



JCUSA FITNESS SURVEY RESULTS

INTRODUCTION

In November 2020, JCUSA Sport & Recreation created a survey for JCU Students to complete. This survey was asking student's feedback on variety of areas including our facilities, programs and clubs across both our Townsville and Cairns Campuses. From this survey, the Fitness Centre in Townsville and the JCU Gym in Cairns were identified as the most important facilities.

Therefore a survey was conducted based around the JCUSA Fitness Centre in Townsville and JCU Fit 101 in Cairns in all areas of the Fitness Centre/Gym. This survey was conducted in June 2021 with 279 respondents completing the survey.

This data allows JCUSA Fitness to get a better understanding from members and the general public on what they would like to see with Fitness Centres/Gym at JCU across both campuses as well as where the department could improve.

The idea is to start implementing some of the feedback from 2022 while information from this survey will also help gain the support within the university as well as external stakeholders outside of JCU.



KEY FINDINGS

- People are more likely to hear about the JCUSA Fitness Centre in Townsville from living on college (39.53%), from fellow students (36.46%) and through the JCU website (22.92%). Cairns are more likely to hear about JCU Fit 101 through fellow students (52.00%), from living on college (48.00%) and through signage at JCU (32.00%).
- People are more likely to communicate and obtain news through Facebook across both campuses (81.25% in Townsville, 76.00% in Cairns).
- Townsville's most popular membership is the 12 Month Pay Up Front Membership (46.98%). 74.55% of members indicated that they were university students.
- Cairns' most popular membership is the 40 Week Student Academic Pass (65.00%). 90.00% of respondents indicated that they were university students.
- 89.93% of members in Townsville and 90.00% of members in Cairns identified that the convenience of having a facility located on campus was the reason for joining the JCUSA Fitness Centre/JCU Fit 101. Location is also keeping members at the JCUSA Fitness Centre in Townsville (73.15%).
- 90.00% of respondents in Cairns said that the strength equipment is what is keeping them at JCU Fit 101.
- 92.31% of respondents agreed or strongly agreed that JCU Fit 101 is a better facility than the previous facility located next to the JCU Oval. 92.31% also agreed or strongly agreed that there is more variety of equipment.
- Across both campuses, 100.00% of students in Cairns and 94.51% in Townsville agree or strongly agree that the JCUSA Fitness Centre and JCU Fit 101 is an important service to university students.
- In Cairns, 94.44% of students agree that JCU Fit 101 is a great way to distract from university studies. In Townsville, 92.21% of students agree or strongly agree with this statement (for the JCUSA Fitness Centre).

KEY FINDINGS

- 100% of students in Cairns and 86.81% in Townsville agree or strongly agree that JCU Fit 101 and the JCUSA Fitness Centre has allowed them to get active/remain active.
- Students who live on college and receive a complimentary membership for staying at that specific college said the membership enhances their experience while living on campus with 100% of students across both campuses agreeing or strongly agreeing with that statement. This includes 92.86% strongly agreeing in Townsville and 75.00% in Cairns.
- 100% of Fitness Passport holders use the JCUSA Fitness Centre in Townsville because the facility is close to their home and/or work. 88.89% of respondents said they are on Fitness Passport (instead of a JCUSA Fitness Centre membership) because Fitness Passport provides better flexibility.
- Some items of equipment that members would like to add in Townsville include a trap bar, boxing bag, powerlifting/Olympic Platform and concept rowing machines. Cairns members would like to add bench press rack, more barbells, more weight plates (in particular smaller ones) and a hamstring leg curl machine.
- Members in Townsville were most satisfied with the directions to the facility (mean rating of 4.13), signage to the facility (4.11) and customer service at the entry to the facility (4.10) however areas of improvement include customer service on gym floor (3.68), the current state of equipment (3.83) and variety of services provided (3.91).
- Members in Cairns were most satisfied with the current state of equipment (4.60), customer service at the entry to the facility (4.55), the current state of the building and customer service on gym floor (both 4.45). Areas of improvement include the variety of equipment (3.55) and variety of services provided (3.75).
- Pilates was the most popular/most important group fitness class at the Townsville Campus (40.68%). 89.94% agree or strongly agree that group fitness classes are an added benefit/service to their membership. In addition, 96.61% believe Group Fitness Classes are a great service to the JCUSA Fitness Centre. 86.44% of respondents said they would utilise an online booking system for classes.
- 48.00% of respondents in Cairns said they would attend group fitness classes if they were held in the boathouse (including 60% who were non-members). 75.00% would prefer to attend yoga classes meanwhile 95.83% would use an online booking system. Wednesday's were seen as the preferred date to have classes with 75.00% indicating they would attend that day meanwhile the most popular time to attend classes was 5:45pm at 54.17%.
- Previous members of the JCUSA Fitness Centre in Townsville advised that they no longer use the facility because it is too expensive (46.51%) and as well as not being a 24 hour facility (32.56%). Respondents who have never used the facility said it was due to the facility not being open for 24 hours (51.35%) and being too expensive (43.24%). 81.25% have said that they would join/rejoin if changes/improvements were made including converting it to a 24 hour facility (58.46%), having a more affordable payment plan (56.92%) and providing more services (50.77%).
- Of 30 respondents who are currently not members at the Cairns Gym, 53.33% said they have not signed up as it was too expensive meanwhile 36.67% said because it was not a 24 hour facility. 88.46% have said that if changes/improvements were made, they would join JCU Fit 101 with reasons including having a more affordable payment plan (78.26%), converting it to a 24 hour facility (56.52%) and providing more services (43.48%).

KEY FINDINGS

- When comparing signage on the JCUSA Fitness Centre building in Townsville, 77.29% said the previous sign was more visible/easier to read meanwhile 93.89% believe the previous sign is more likely to tell you that the building is a fitness centre/gym.
- In Townsville, people are interested in adding a outdoor functional training area (68.12%), having a dedicated JCUSA Fitness App (61.14%), Challenges (56.77%) and Gym Programs/Gym Assistant on the floor (56.33%).
- In Cairns, people are interested in having a dedicated JCUSA Fitness App (62.00%), Challenges (58.00%) and Gym Programs/Gym Assistant on the floor (54.00%) added to JCU Fit 101.
- 41.05% of respondents in Townsville would prefer to pay via direct debit while 37.12% would prefer to pay up front. In Cairns, 38.00% would prefer to pay up front in comparison to paying via direct debit (22.00%).
- 77.73% of respondents in Townsville and 74.00% in Cairns believe there should be incentives for current members who recommend people to join either fitness centre/gym.
- If a pool reopened in Townsville and was part of the membership, 82.97% said they would use it.
- Across both campuses, 84.95% of respondents would like to have the option to purchase a gym membership online.
- Across both campuses, the preferred day to exercise was Monday (87.81%) followed by Wednesday (83.87%) and Friday (82.44%). When broken down across Townsville and Cairns, Monday was the most popular day in Townsville (89.08%) meanwhile in Cairns, the preferred day to exercise is Wednesday (86.00%).
- The preferred time for respondents to exercise is 5:00pm-8:00pm (54.84%). In Townsville, 52.40% of respondents prefer 5:00-8:00pm meanwhile in Cairns, 66.00% also prefer the timeslot of 5:00pm-8:00pm.

KEY OVERVIEWS

Finding out about JCUSA Fitness at JCU

Townsville

From the survey, it has been identified that members heard about the existence of the JCU-SA Fitness Centre through a variety of channels however the most popular being from living on college (39.58%), from fellow students (36.46%) and from the JCU website (22.92%).

*You can find this data from **Page 14**.*

Cairns

52.00% said they heard about JCU Fit 101 from fellow students. Other common results included living on college (48.00%) and signage at JCU (32.00%).

*You can find this data from **Page 76**.*

Social Media Platforms

Townsville

81.25% of members said they use Facebook to communicate and obtain news. This was followed by emails (60.42%) and websites (41.67%).

*You can find this data from **Page 15**.*

Cairns

76.00% of members said they use Facebook to communicate and obtain news. This was followed by emails (48.00%) and Instagram (44.00%).

*You can find this data from **Page 77**.*

Memberships/Members

Townsville

The most popular membership currently is the 12 Month Pass (Pay Up Front) with 46.98% responses indicating they are on that membership. This was followed by a 40 Week Student Academic Pass (26.85%) and Fitness Passport (18.12%). We have also seen an even spread of how long members have been using the JCUSA Fitness Centre. 36.24% identified they have been using the facility for less than 12 months, 28.19% identified they have been there

for 3-4 years meanwhile 25.50% have been using it for 1-2 years. The JCUSA Fitness Centre's main demographic are university students with 74.55% selecting that option. The next demographic was the general public (12.30%).

89.93% of members identified that the reason why they signed up to the JCUSA Fitness Centre was because of the convenience of having a facility located on campus. The convenience of the location was also the reason for keeping them at the JCUSA Fitness Centre (73.15%).

*You can find this data from **Page 16**.*

Cairns

The most popular membership currently is the 40 Week Student Academic Pass with 65.00% responses indicating they are on that membership. This was followed by the 12 Month Pass (Pay Up Front) membership (20.00%). JCU Fit 101's main demographic are university students (90.00%) with the rest of the members being JCU Staff (10.00%).

90.00% of members identified that reason why they signed up to JCU Fit 101 was because of the convenience of having a facility located on campus. The strength equipment is the reason for keeping them at JCU Fit 101 (90.00%).

*You can find this data from **Page 78**.*

Old Gym (Cairns Only)

92.31% agreed or strongly agreed that JCU Fit 101 is a better facility than the previous facility. In addition, 84.62% agree or strongly agree that there is better equipment and 92.31% believe there is more variety of equipment. However only 53.84% agree or strongly agree the facility is in a better location on campus as well as only 61.54% agreeing or strongly agreeing the facility is in a safer location.

*You can find this data from **Page 80**.*



KEY OVERVIEWS

JCU Students

Townsville

JCU Students see the importance of the JCUSA Fitness Centre in Townsville. 91.21% agree or strongly agree that the JCUSA Fitness Centre is a great way to distress from university studies. In addition, 93.41% of student respondents agree or strongly agree that the JCUSA Fitness Centre has allowed them to get active/remain active while 94.51% agree or strongly agree that the JCUSA Fitness Centre is an important service to university students.

Students from George Roberts Hall and John Flynn College also identified that having a complimentary membership is a valuable service while living on campus with 100% of respondents agreeing or strongly agreeing with that statement including 92.86% who strongly agreed.

*You can find this data from **Page 19**.*

Cairns

JCU Students see the importance of JCU Fit 101 with 100% of students agree or strongly agreeing that the facility has allowed them to get active/remain active as well as being an important service to university students. 94.44% also agree or strongly agree that the JCU Fit 101 facility is a great way to distress from university studies.

Students at both Cairns Student Lodge and John Grey Hall also identified that having a complimentary membership is a valuable service while living on campus with 100% of respondents agree or strongly agreeing with that statement with 75.00% strongly agreeing with that statement.

*You can find this data from **Page 83**.*

SSAF Funding

Townsville

When asked about SSAF Funding, 83.52% of student respondents supported the use of SSAF Funding to improve the services and equipment at the JCUSA Fitness Centre.

*You can find this data from **Page 21**.*

Cairns

83.33% of students have supported the use of SSAF Funding to improve the services and equipment at JCU Fit 101.

*You can find this data from **Page 85**.*

Fitness Passport

Townsville

62.96% of Fitness Passport Respondents identified that they were a JCU Staff Member. 100% of respondents said that they use the JCUSA Fitness Centre because the facility is close to their home and/or work. Fitness Passport holders also identified that they use the facility because there are little/no limitations at the JCUSA Fitness Centre (77.78%).

88.89% said they are on Fitness Passport and not purchasing directly with the JCUSA Fitness Centre because Fitness Passport provides them with better flexibility. This was followed by Fitness Passport having more than value than purchasing a membership directly with the Fitness Centre (51.85%) and the organization they work for provides them with a Fitness Passport Membership (37.04%).

44.44% of Fitness Passport holders identified that they use to purchase a membership directly with the JCUSA Fitness Centre with the common reason being that Fitness Passport provides more flexibility and value.

*You can find this data from **Page 22**.*

KEY OVERVIEWS

Fitness Passport (continued)

Cairns

There were only 4 respondents who identified that they are a current Fitness Passport Holder. Of those four, three of them (75.00%) said they are likely to use the facility if JCU Fit 101 allowed access for Fitness Passport holders.

*You can find this data from **Page 94**.*

Equipment

Townsville

A large number of equipment was identified by respondents to include in the JCUSA Fitness Centre. The most common items of equipment included a trap bar, boxing bag, powerlifting/Olympic platform and concept rowing machines.

*You can find this data from **Page 27**.*

Cairns

The most common items of equipment that members would like added included a bench press rack, more barbells, more weight plates (including smaller ones) and a hamstring leg curl machine.

*You can find this data from **Page 105**.*

Areas of the JCUSA Fitness Centre/JCU Fit 101

Townsville

When looking at a number of areas of the JCUSA Fitness Centre, overall the directions to the facility was deemed the most satisfied area of the Fitness Centre with a mean rating of 4.13. This was closely followed by signage to the facility (4.11) and customer service at the entry to the facility (4.10). Areas for improvement include customer service on the gym floor (3.68), the current state of equipment (3.83) and variety of services provided (3.91).

*You can find this data from **Page 31**.*

Cairns

When looking at a number of areas of JCU Fit 101, the current state of equipment was deemed the most satisfied with a mean rating of 4.60. This was closely followed by Customer Service at the entry to the facility (4.55), the current state of the building and customer service on gym floor (both 4.45). Areas of improvement include the variety of equipment (3.55) and variety of services provided (3.75).

*You can find this data from **Page 86**.*

Group Fitness Classes

Townsville

39.60% of members do attend group fitness classes at the JCUSA Fitness Centre. 40.68% have indicated that Pilates is the most important class followed by Les Mills Body Pump (20.34%).

89.84% of group fitness class attendees agree or strongly agree that group fitness classes are an added benefit/service to their membership. In addition, 96.61% believe Group Fitness Classes are a great service to the JCUSA Fitness Centre. The survey also showed that the JCUSA Fitness Centre needs to do a better job of spreading the classes throughout the day and week as 40.68% do not agree with that statement.

Meanwhile 86.44% said they would utilise an online booking system for group fitness classes. Group fitness class attendees do have an even spread of what days they prefer to attend classes with Wednesday seen as the most popular day (74.58%) closely followed by Monday (71.19%) and Thursday (69.49%). Group fitness class attendees also prefer to attend 4:30pm classes with 54.24% indicating that option closely followed by the 5:45pm session (47.46%).

*You can find this data from **Page 32**.*

KEY OVERVIEWS

Group Fitness Classes (continued)

Cairns

When asking if we were to hold group fitness classes in the boathouse, 48.00% identified that they would attend these classes. This included 60.00% of non-members.

The preferred class to have in the boathouse is yoga with 75.00% indicating they would attend these classes. 95.83% also identified that they would use an online booking system for the group fitness classes.

The respondents identified that Wednesday would be the preferred date to have classes (75.00%) followed by Monday's (66.67%) and Thursday's (58.33%). Meanwhile 54.17% identified that they would prefer to have classes at 5:45pm followed by 6:00am (45.83%) and 4:30pm (41.67%).

*You can find this data from **Page 98**.*

Previous/Non Members

Townsville

43 of the 229 respondents (18.78%) indicated they were previous members of the JCUSA Fitness Centre with 88.38% using the facility for either 1-2 years or less than 12 months (both 44.19%) with 32.56% of respondents last using the facility in 2021.

In terms of why they no longer use the JCUSA Fitness Centre, 46.51% indicated that the facility is too expensive followed by 32.56% who said it was because it is not a 24 hour facility.

37 of the 229 respondents (16.16%) indicated they have never used the JCUSA Fitness Centre with the main reason being it is not a 24 hour facility (51.35%). This was closely followed by the JCUSA Fitness Centre being too expensive (43.24%).

Despite these respondents not using the JCUSA Fitness Centre, 55.81% of the previous members do not attend another gym/fitness centre in Townsville as well as 59.46% of non-members.

Of those who attend other gyms/fitness centres, they are evenly spread across the Townsville region with Genesis Health and Fitness being the most popular option.

When asked if changes/improvements were made to the JCUSA Fitness Centre, 81.25% indicated they are more likely to join including 86.49% of respondents who have never used the gym before. The most popular reasons were converting it to a 24 hour facility (58.46%), having a more affordable payment plan (56.92%) and providing more services (50.77%).

*You can find this data from **Page 48**.*

Cairns

When asked why they have not signed up to JCU Fit 101, 53.33% identified that the current memberships are too expensive. In addition, 36.67% said they are not using the facility because it is not a 24 hour facility.

When asked if they attend another facility in Cairns, 63.33% said they do. While it is spread evenly across the Cairns region, there are a large number of facilities within a 5-10 minute drive of the Cairns Campus that the respondents go to including One Million Strong, Genesis Health and Fitness, Anytime Fitness, Max Energy Fitness and Marlin Coast Recreation Centre.

When asked if changes/improvements were made to JCU Fit 101, 88.46% indicated they are more likely to join. The most popular reasons were having a more affordable payment plan (78.26%), converting it to a 24 hour facility (56.52%) and providing more services (43.48%).

*You can find this data from **Page 88**.*

KEY OVERVIEWS

Staffing (Cairns Only)

Despite JCU Fit 101 have limited staffing hours, 100% of respondents believe that the facility is staffed sufficiently.

*You can find this data from **Page 87**.*

Signage (Townsville Only)

When asked about the signage outside on the JCUSA Fitness Centre building, 77.29% of respondents said the previous JCUSA Fitness Centre sign (Option 2) was more visible/easier to read meanwhile 93.89% believe the previous sign is more likely to tell you that building is a fitness centre/gym.

*You can find this data from **Page 64**.*

Services/Additions

Townsville

When asked about adding new services/additions to the JCUSA Fitness Centre, the most popular option was having a outdoor functional training area with 68.12% indicating that they would use this service/addition. Other popular services/additions include a dedicated JCUSA Fitness App (61.14%), Challenges such as 6 week challenges (56.77%) and Gym Programs/Gym Assistant on the floor (56.33%).

*You can find this data from **Page 68**.*

Cairns

When asked about adding new services/additions to JCU Fit 101, the most popular option was having a dedicated JCUSA Fitness App (62.00%). Other popular services/additions include Challenges such as 6 week challenges (58.00%) and Gym Programs/Gym Assistant on the floor (54.00%).

*You can find this data from **Page 101**.*

Payment Options

Townsville

While it was evenly spread, 41.05% would prefer to pay via direct debit while 37.12% preferred to pay up front. In particular, 55.81% of previous members preferred direct debit payment.

*You can find this data from **Page 72**.*

Cairns

Cairns respondents were unsure which payment type they would prefer (40.00% could not decide) however 38.00% of respondents prefer to pay up front.

*You can find this data from **Page 107**.*

Incentives

Townsville

77.73% of respondents indicated that there should be incentives for current members who recommend people to join the JCUSA Fitness Centre.

*You can find this data from **Page 73**.*

Cairns

74.00% of respondents indicated that there should be incentives for current members who recommend people to join JCU Fit 101.

*You can find this data from **Page 108**.*

KEY OVERVIEWS

Pool (Townsville Only)

82.97% of respondents indicated that if a new pool was built on campus and was included in a JCUSA Fitness Centre membership, they are likely to use it. This includes 83.72% of previous members and 70.27% of non-members.

*You can find this data from **Page 74**.*

Purchasing a Membership Online

84.95% of respondents would like to have the option to purchase a gym membership online. In Townsville, 85.59% would like to have the option which included 84.56% amongst current members, 90.70% amongst previous members and 83.78% amongst non-members.

In Cairns, 82.00% would like to have this option including 85.00% amongst current members, 80.00% amongst both previous members and non-members.

*You can find this data from **Page 109**.*

Day(s) of the week to exercise/use the gym

Monday's were seen as the most popular day with 87.81% preferring to exercise on the Monday. Other popular days included Wednesday (83.87%), Friday (82.44%) and Thursday (81.00%).

In Townsville, Monday's was the most popular choice with 89.08% preferring that day. This was followed by Friday (83.84%), Wednesday (83.41%) and Thursday (82.97%).

Meanwhile in Cairns, Wednesday was the most popular day with 86.00% preferring to exercise and/or use the gym on that day. This was followed by Monday (82.00%), Friday (76.00%) and Thursday (72.00%).

*You can find this data from **Page 112**.*

Times preferred to exercise/use the gym

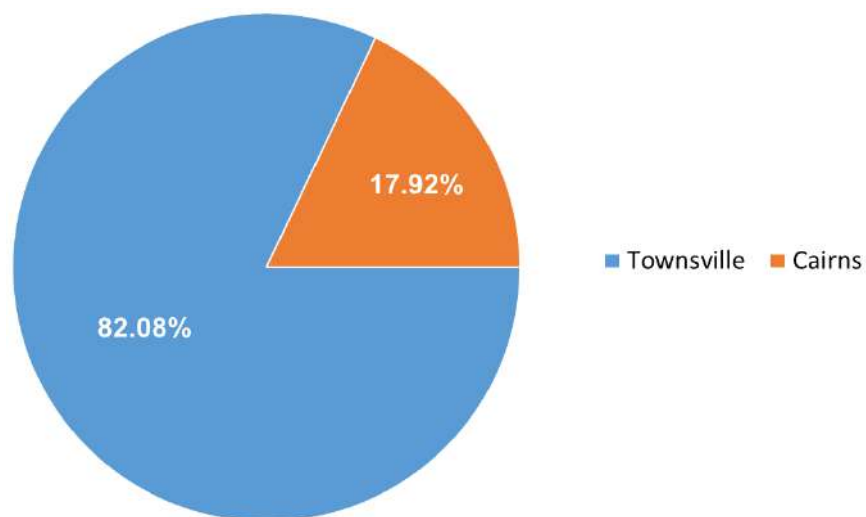
Most respondents prefer to exercise in the afternoon/evening with 54.84% preferring the timeslot of 5:00pm-8:00pm. Other popular times to exercise include 5:00am-8:00am (44.80%), 2:00pm-5:00pm (34.77%) and 8:00pm-11:00pm (28.32%).

In Townsville 52.40% prefer exercising from 5:00pm-8:00pm followed by 5:00am-8:00am (44.98%) and 2:00pm-5:00pm (37.12%).

In Cairns, 66.00% prefer to exercise from 5:00pm-8:00pm. Other popular timeslots include 5:00am-8:00am (44.00%) and 8:00pm-11:00pm (32.00%).

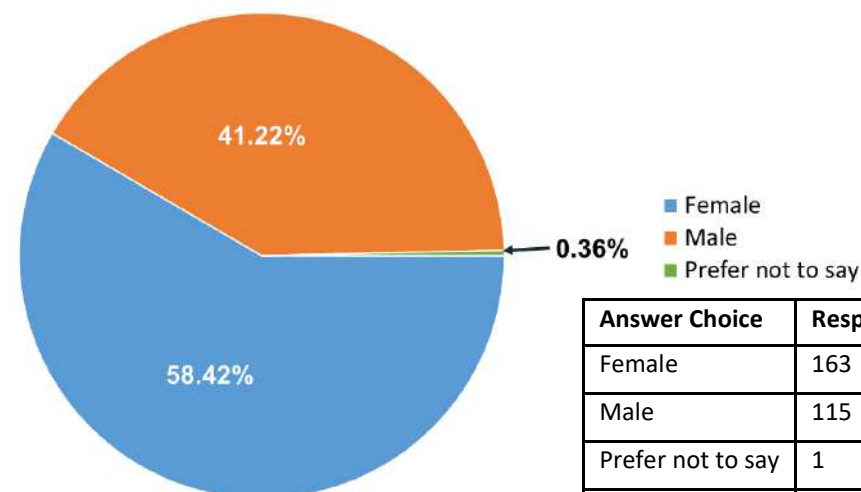
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Which campus/city are you based at?



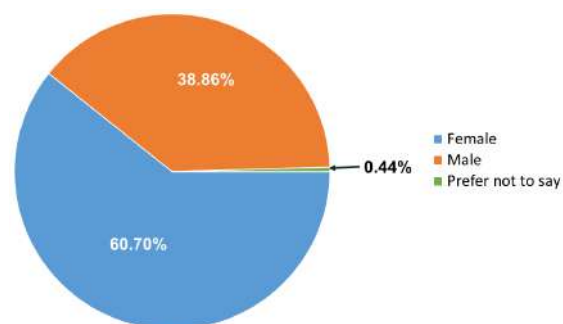
Answer Choice	Responses
Townsville	229
Cairns	50
Total	279

Please Identify Your Gender.



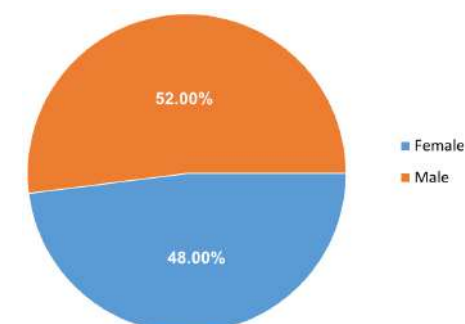
Answer Choice	Responses
Female	163
Male	115
Prefer not to say	1
Total	279

TOWNSVILLE



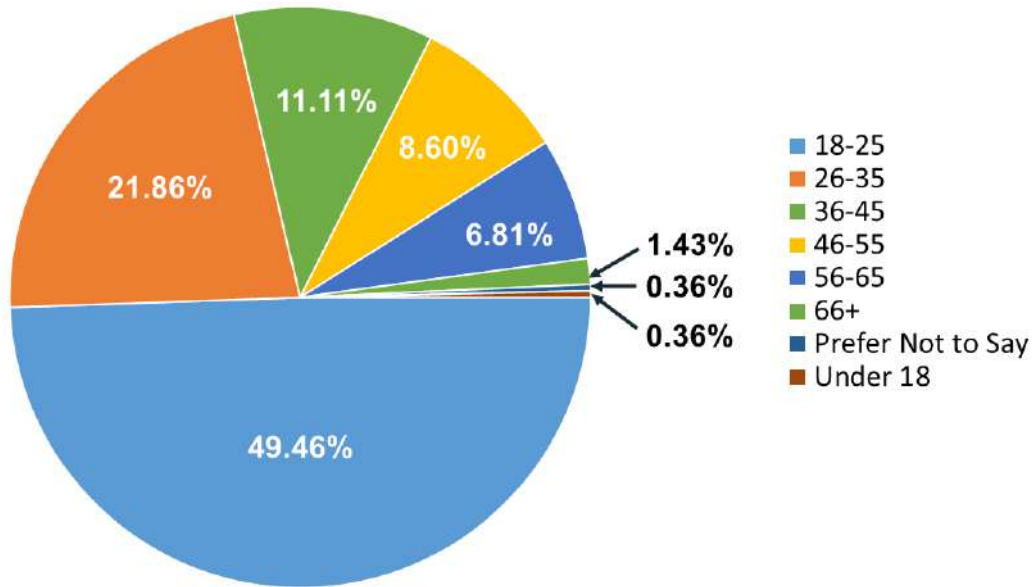
Answer Choice	Responses
Female	139
Male	89
Prefer not to say	1
Total	229

CAIRNS



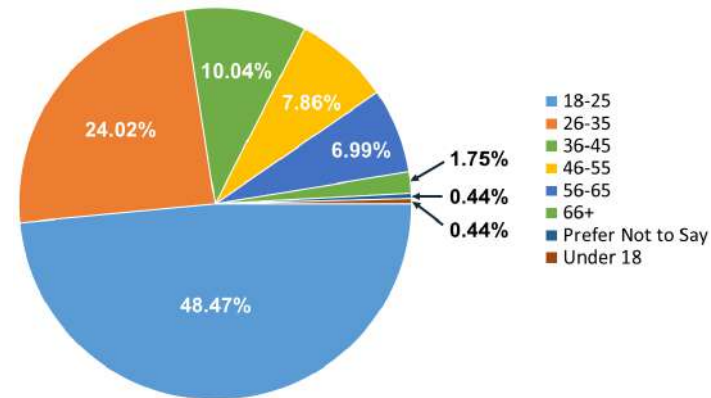
Answer Choice	Responses
Female	24
Male	26
Prefer not to say	0
Total	50

Please Identify your age.



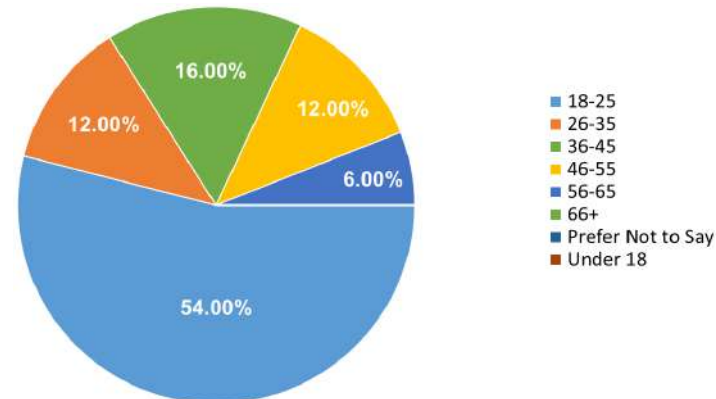
Answer Choice	Responses
18-25	138
26-35	61
36-45	31
46-55	24
56-65	19
66+	4
Prefer not to say	1
Under 18	1
Responses	279

TOWNSVILLE



Answer Choice	Responses
18-25	111
26-35	55
36-45	23
46-55	18
56-65	16
66+	4
Prefer not to say	1
Under 18	1
Responses	229

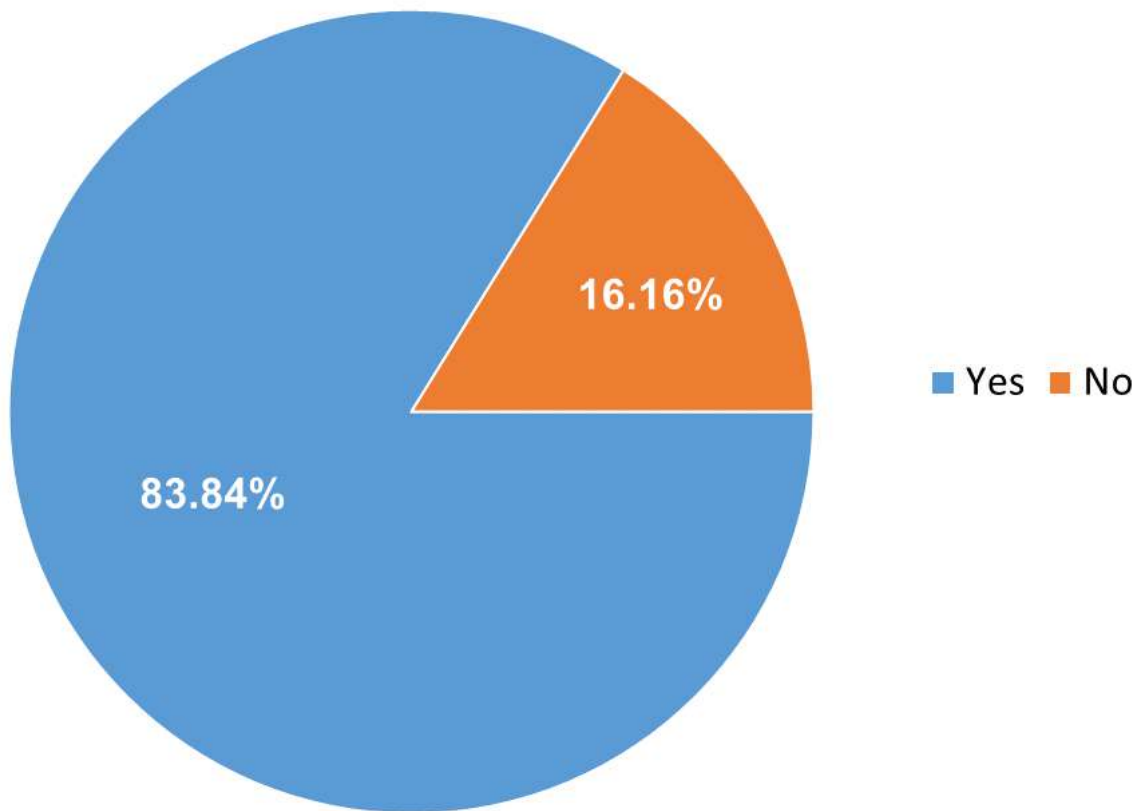
CAIRNS



Answer Choice	Responses
18-25	27
26-35	6
36-45	8
46-55	6
56-65	3
66+	0
Prefer not to say	0
Under 18	0
Responses	50

JCUSA FITNESS CENTRE - Townsville

Are you or have you previously used
the JCUSA Fitness Centre in
Townsville?

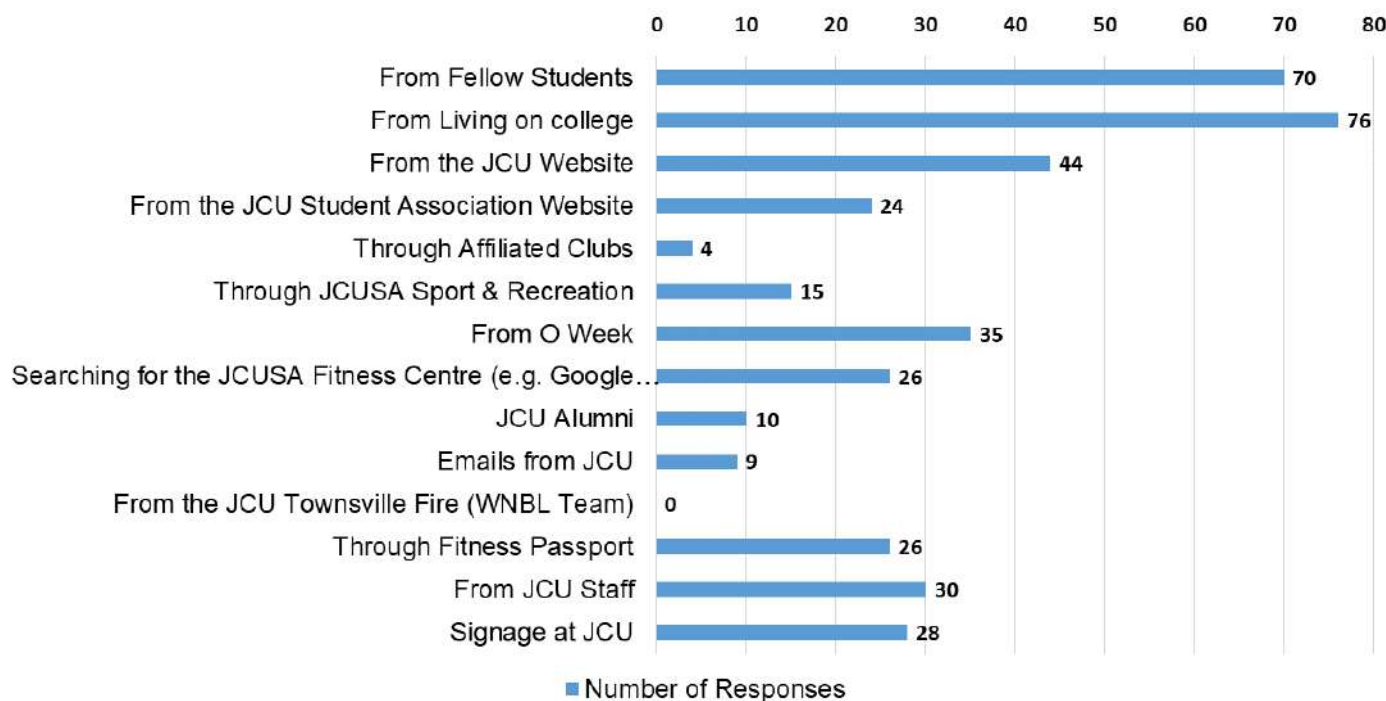


Answer Choice	Responses
Yes	192
No	37
Total	229

JCUSA FITNESS CENTRE - Townsville

How did you find out about the JCUSA Fitness Centre at JCU?

(Tick as many that apply to you)

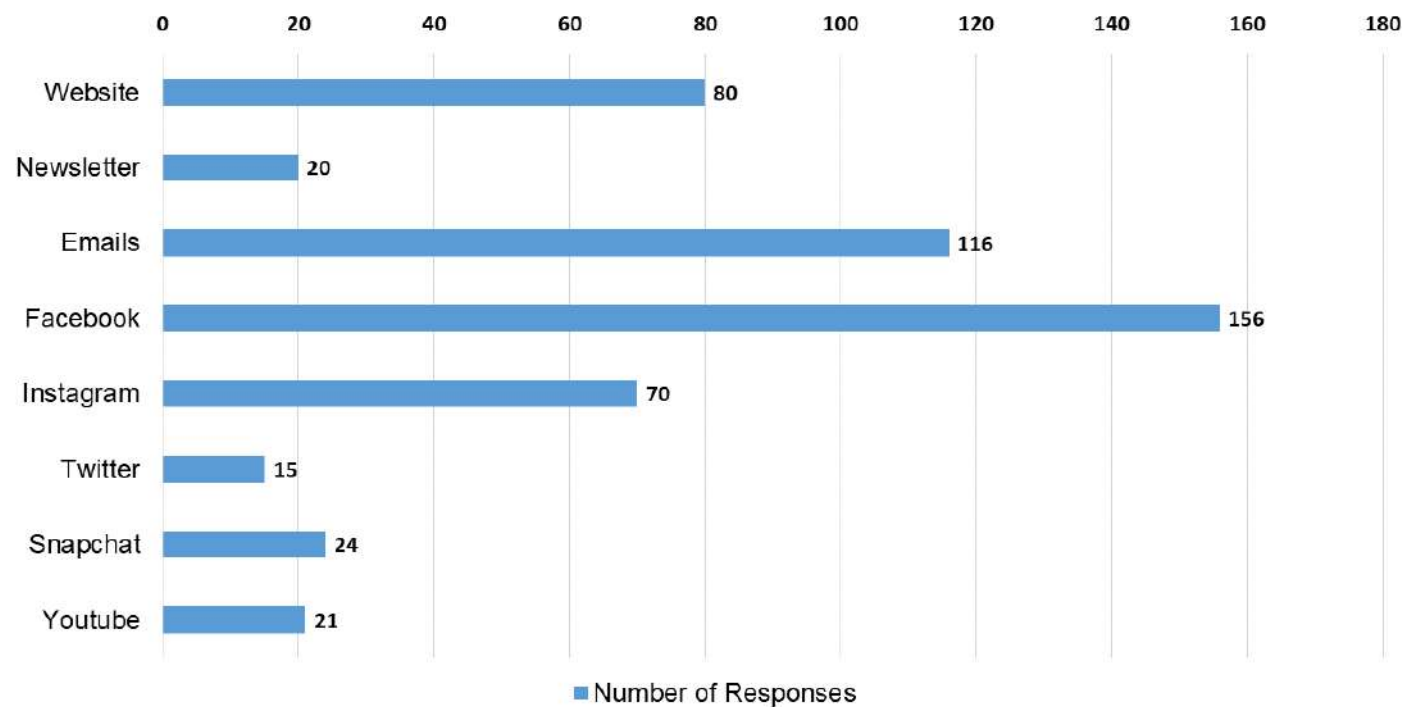


Answer Choice	Responses
From Fellow Students	36.46%
From Living on college	39.58%
From the JCU Website	22.92%
From the JCU Student Association Website	12.50%
Through Affiliated Clubs	2.08%
Through JCUSA Sport & Recreation	7.81%
From O Week	18.23%
Searching for the JCUSA Fitness Centre (e.g. Google Search, Facebook)	13.54%
JCU Alumni	5.21%
Emails from JCU	4.69%
From the JCU Townsville Fire (WNBL Team)	0.00%
Through Fitness Passport	13.54%
From JCU Staff	15.63%
Signage at JCU	14.58%
Responses	192

JCUSA FITNESS CENTRE - Townsville

What social media platforms do you use
to communicate and obtain news?

