotter than that and we all survived.

More partner WODs

These have been included almost weekly of late. We hear that you love them, so we will continue to add these in!

More class times

At the moment, the class times capture everyone. There is rarely a booked out class where someone misses out on training. As soon as a timeslot booked out, we added another class. We act very, very fast on this because we never want people missing out on our classes. As time goes on and we grow, there will be more timeslots. We now have three classes on a Saturday, and generally we have open gym on Sunday (I think there has been 3 Sundays missed in the last few months).

Beginners/Intermediate/RX Splits

We like having a mixed bag of athletes in our classes. We have the performance class on Saturday, which is designed for those wanting that little bit extra. There is individual programming available, for more serious athletes wanting to do extra (we will be promoting this a little more next year). We will give this some thought though, and see if there is a structure we can take on for classes, that allows a scaled WOD as well.

Stretching/Mobility

Our classes currently pack a punch and 100% of members have said we fit a good amount into each session. We don't stretch you guys down; we leave you to do it. If we included this in every class, we would have to cut something out. You usually have about 5-10 minutes at the end of a class to stretch. Unless we finish right on the finish time, where you would need to put in your own time to stretch. Majority of peeps chilling after class are just chatting; this is the time when you can do mobility or stretch.

From 2015, there will be a mobility board up with a different series of mobility exercises to do. If you don't know a move, you'll be able to Google it or follow suite with someone else. Arriving 10-15 minutes before class, or staying back after, will allow for this.

Fans

We have four industrial fans currently. We are looking into ceiling fans. Just not sure how far away that is. For now, the industrial fans seem to do the job.

More Chalk Boxes/Always Chalk

We now have two. We feel this is ample; otherwise it's annoying having too many laying around. Limited chalk supply has meant the last couple of weeks we have had less chalk than normal. Let's all try be a bit more conservation when chalking our hands!

Track Days

On their way!

More mental things

We will continue to run our adhoc mental toughness meet ups.

Recording of Stats

Currently looking into this.

Shower

There will not be any shower facilities added at this warehouse. The cost and drama with the owners was not worth it. Again, it comes down to us not knowing how long we will be in the warehouse and not owning it.

One-on-one Monthly Feedback

This is a great idea, and something we offer in our Complete Athlete Membership!

1RM/PB Whiteboard

Will be coming to the gym early 2015!

Equal Coaching and Attention

Touché. We will make a concerted effort to do this. We do try our best with this. If there are any concerns or personal feedback you'd like to deliver to us, it would be fantastic if you could speak to us directly so we know what we are doing!

More Coaches

This won't be happening for a while, though it will be on the cards in the future. At the moment, the head coaches want to take majority of classes. They started a gym to coach, not to drive a business and money into their pocket. They have a passion and want to spend as much of their time coaching sessions as possible. It can be a lot of work, but we love it and wouldn't have it any other way. We have a lot to share!

COACHES FINAL COMMENT

We really appreciate the time those took to complete this survey for us. We can only see the gym from our eyes, and from the feedback we receive every now and then from members. Collating everything you think in a simple, online fashion can help us make improvements, grow as coaches and help perfect the CrossFit box we are building.

Next year is going to be massive. This survey has really consolidated everything we have been planning. Everything the majority want, is what the coaches want and are currently researching, putting into practice or are deciding upon. We can't wait to grow with you!