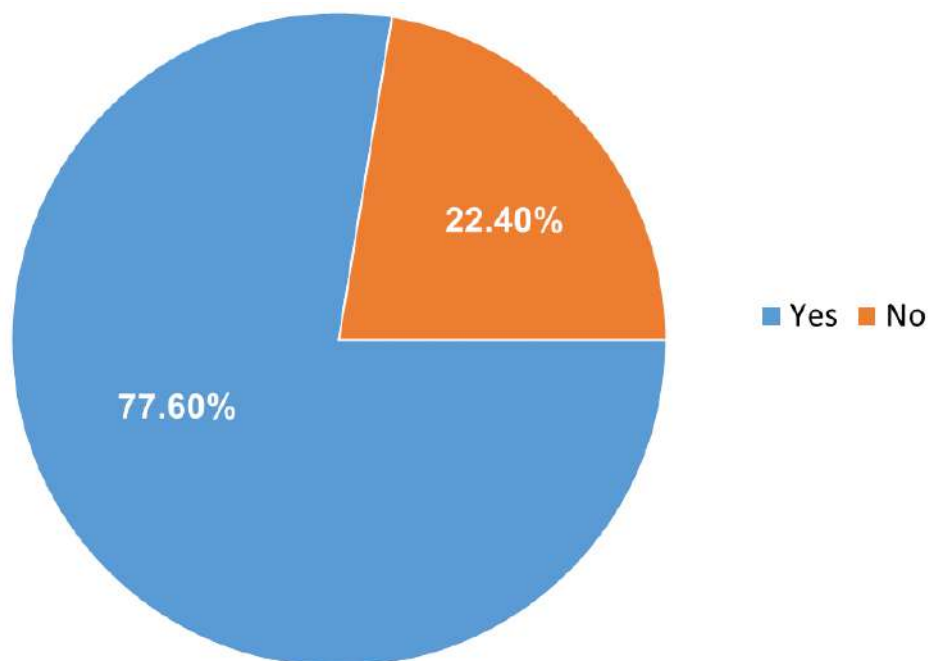
(Tick as many that apply to you)



Answer Choice	Responses
Website	41.67%
Newsletter	10.42%
Emails	60.42%
Facebook	81.25%
Instagram	36.46%
Twitter	7.81%
Snapchat	12.50%
Youtube	10.94%
Responses	192

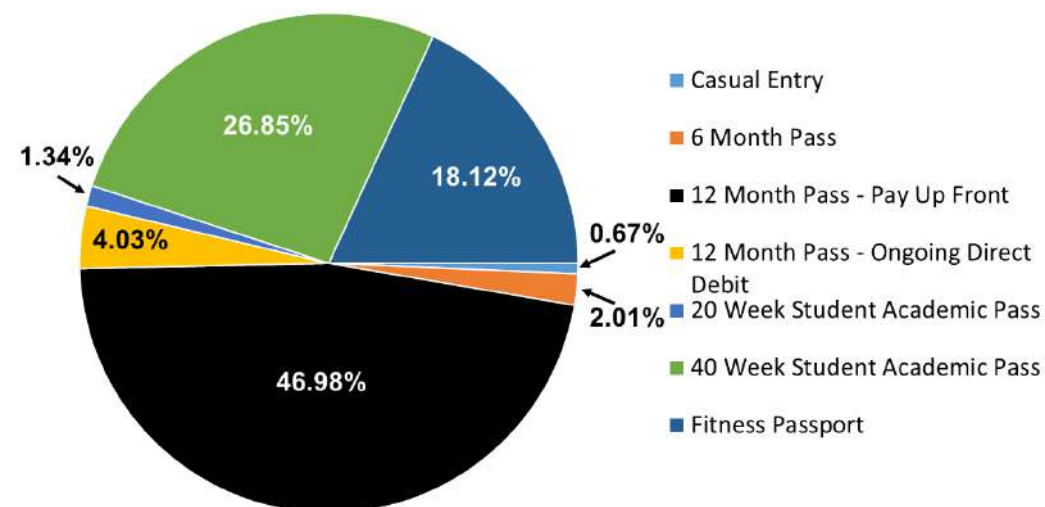
JCUSA FITNESS CENTRE - Townsville

Are you a current member of the JCUSA Fitness Centre?



Answer Choice	Responses
Yes	149
No	43
Total	192

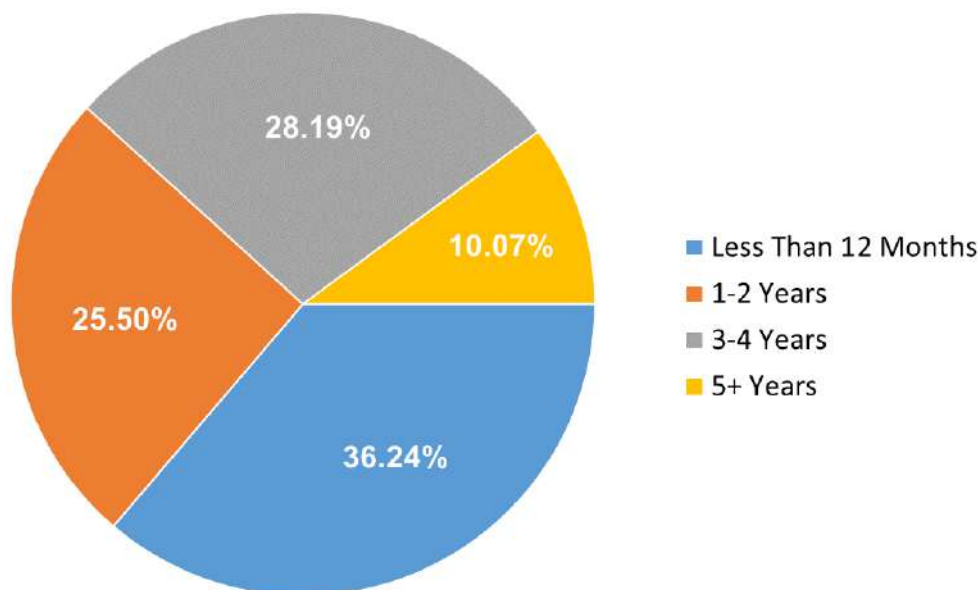
What type of membership do you currently have at the JCUSA Fitness Centre?



Answer Choice	Responses
Casual Entry	1
7 Day Pass	0
10 Session Pass	0
1 Month Pass	0
3 Month Pass	0
6 Month Pass	3
12 Months—Pay Up Front	70
12 Months—Ongoing Direct Debit	6
20 Week Student Academic Pass	2
40 Week Student Academic Pass	40
Fitness Passport	27
Responses	149

JCUSA FITNESS CENTRE - Townsville

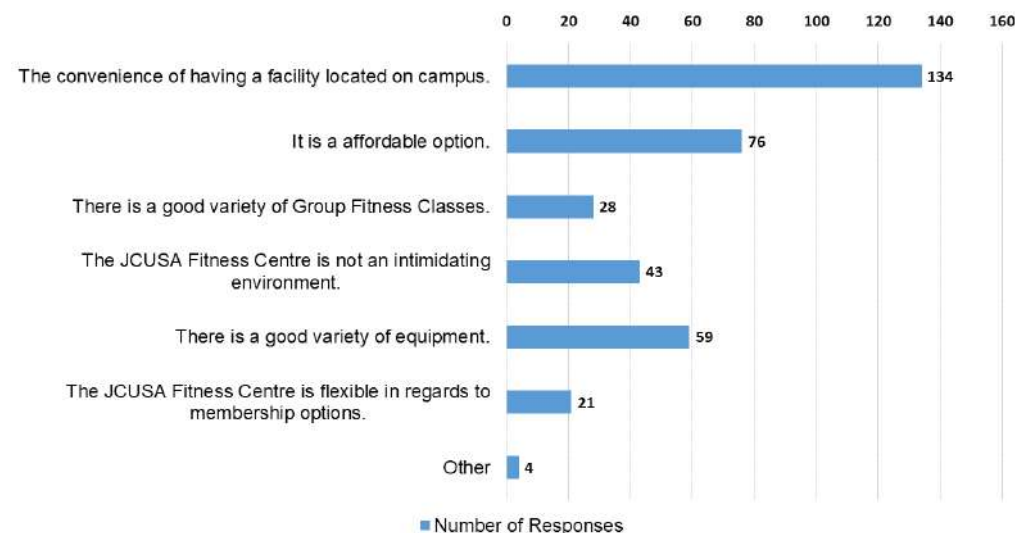
How long have you been using the JCUSA Fitness Centre?



Answer Choice	Responses
Less Than 12 Months	54
1-2 Years	38
3-4 Years	42
5+ Years	15
Total	149

Why did you sign up to the JCUSA Fitness Centre?

(Tick as many that apply to you)

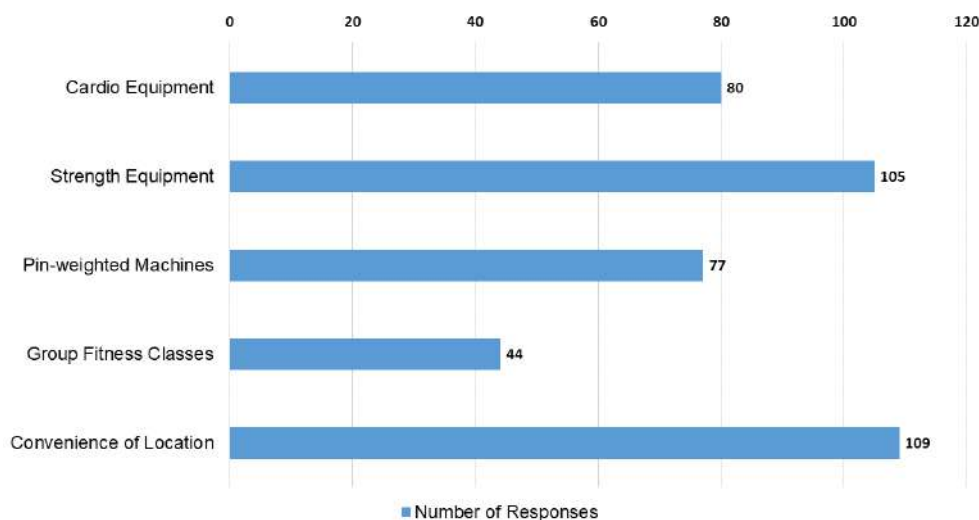


Answer Choice	Responses
The convenience of having a facility located on campus.	89.93%
It is a affordable option.	51.01%
There is a good variety of Group Fitness Classes.	18.79%
The JCUSA Fitness Centre is not an intimidating environment.	28.86%
There is a good variety of equipment.	39.60%
The JCUSA Fitness Centre is flexible in regards to membership options.	14.09%
Other	2.68%
Responses	149

JCUSA FITNESS CENTRE - Townsville

What equipment and/or service is keeping you using our Fitness Centre?

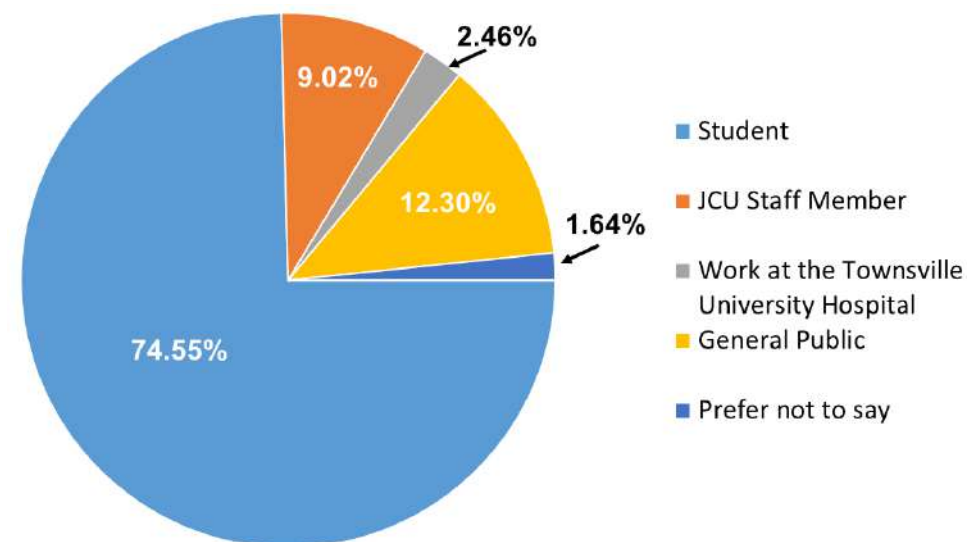
(Tick as many that apply to you)



Answer Choice	Responses
Cardio Equipment	53.69%
Strength Equipment	70.47%
Pin-weighted Machines	51.68%
Group Fitness Classes	29.53%
Convenience of Location	73.15%
Total	149

Which type of member would you identify yourself as?

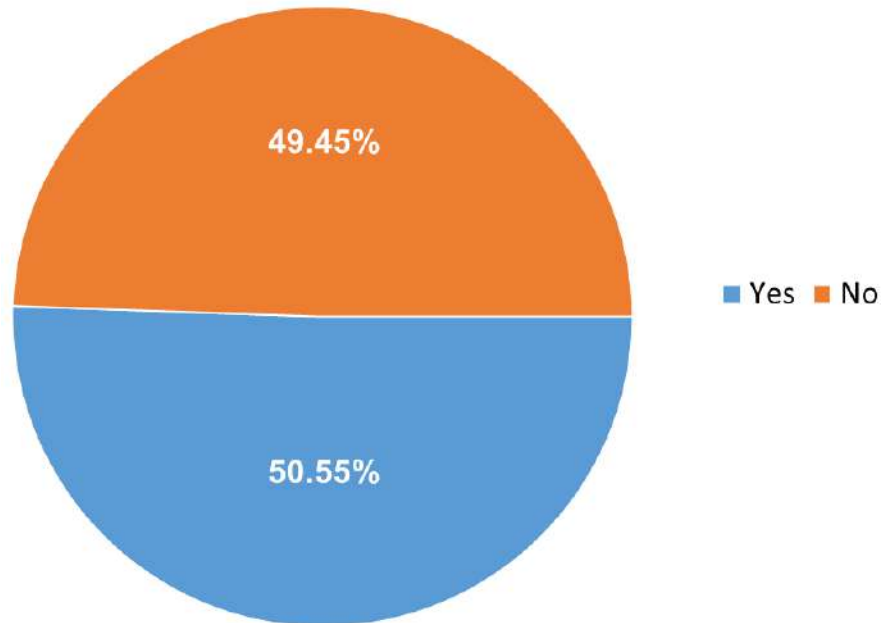
(Tick as many that apply to you)



Answer Choice	Responses
Student	91
JCU Staff Member	11
Work at the Townsville University Hospital	3
General Public	15
Prefer not to say	2
Total	149

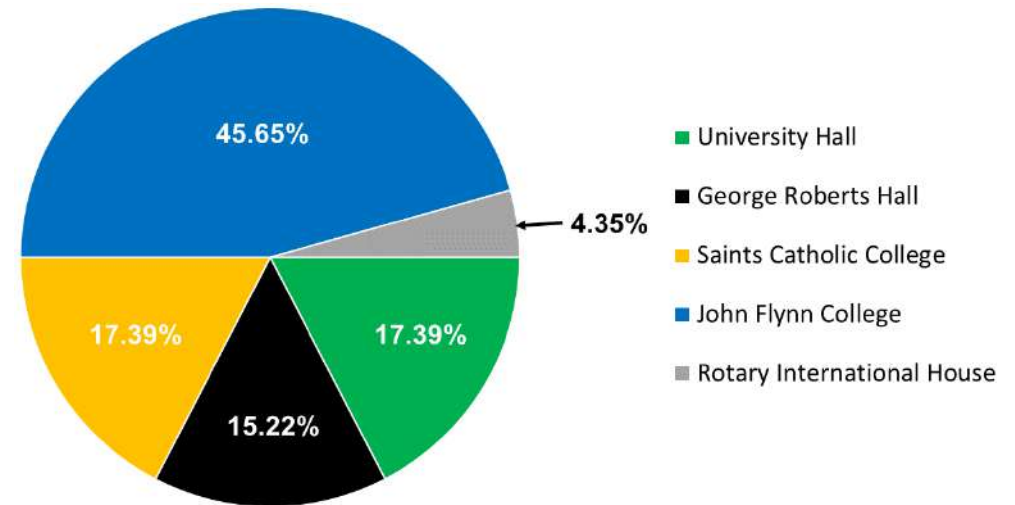
JCUSA FITNESS CENTRE - Townsville

Are you currently living on campus at JCU?



Answer Choice	Responses
Yes	46
No	45
Total	91

Which college are you currently living at?

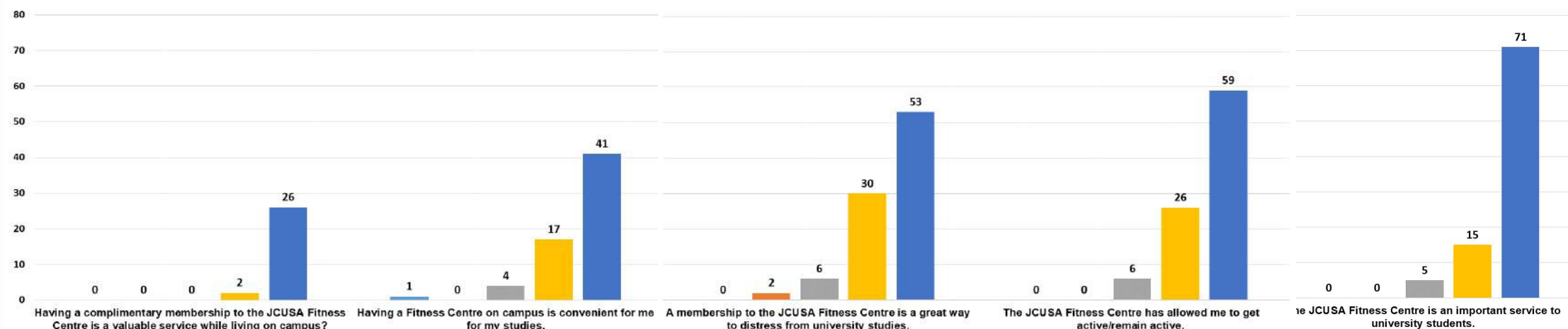


Answer Choice	Responses
University Hall	8
George Roberts Hall	7
Saints Catholic College	8
John Flynn College	21
Rotary International House	2
Total	46

JCUSA FITNESS CENTRE - Townsville

On a scale from 1-5, rank the following statements?

Strongly Disagree Disagree Neutral Agree Strongly Agree



*Note: Only 28 received this question.

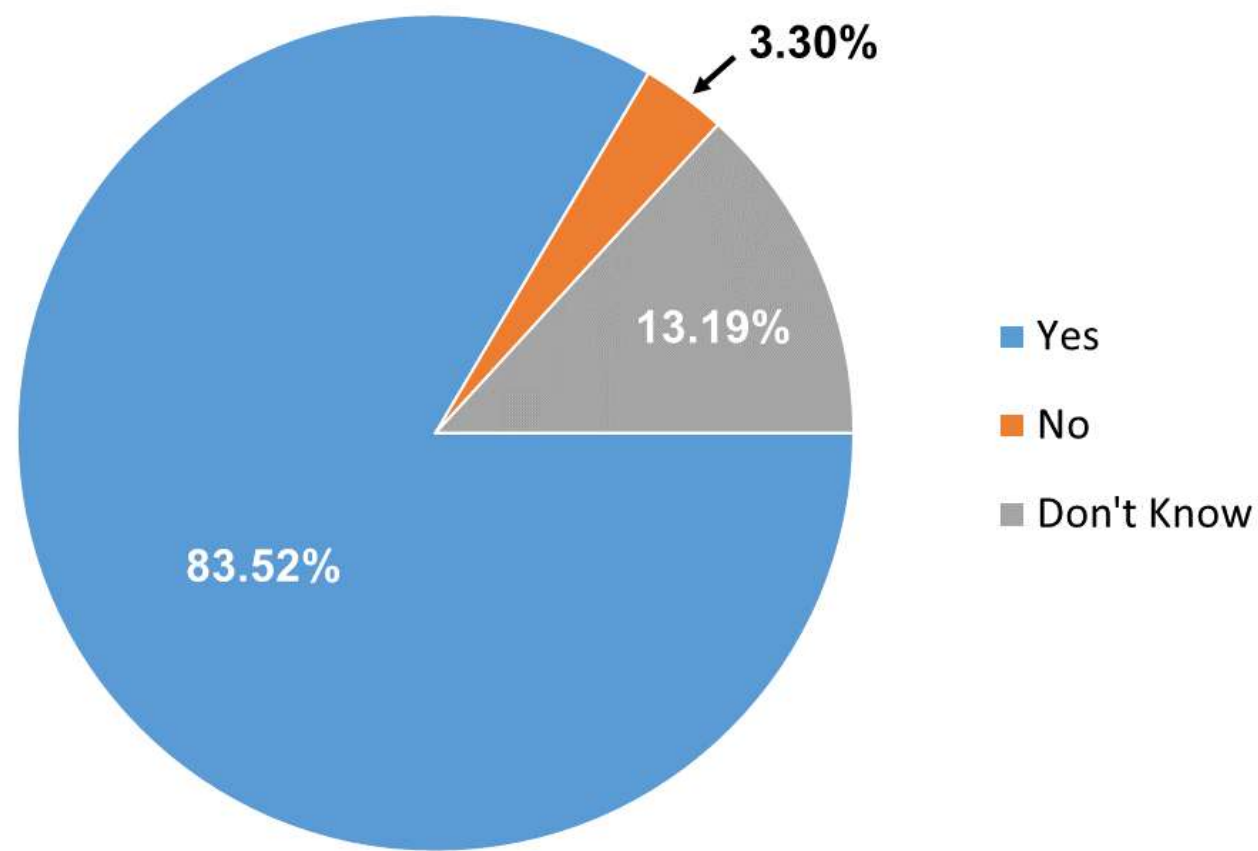
*Note: Only 63 received this question.



Facility	Responses					Mean Rating	Median Rating
	1	2	3	4	5		
Having a complimentary membership to the JCUSA Fitness Centre is a valuable service while living on campus.	0.00%	0.00%	0.00%	7.14%	92.86%	4.93	5
Having a Fitness Centre on campus is convenient for me for my studies.	1.59%	0.00%	6.35%	26.98%	65.08%	4.54	5
A membership to the JCUSA Fitness Centre is a great way to distress from university studies.	0.00%	2.20%	6.59%	32.97%	58.24%	4.47	5
The JCUSA Fitness Centre has allowed me to get active/remain active.	0.00%	0.00%	6.59%	28.57%	64.84%	4.58	5
The JCUSA Fitness Centre is an important service to university students.	0.00%	0.00%	5.49%	16.48%	78.02%	4.73	5
Responses	91						

JCUSA FITNESS CENTRE - Townsville

Would you support your SSAF Funding (Student Services and Amenities Fees) to be used to improve the services and equipment at the JCUSA Fitness Centre?

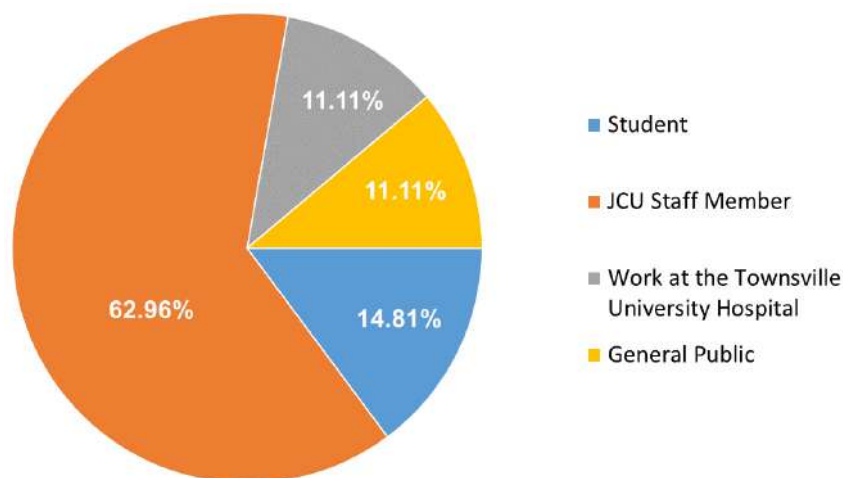


Answer Choice	Responses
Yes	76
No	3
Don't Know	12
Total	91

JCUSA FITNESS CENTRE - Townsville:

Fitness Passport

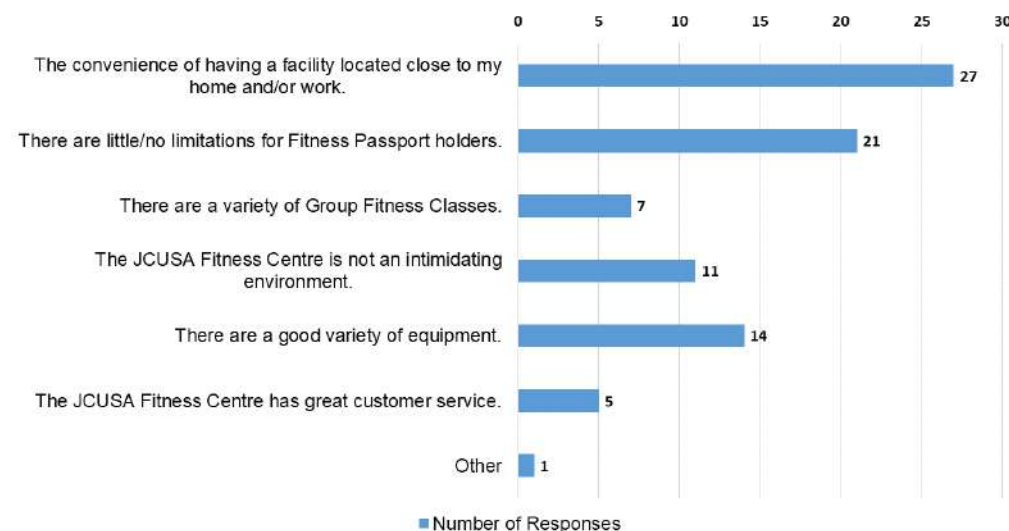
Which type of member would you identify yourself as?



Answer Choice	Responses
Student	4
JCU Staff Member	17
Work at the Townsville University Hospital	3
General Public	3
Prefer not to say	0
Total	27



Why do you use the JCUSA Fitness Centre while you are on Fitness Passport?
(Tick as many that apply to you)



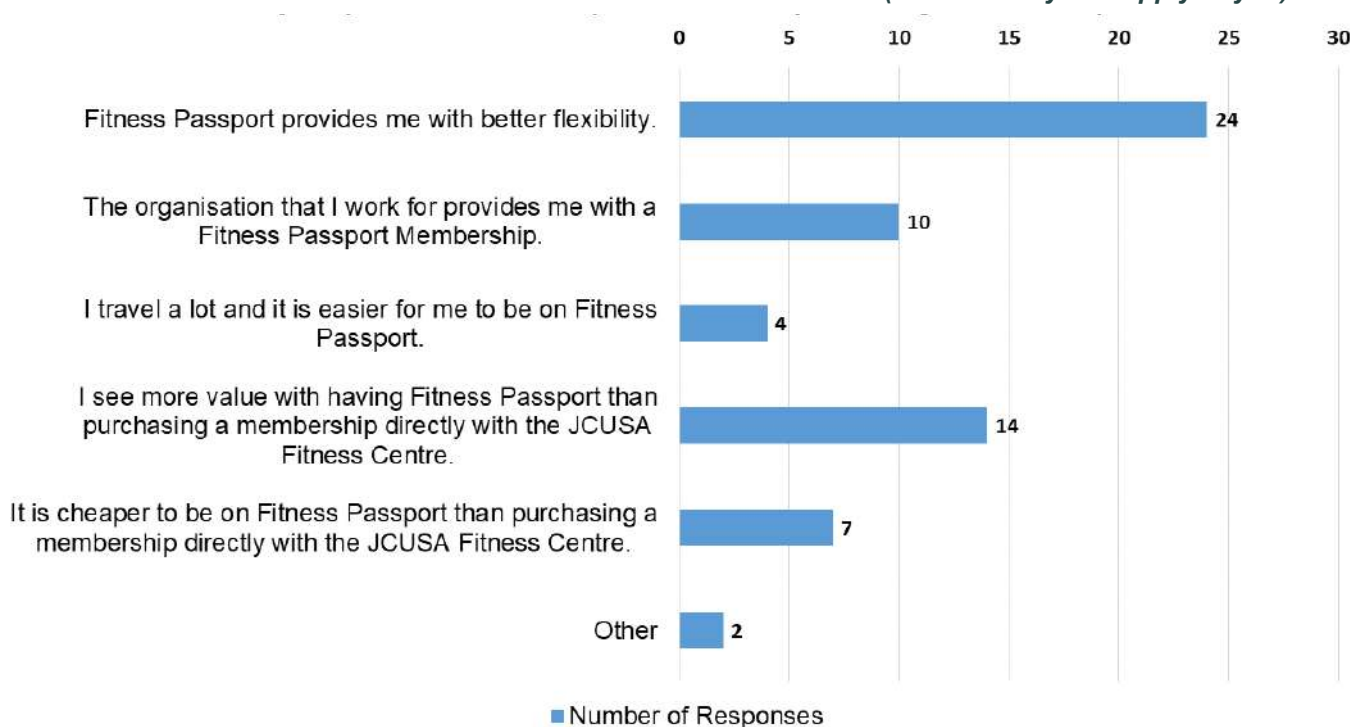
Answer Choice	Responses
The convenience of having a facility located close to my home and/or work.	100.00%
There are little/no limitations for Fitness Passport holders.	77.78%
There are a variety of Group Fitness Classes.	25.93%
The JCUSA Fitness Centre is not an intimidating environment.	40.74%
There are a good variety of equipment.	51.85%
The JCUSA Fitness Centre has great customer service.	18.52%
Other	3.70%
Total	27

JCUSA FITNESS CENTRE - Townsville:

Fitness Passport

Why are you on Fitness Passport and are not purchasing a membership directly with the JCUSA Fitness Centre?

(Tick as many that apply to you)

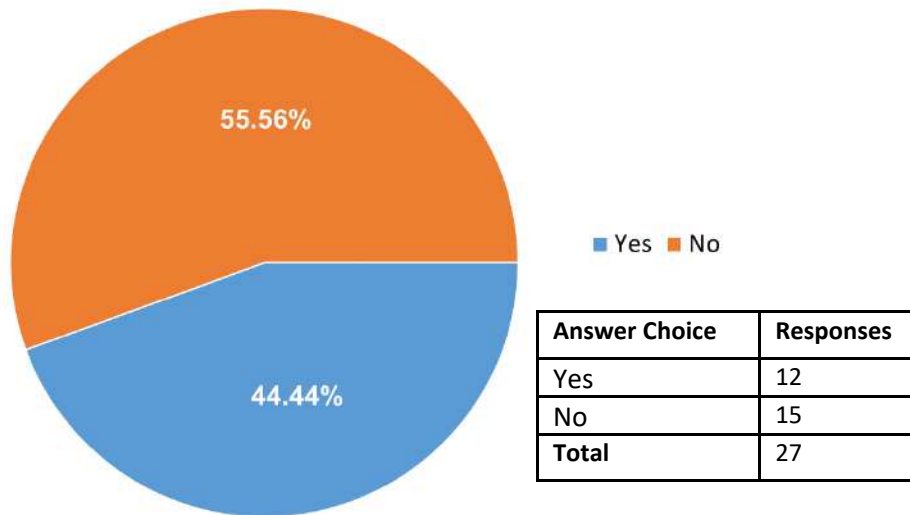


Answer Choice	Responses
Fitness Passport provides me with better flexibility.	88.89%
The organisation that I work for provides me with a Fitness Passport Membership.	37.04%
I travel a lot and it is easier for me to be on Fitness Passport.	14.81%
I see more value with having Fitness Passport than purchasing a membership directly with the JCUSA Fitness Centre.	51.85%
It is cheaper to be on Fitness Passport than purchasing a membership directly with the JCUSA Fitness Centre.	25.93%
Other	7.41%
Total	27

JCUSA FITNESS CENTRE - Townsville:

Fitness Passport

Did you previously purchase a membership directly with the JCUSA Fitness Centre before signing up to Fitness Passport?



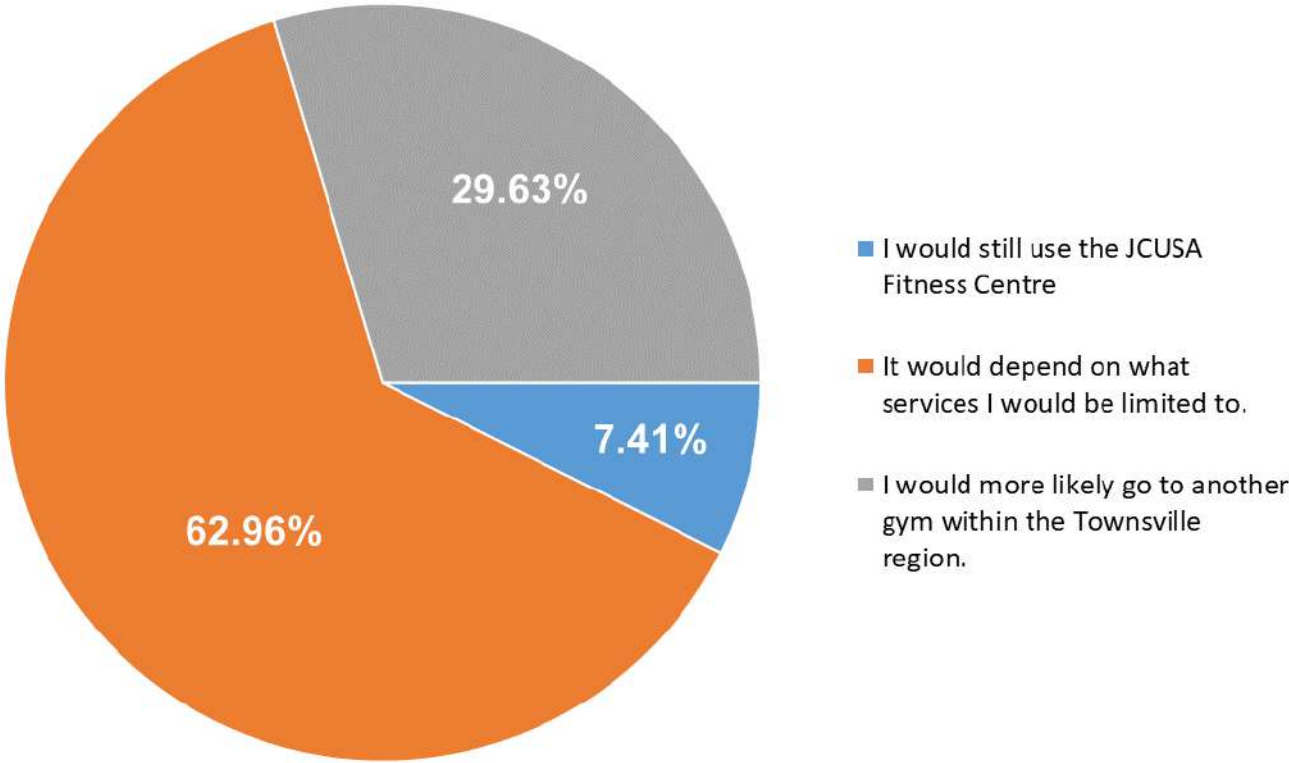
Why did you move from purchasing a membership directly to signing up to Fitness Passport?

- Because it's cheaper/equivalent cost but provides more flexibility in fitness locations, e.g. includes all pools in Townsville, two yoga studios and various other gyms
- Cheaper and can go to other facilities if needed which is good
- Fitness passport has the flexibility to use other facilities in Townsville - which is what I wanted. JCU fitness does not provide all the services I would like to use to stay fit.
- Fitness passport provided more options
- Flexibility as work moves around
- I live out in Deeragun, and is not practical to drive to uni on weekends when there are gyms I can use which are closer to house
- I travel a lot
- More options including pool facilities
- the fitness passport covers my family which is cheaper. I can also use the local pools on my fitness passport. The JCU pool never seems to be open and it's not covered in the JCU gym fees.
- The whole family could be on a fitness passport and better value
- To use other facilities - 50m pool. Gym that opens early on Sunday
- Value

JCUSA FITNESS CENTRE - Townsville:

Fitness Passport

If there were limitations put on what services Fitness Passport had access to at the JCU-SA Fitness Centre, what would be the likely outcome?



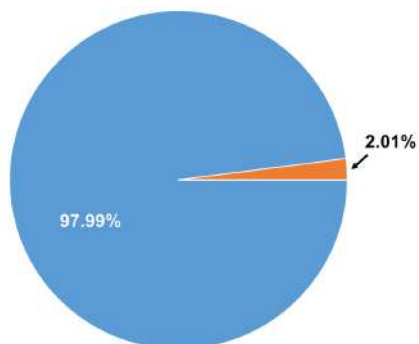
Answer Choice	Responses
I would still use the JCUSA Fitness Centre	2
It would depend on what services I would be limited to.	17
I would more likely go to another gym within the Townsville region.	8
I would purchase a JCUSA Fitness Centre Membership instead.	0
Total	27

JCUSA FITNESS CENTRE - Townsville

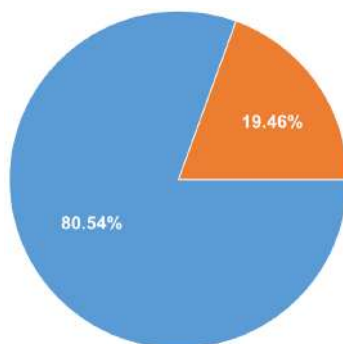
The following below are current services on offer to our members at the JCUSA Fitness Centre either for free or at a discounted rate. Please identify if you knew if these services existed.

■ Yes ■ No

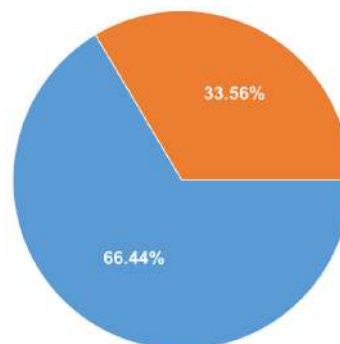
Group Fitness Classes



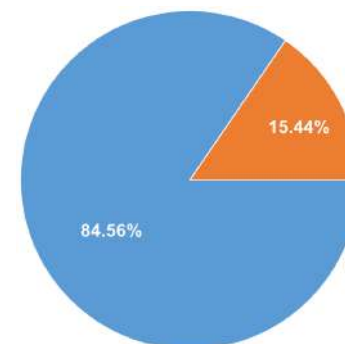
Tennis Courts



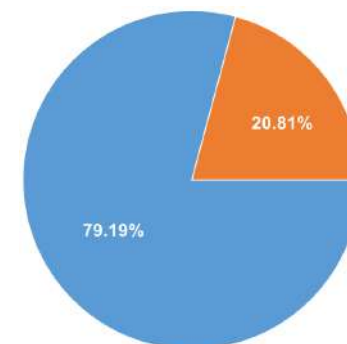
Squash Courts



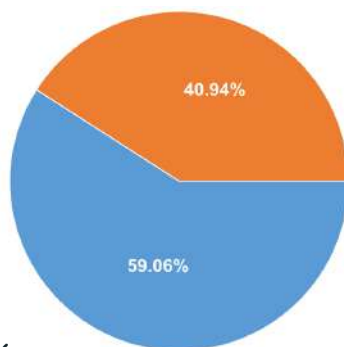
Beach Volleyball Courts



Lockers



Access to the Group Fitness Room Outside of Group Fitness Classes and other bookings



Services	Responses	
	Yes	No
Group Fitness Classes	146	3
Tennis Courts	120	29
Squash Courts	99	50
Beach Volleyball Courts	126	23
Lockers	118	31
Access to the Group Fitness Room outside of Group Fitness Classes and other bookings	88	61
Responses	149	

JCUSA FITNESS CENTRE - Townsville

If possible, please identify any gym equipment you would like to see added to the JCUSA Fitness Centre.

6 Responses



Trap Bar

5 Responses



Boxing Bag

4 Responses



Powerlifting/Olympic Platform/ Olympic Weightlifting Mats



Concept 2 Rowing Machines/Replace with previous machines

3 Responses



More Treadmills



SkiErg



Padding for Barbells



More Free Weights/ Upgrade Current Ones



More Bikes/Concept Bikes

JCUSA FITNESS CENTRE - Townsville

If possible, please identify any gym equipment you would like to see added to the JCUSA Fitness Centre. Cont.

2 Responses



Inverted Row Machine



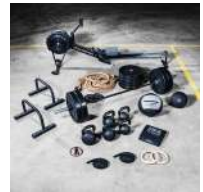
GHD



45 Degree Hyper Extension



15kg Olympic Barbell



Crossfit Equipment



Assault Bike



Weight Sled



Long Resistance Bands

JCUSA FITNESS CENTRE - Townsville

If possible, please identify any gym equipment you would like to see added to the JCUSA Fitness Centre. Cont.

1 Response



Stairs Machine



Hip Thrust Machine



Hack Squat



Kickboxing Bag



More flat bench press racks.



Multifunctional Pin Loaded Machines



Stepper



Another Cable Machine



Cable Ankle Straps



Pec Deck

JCUSA FITNESS CENTRE - Townsville

If possible, please identify any gym equipment you would like to see added to the JCUSA Fitness Centre. Cont.

1 Response



Dedicated Squat Rack



Medicine Balls
(Including Throwing
Ones)



Pilates Reformer Ma-
chine



Another Preacher Bar



Air Runner



Neck Strengthening Ma-
chine



Climbing Wall

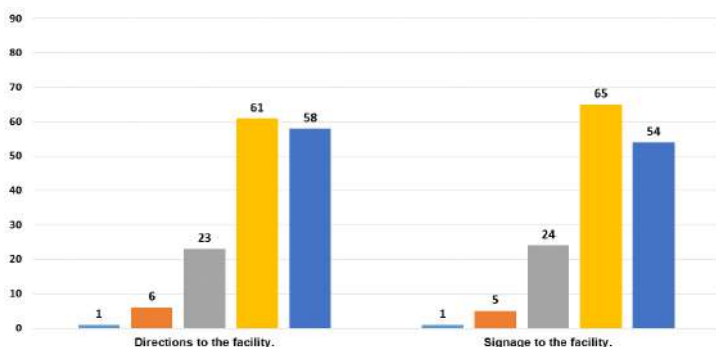
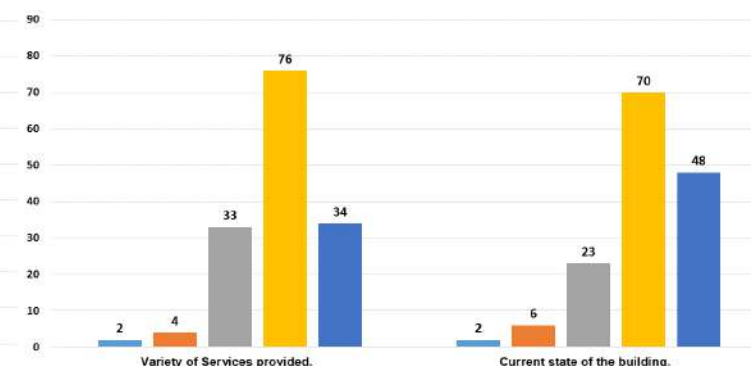
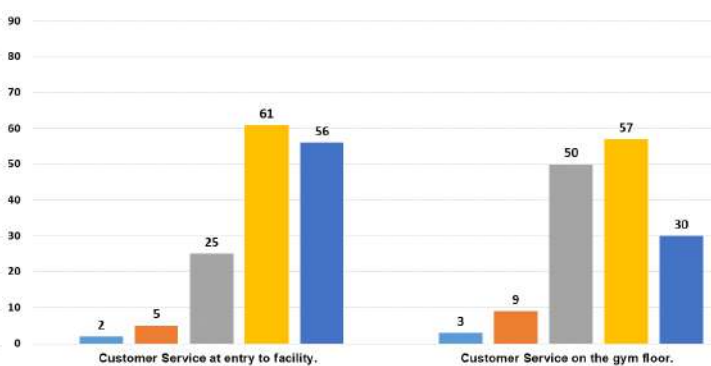
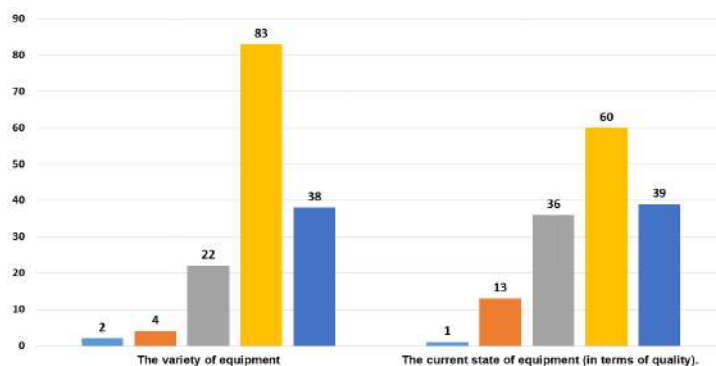


MAG Neutral Lat Pull-
down attachment

JCUSA FITNESS CENTRE - Townsville

On a scale from 1-5, please rank the following areas of the JCUSA Fitness Centre.

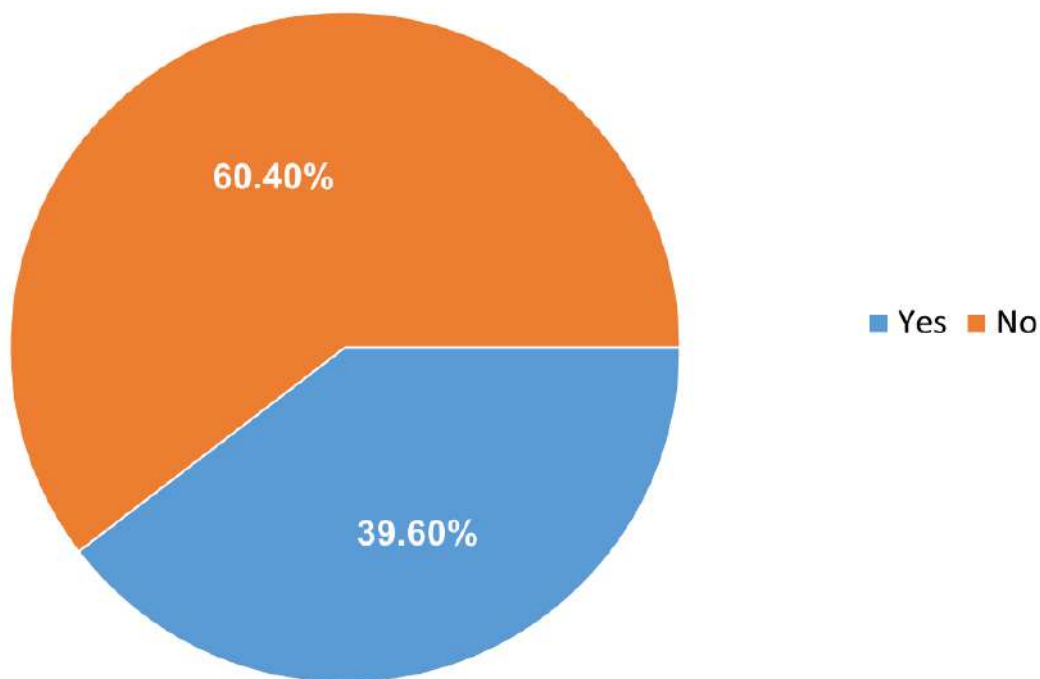
■ Very Dissatisfied ■ Dissatisfied ■ Fair ■ Satisfied ■ Very Satisfied



Facility	Responses					Mean Rating	Median Rating
	1	2	3	4	5		
The variety of equipment	1.34%	2.68%	14.77%	55.70%	25.50%	4.01	4
The current state of equipment (in terms of quality).	0.67%	8.72%	24.16%	40.27%	26.17%	3.83	4
Customer Service at entry to facility.	1.34%	3.36%	16.78%	40.94%	37.58%	4.10	4
Customer Service on the gym floor.	2.01%	6.04%	33.56%	38.26%	20.13%	3.68	4
Variety of Services provided.	1.34%	2.68%	22.15%	51.01%	22.82%	3.91	4
Current state of the building.	1.34%	4.03%	15.44%	46.98%	32.21%	4.05	4
Directions to the facility.	0.67%	4.03%	15.44%	40.94%	38.93%	4.13	4
Signage to the facility.	0.67%	3.36%	16.11%	43.62%	36.24%	4.11	4
Responses	149						

JCUSA FITNESS CENTRE - Townsville

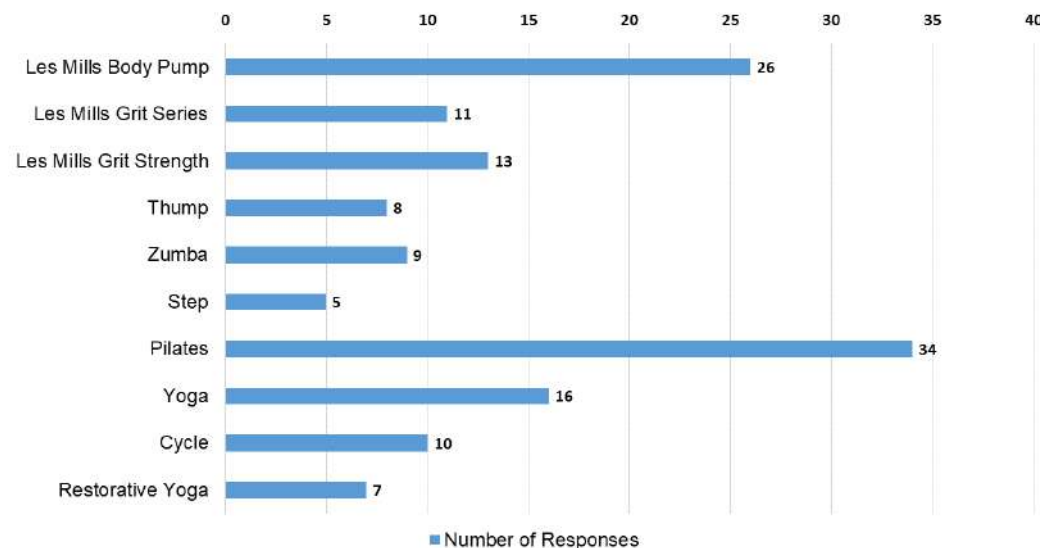
Do you attend any of the Group Fitness Classes?



Answer Choice	Responses
Yes	59
No	90
Total	149

Which classes do you attend at the JCUSA Fitness Centre?

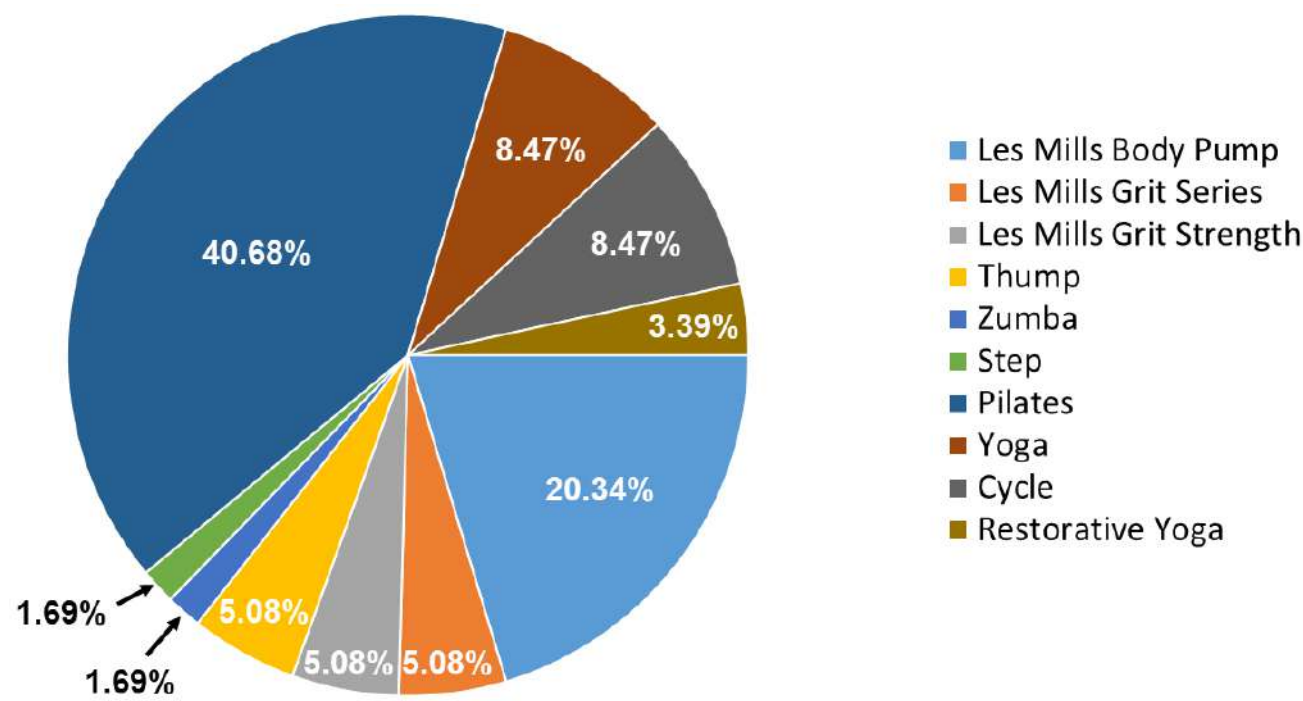
(Tick as many that apply to you)



Answer Choice	Responses
Les Mills Body Pump	44.07%
Les Mills Grit Series	18.64%
Les Mills Grit Strength	22.03%
Thump	13.56%
Zumba	15.25%
Step	8.47%
Pilates	57.63%
Yoga	27.12%
Cycle	16.95%
Restorative Yoga	11.86%
Total	59

JCUSA FITNESS CENTRE - Townsville

Which class is most important to you?

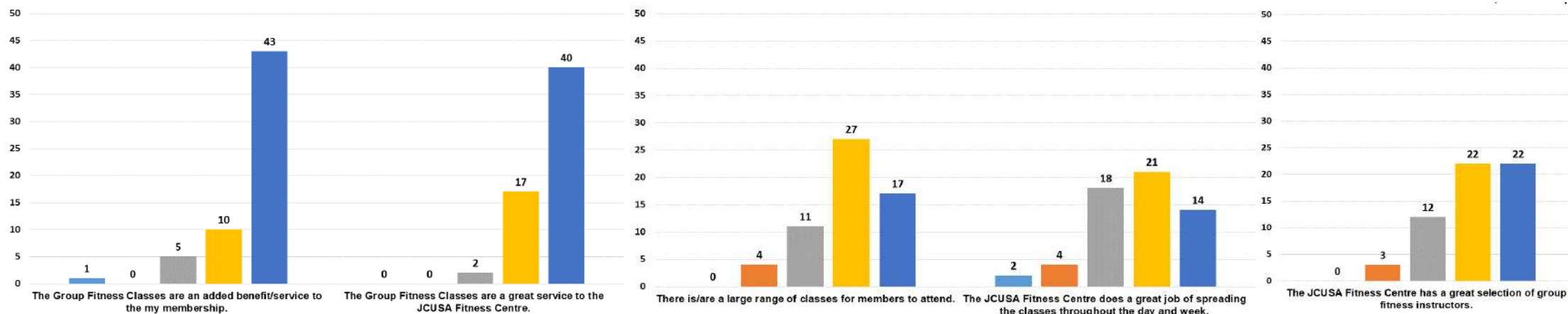


Answer Choice	Responses
Les Mills Body Pump	12
Les Mills Grit Series	3
Les Mills Grit Strength	3
Thump	3
Zumba	1
Step	1
Pilates	24
Yoga	5
Cycle	5
Restorative Yoga	2
Total	59

JCUSA FITNESS CENTRE - Townsville:

On a scale from 1-5, rank the following statements.

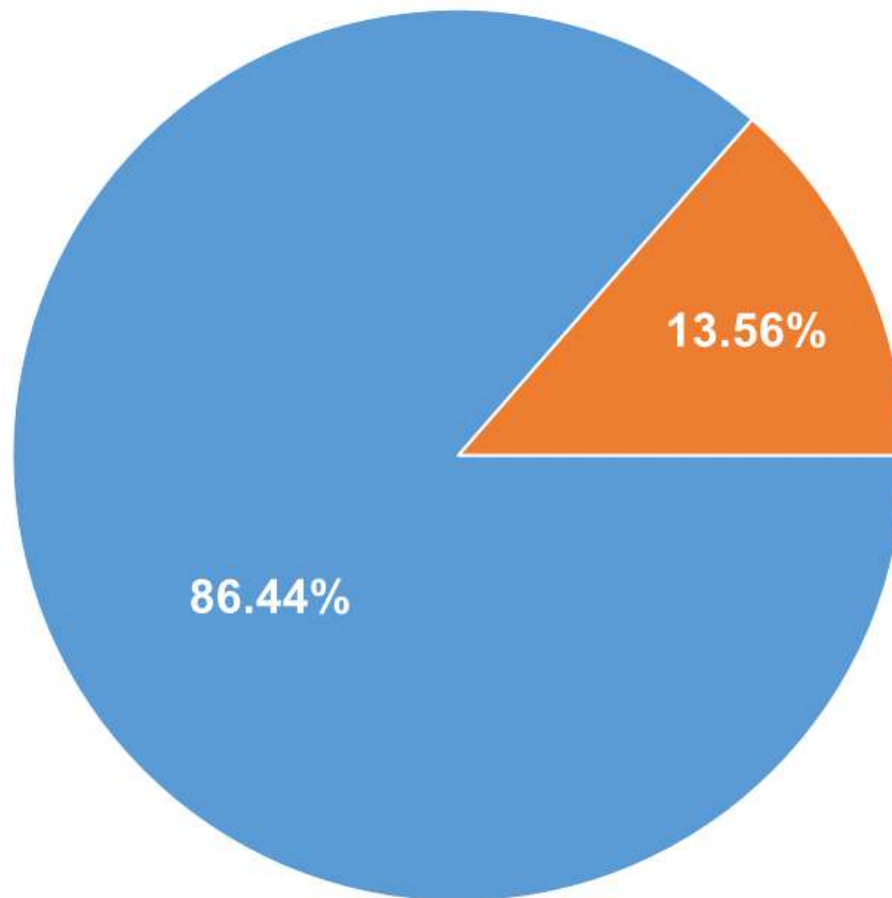
■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree



Facility	Responses					Mean Rating	Median Rating
	1	2	3	4	5		
The Group Fitness Classes are an added benefit/service to the my membership.	1.69%	0.00%	8.47%	16.95%	72.88%	4.59	5
The Group Fitness Classes are a great service to the JCUSA Fitness Centre.	0.00%	0.00%	3.39%	28.81%	67.80%	4.64	5
There is/are a large range of classes for members to attend.	0.00%	6.78%	18.64%	45.76%	28.81%	3.97	4
The JCUSA Fitness Centre does a great job of spreading the classes throughout the day and week.	3.39%	6.78%	30.51%	35.59%	23.73%	3.69	4
The JCUSA Fitness Centre has a great selection of group fitness instructors.	0.00%	5.08%	20.34%	37.29%	37.29%	4.07	4
Responses	59						

JCUSA FITNESS CENTRE - Townsville

Would you utilise a Group Fitness Class online booking system?



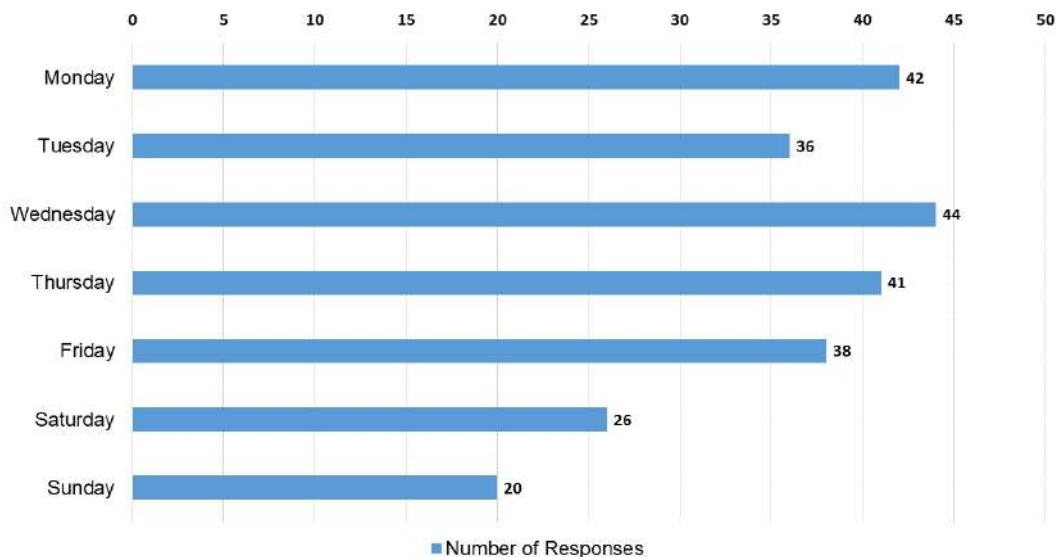
■ Yes ■ No

Answer Choice	Responses
Yes	51
No	8
Total	59

JCUSA FITNESS CENTRE - Townsville

What day(s) of the week do you prefer to attend Group Fitness Classes?

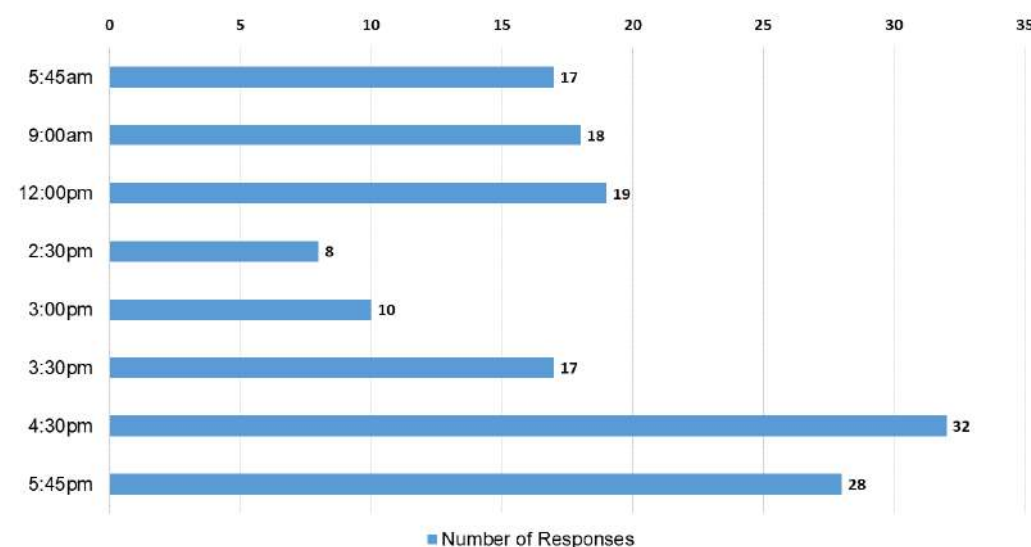
(Tick as many that apply to you)



Answer Choice	Responses
Monday	71.19%
Tuesday	61.02%
Wednesday	74.58%
Thursday	69.49%
Friday	64.41%
Saturday	44.07%
Sunday	33.90%
Total	59

Which time(s) do you prefer to attend Group Fitness Classes?

(Tick as many that apply to you)



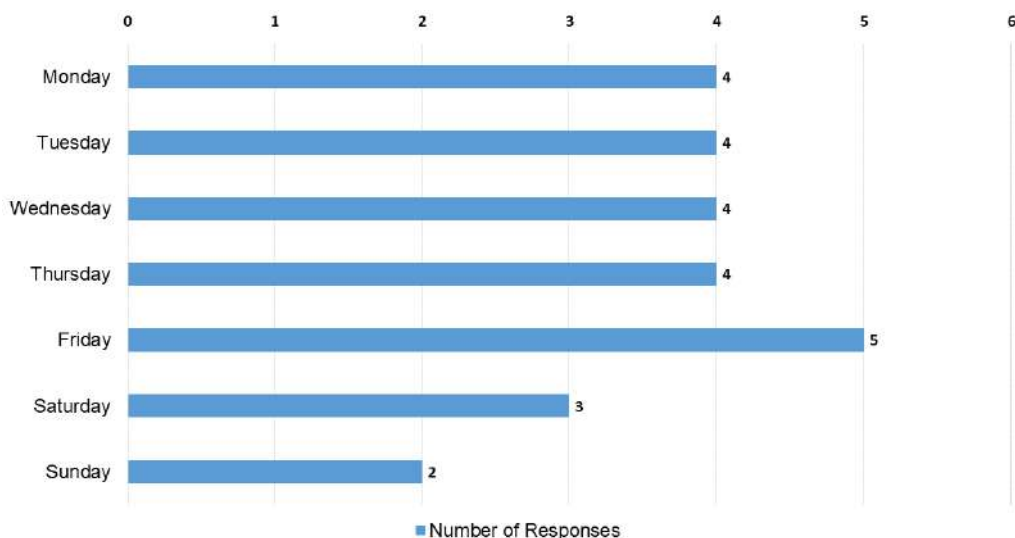
Answer Choice	Responses
5:45am	28.81%
9:00am	30.51%
12:00pm	32.20%
2:30pm	13.56%
3:00pm	16.95%
3:30pm	28.81%
4:30pm	54.24%
5:45pm	47.46%
Total	59

JCUSA FITNESS CENTRE - Townsville:

Cycle

What day(s) of the week do you prefer to attend Group Fitness Classes?

(Tick as many that apply to you)

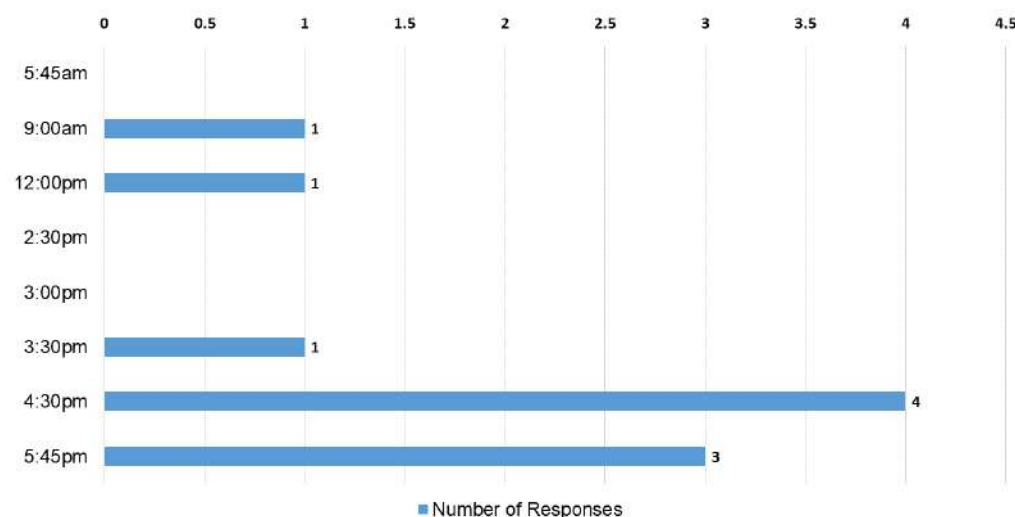


■ Number of Responses

Answer Choice	Responses
Monday	80.00%
Tuesday	80.00%
Wednesday	80.00%
Thursday	80.00%
Friday	100.00%
Saturday	60.00%
Sunday	40.00%
Total	5

Which time(s) do you prefer to attend Group Fitness Classes?

(Tick as many that apply to you)



■ Number of Responses

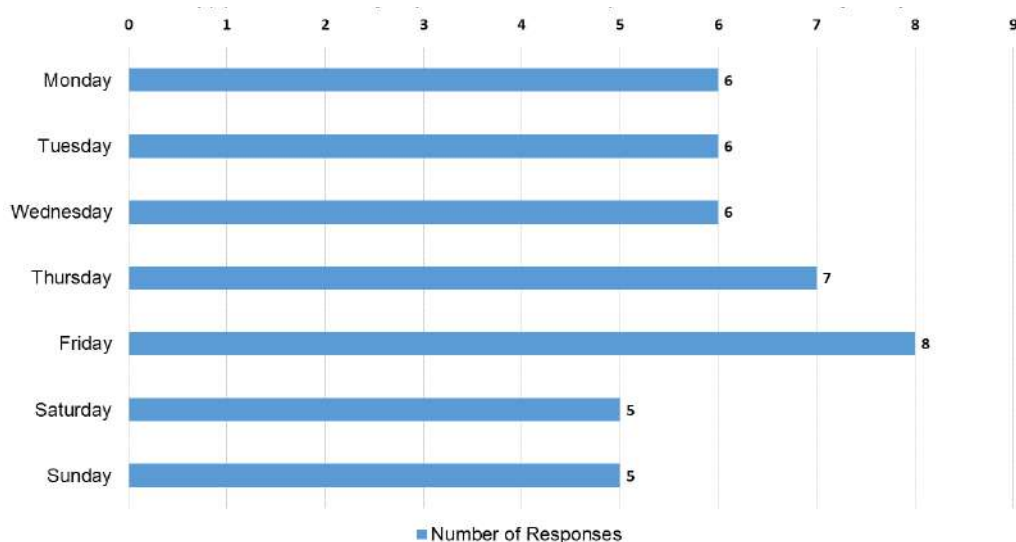
Answer Choice	Responses
5:45am	0.00%
9:00am	20.00%
12:00pm	20.00%
2:30pm	0.00%
3:00pm	0.00%
3:30pm	20.00%
4:30pm	80.00%
5:45pm	60.00%
Total	5

JCUSA FITNESS CENTRE - Townsville:

Body Pump

What day(s) of the week do you prefer to attend Group Fitness Classes?

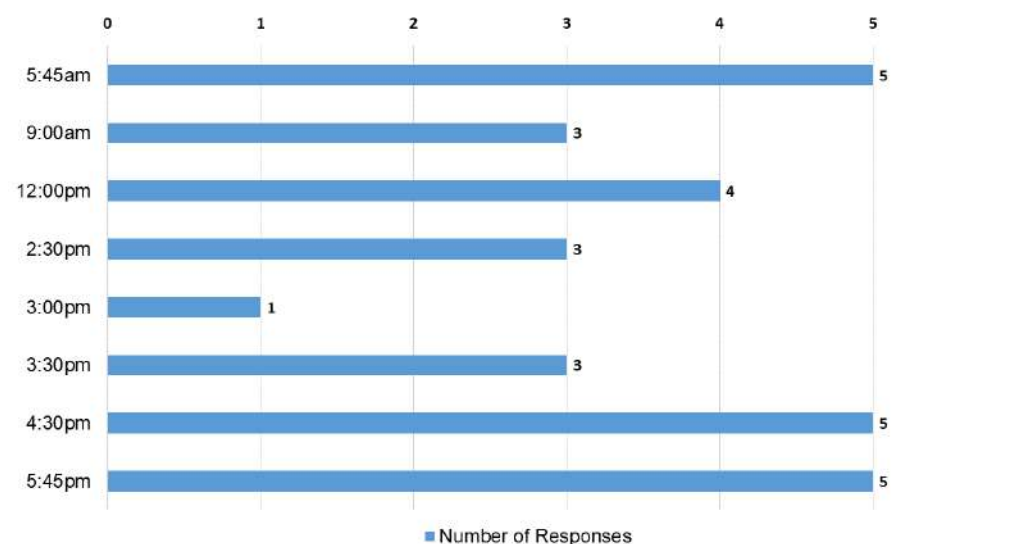
(Tick as many that apply to you)



Answer Choice	Responses
Monday	50.00%
Tuesday	50.00%
Wednesday	50.00%
Thursday	58.33%
Friday	66.67%
Saturday	41.67%
Sunday	41.67%
Total	12

Which time(s) do you prefer to attend Group Fitness Classes?

(Tick as many that apply to you)



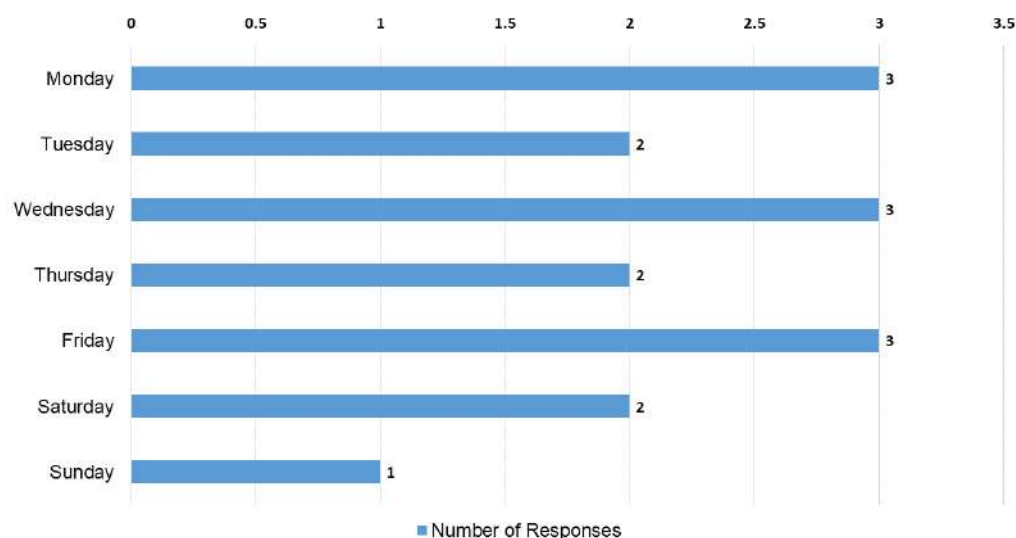
Answer Choice	Responses
5:45am	41.67%
9:00am	25.00%
12:00pm	33.33%
2:30pm	25.00%
3:00pm	8.33%
3:30pm	25.00%
4:30pm	41.67%
5:45pm	41.67%
Total	12

JCUSA FITNESS CENTRE - Townsville:

Les Mills Grit Series

What day(s) of the week do you prefer to attend Group Fitness Classes?

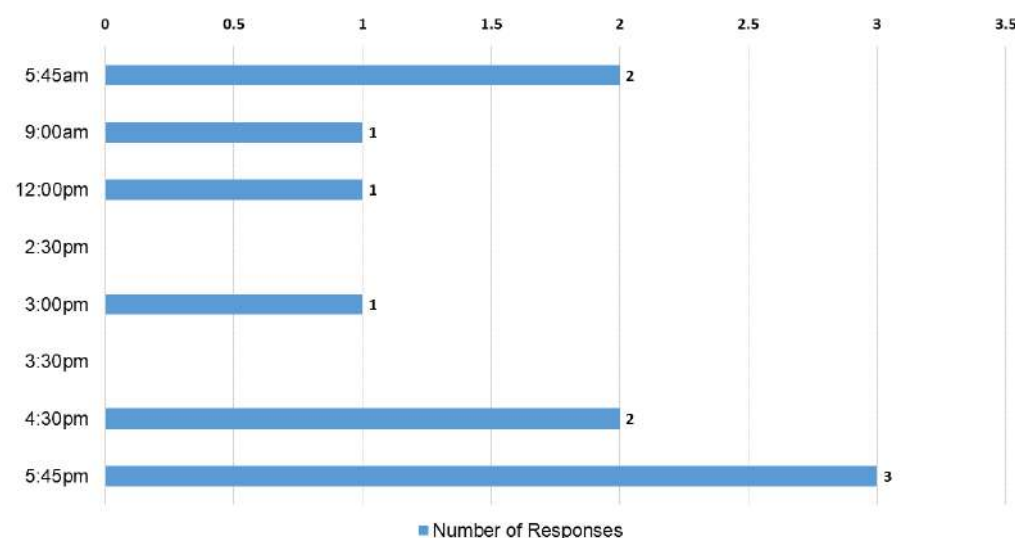
(Tick as many that apply to you)



Answer Choice	Responses
Monday	100.00%
Tuesday	66.67%
Wednesday	100.00%
Thursday	66.67%
Friday	100.00%
Saturday	66.67%
Sunday	33.33%
Total	3

Which time(s) do you prefer to attend Group Fitness Classes?

(Tick as many that apply to you)

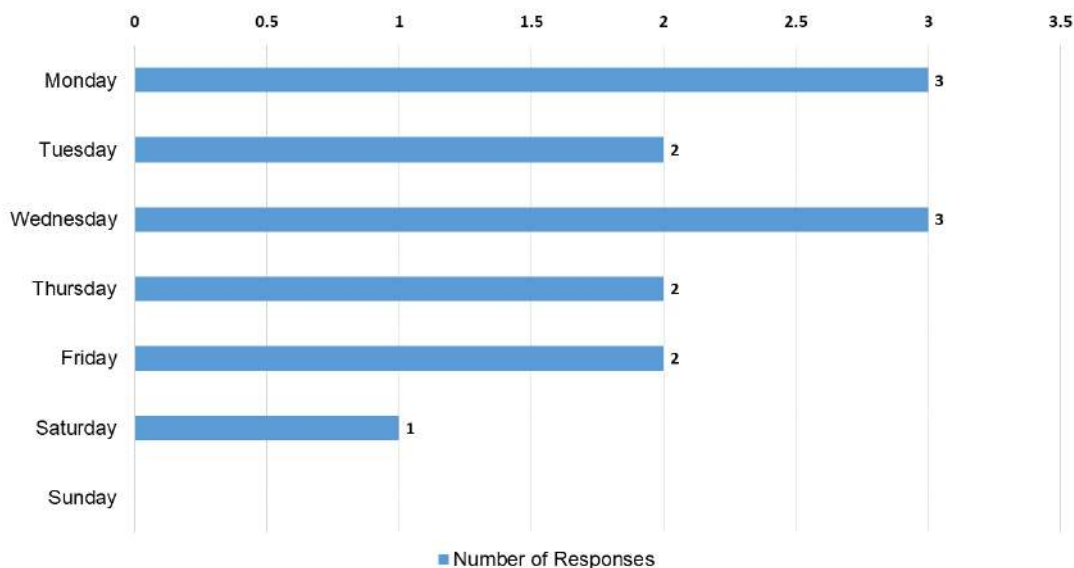


Answer Choice	Responses
5:45am	66.67%
9:00am	33.33%
12:00pm	33.33%
2:30pm	0.00%
3:00pm	33.33%
3:30pm	0.00%
4:30pm	66.67%
5:45pm	100.00%
Total	3

JCUSA FITNESS CENTRE - Townsville:

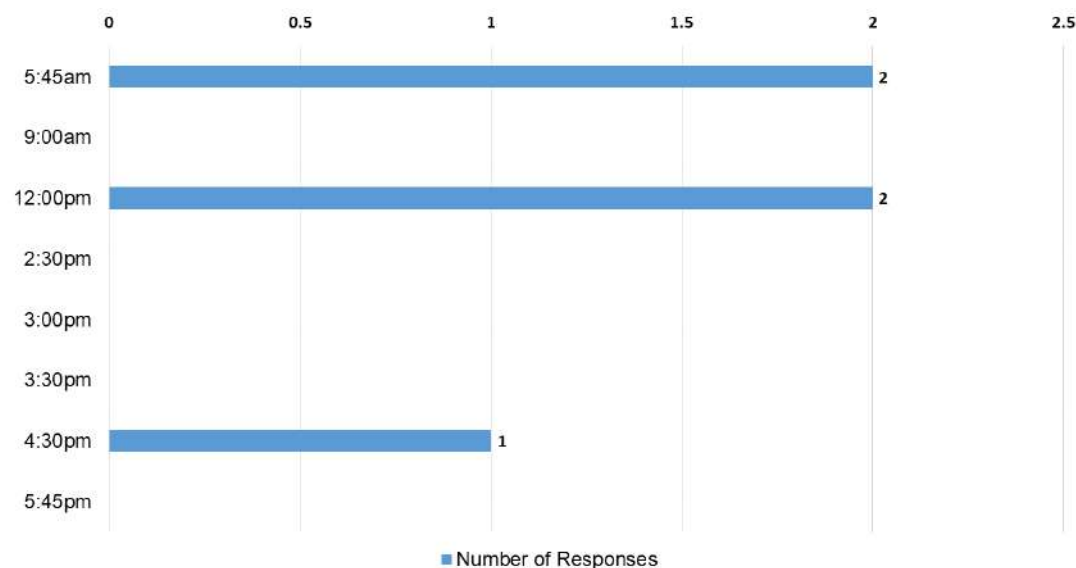
Les Mills Grit Strength

What day(s) of the week do you prefer to attend Group Fitness Classes?



Answer Choice	Responses
Monday	100.00%
Tuesday	66.67%
Wednesday	100.00%
Thursday	66.67%
Friday	66.67%
Saturday	33.33%
Sunday	0.00%
Total	3

Which time(s) do you prefer to attend Group Fitness Classes?



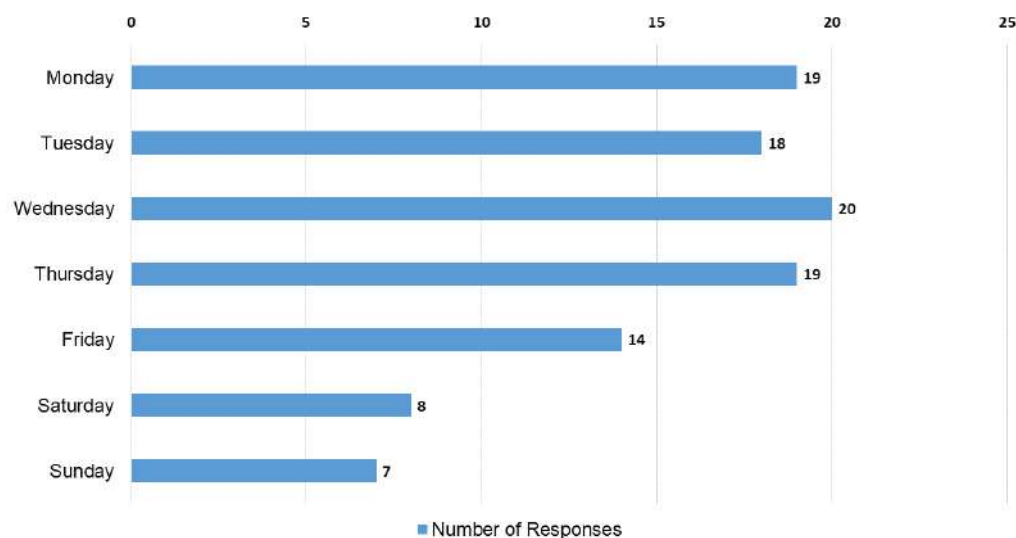
Answer Choice	Responses
5:45am	66.67%
9:00am	0.00%
12:00pm	66.67%
2:30pm	0.00%
3:00pm	0.00%
3:30pm	0.00%
4:30pm	33.33%
5:45pm	0.00%
Total	3

JCUSA FITNESS CENTRE - Townsville:

Pilates

What day(s) of the week do you prefer to attend Group Fitness Classes?

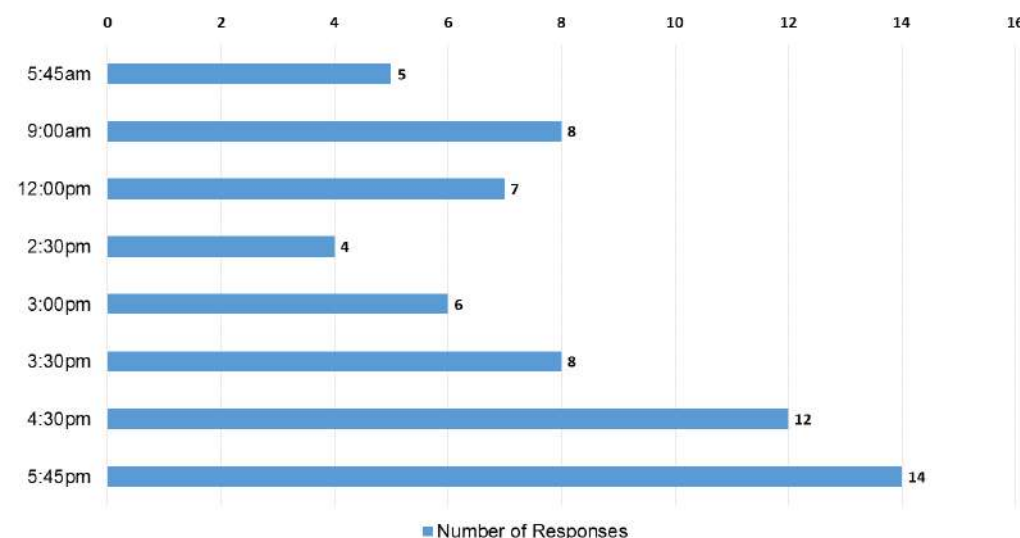
(Tick as many that apply to you)



Answer Choice	Responses
Monday	79.17%
Tuesday	75.00%
Wednesday	83.33%
Thursday	79.17%
Friday	58.33%
Saturday	33.33%
Sunday	29.17%
Total	24

Which time(s) do you prefer to attend Group Fitness Classes?

(Tick as many that apply to you)



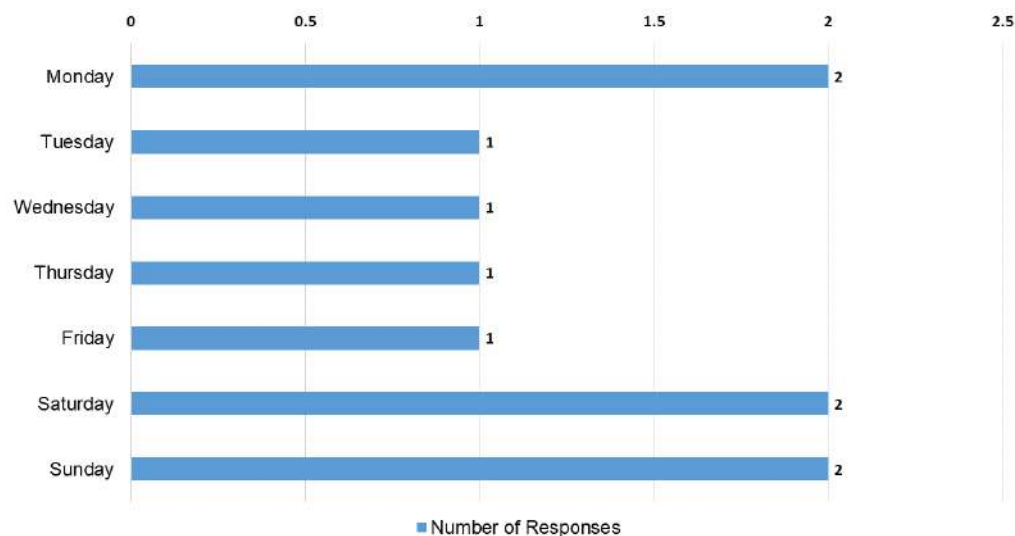
Answer Choice	Responses
5:45am	20.83%
9:00am	33.33%
12:00pm	29.17%
2:30pm	16.67%
3:00pm	25.00%
3:30pm	33.33%
4:30pm	50.00%
5:45pm	58.33%
Total	24

JCUSA FITNESS CENTRE - Townsville:

Restorative Yoga

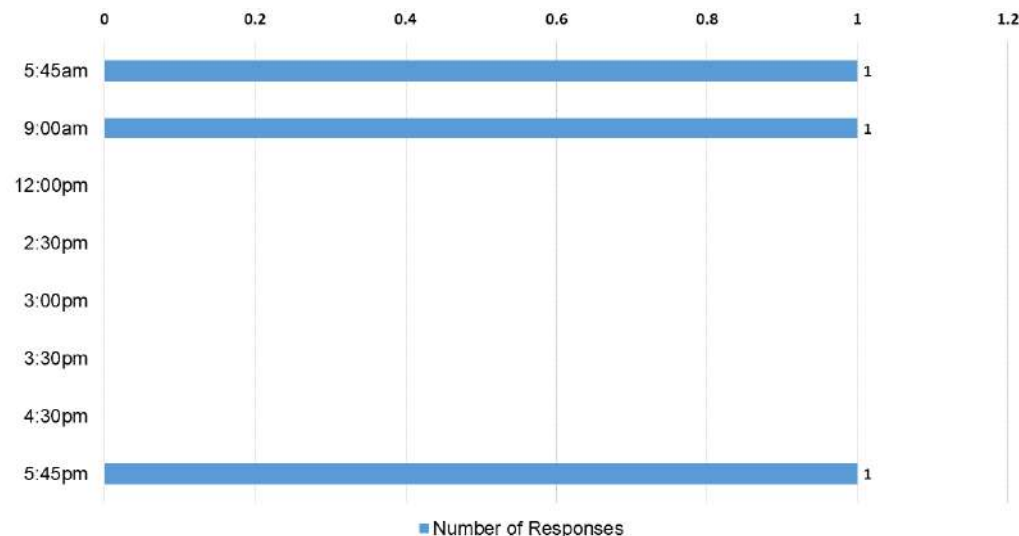
What day(s) of the week do you prefer to attend Group Fitness Classes?

(Tick as many that apply to you)



Answer Choice	Responses
Monday	100.00%
Tuesday	50.00%
Wednesday	50.00%
Thursday	50.00%
Friday	50.00%
Saturday	100.00%
Sunday	100.00%
Total	2

Which time(s) do you prefer to attend Group Fitness Classes?



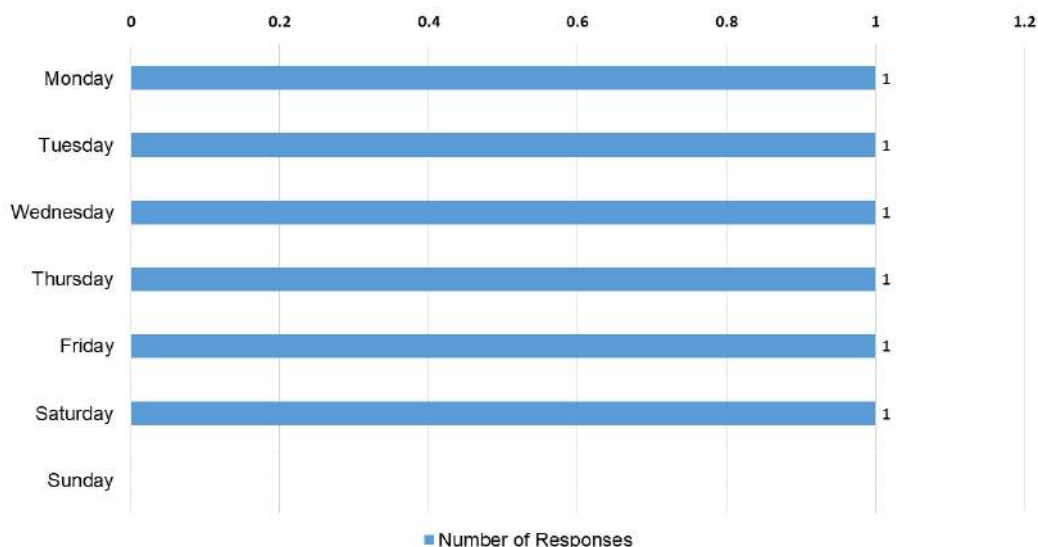
Answer Choice	Responses
5:45am	50.00%
9:00am	50.00%
12:00pm	0.00%
2:30pm	0.00%
3:00pm	0.00%
3:30pm	0.00%
4:30pm	0.00%
5:45pm	50.00%
Total	2

JCUSA FITNESS CENTRE - Townsville:

Step

What day(s) of the week do you prefer to attend Group Fitness Classes?

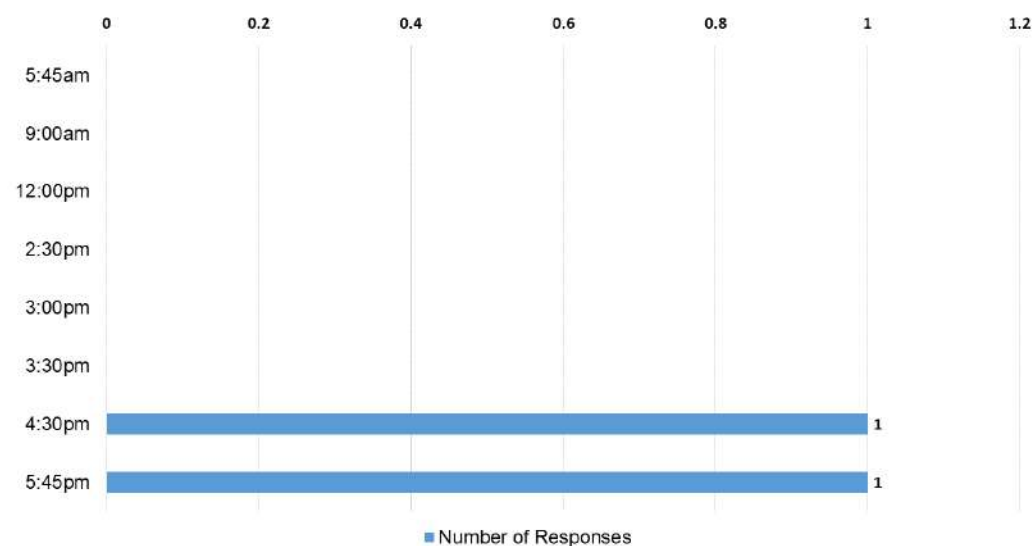
(Tick as many that apply to you)



Answer Choice	Responses
Monday	100.00%
Tuesday	100.00%
Wednesday	100.00%
Thursday	100.00%
Friday	100.00%
Saturday	100.00%
Sunday	0.00%
Total	1

Which time(s) do you prefer to attend Group Fitness Classes?

(Tick as many that apply to you)



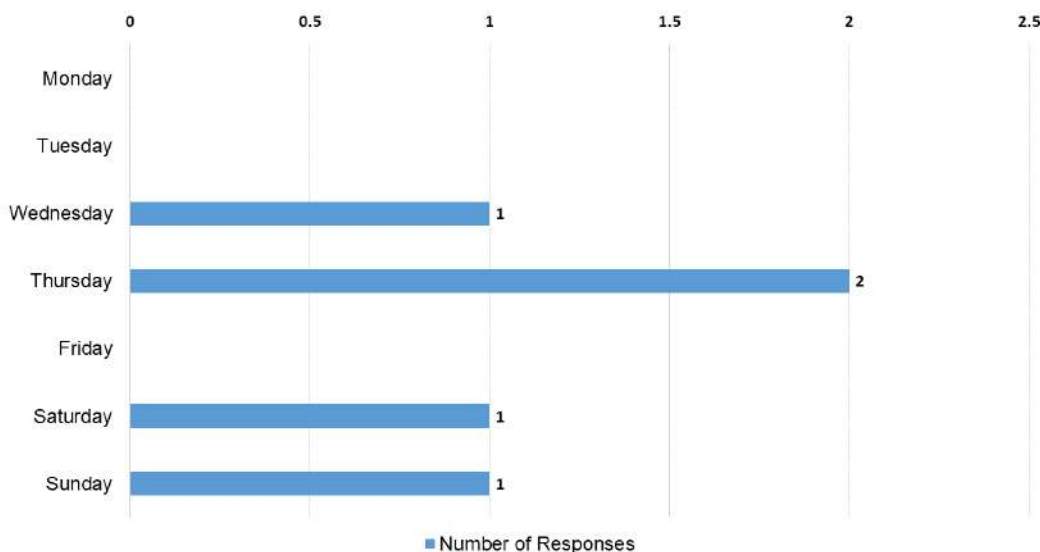
Answer Choice	Responses
5:45am	0.00%
9:00am	0.00%
12:00pm	0.00%
2:30pm	0.00%
3:00pm	0.00%
3:30pm	0.00%
4:30pm	100.00%
5:45pm	100.00%
Total	1

JCUSA FITNESS CENTRE - Townsville:

Thump

What day(s) of the week do you prefer to attend Group Fitness Classes?

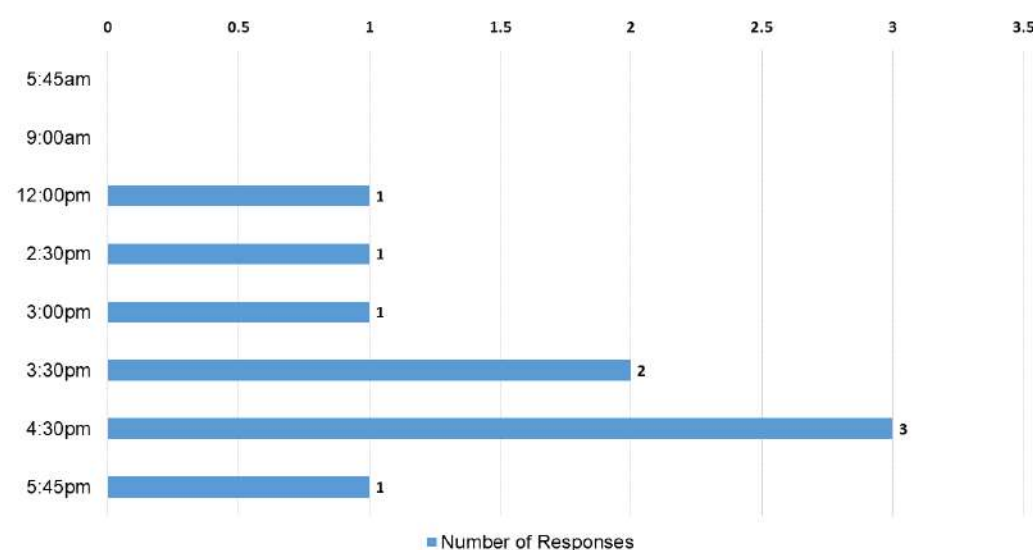
(Tick as many that apply to you)



Answer Choice	Responses
Monday	0.00%
Tuesday	0.00%
Wednesday	33.33%
Thursday	66.67%
Friday	0.00%
Saturday	33.33%
Sunday	33.33%
Total	3

Which time(s) do you prefer to attend Group Fitness Classes?

(Tick as many that apply to you)



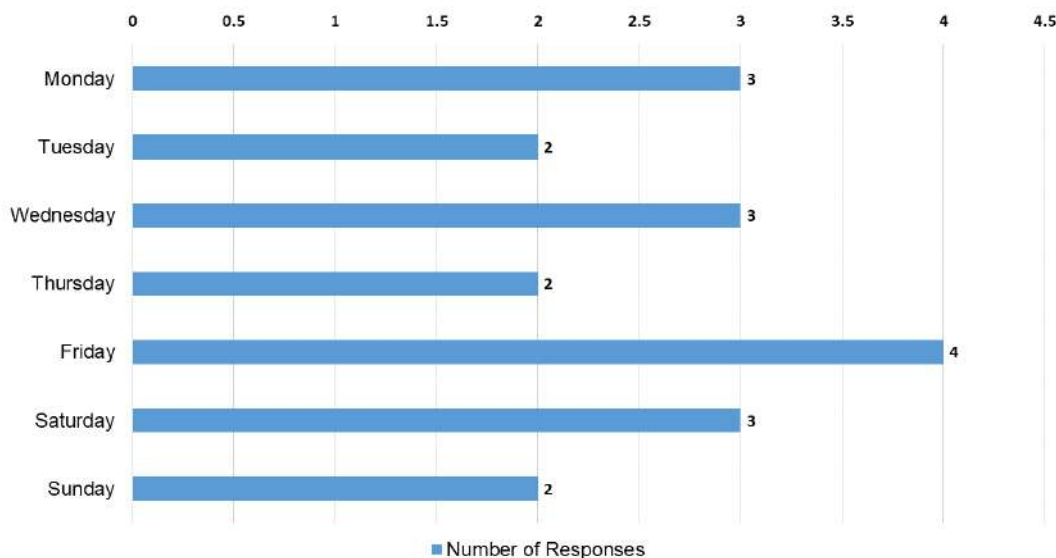
Answer Choice	Responses
5:45am	0.00%
9:00am	0.00%
12:00pm	33.33%
2:30pm	33.33%
3:00pm	33.33%
3:30pm	66.67%
4:30pm	100.00%
5:45pm	33.33%
Total	3

JCUSA FITNESS CENTRE - Townsville:

Yoga

What day(s) of the week do you prefer to attend Group Fitness Classes?

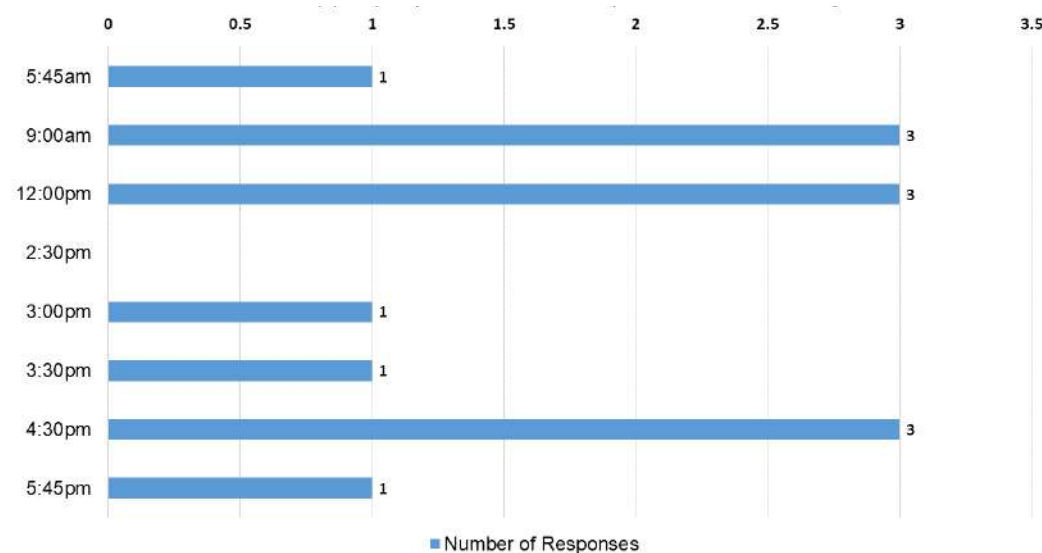
(Tick as many that apply to you)



Answer Choice	Responses
Monday	60.00%
Tuesday	40.00%
Wednesday	60.00%
Thursday	40.00%
Friday	80.00%
Saturday	60.00%
Sunday	40.00%
Total	5

Which time(s) do you prefer to attend Group Fitness Classes?

(Tick as many that apply to you)



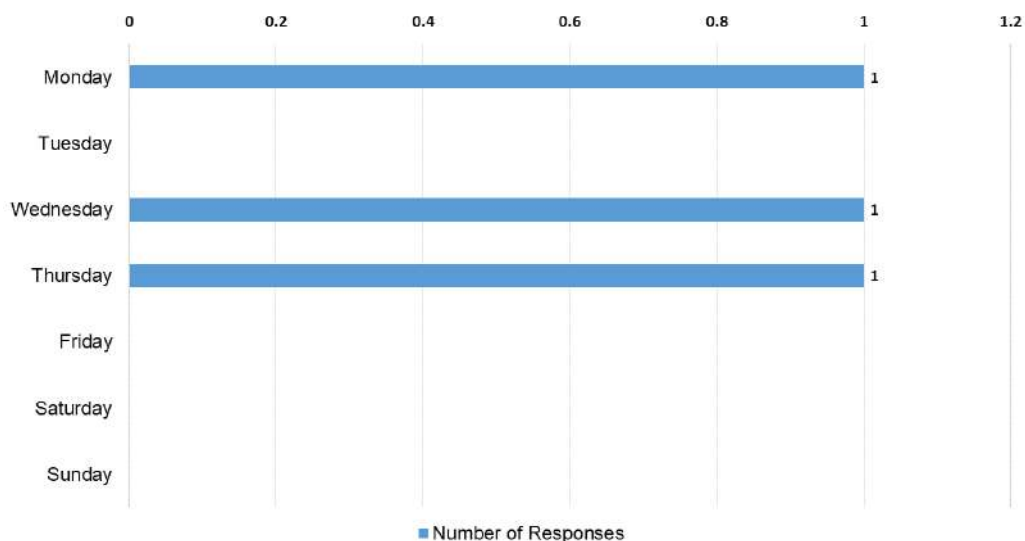
Answer Choice	Responses
5:45am	20.00%
9:00am	60.00%
12:00pm	60.00%
2:30pm	0.00%
3:00pm	20.00%
3:30pm	20.00%
4:30pm	60.00%
5:45pm	20.00%
Total	5

JCUSA FITNESS CENTRE - Townsville:

Zumba

What day(s) of the week do you prefer to attend Group Fitness Classes?

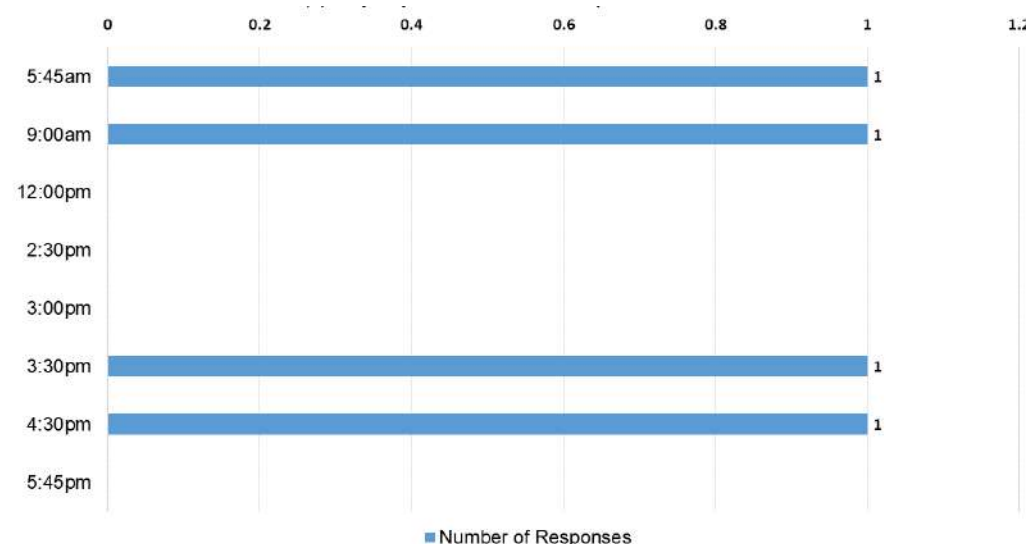
(Tick as many that apply to you)



Answer Choice	Responses
Monday	100.00%
Tuesday	0.00%
Wednesday	100.00%
Thursday	100.00%
Friday	0.00%
Saturday	0.00%
Sunday	0.00%
Total	1

Which time(s) do you prefer to attend Group Fitness Classes?

(Tick as many that apply to you)



Answer Choice	Responses
5:45am	100.00%
9:00am	100.00%
12:00pm	0.00%
2:30pm	0.00%
3:00pm	0.00%
3:30pm	100.00%
4:30pm	100.00%
5:45pm	0.00%
Total	1

JCUSA FITNESS CENTRE - Townsville:

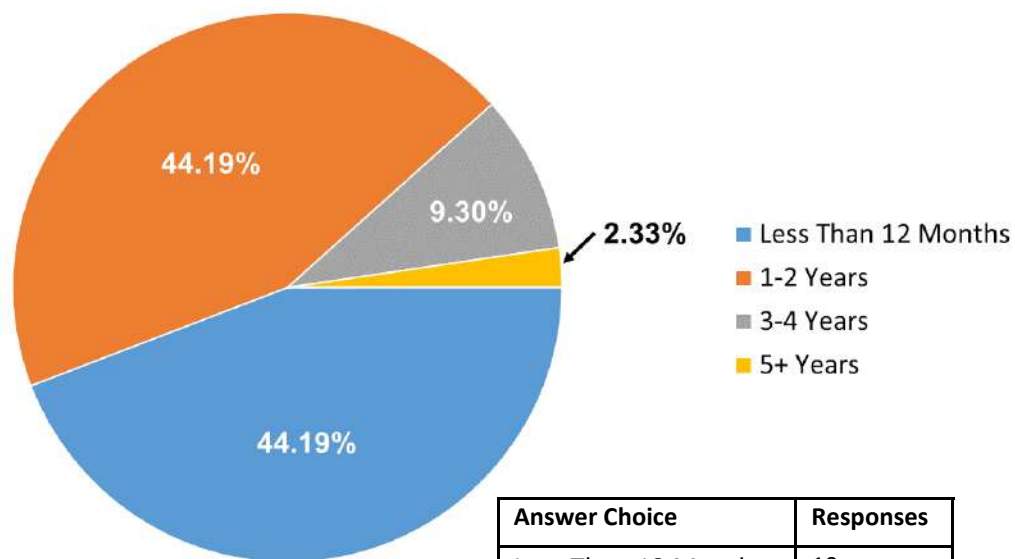
If there are any other Group Fitness Classes you would like to add, please comment below.

- Boxing
- Les Mills Body Attack
- Self Defence Classes
- More Boxing Classes
- Boxing
- I like the weekend class times. A cycle class at 4:30 on a weekday would be great.
- Boxing
- Ability to check online for other bookings of the fitness room (by clubs or fit college) so I don't have to call before hand
- More yoga classes at more accessible times
- Perhaps more spin classes throughout the week place. Or further spaced apart.
- A 7am class would be a good time slot. 5.45am is too early as I am JCU Staff and don't need to be at work at 7am. 7am finish at 8am would be stellar (or even 6:45-745).
- Classes are good but would love a 6:15am or 6:30am class
- Classes are good. Could add a 6:15am time slot
- Boxing during the week
- Yoga at not too early times
- I'd love more restorative/relaxation yoga classes for academic stress management. I think there is a lot of opportunity here.
- More yoga and Pilates :)
- Body step
- Circuits; HIIT
- Really miss the boxing classes would be good to have these back
- More Step, Body Attack or aquarobics at the pool
- More short classes would be good to help fitting in to a busy life.

JCUSA FITNESS CENTRE - Townsville

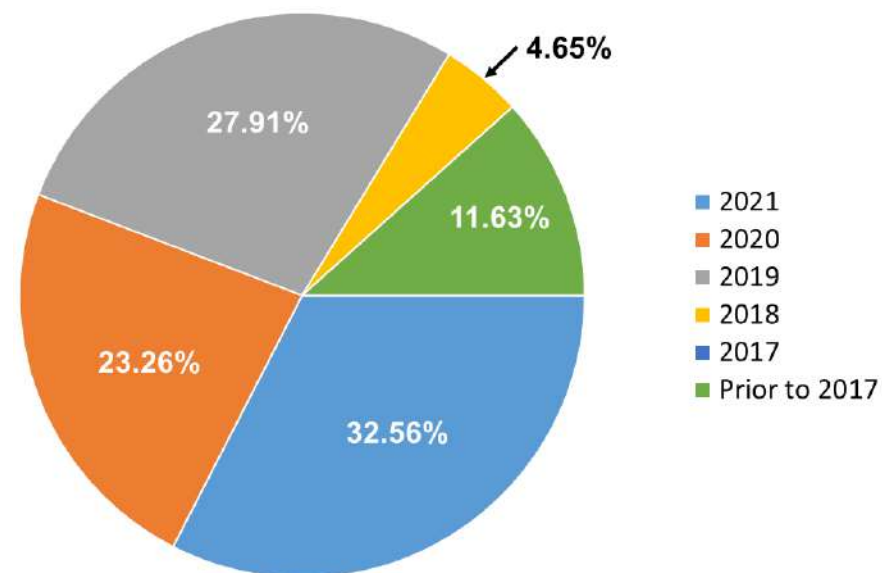
Previous Members

How long had you been using the JCUSA Fitness Centre before leaving?



Answer Choice	Responses
Less Than 12 Months	19
1-2 Years	19
3-4 Years	4
5+ Years	1
Total	43

When was the last time you used the JCUSA Fitness Centre?



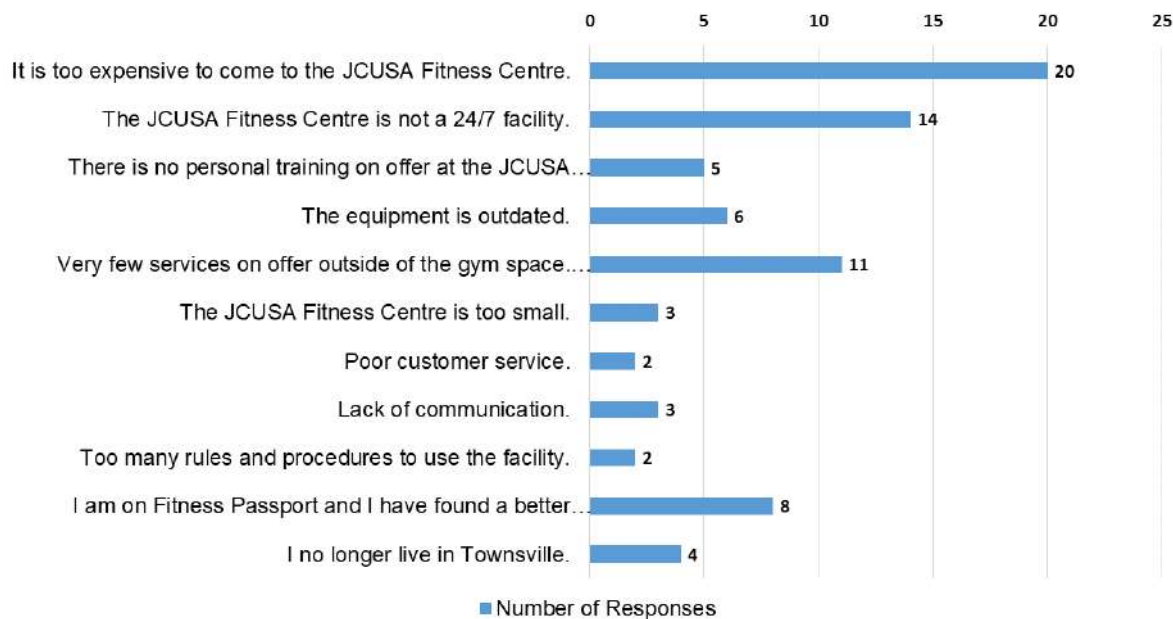
Answer Choice	Responses
2021	14
2020	10
2019	12
2018	2
2017	0
Prior to 2017	5
Total	43

JCUSA FITNESS CENTRE - Townsville:

Previous Members

Why are you no longer using the JCUSA Fitness Centre?

(Tick as many that apply to you)



Answer Choice	Responses
It is too expensive to come to the JCUSA Fitness Centre.	46.51%
The JCUSA Fitness Centre is not a 24/7 facility.	32.56%
There is no personal training on offer at the JCUSA Fitness Centre.	11.63%
The equipment is outdated.	13.95%
Very few services on offer outside of the gym space. (e.g. programs, challenges)	25.58%
The JCUSA Fitness Centre is too small.	6.98%
Poor customer service.	4.65%
Lack of communication.	6.98%
Too many rules and procedures to use the facility.	4.65%
I am on Fitness Passport and I have found a better facility to go to.	18.60%
I no longer live in Townsville.	9.30%
Total	43

JCUSA FITNESS CENTRE - Townsville:

Previous Members

If possible, please provide us any further information.

- The bathrooms need to be upgraded. Not up to par with other gyms bathroom facilities for the same price.
- Student bootcamp with Sip was the best ever
- I changed Gyms as other facilities in Townsville offer much more help with training plans as part of their membership and is less expensive compared to JCU. Also the gym I now attend has much better and a larger variety of equipment.
- COVID shut down and look for bootcamp options instead
- I just dont like gyms. Would like it if you got the pool working again though but I think I'm asking the impossible.
- The class I was attending ceased - Zumba
- I used to attend mostly for the classes. However the classes became very unreliable in terms of their availability. Classes were often cancelled due to a range of reasons. When this occurs frequently, it may be worth having a back-up instructor or finding an instructor with better or more consistent availability. People want consistency and reliability in a gym because they often develop routines that they want to stick to. The other times when I have found myself wanting to attend are on public holidays. The public holiday hours tend to span around the mid-day period rather than the early morning or late afternoon when people are often more inclined to go to the gym.
- The class times on offer did not suit my schedule
- Opening hours on weekends was the biggest issue. And more yoga /Pilates classes would have been appreciated.
- It would be good if you had a cheaper membership option which only included gym and no group fitness.
- I used to be a member of the JCU gym and found it difficult to access equipment as it was too crowded with not enough equipment.
- The rules are very strict compared to other facilities. For example, the last time I was there you couldn't bench press without a spotter. There are safety bars that can be used, so why can't they be used in this case? I prefer to go to the gym on my own, so I can't go to JCU gym and bench press because I am not with someone to spot me. It's just easier to go to any other facility where this is not a requirement. I also read that at the Cairns gym you need to wear a helmet to use the step machine - I have never known this to be a requirement at any other facility. The website also still currently notes that face masks are required - similarly, this isn't the case at any other facility that I'm aware of. The opening hours could be improved too, such as opening at 5am and reviewing the opening hours on public holidays (10am - 2pm are strange hours and are clearly catered to staff rather than gym users).
- It is a great gym with good equipment and a very safe environment. Also great to see a gym with so many power racks. I couldn't attend this year because I am not in Townsville consistently enough but would happily pay weekly non contract fees to attend.
- I do still occasionally use JCU Fitness centre via Fitness Passport but no question allowed for this answer.

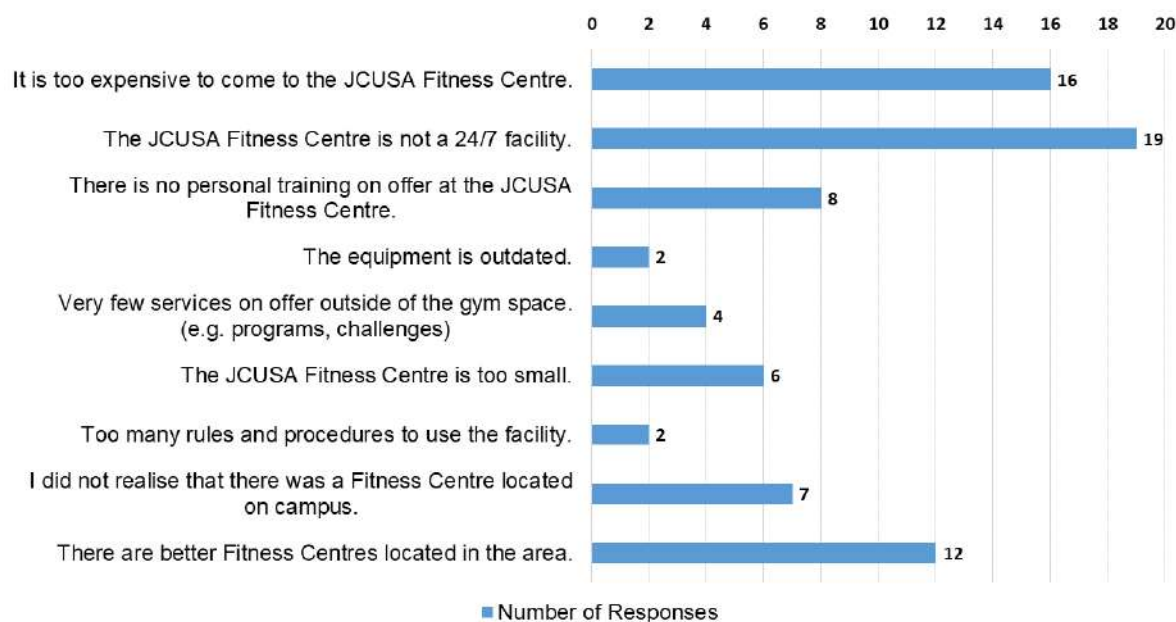


JCUSA FITNESS CENTRE - Townsville:

Non-Members

What are/were reasons you have not become a member of the JCUSA Fitness Centre?

(Tick as many that apply to you)



Answer Choice	Responses
It is too expensive to come to the JCUSA Fitness Centre.	43.24%
The JCUSA Fitness Centre is not a 24/7 facility.	51.35%
There is no personal training on offer at the JCUSA Fitness Centre.	21.62%
The equipment is outdated.	5.41%
Very few services on offer outside of the gym space. (e.g. programs, challenges)	10.81%
The JCUSA Fitness Centre is too small.	16.22%
Too many rules and procedures to use the facility.	5.41%
I did not realise that there was a Fitness Centre located on campus.	18.92%
There are better Fitness Centres located in the area.	32.43%
Total	37

JCUSA FITNESS CENTRE - Townsville:

Non-Members

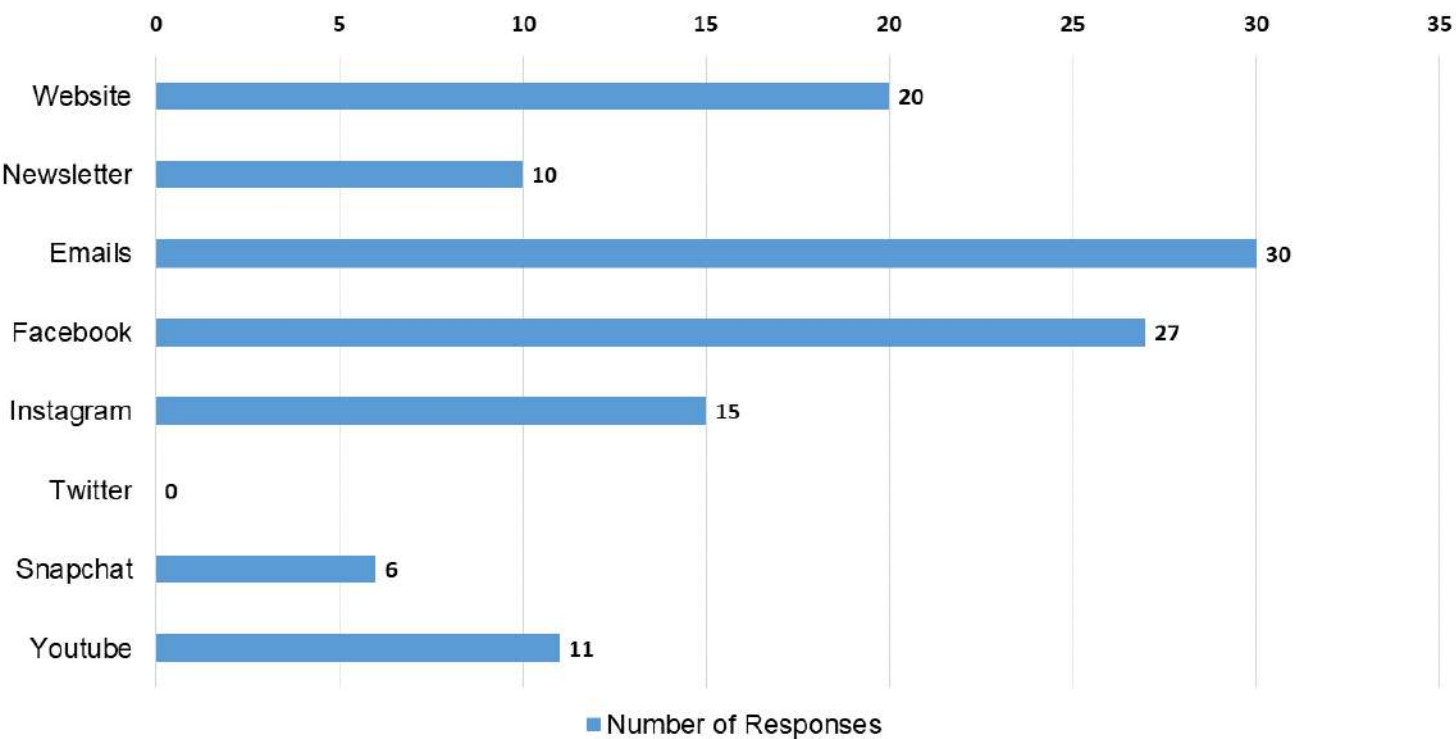
If possible, please provide us any further information.

- I exercise outside work hours and it is easier to go to a gym closer to home
- I did not know there was a fitness centre that staff could use at JCU.
- It's just a bit difficult to get to. I've only been there once in 2016. It's sort of located on Western Campus so I just don't even think about it.
- For the sports I play it needs more functional fitness like battleropes or a sled
- Please allow easier access to lights for outdoor areas such as basketball court and volleyball out. At the moment it is a pain in the ass to get lights on for either.
- because it isn't 24hours it's usually very busy and therefore it's hard to get equipment
- I heard the pool was not in service
- As a student living on college in Townsville, I am only in Townsville 35 weeks of the year. I would happily pay for membership if you were to allow memberships to be flexible to both the townsville and cairns centers so I am able to use the gym when I am home as well.
- Fitness centres are not a great place to exercise
- I don't like other people's sweat or smells. I avoid all public fitness areas due to my weak gag reflexes. Question above does not have "other" and it made me select something before proceeding.
- the other gym is closer to my home
- Not being able to use the showers was a major deciding factor. I prefer to use the gym before uni, and would need to shower after my workout.
- I don't know enough about the gym to make a decision

JCUSA FITNESS CENTRE - Townsville:

Non-Members

What social media platforms do you use to communicate and obtain news?
(Tick as many that apply to you)



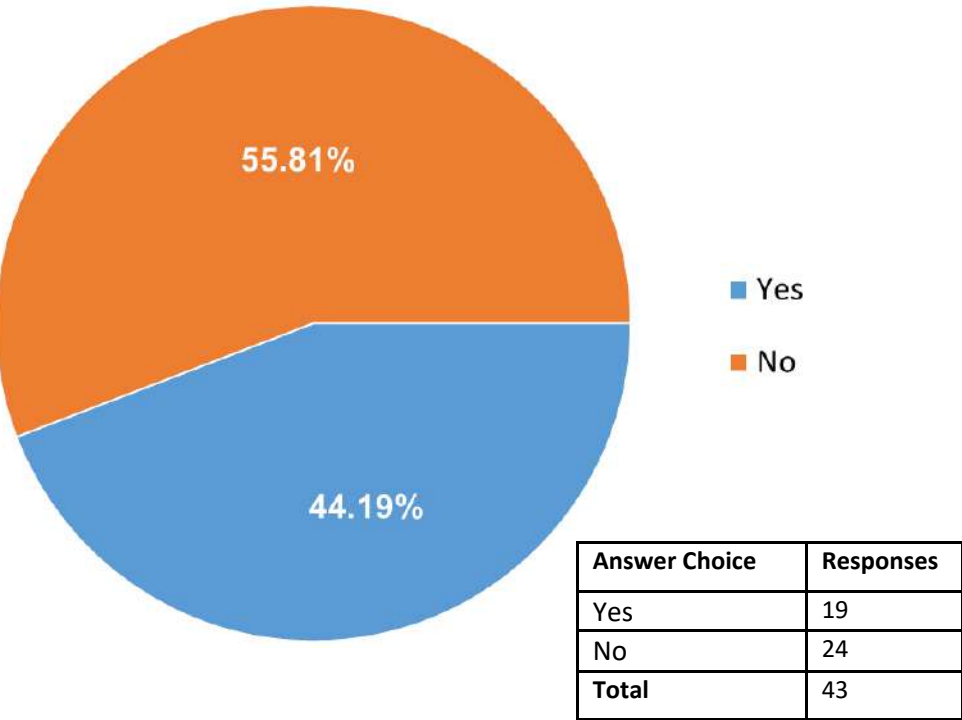
Answer Choice	Responses
Website	54.05%
Newsletter	27.03%
Emails	81.08%
Facebook	72.97%
Instagram	40.54%
Twitter	0.00%
Snapchat	16.22%
Youtube	29.73%
Responses	37

JCUSA FITNESS CENTRE - Townsville

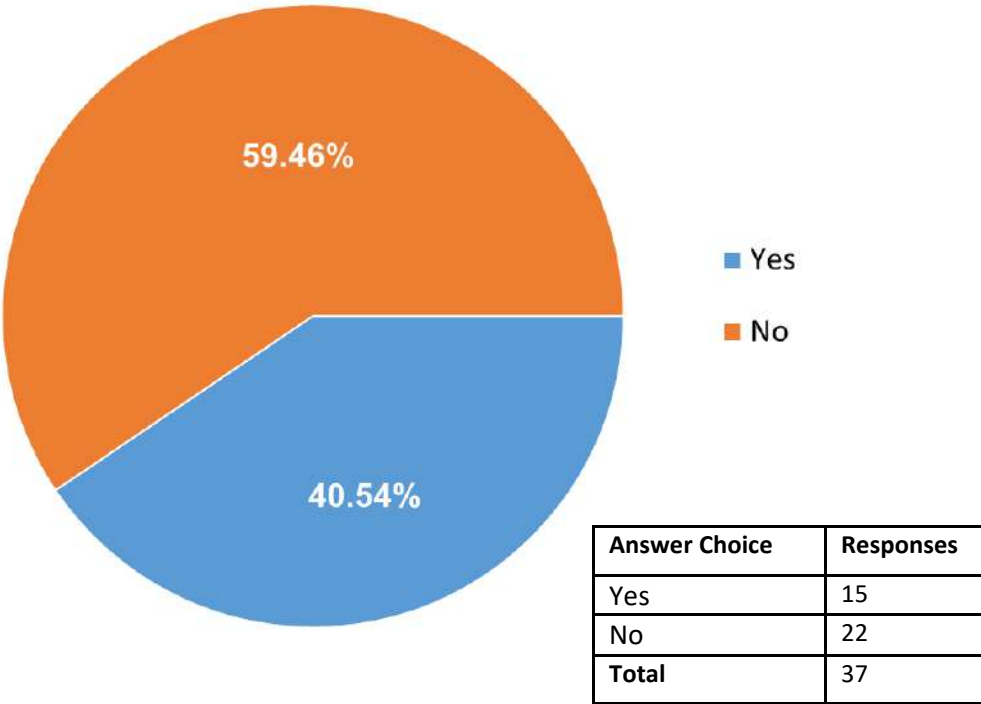
Previous Members & Non-Members

Do you currently attend another gym/fitness centre in Townsville?

PREVIOUS MEMBERS



NON-MEMBERS



JCUSA FITNESS CENTRE - Townsville:

Previous Members & Non-Members

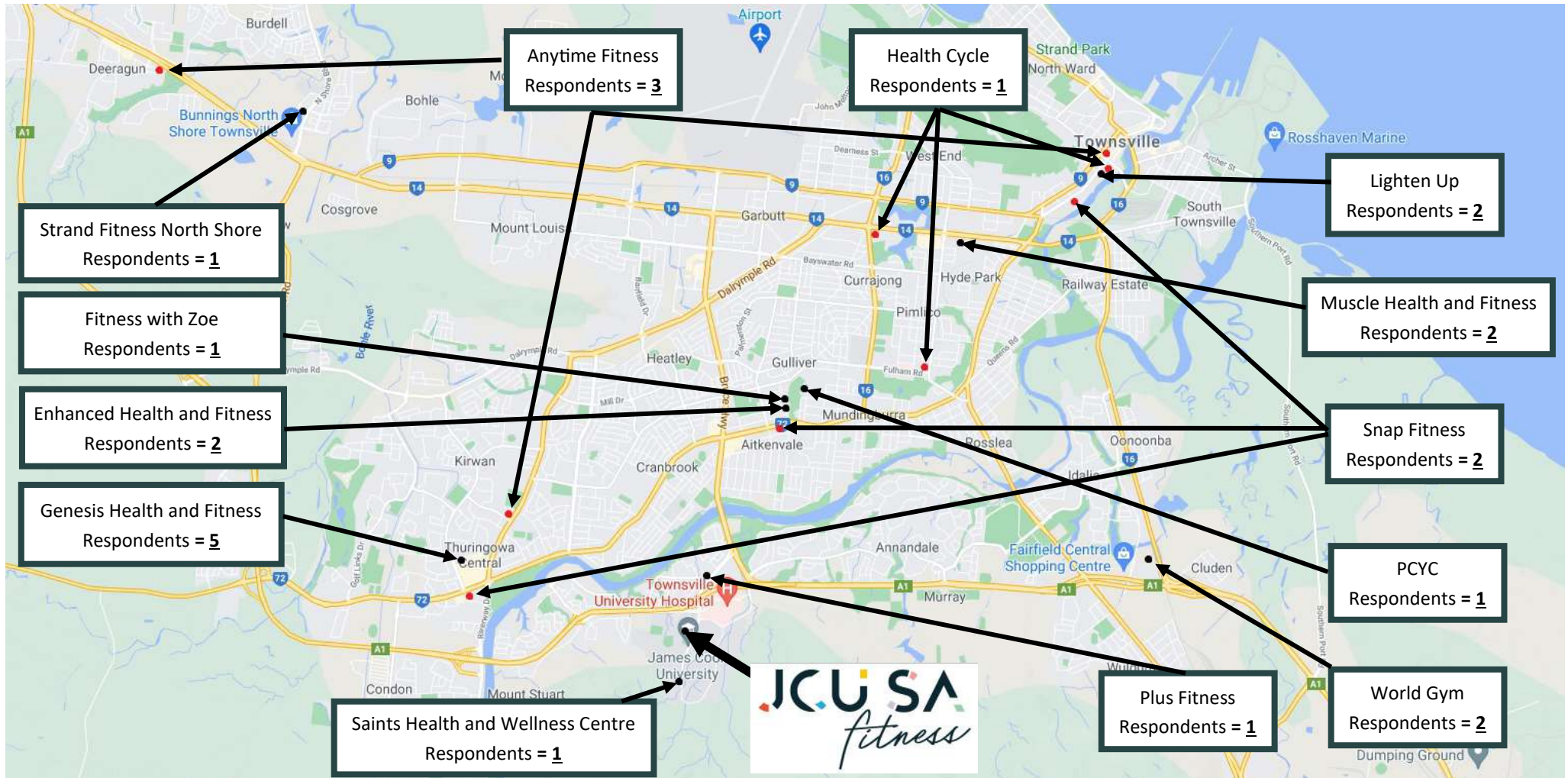
What stops you from using the JCUSA Fitness Centre over your current gym/fitness centre?

- Class times suit better and they offer challenges
- Doesn't offer the type of classes I enjoy - Zumba, Conga, Conga-burn. Like to exercise to music
- Far from home
- Gets really busy during semesters
- I now use a centre that is local to my house not my work
- I use a large franchise gym with multiple locations around Australia that more suits my current study situation on placement.
- I'm now at a 24 hour gym
- JCU gym is too crowded
- More group classes, more specific activities
- no incentive to change
- not open enough hours. Equipment is old
- Price
- Price for what the gym offers. Not up to date equipment and no one who can assist me if I need it
- Price, and also additional access to swimming pools
- Prices
- Sensible rule, better facilities
- The JCU fitness center is small and overpriced for what you get.
- The rules and opening hours.
- Cheaper, and longer hours
- Cost
- Equipment
- Fitness center provided by the college is free
- Have own equipment
- Its not 24hr
- Lack of showers. Very little choice in workout sessions (pilates etc)
- Location
- My gym is closer to home
- Price
- Price and classes offered
- The lack of functional fitness equipment and 24hr access
- Too expensive and not 24 hours
- use another gym closer to home
- wasn't sure if you could sign up if you weren't a student and unsure on location

JCUSA FITNESS CENTRE - Townsville:

Previous Members & Non-Members

If possible, would you identify which gym/fitness centre you go to?

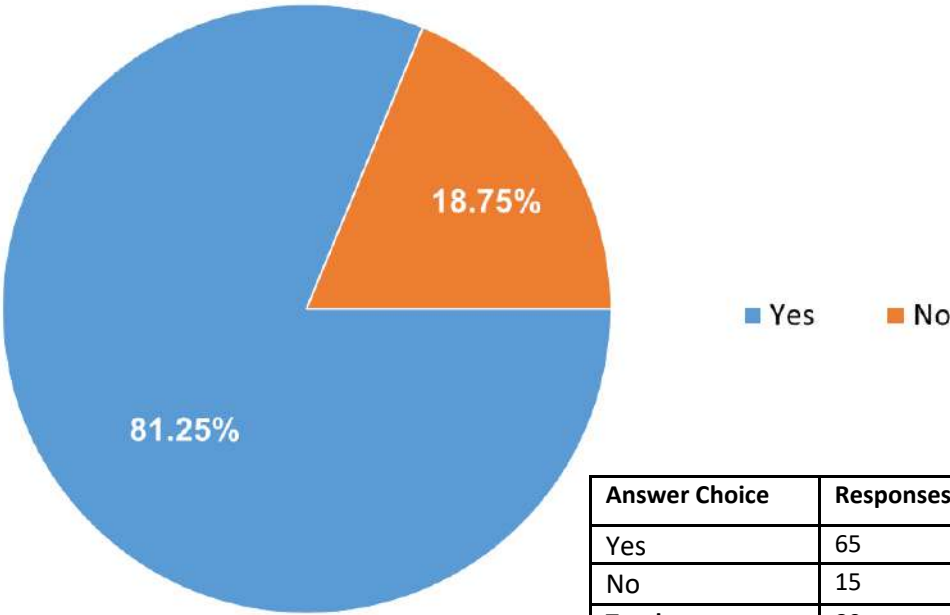


JCUSA FITNESS CENTRE - Townsville

Previous Members & Non-Members

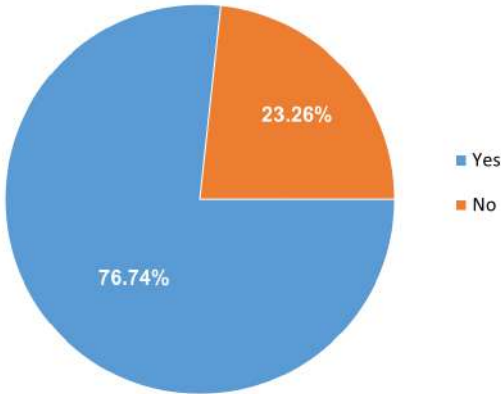
If changes/improvements were made to the JCUSA Fitness Centre, are you more likely to join?

OVERALL



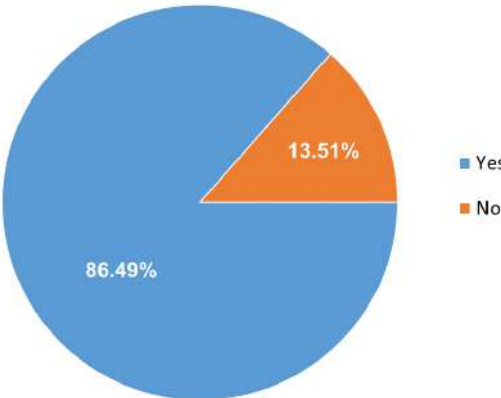
Answer Choice	Responses
Yes	65
No	15
Total	80

PREVIOUS MEMBERS



Answer Choice	Responses
Yes	33
No	10
Total	43

NON-MEMBERS



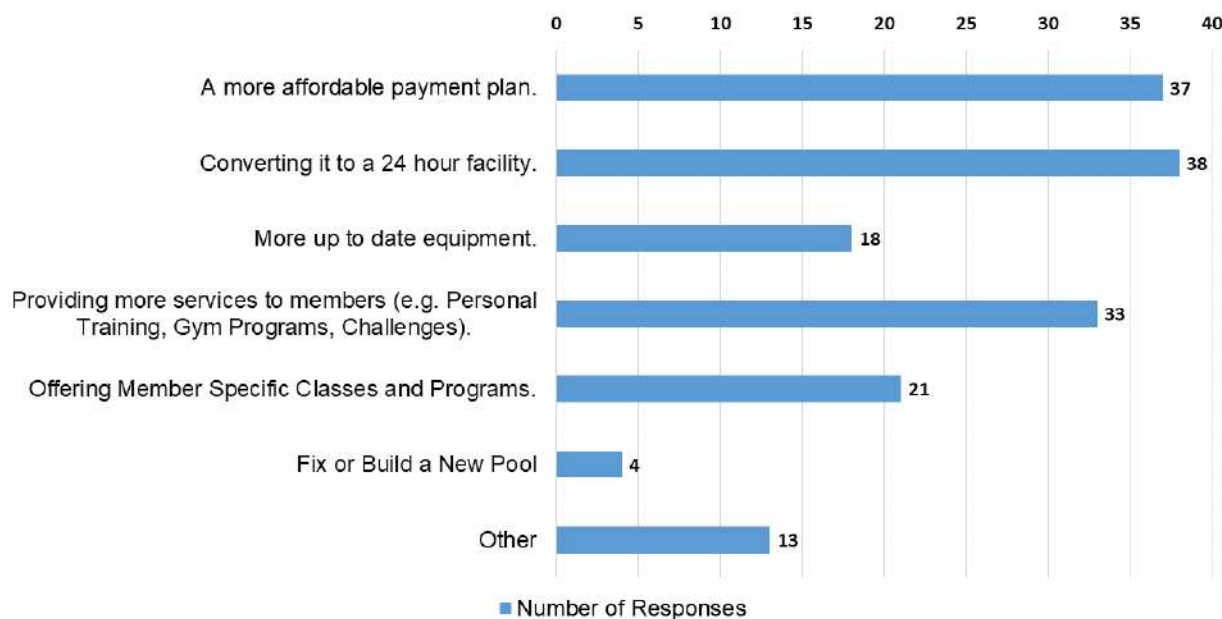
Answer Choice	Responses
Yes	32
No	5
Total	37

JCUSA FITNESS CENTRE - Townsville

Previous Members & Non-Members

What changes would need to occur to join/rejoin the JCUSA Fitness Centre?

(Tick as many that apply to you)

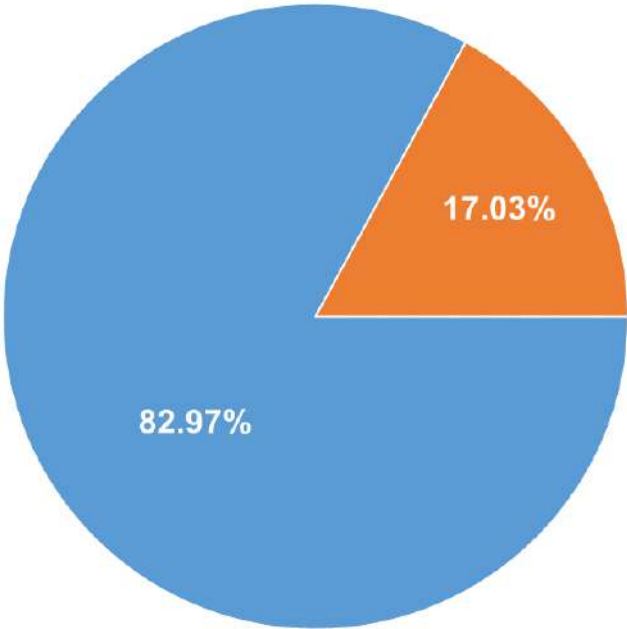


Answer Choice	Responses
A more affordable payment plan.	56.92%
Converting it to a 24 hour facility.	58.46%
More up to date equipment.	27.69%
Providing more services to members (e.g. Personal Training, Gym Programs, Challenges).	50.77%
Offering Member Specific Classes and Programs.	32.31%
Fix or Build a New Pool	6.15%
Other	20.00%
Total	65

JCUSA FITNESS CENTRE - Townsville

Are you aware that the JCUSA Fitness Centre is open to the general public (not just for JCU Students and Staff)?

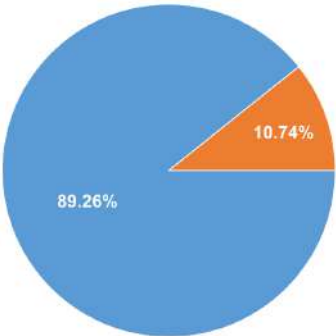
OVERALL



Answer Choice	Responses
Yes	190
No	39
Total	229

CURRENT MEMBERS

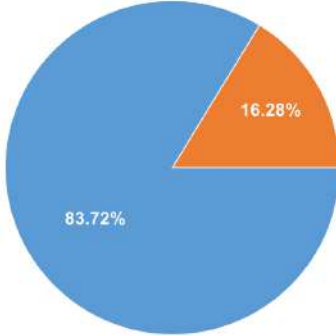
■ Yes
■ No



Answer Choice	Responses
Yes	133
No	16
Total	149

PREVIOUS MEMBERS

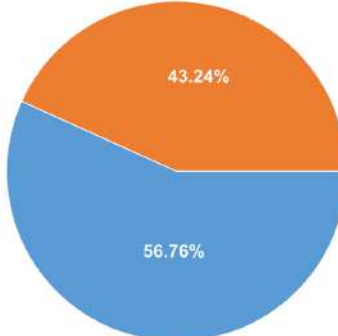
■ Yes
■ No



Answer Choice	Responses
Yes	36
No	7
Total	43

NON-MEMBERS

■ Yes
■ No

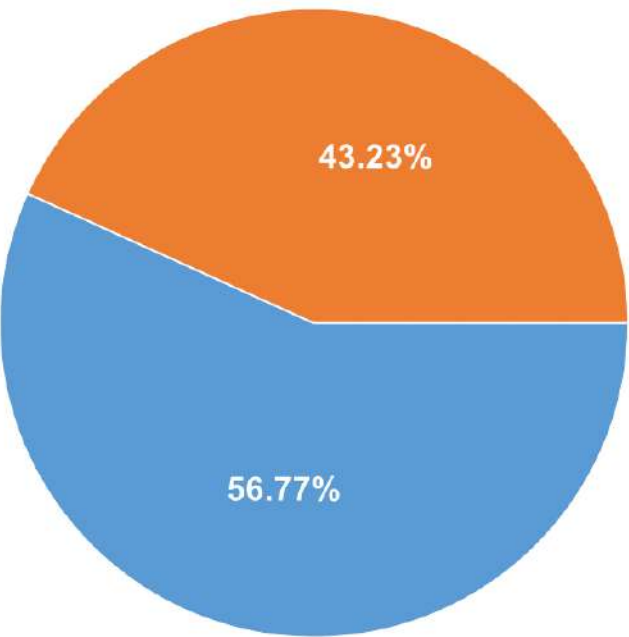


Answer Choice	Responses
Yes	21
No	16
Total	37

JCUSA FITNESS CENTRE - Townsville

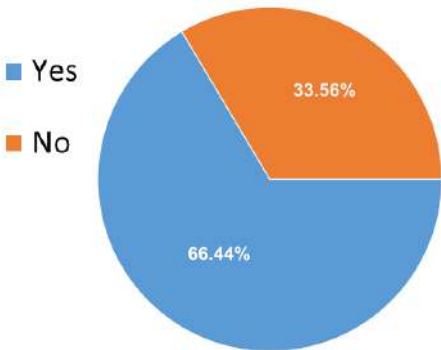
Are you aware that Fit College Queensland operates at the JCUSA Fitness Centre and offers courses on campus (including First Aid & CPR courses)?

OVERALL



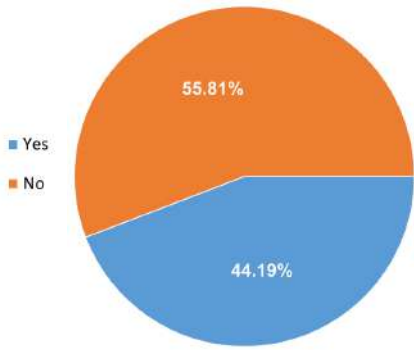
Answer Choice	Responses
Yes	130
No	99
Total	229

CURRENT MEMBERS



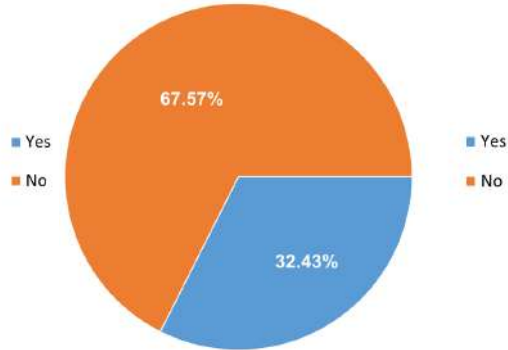
Answer Choice	Responses
Yes	99
No	50
Total	149

PREVIOUS MEMBERS



Answer Choice	Responses
Yes	19
No	24
Total	43

NON-MEMBERS

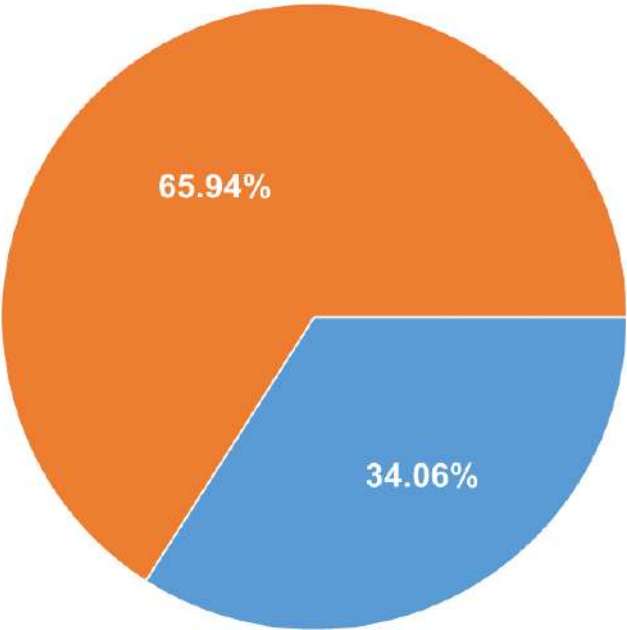


Answer Choice	Responses
Yes	12
No	25
Total	37

JCUSA FITNESS CENTRE - Townsville

Are you aware that the JCUSA Fitness Centre is the official Fitness Centre for the JCU Townsville Fire (the National Women's basketball team)?

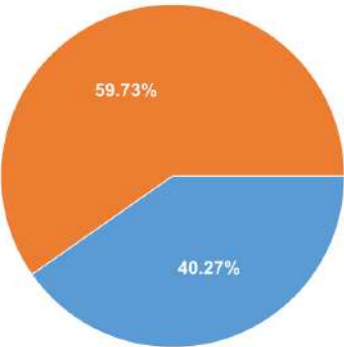
OVERALL



Answer Choice	Responses
Yes	78
No	151
Total	229

CURRENT MEMBERS

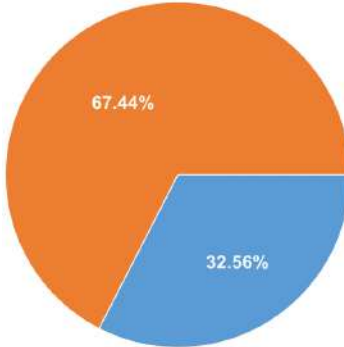
■ Yes
■ No



Answer Choice	Responses
Yes	60
No	89
Total	149

PREVIOUS MEMBERS

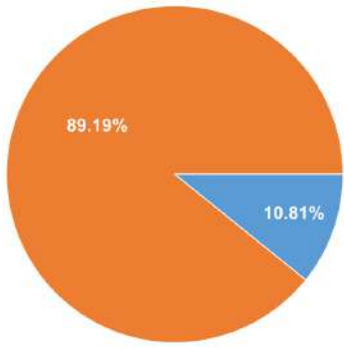
■ Yes
■ No



Answer Choice	Responses
Yes	14
No	29
Total	43

NON-MEMBERS

■ Yes
■ No

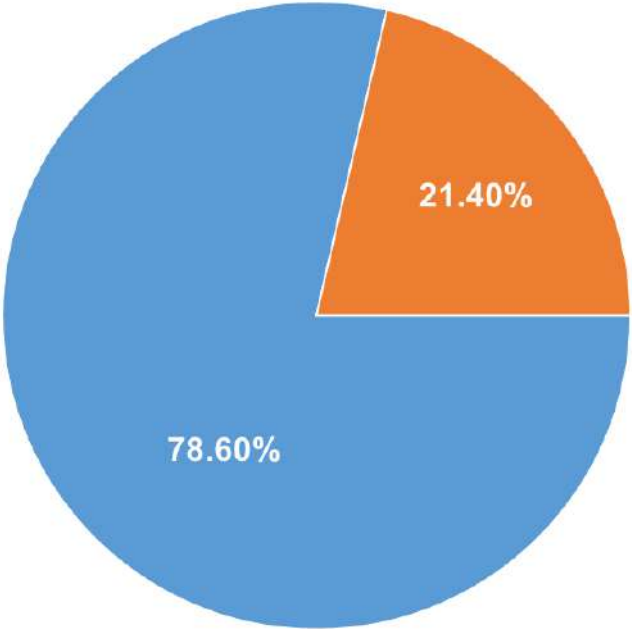


Answer Choice	Responses
Yes	4
No	33
Total	37

JCUSA FITNESS CENTRE - Townsville

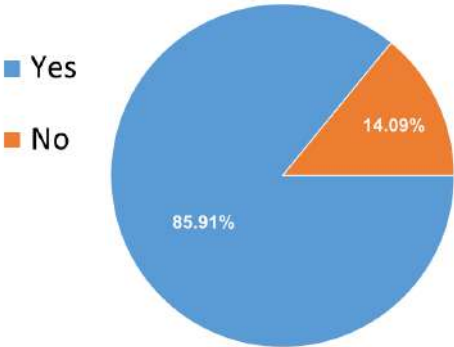
Were you previously aware that the JCUSA Fitness Centre has a Facebook Page providing the latest information?

OVERALL



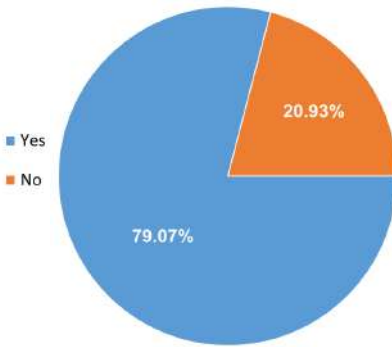
Answer Choice	Responses
Yes	180
No	49
Total	229

CURRENT MEMBERS



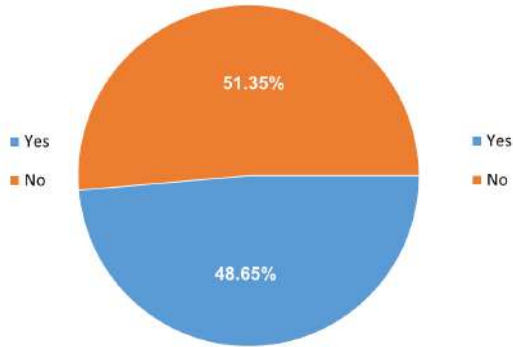
Answer Choice	Responses
Yes	128
No	21
Total	149

PREVIOUS MEMBERS



Answer Choice	Responses
Yes	34
No	9
Total	43

NON-MEMBERS

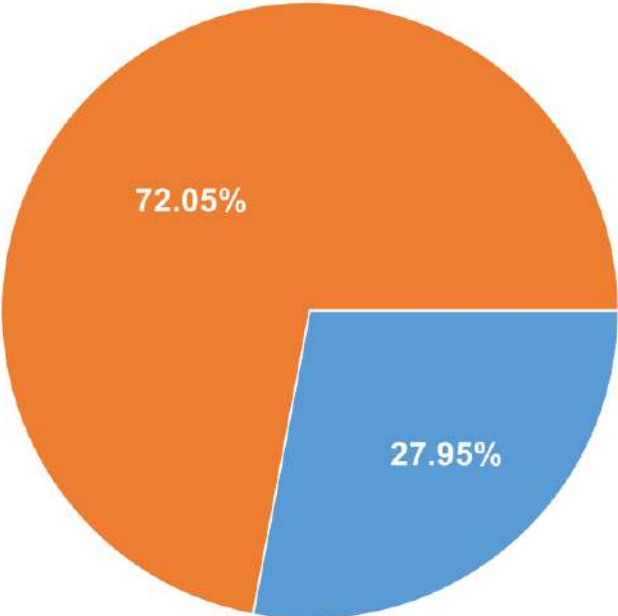


Answer Choice	Responses
Yes	18
No	19
Total	37

JCUSA FITNESS CENTRE - Townsville

Were you previously aware that the JCUSA Fitness Centre has a Instagram Page?

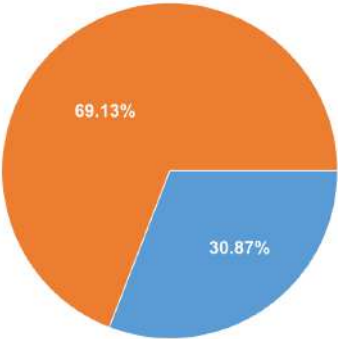
OVERALL



Answer Choice	Responses
Yes	64
No	165
Total	229

CURRENT MEMBERS

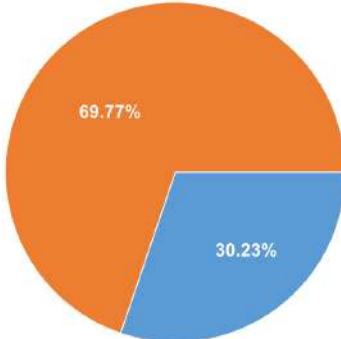
■ Yes
■ No



Answer Choice	Responses
Yes	46
No	103
Total	149

PREVIOUS MEMBERS

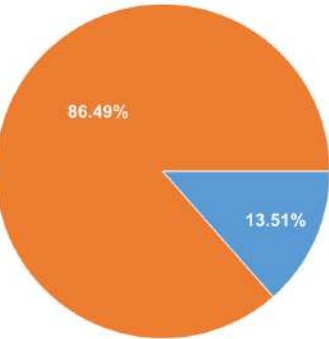
■ Yes
■ No



Answer Choice	Responses
Yes	13
No	30
Total	43

NON-MEMBERS

■ Yes
■ No



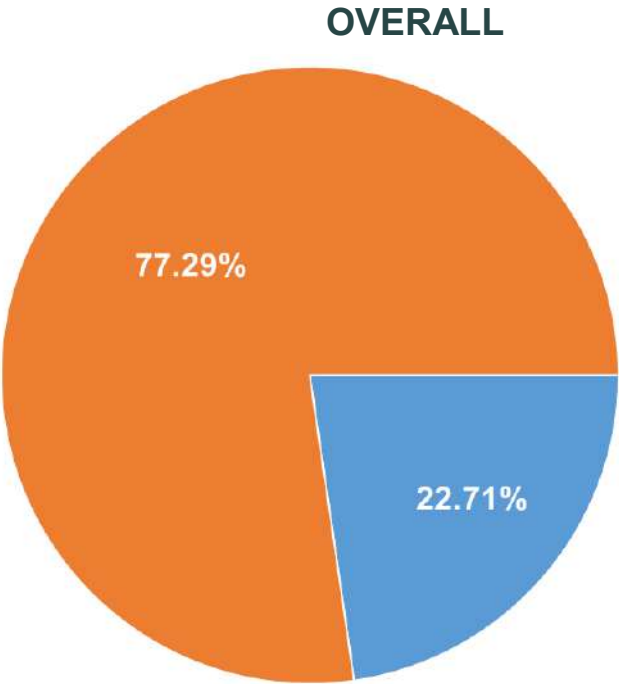
Answer Choice	Responses
Yes	5
No	32
Total	37

JCUSA FITNESS CENTRE - Townsville

Of the following signs shown in the photos below, which one is more visible/easier to read from this angle or from the main road on campus?



OPTION 1



- Option 1
- Option 2



OPTION 2

Answer Choice	Responses
Option 1	52
Option 2	177
Total	229

JCUSA FITNESS CENTRE - Townsville

Of the following signs shown in the photos below, which one is more visible/easier to read from this angle or from the main road on campus?

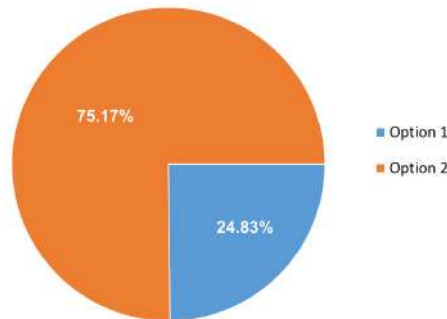
OPTION 1



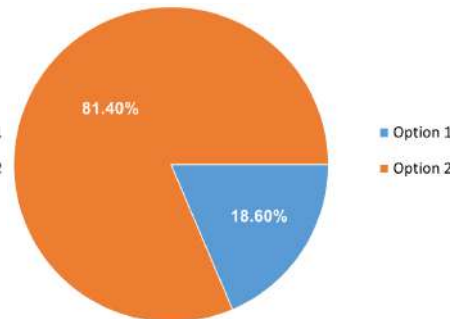
OPTION 2



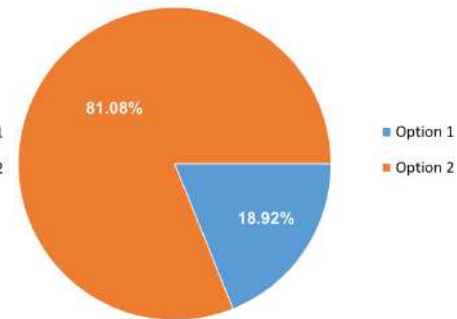
CURRENT MEMBERS



PREVIOUS MEMBERS



NON-MEMBERS

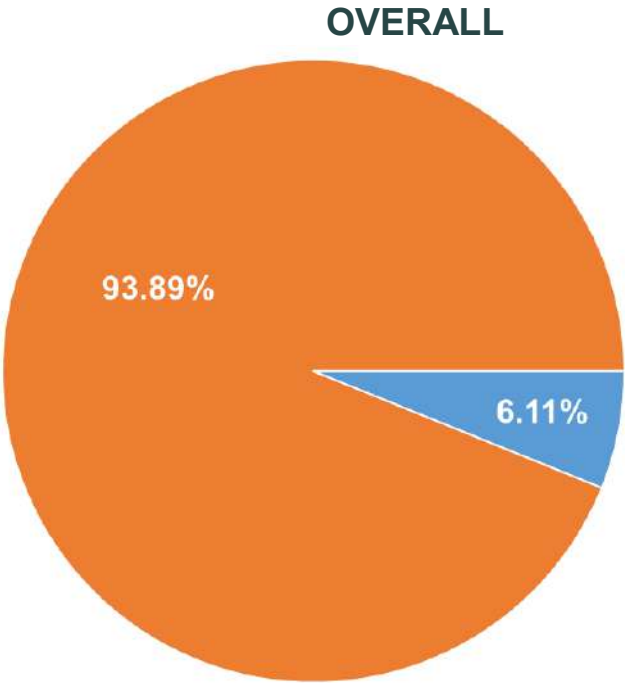


JCUSA FITNESS CENTRE - Townsville

Of the following signs shown in the photos below, which sign is more likely to tell you that the building is a fitness centre/gym?



OPTION 1



■ Option 1
■ Option 2



OPTION 2

Answer Choice	Responses
Option 1	14
Option 2	215
Total	229

JCUSA FITNESS CENTRE - Townsville

Of the following signs shown in the photos below, which sign is more likely to tell you that the building is a fitness centre/gym?

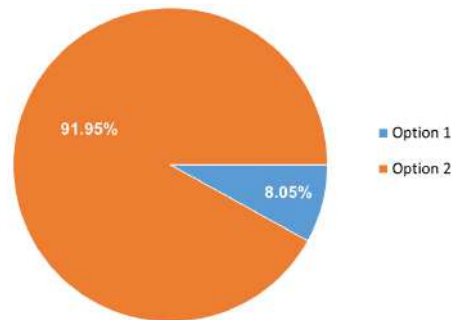
OPTION 1



OPTION 2

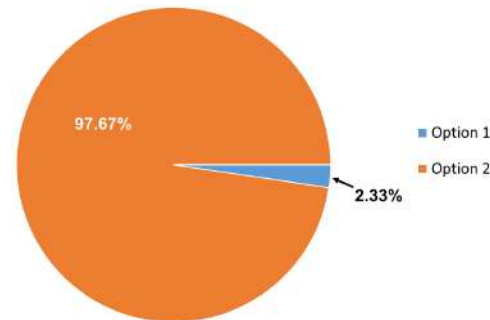


CURRENT MEMBERS



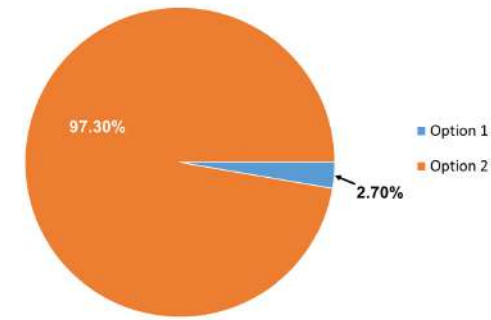
Answer Choice	Responses
Option 1	12
Option 2	137
Total	149

PREVIOUS MEMBERS



Answer Choice	Responses
Option 1	1
Option 2	42
Total	43

NON-MEMBERS



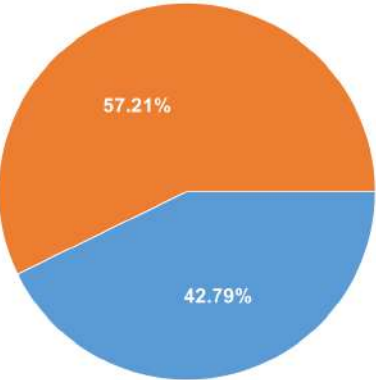
Answer Choice	Responses
Option 1	1
Option 2	36
Total	37

JCUSA FITNESS CENTRE - Townsville

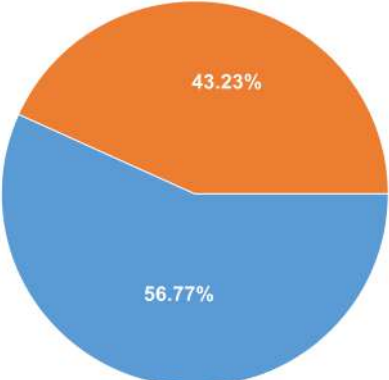
If we were to add the following services/additions to the JCUSA Fitness Centre, are you likely to use/be a part of it?

■ Yes ■ No

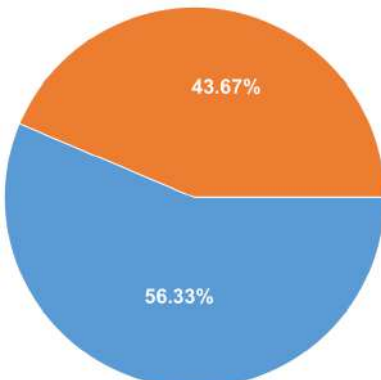
Bootcamps



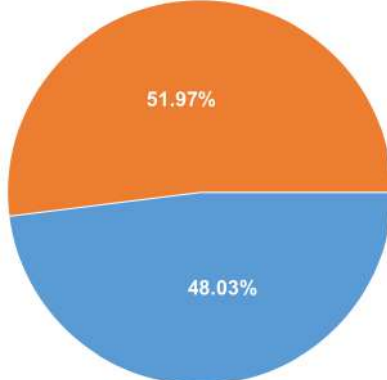
Challenges (e.g. 6 week challenge)



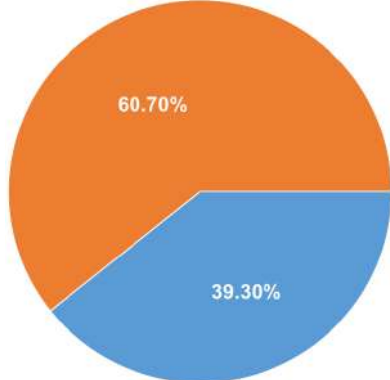
Gym Programs/Gym Assistant on the floor



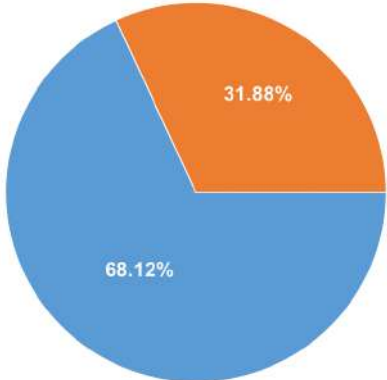
Personal Training



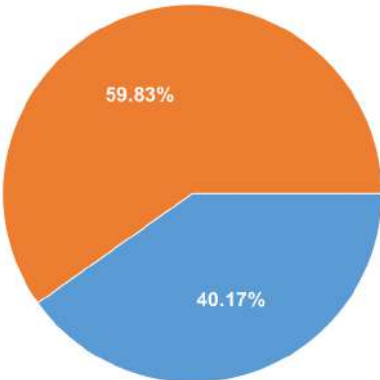
Supplement Store



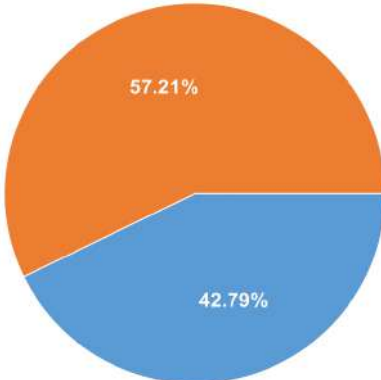
Outdoor functional training area



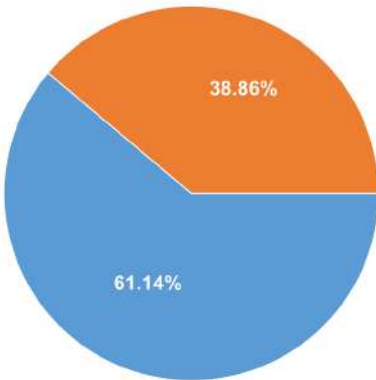
Sled Track



JCUSA Fitness Branded Singlets/T-Shirts



A dedicated JCUSA Fitness App



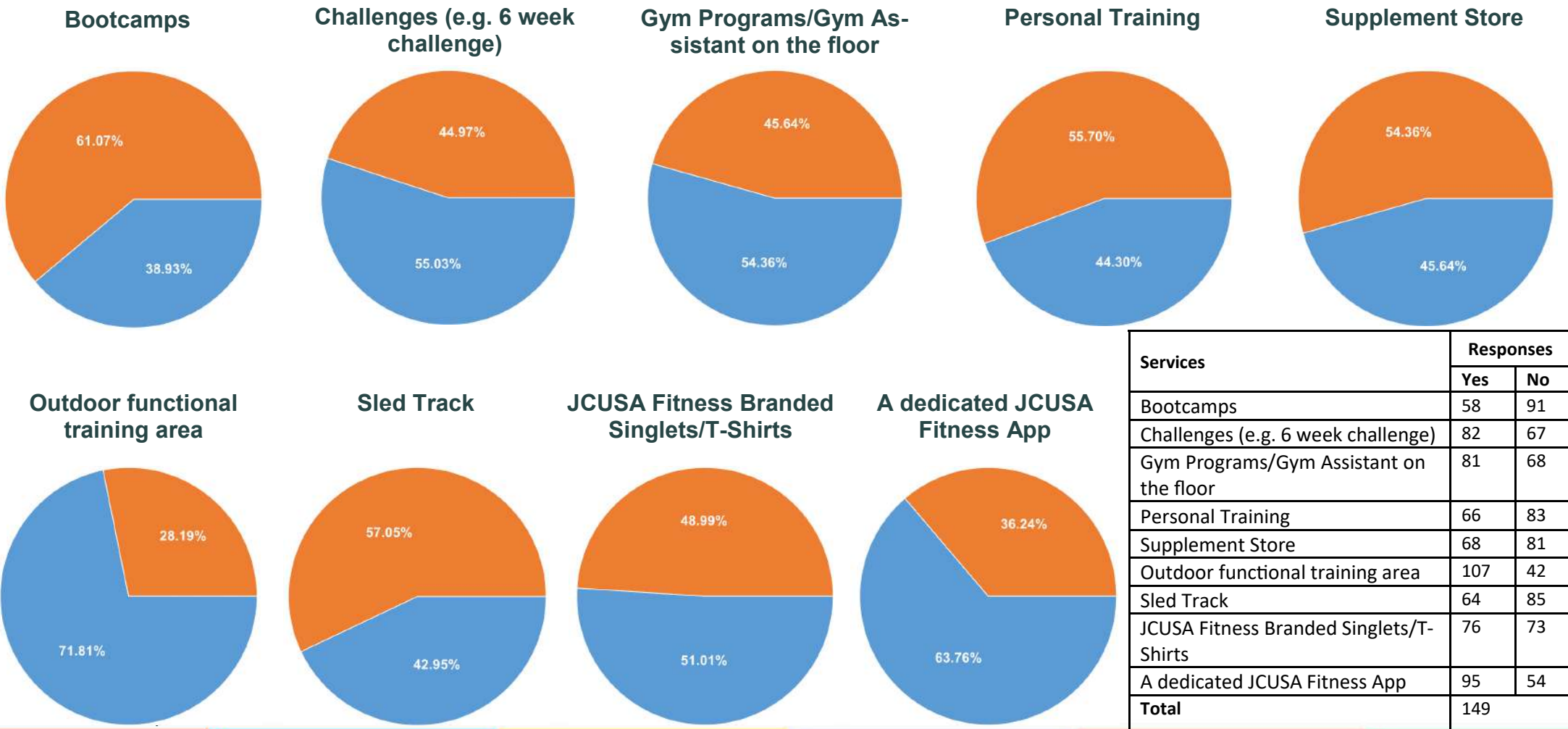
Services	Responses	
	Yes	No
Bootcamps	98	131
Challenges (e.g. 6 week challenge)	130	99
Gym Programs/Gym Assistant on the floor	129	100
Personal Training	110	119
Supplement Store	90	139
Outdoor functional training area	156	73
Sled Track	92	137
JCUSA Fitness Branded Singlets/T-Shirts	98	131
A dedicated JCUSA Fitness App	140	89
Total	229	

JCUSA FITNESS CENTRE - Townsville

Current Members

If we were to add the following services/additions to the JCUSA Fitness Centre, are you likely to use/be a part of it?

■ Yes
 ■ No

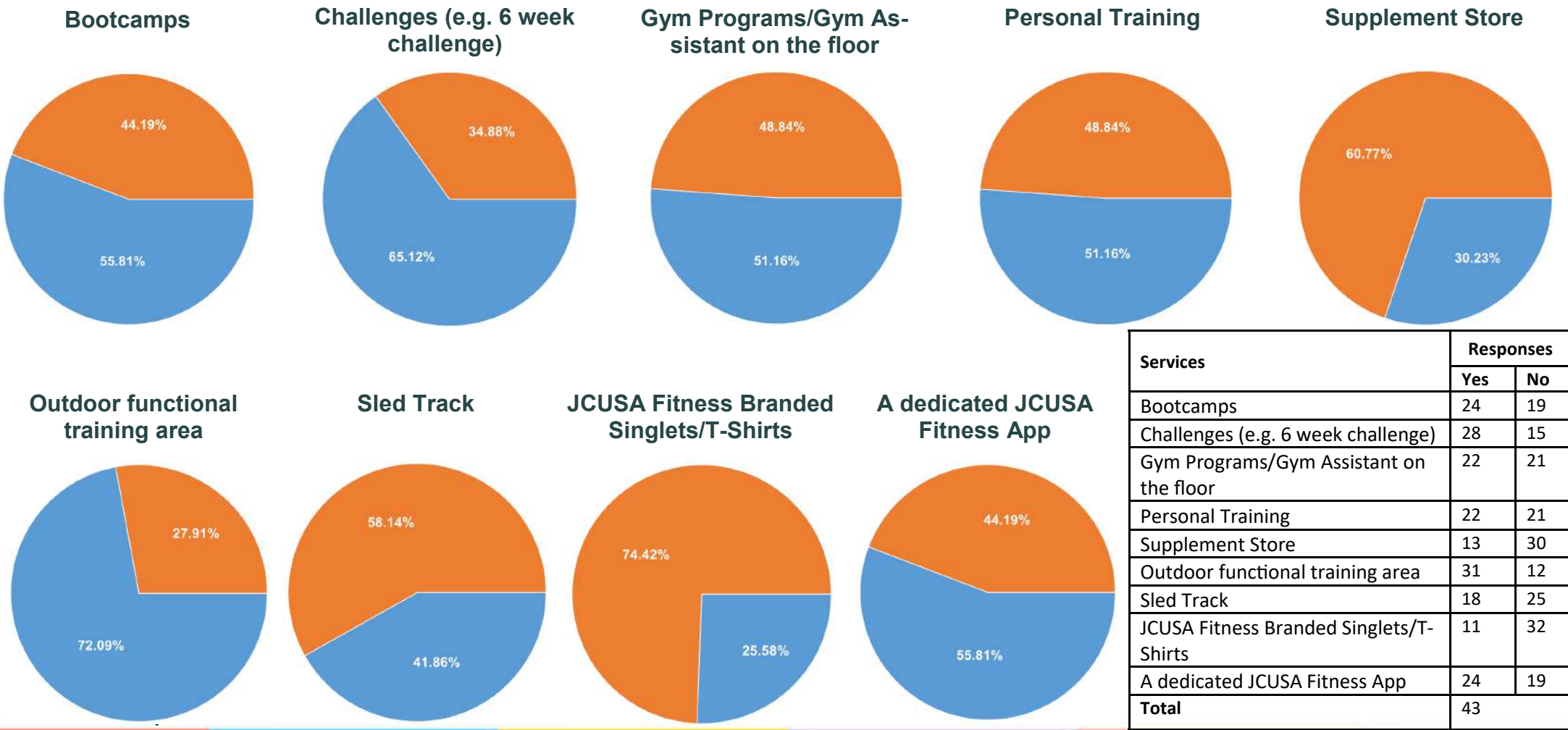


JCUSA FITNESS CENTRE - Townsville

Previous Members

If we were to add the following services/additions to the JCUSA Fitness Centre, are you likely to use/be a part of it?

■ Yes
 ■ No

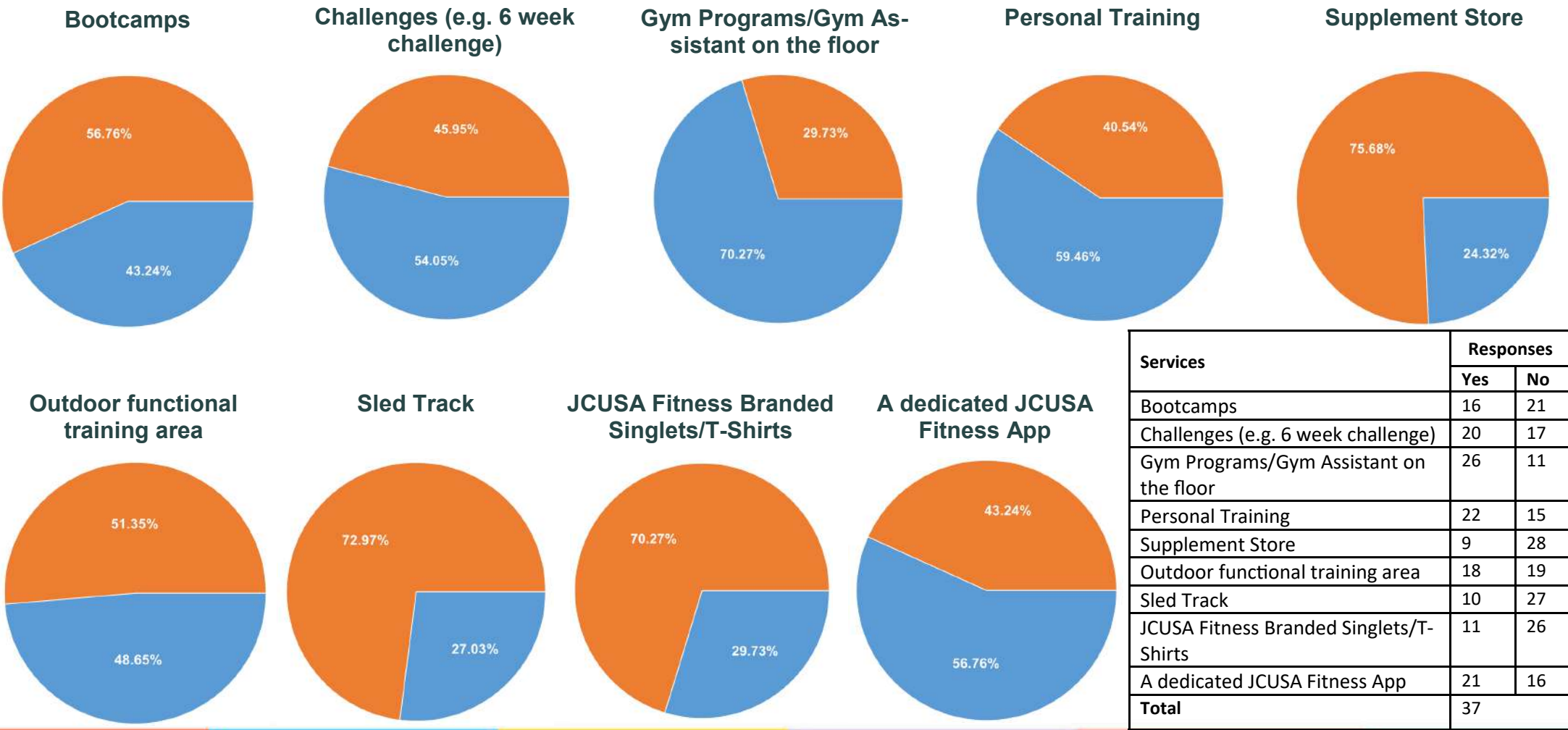


JCUSA FITNESS CENTRE - Townsville

Non-Members

If we were to add the following services/additions to the JCUSA Fitness Centre, are you likely to use/be a part of it?

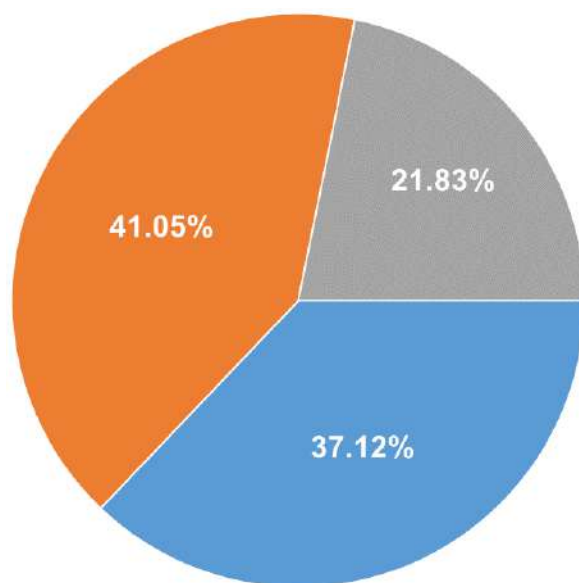
■ Yes
 ■ No



JCUSA FITNESS CENTRE - Townsville

If the Up Front Payment and Direct Debit Payment were the same prices, which payment option are you more likely to use?

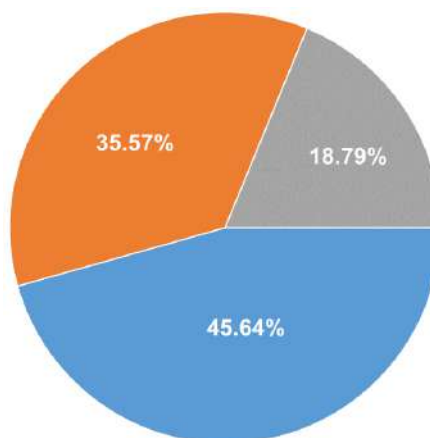
OVERALL



Answer Choice	Responses
Pay Up Front	85
Direct Debit	94
Don't Know	50
Total	229

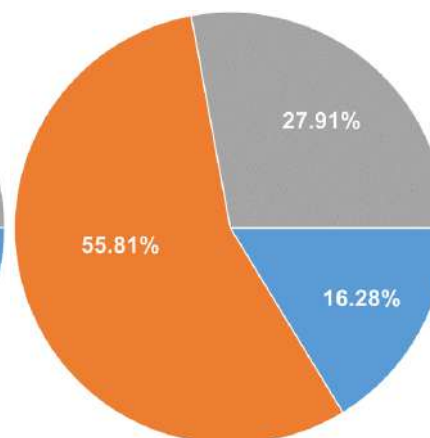
- Pay Up Front
- Direct Debit
- Don't Know

CURRENT MEMBERS



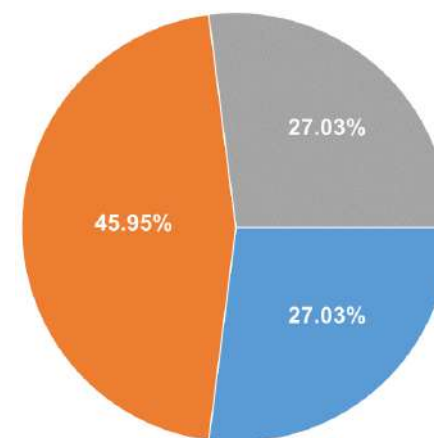
Answer Choice	Responses
Pay Up Front	68
Direct Debit	53
Don't Know	28
Total	149

PREVIOUS MEMBERS



Answer Choice	Responses
Pay Up Front	7
Direct Debit	24
Don't Know	12
Total	43

NON-MEMBERS

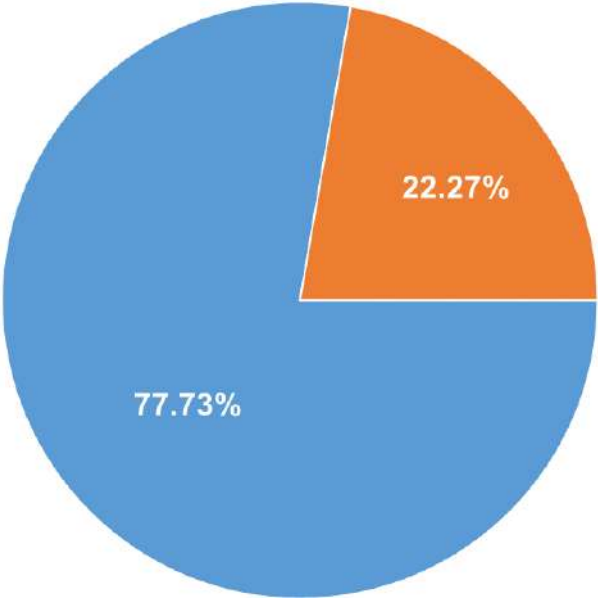


Answer Choice	Responses
Pay Up Front	10
Direct Debit	17
Don't Know	10
Total	37

JCUSA FITNESS CENTRE - Townsville

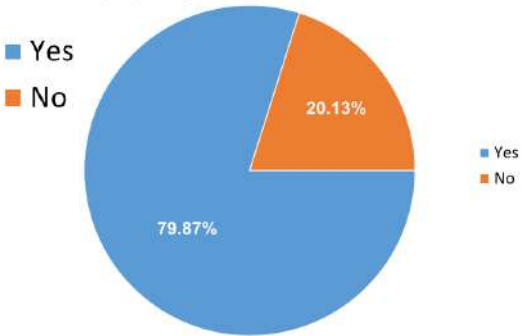
Should there be incentives for current members who recommend people to join the JCUSA Fitness Centre?

OVERALL



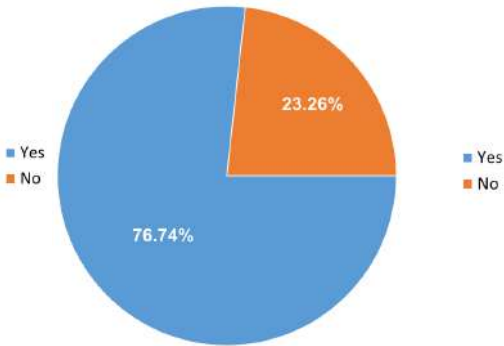
Answer Choice	Responses
Yes	178
No	51
Total	229

CURRENT MEMBERS



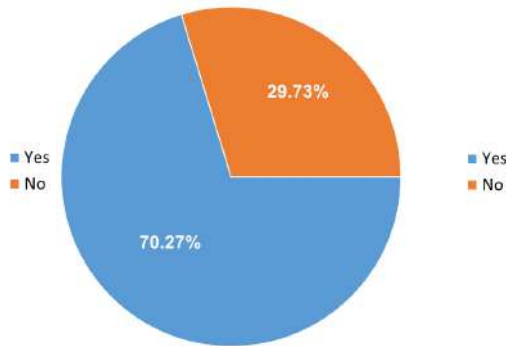
Answer Choice	Responses
Yes	119
No	30
Total	149

PREVIOUS MEMBERS



Answer Choice	Responses
Yes	33
No	10
Total	43

NON-MEMBERS

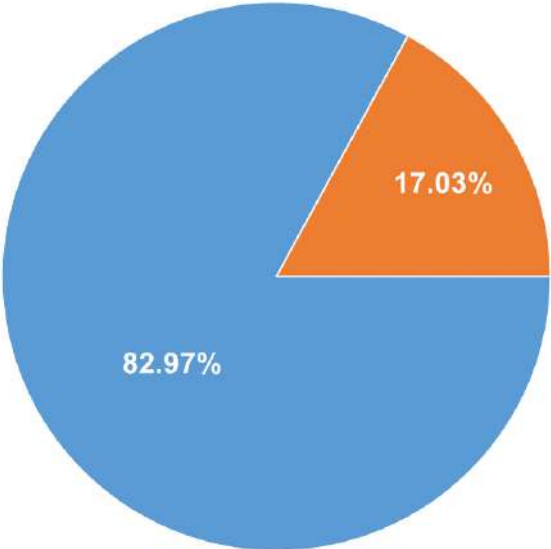


Answer Choice	Responses
Yes	26
No	11
Total	37

JCUSA FITNESS CENTRE - Townsville

If a new pool was built on campus and was included in the JCUSA Fitness Centre membership, would you use it?

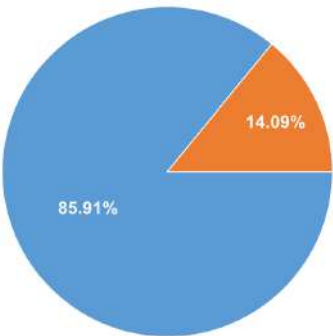
OVERALL



Answer Choice	Responses
Yes	190
No	39
Total	229

■ Yes
■ No

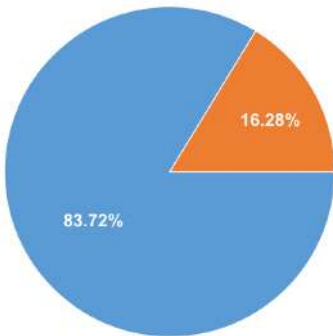
CURRENT MEMBERS



Answer Choice	Responses
Yes	128
No	21
Total	149

■ Yes
■ No

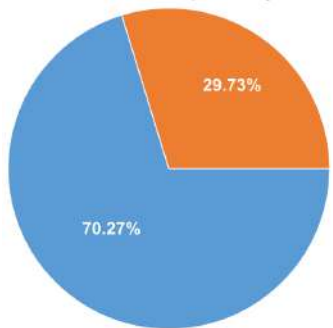
PREVIOUS MEMBERS



Answer Choice	Responses
Yes	36
No	7
Total	43

■ Yes
■ No

NON-MEMBERS

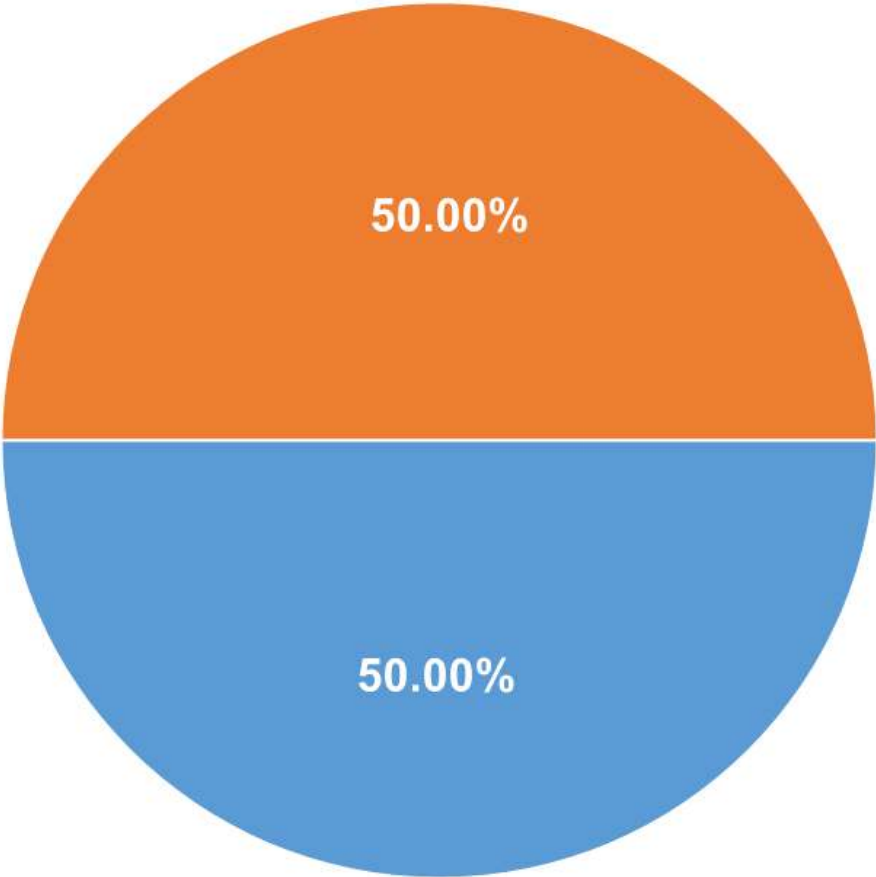


Answer Choice	Responses
Yes	26
No	11
Total	37

■ Yes
■ No

JCUSA FITNESS CENTRE - Cairns

Are you or have you previously used either the previous Cairns Gym or the current JCU Fit 101 facility?

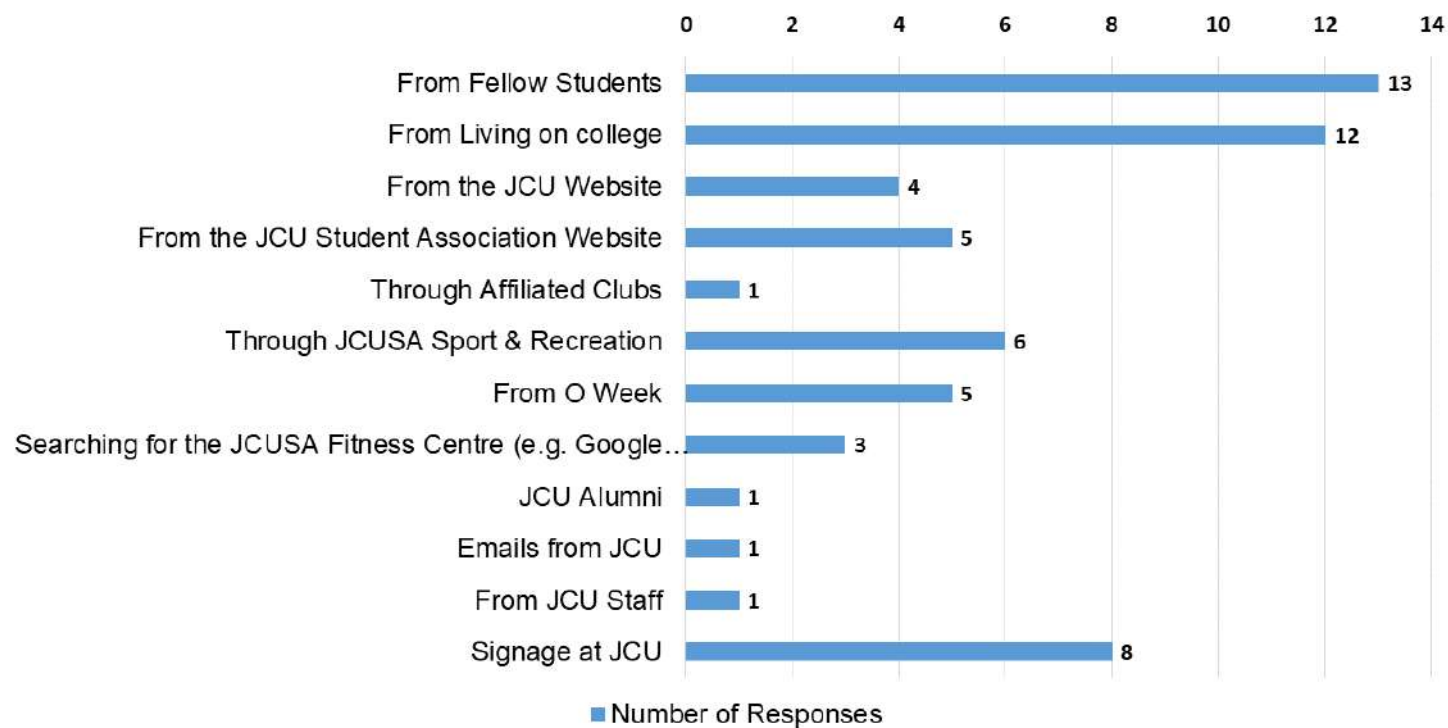


Answer Choice	Responses
Yes	25
No	25
Total	50

JCUSA FITNESS CENTRE - Cairns

How did you find out about the JCU Fit 101 facility at JCU?

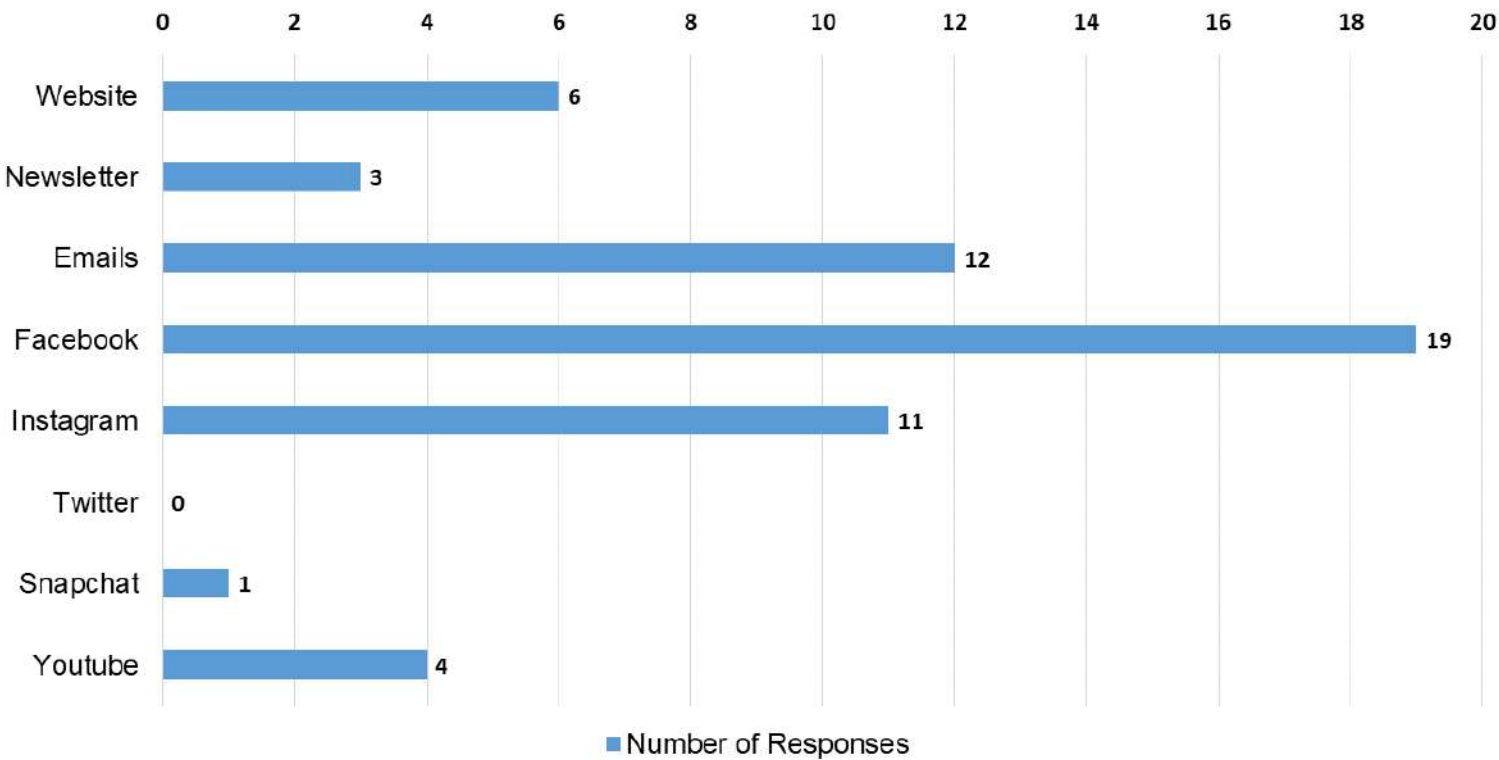
(Tick as many that apply to you)



Answer Choice	Responses
From Fellow Students	52.00%
From Living on college	48.00%
From the JCU Website	16.00%
From the JCU Student Association Website	20.00%
Through Affiliated Clubs	4.00%
Through JCUSA Sport & Recreation	24.00%
From O Week	20.00%
Searching for the JCUSA Fitness Centre (e.g. Google Search, Facebook)	12.00%
JCU Alumni	4.00%
Emails from JCU	4.00%
From JCU Staff	4.00%
Signage at JCU	32.00%
Responses	25

JCUSA FITNESS CENTRE - Cairns

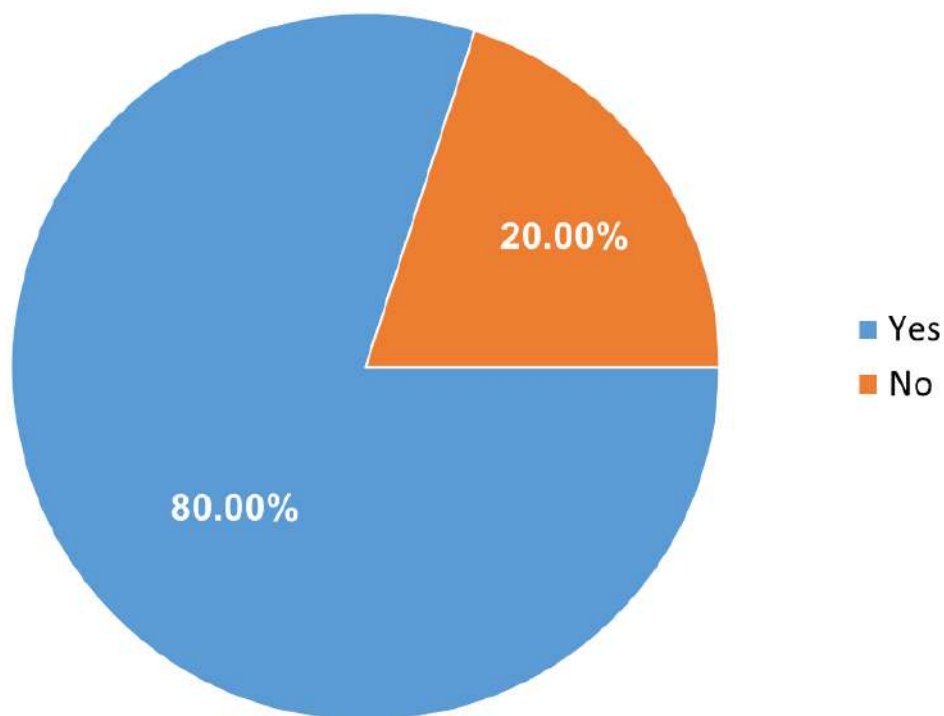
What social media platforms do you use
to communicate and obtain news?
(Tick as many that apply to you)



Answer Choice	Responses
Website	24.00%
Newsletter	12.00%
Emails	48.00%
Facebook	76.00%
Instagram	44.00%
Twitter	0.00%
Snapchat	4.00%
Youtube	16.00%
Responses	25

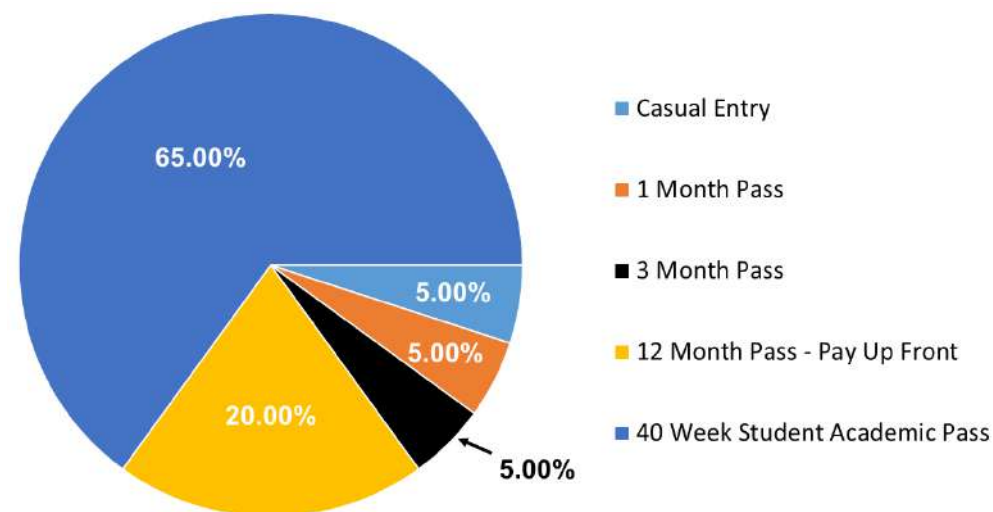
JCUSA FITNESS CENTRE - Cairns

Are you a current member of the JCU Fit 101 facility?



Answer Choice	Responses
Yes	20
No	5
Total	25

What type of membership do you currently have at the JCU Fit 101?

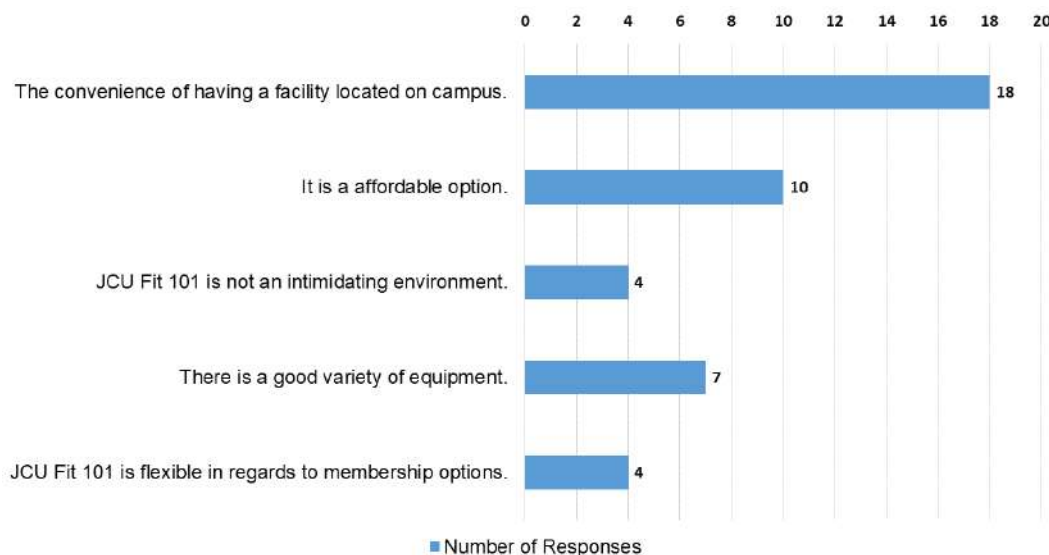


Answer Choice	Responses
Casual Entry	1
7 Day Pass	0
10 Session Pass	0
1 Month Pass	1
3 Month Pass	1
6 Month Pass	0
12 Months—Pay Up Front	4
12 Months—Ongoing Direct Debit	0
20 Week Student Academic Pass	0
40 Week Student Academic Pass	13
Responses	20

JCUSA FITNESS CENTRE - Cairns

Why did you sign up to JCU Fit 101?

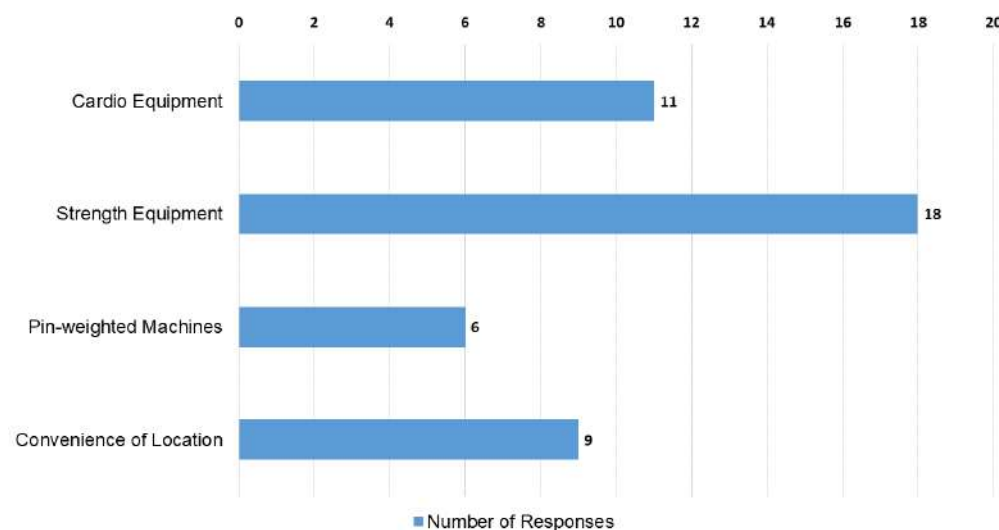
(Tick as many that apply to you)



Answer Choice	Responses
The convenience of having a facility located on campus.	90.00%
It is a affordable option.	50.00%
JCU Fit 101 is not an intimidating environment.	20.00%
There is a good variety of equipment.	35.00%
JCU Fit 101 is flexible in regards to membership options.	20.00%
Responses	20

What equipment is keeping you using our Fitness Centre?

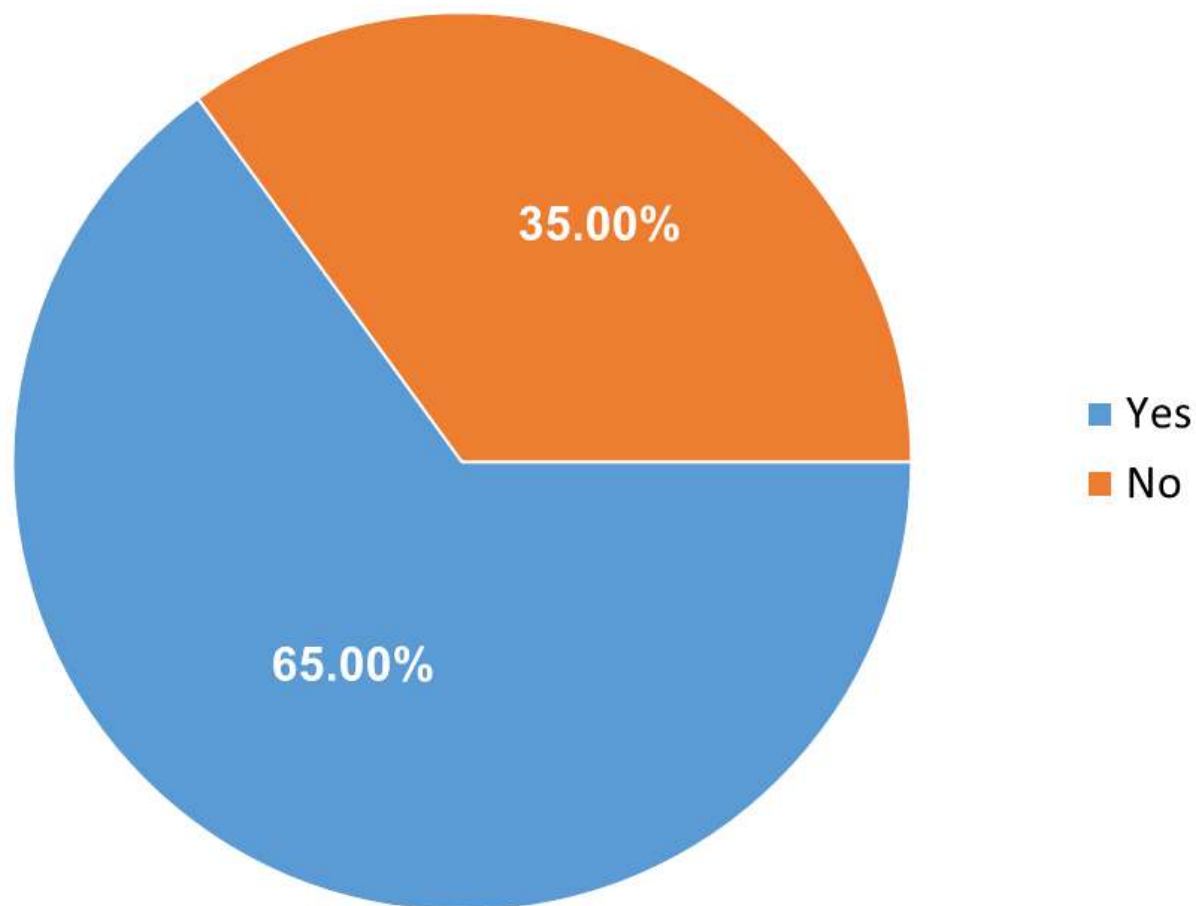
(Tick as many that apply to you)



Answer Choice	Responses
Cardio Equipment	55.00%
Strength Equipment	90.00%
Pin-weighted Machines	30.00%
Convenience of Location	45.00%
Total	149

JCUSA FITNESS CENTRE - Cairns

Did you use the previous Cairns Gym located next to the JCU Oval at Building C2?

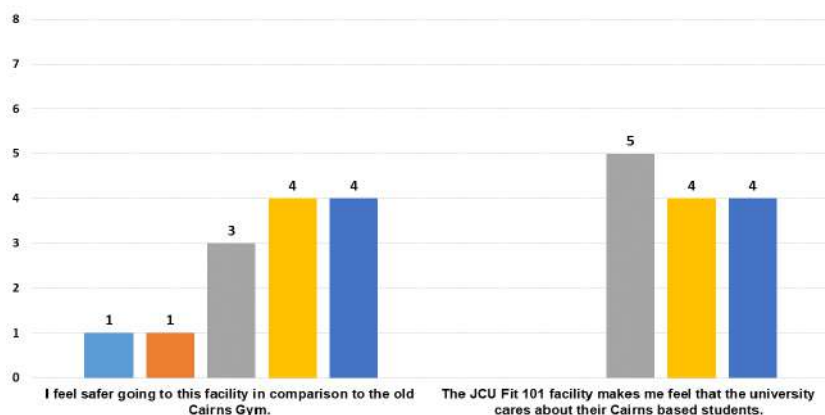
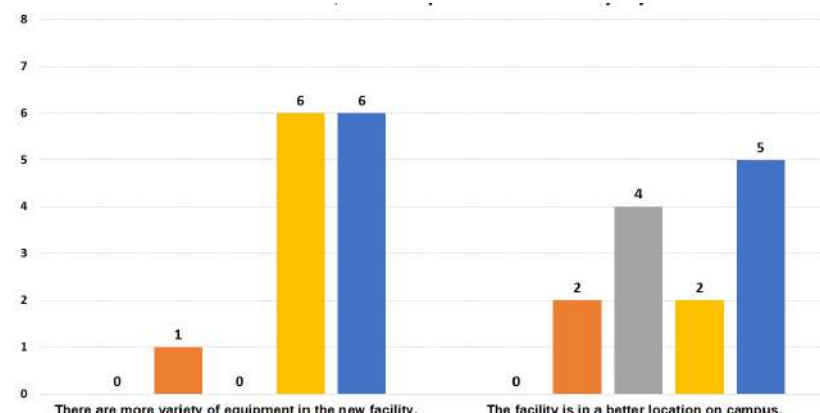
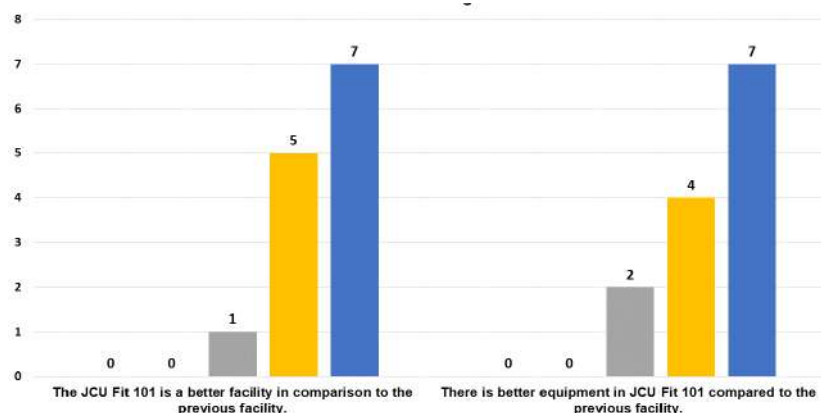


Answer Choice	Responses
Yes	13
No	7
Total	20

JCUSA FITNESS CENTRE - Cairns

On a scale from 1-5, rank the following statements?

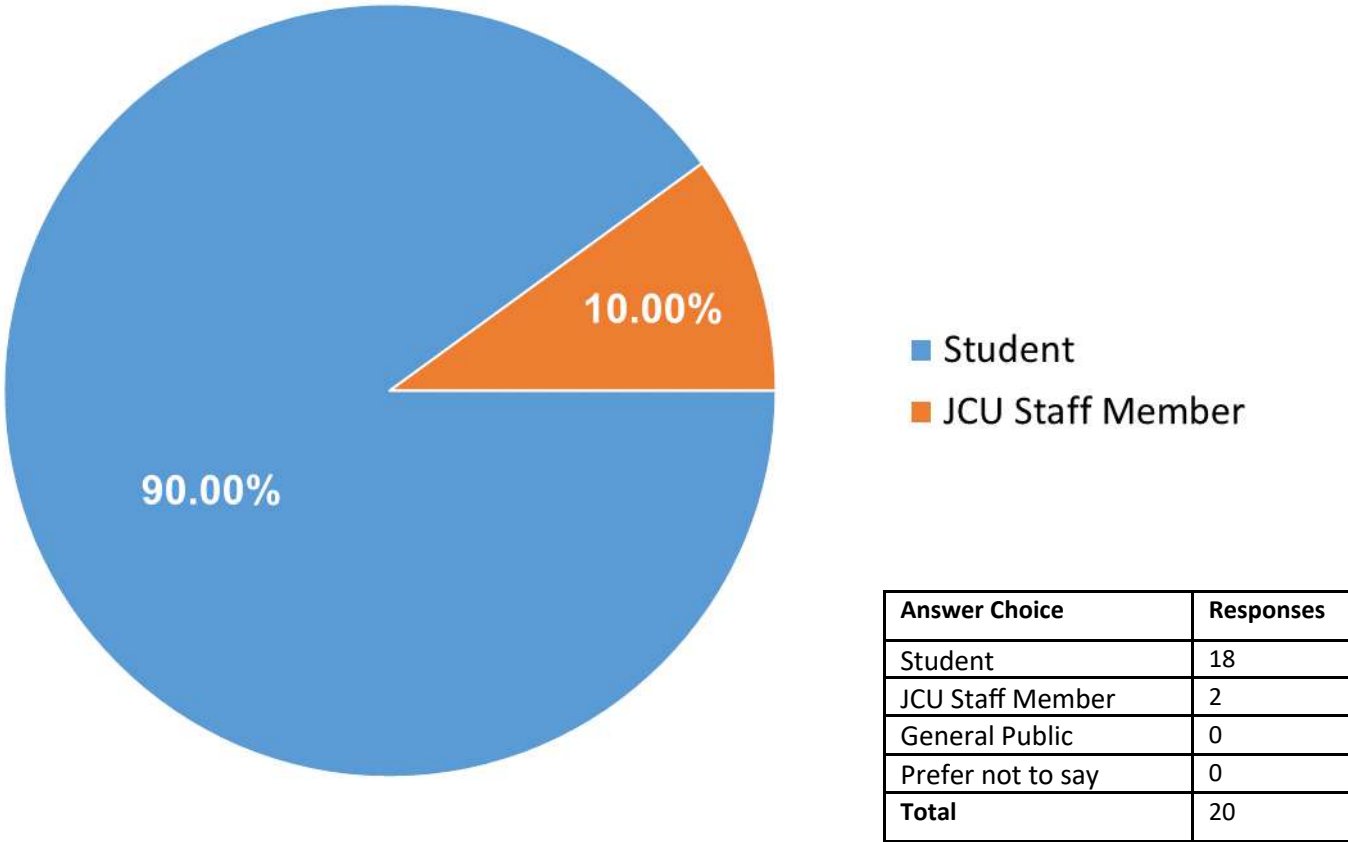
Strongly Disagree Disagree Neutral Agree Strongly Agree



Facility	Responses					Mean Rating	Median Rating
	1	2	3	4	5		
The JCU Fit 101 is a better facility in comparison to the previous facility.	0.00%	0.00%	7.69%	38.46%	53.85%	4.46	5
There is better equipment in JCU Fit 101 compared to the previous facility.	0.00%	0.00%	15.38%	30.77%	53.85%	4.38	5
There are more variety of equipment in the new facility.	0.00%	7.69%	0.00%	46.15%	46.15%	4.31	4
The facility is in a better location on campus.	0.00%	15.38%	30.77%	15.38%	38.46%	3.77	4
I feel safer going to this facility in comparison to the old Cairns Gym.	7.69%	7.69%	23.08%	30.77%	30.77%	3.69	4
The JCU Fit 101 facility makes me feel that the university cares about their Cairns based students.	0.00%	0.00%	38.46%	30.77%	30.77%	3.92	4
Responses	13						

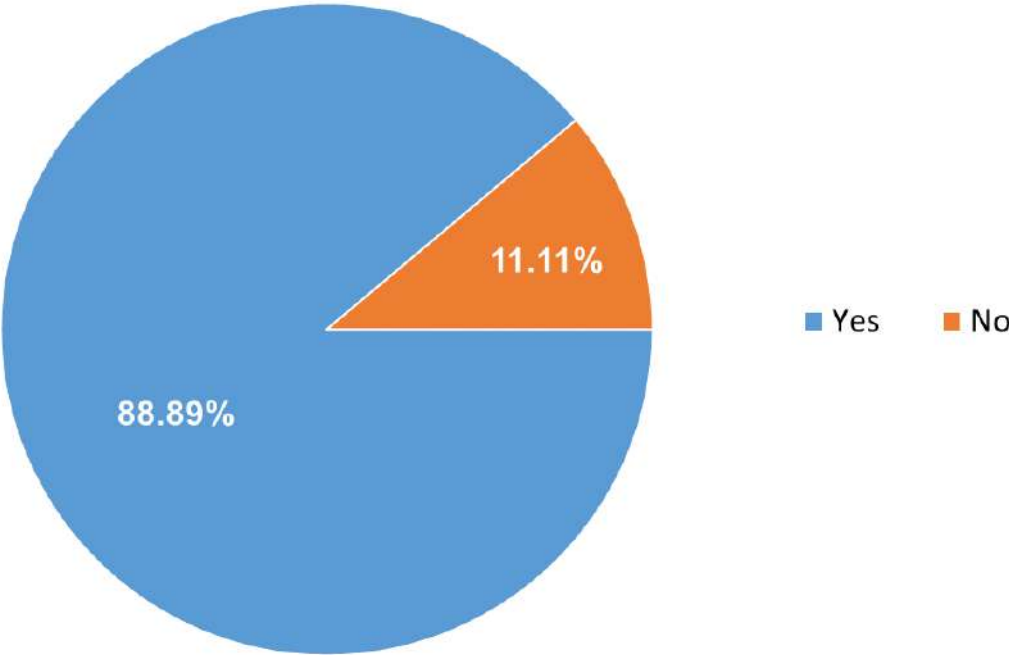
JCUSA FITNESS CENTRE - Cairns

Which type of member would you identify yourself as?



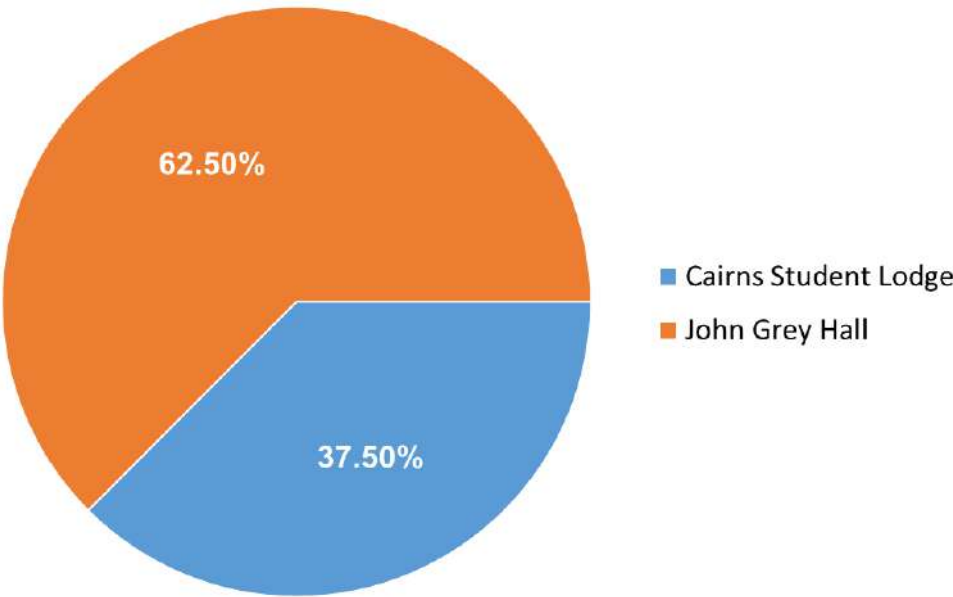
JCUSA FITNESS CENTRE - Cairns

Are you currently living on campus at JCU?



Answer Choice	Responses
Yes	16
No	2
Total	18

Which college are you currently living at?

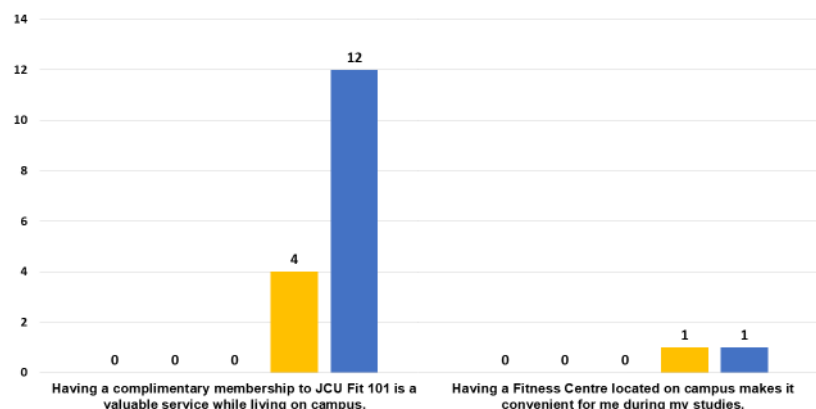


Answer Choice	Responses
Cairns Student Lodge	6
John Grey Hall	10
Total	16

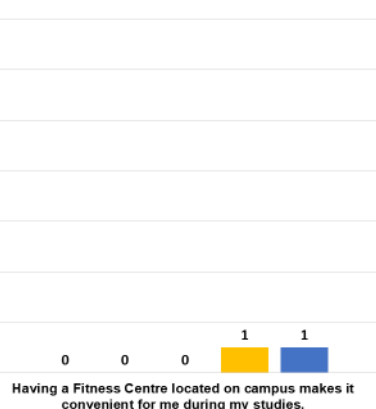
JCUSA FITNESS CENTRE - Cairns

On a scale from 1-5, rank the following statements?

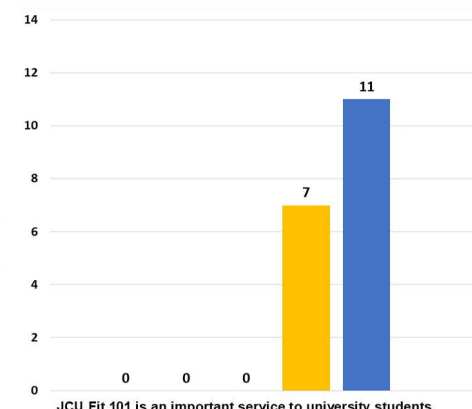
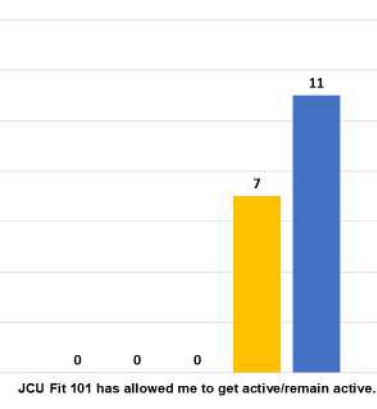
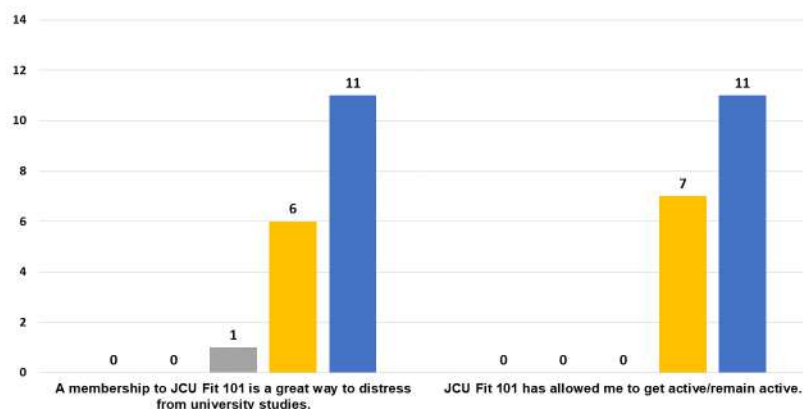
Strongly Disagree Disagree Neutral Agree Strongly Agree



*Note: Only 16 received this question.



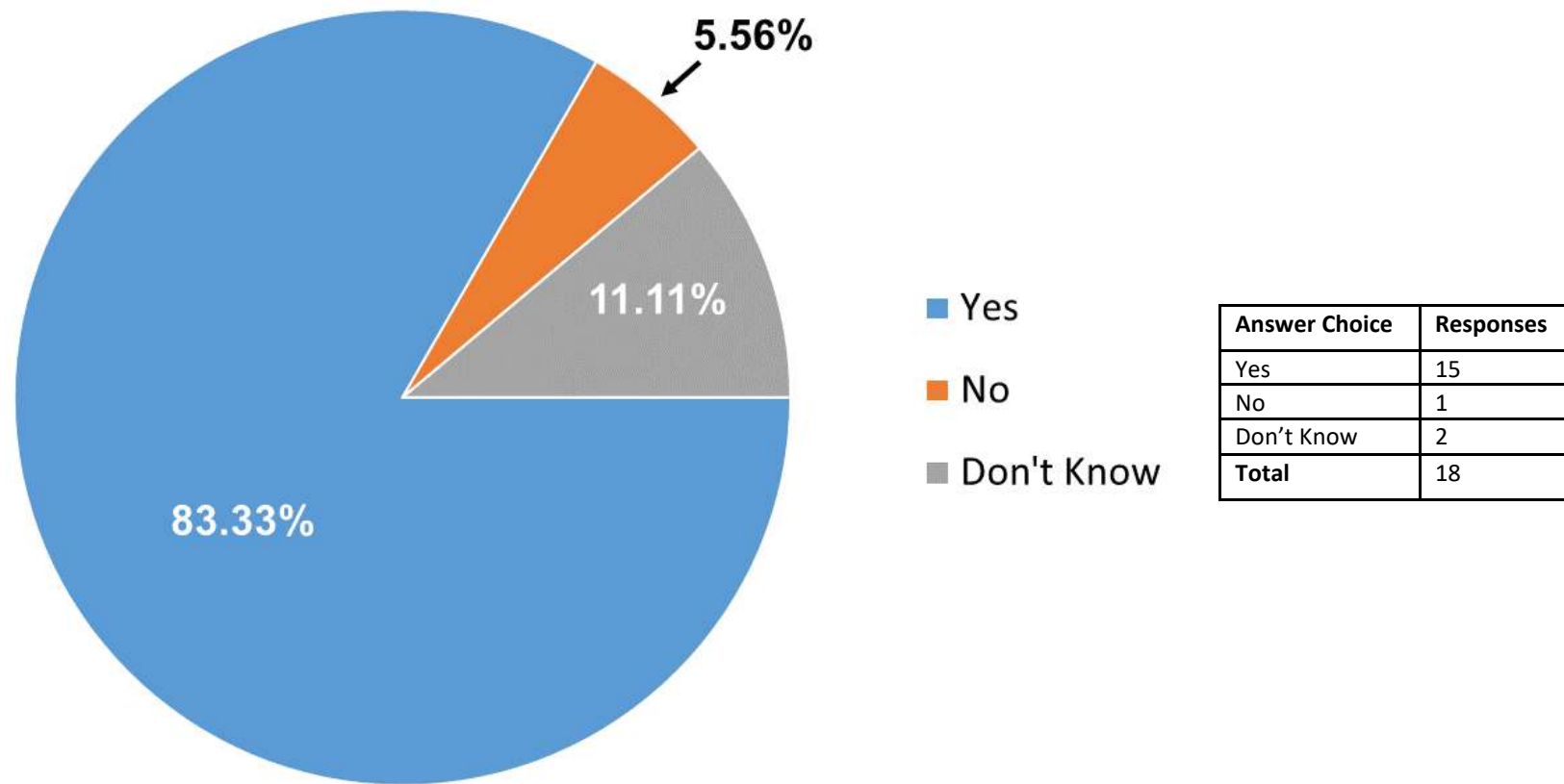
*Note: Only 2 received this question.



Facility	Responses					Mean Rating	Median Rating
	1	2	3	4	5		
Having a complimentary membership to JCU Fit 101 is a valuable service while living on campus.	0.00%	0.00%	0.00%	25.00%	75.00%	4.75	5
Having a Fitness Centre located on campus makes it convenient for me during my studies.	0.00%	0.00%	0.00%	50.00%	50.00%	4.50	4.5
A membership to JCU Fit 101 is a great way to distress from university studies.	0.00%	0.00%	5.56%	33.33%	61.11%	4.56	5
JCU Fit 101 has allowed me to get active/remain active.	0.00%	0.00%	0.00%	38.89%	61.11%	4.61	5
JCU Fit 101 is an important service to university students.	0.00%	0.00%	0.00%	38.89%	61.11%	4.61	5
Responses	18						

JCUSA FITNESS CENTRE - Cairns

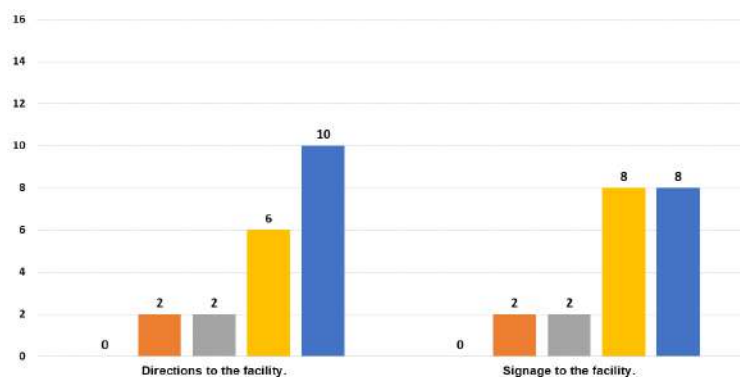
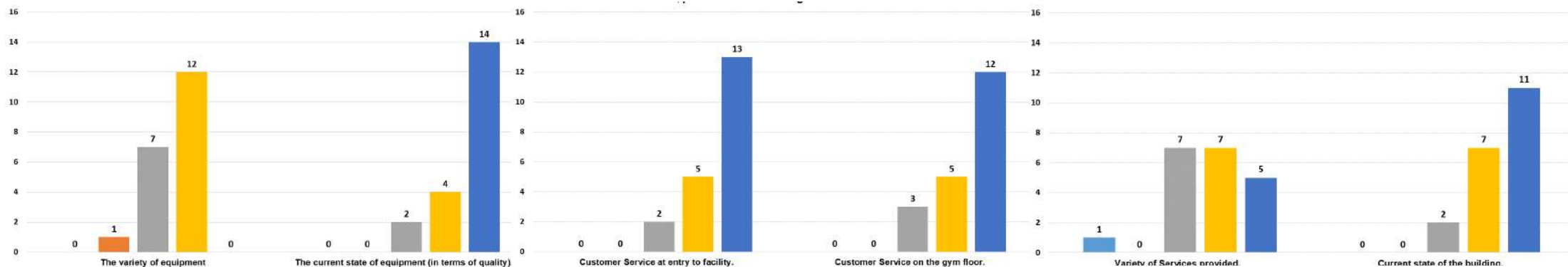
Would you support your SSAF Funding (Student Services and Amenities Fees) to be used to improve the services and equipment at JCU Fit 101?



JCUSA FITNESS CENTRE - Cairns

On a scale from 1-5, please rank the following areas of the JCU Fit 101.

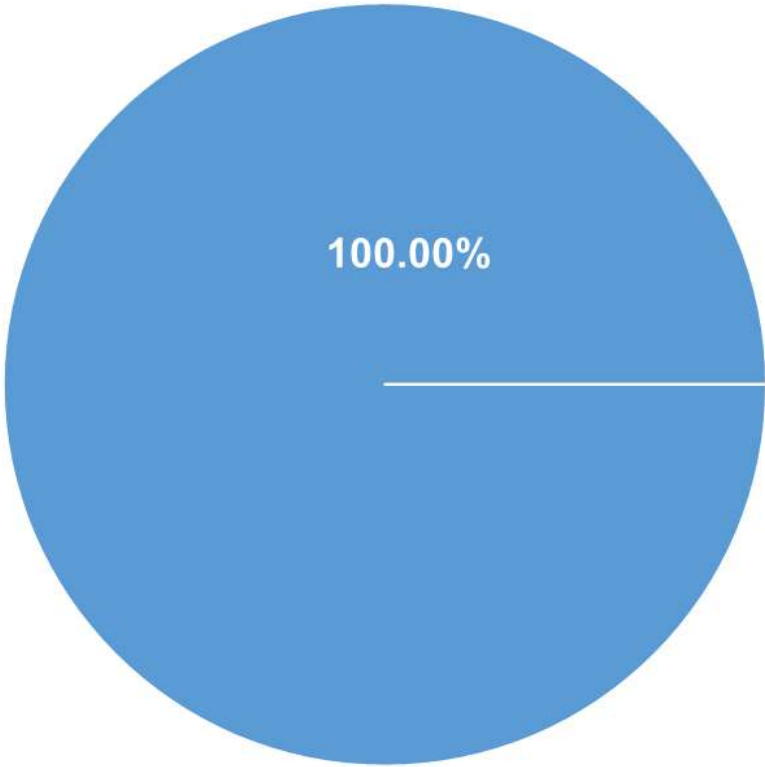
■ Very Dissatisfied ■ Dissatisfied ■ Fair ■ Satisfied ■ Very Satisfied



Facility	Responses					Mean Rating	Median Rating
	1	2	3	4	5		
The variety of equipment	0.00%	5.00%	35.00%	60.00%	0.00%	3.55	4
The current state of equipment (in terms of quality).	0.00%	0.00%	10.00%	20.00%	70.00%	4.60	5
Customer Service at entry to facility.	0.00%	0.00%	10.00%	25.00%	65.00%	4.55	5
Customer Service on the gym floor.	0.00%	0.00%	15.00%	25.00%	60.00%	4.45	5
Variety of Services provided.	5.00%	0.00%	35.00%	35.00%	25.00%	3.75	4
Current state of the building.	0.00%	0.00%	10.00%	35.00%	55.00%	4.45	5
Directions to the facility.	0.00%	10.00%	10.00%	30.00%	50.00%	4.20	4.5
Signage to the facility.	0.00%	10.00%	10.00%	40.00%	40.00%	4.10	4
Responses	20						

JCUSA FITNESS CENTRE - Cairns

Do you believe JCU Fit 101 is staffed sufficiently?



- Yes
- No - Staff need to be in there for longer periods of the day.

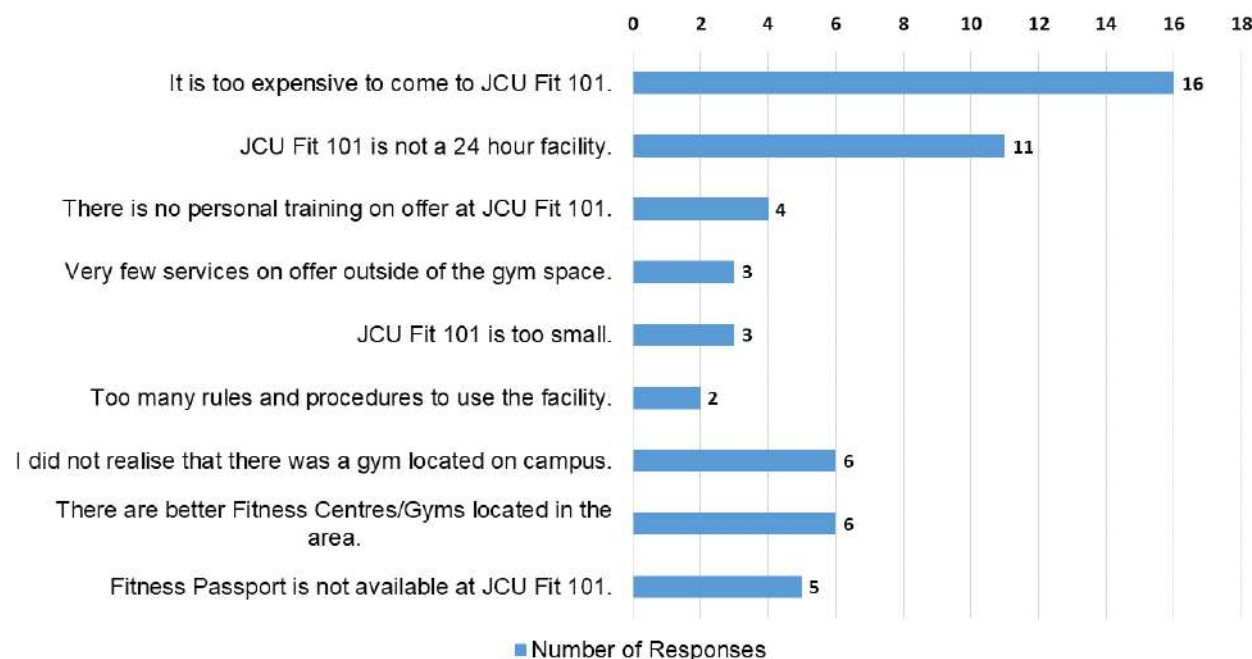
Answer Choice	Responses
Yes	20
No - Staff need to be in there for longer periods of the day.	0
Total	20

JCUSA FITNESS CENTRE - Cairns:

Previous Members & Non-Members

What are/were reasons you have not become a member of JCU Fit 101?

(Tick as many that apply to you)



Answer Choice	Responses
It is too expensive to come to JCU Fit 101.	53.33%
JCU Fit 101 is not a 24 hour facility.	36.67%
There is no personal training on offer at JCU Fit 101.	13.33%
Very few services on offer outside of the gym space.	10.00%
JCU Fit 101 is too small.	10.00%
Too many rules and procedures to use the facility.	6.67%
I did not realise that there was a gym located on campus.	20.00%
There are better Fitness Centres/Gyms located in the area.	20.00%
Fitness Passport is not available at JCU Fit 101.	16.67%
Total	30

JCUSA FITNESS CENTRE - Townsville:

Non-Members

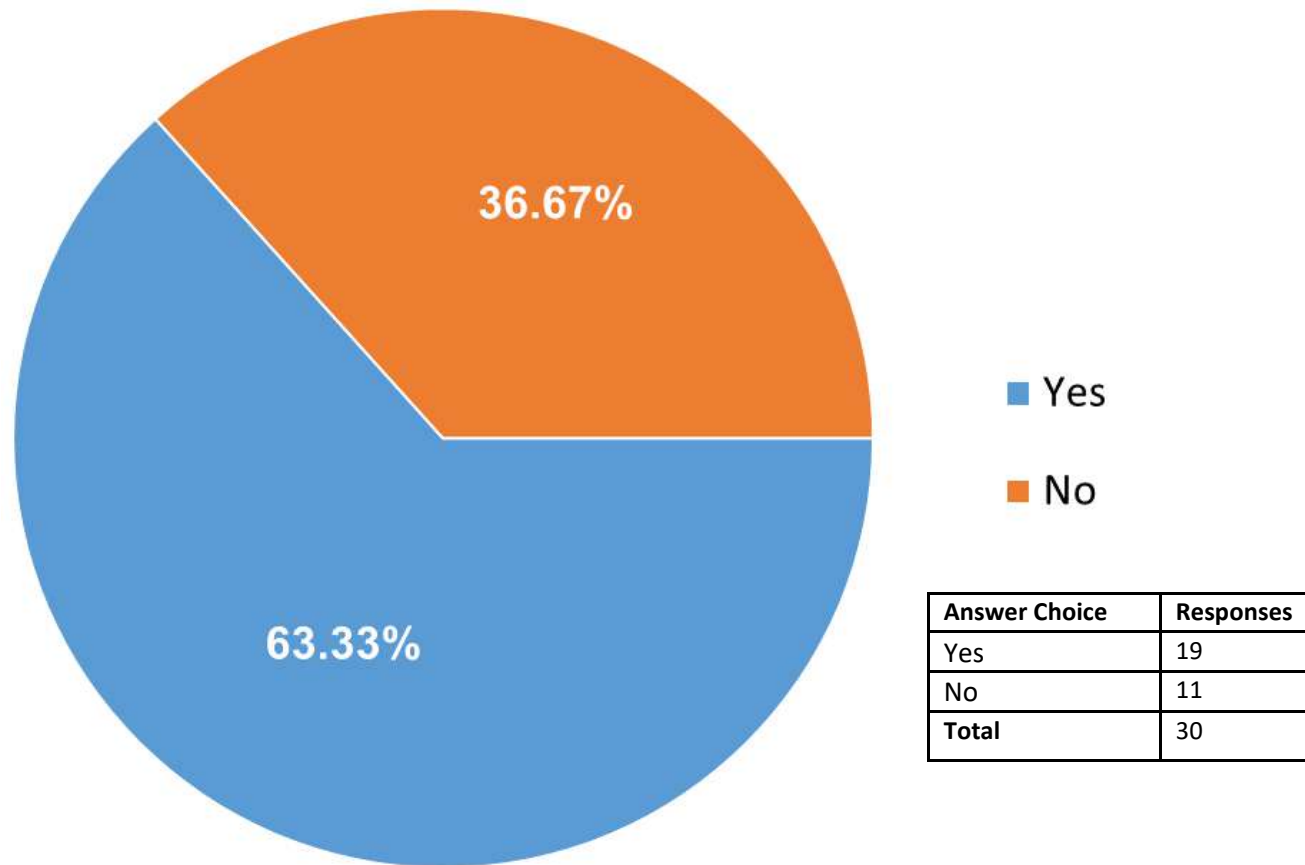
If possible, please provide us any further information.

- Need the flexibility to go whenever I have the time...
- I have a gym closer to home
- The centre on campus does not currently cater to the types of training I prefer.
- I would attend fitness classes at an on campus gym, such as yoga.
- I have been advised that it is not encouraged for staff to access the JCU SA gym in Cairns. I found this really disappointing. Apparently it is controlled by one person who is not open to staff access.
- the fees are as much or more than larger gyms in the area which also have more services
- Uni students are generally low on income . The gym is way over priced compared to the surrounding gyms and what they have to offer .
- The reason why I have not yet joined this facility is because I do not own a car and would need to walk to use the gym - which leads me onto the next issue, I would only really want to access the gym really early in the morning (around 5am), however, I am not comfortable walking by myself that early in the morning - so that's my dilemma. I have a gym across from my accommodation, so that's more convenient, however JCU fit is a lot more cheaper.
- I had a look at the prices and its just too expensive, I walk past and their is never any-more in there. It would be better to just have it free or a donation box to get people to use the facilities.
- Too expensive, too small, just give us the bookshop back instead.
- Too expensive
- I would use the gym if it was available to Fitness Passport members. The limited hours, and the fact that I don't live near the campus, means it's not worth my while to join.
- There are a multitude of gyms in Smithfield and Cairns that have more facilities, regular classes and better services. These gym are the same price or cheaper than the Student Associations gouging, cash grabbing membership fees. The Student Association has been gifted this facility and, instead of providing a service for JCU students, are trying to turn it into a fat cash cow by charging ridiculous prices. The JCU Student Association General Manager should be an advocate for the students and strive to create a better university experience. Unfortunately, more often than not, it appears that students are just a nuisances and not the reason for the General Managers existence.
- lock in contract

JCUSA FITNESS CENTRE - Cairns:

Previous Members & Non-Members

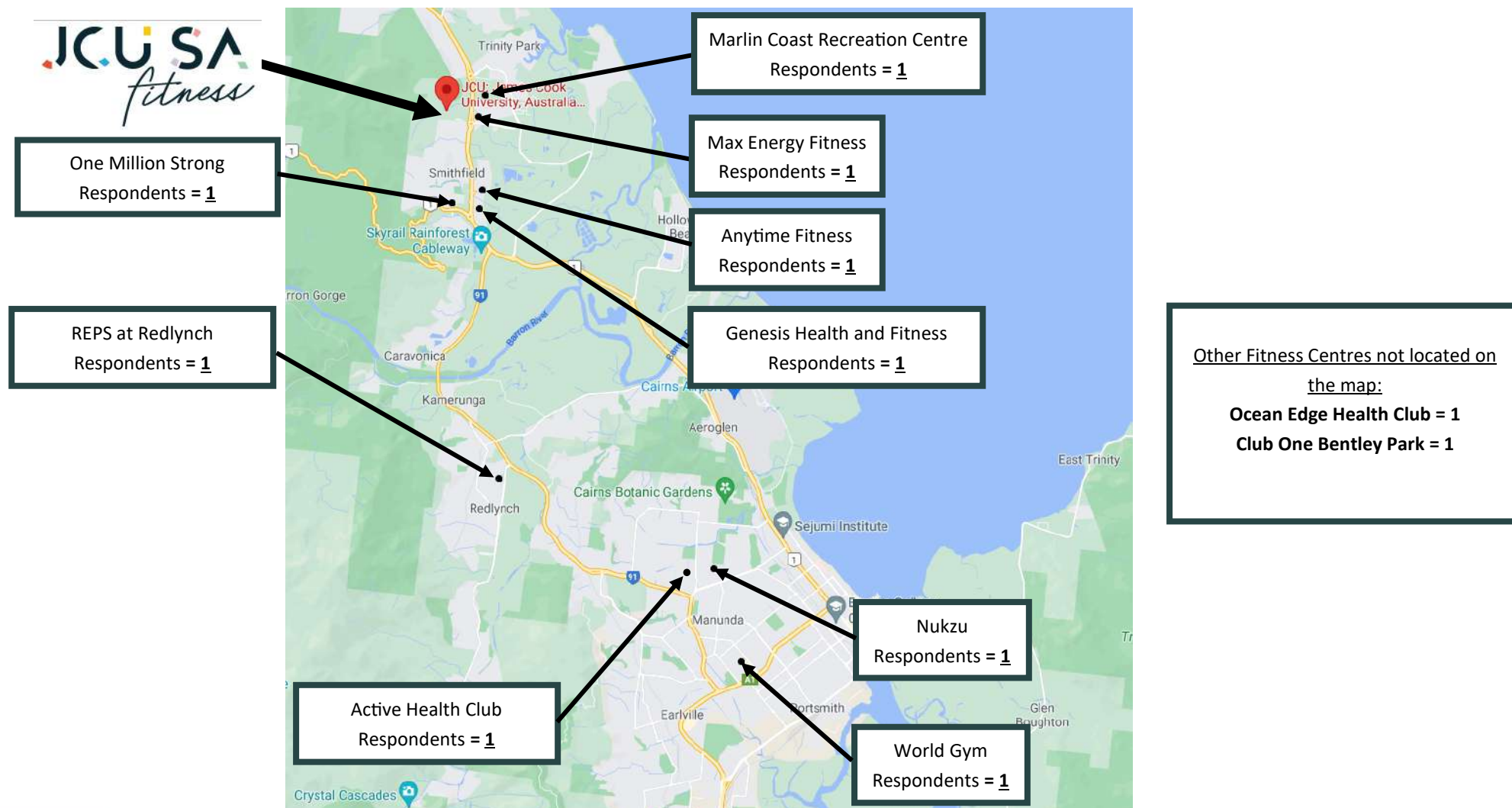
Do you currently attend another gym/fitness centre in Cairns?



JCUSA FITNESS CENTRE - Cairns:

Previous Members & Non-Members

If possible, would you identify which gym/fitness centre you go to?



JCUSA FITNESS CENTRE - Cairns:

Previous Members & Non-Members

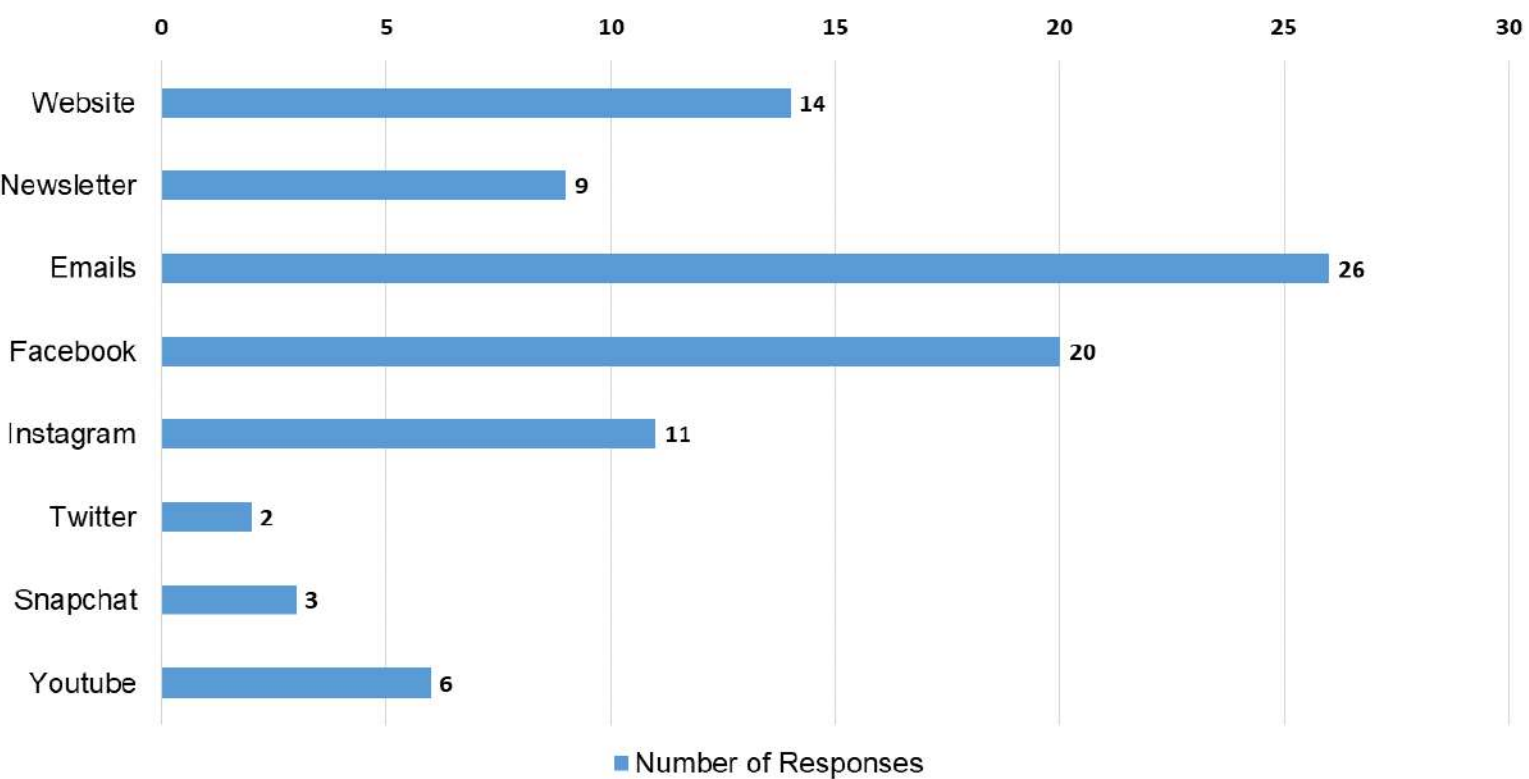
What stops you from using JCU Fit 101 over your current gym/fitness centre?

- Distance
- Distance
- personal trainers
- Jcu said fitness centre seems more for people that live at John Grey since it's so close to them
- Limited space and resources for the type of training I prefer.
- I use it in TSV, Cairns, I don't know the location and it doesn't accept Fitness passport
- the fees are excessive
- The price
- Convenience that I mentioned before.
- unaware of JCUSA
- Not open 24hrs, no options for when on placement and can't access gym
- Price, availability, etc etc
- Convenience.
- Location (my gym is closer to my home and to other destinations (eg shops) and I can access it up to 11pm.
- purely the exorbitant fees
- I haven't had the money to join.
- Location, varience and not open all the time
- cost and it doesnt tae fitness passport
- I did not know there is fitness centre available in the University.

JCUSA FITNESS CENTRE - Cairns:

Previous Members & Non-Members

What social media platforms do you use to communicate and obtain news?
(Tick as many that apply to you)

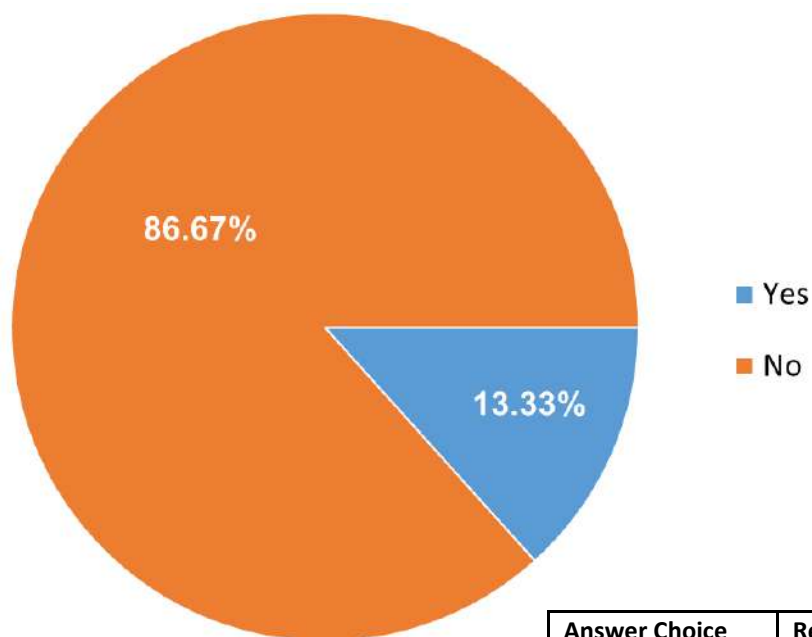


Answer Choice	Responses
Website	46.67%
Newsletter	30.00%
Emails	86.67%
Facebook	66.67%
Instagram	36.67%
Twitter	6.67%
Snapchat	10.00%
Youtube	20.00%
Total	30

JCUSA FITNESS CENTRE - Cairns:

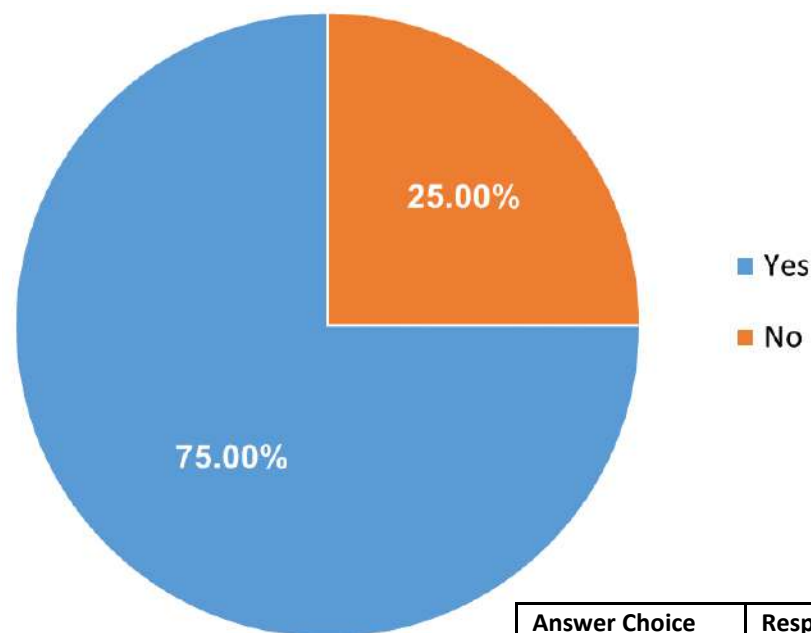
Previous Members & Non-Members

Are you a current Fitness Passport holder?



Answer Choice	Responses
Yes	4
No	26
Total	30

If JCU Fit 101 allowed Fitness Passport holders to use the facility are you likely to use it?

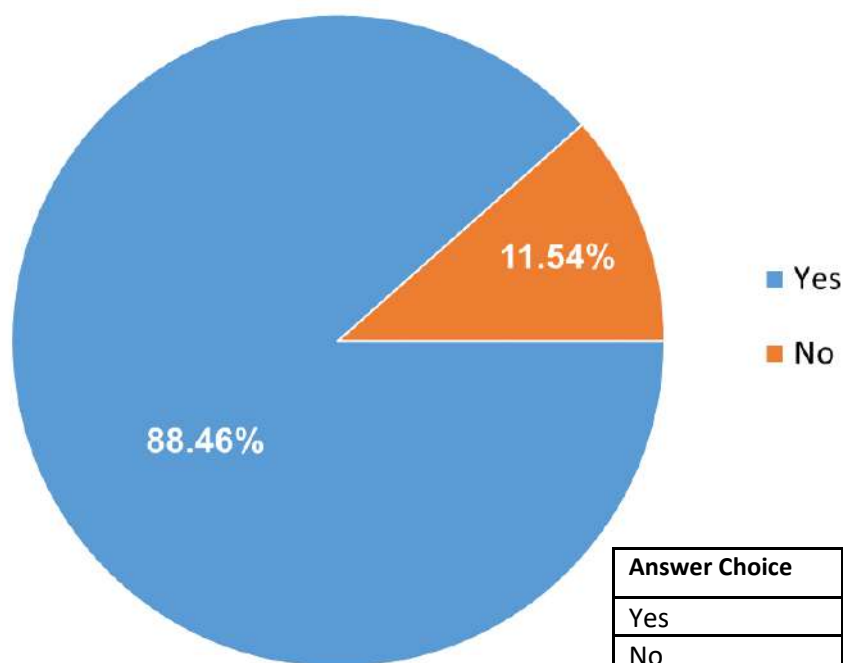


Answer Choice	Responses
Yes	3
No	1
Total	4

JCUSA FITNESS CENTRE - Cairns:

Previous Members & Non-Members

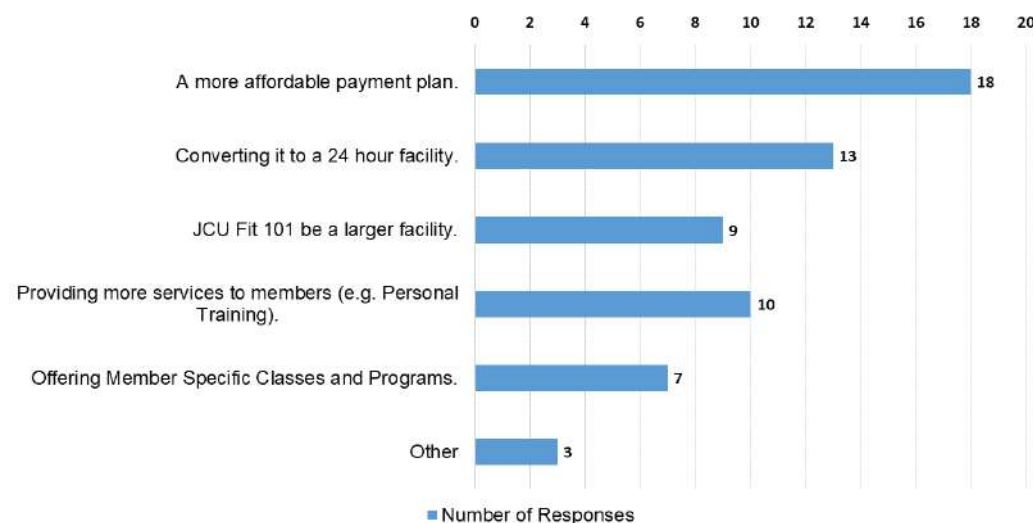
If changes/improvements were made to JCU Fit 101, are you more likely to join?



Answer Choice	Responses
Yes	23
No	3
Total	26

What changes would need to occur to join the JCU Fit 101?

(Tick as many that apply to you)

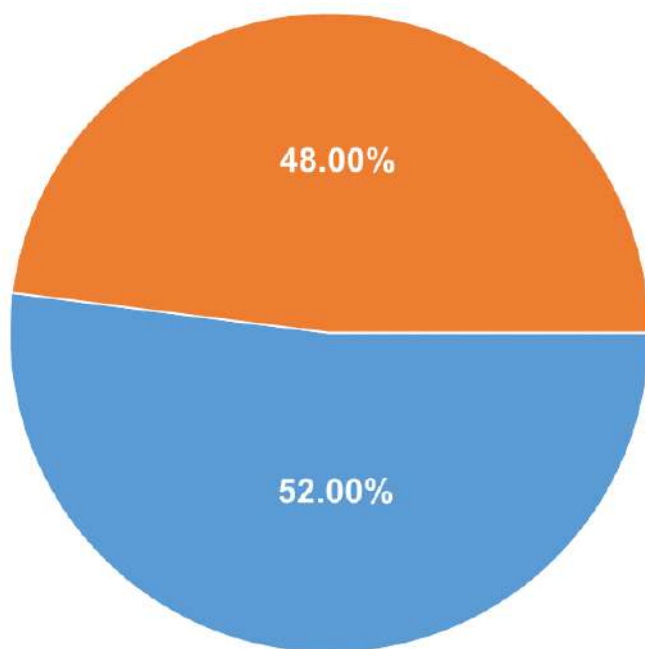


Answer Choice	Responses
A more affordable payment plan.	78.26%
Converting it to a 24 hour facility.	56.52%
JCU Fit 101 be a larger facility.	39.13%
Providing more services to members (e.g. Personal Training).	43.48%
Offering Member Specific Classes and Programs.	30.43%
Other	13.04%
Total	23

JCUSA FITNESS CENTRE - Cairns

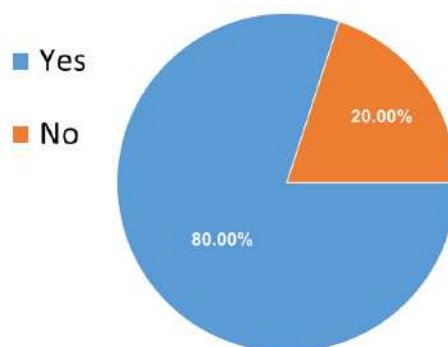
Were you previously aware that the JCU Fit 101 has a Facebook Page (named JCUSA Fitness) providing the latest information?

OVERALL



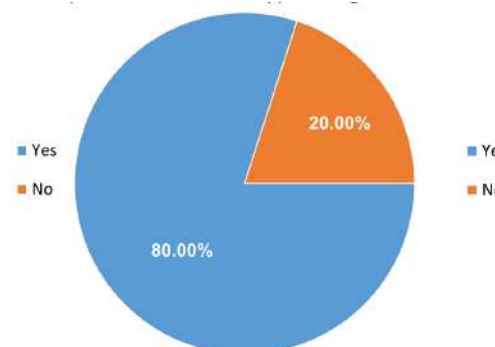
Answer Choice	Responses
Yes	26
No	24
Total	50

CURRENT MEMBERS



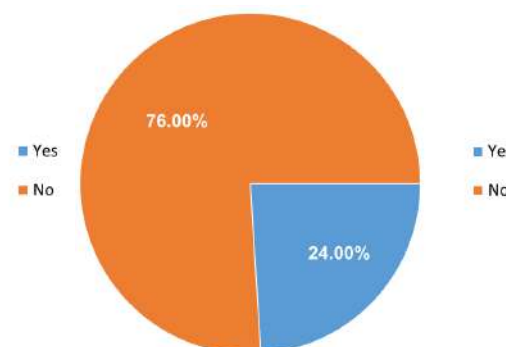
Answer Choice	Responses
Yes	16
No	4
Total	20

PREVIOUS MEMBERS



Answer Choice	Responses
Yes	4
No	1
Total	5

NON-MEMBERS

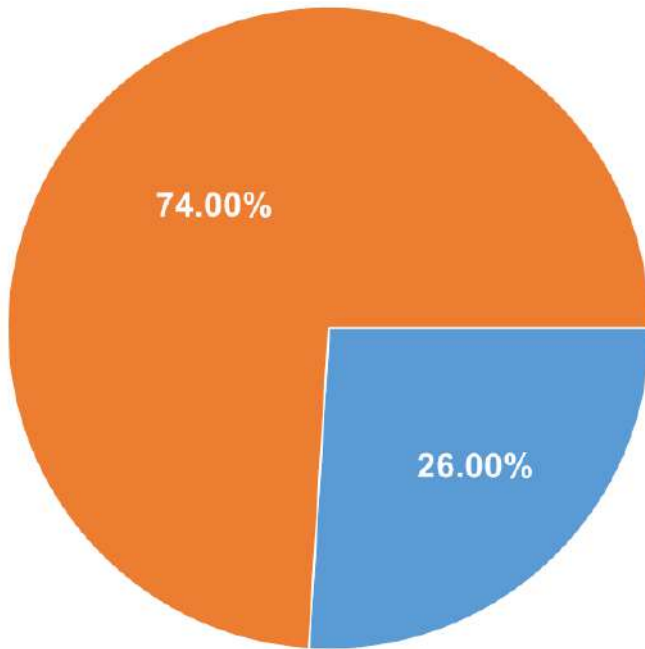


Answer Choice	Responses
Yes	6
No	19
Total	25

JCUSA FITNESS CENTRE - Cairns

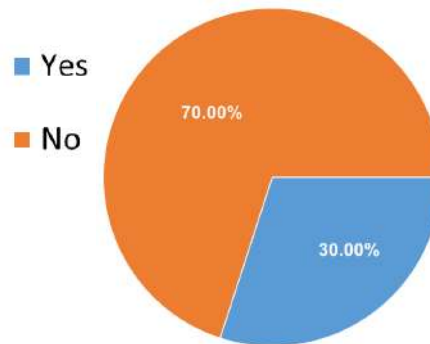
Were you previously aware that the JCU Fit 101 has a Instagram Page (named JCUSA Fitness)?

OVERALL



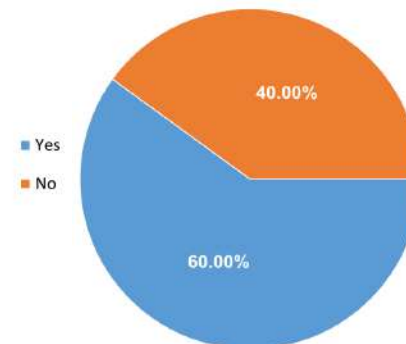
Answer Choice	Responses
Yes	13
No	37
Total	50

CURRENT MEMBERS



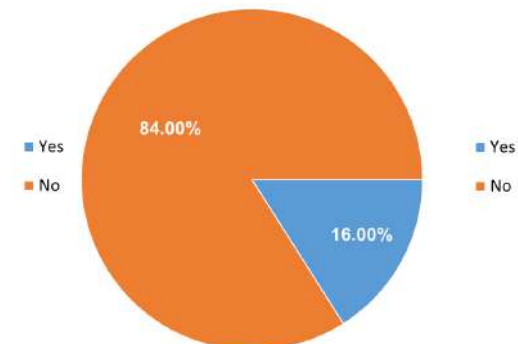
Answer Choice	Responses
Yes	6
No	14
Total	20

PREVIOUS MEMBERS



Answer Choice	Responses
Yes	3
No	2
Total	5

NON-MEMBERS

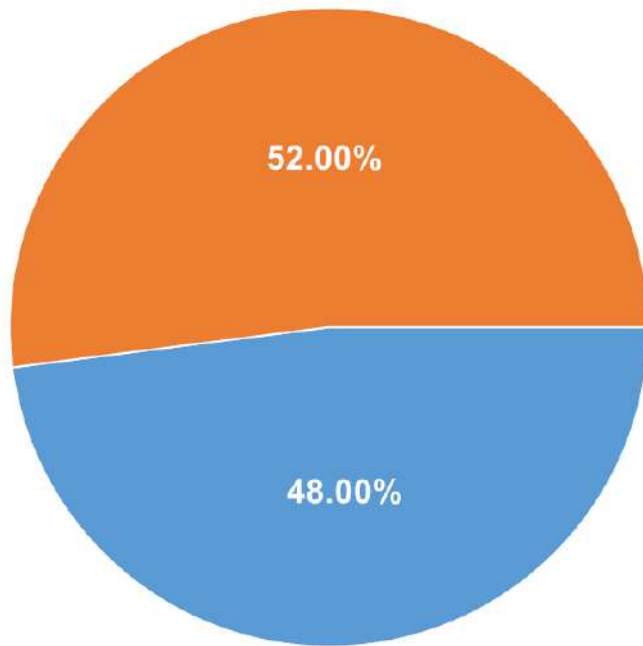


Answer Choice	Responses
Yes	4
No	21
Total	25

JCUSA FITNESS CENTRE - Cairns:

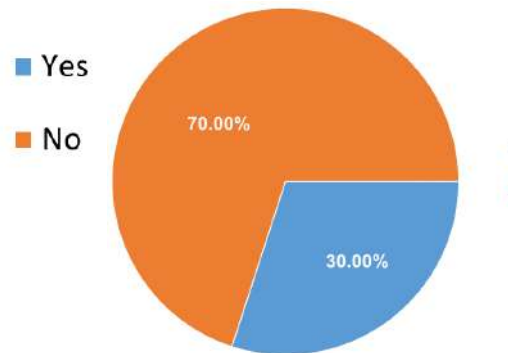
If JCU Fit 101 were to hold Group Fitness Classes in the Boathouse, would you attend these classes?

OVERALL



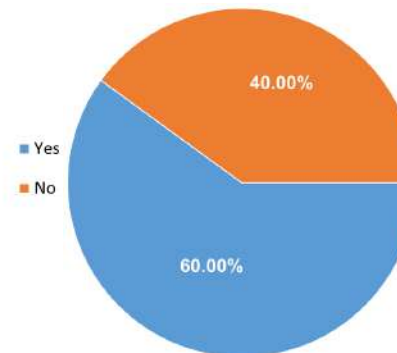
Answer Choice	Responses
Yes	24
No	26
Total	50

CURRENT MEMBERS



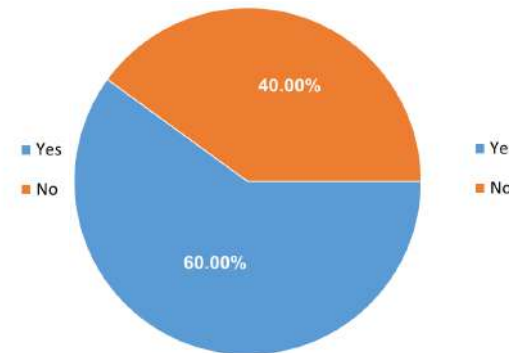
Answer Choice	Responses
Yes	6
No	14
Total	20

PREVIOUS MEMBERS



Answer Choice	Responses
Yes	3
No	2
Total	5

NON-MEMBERS

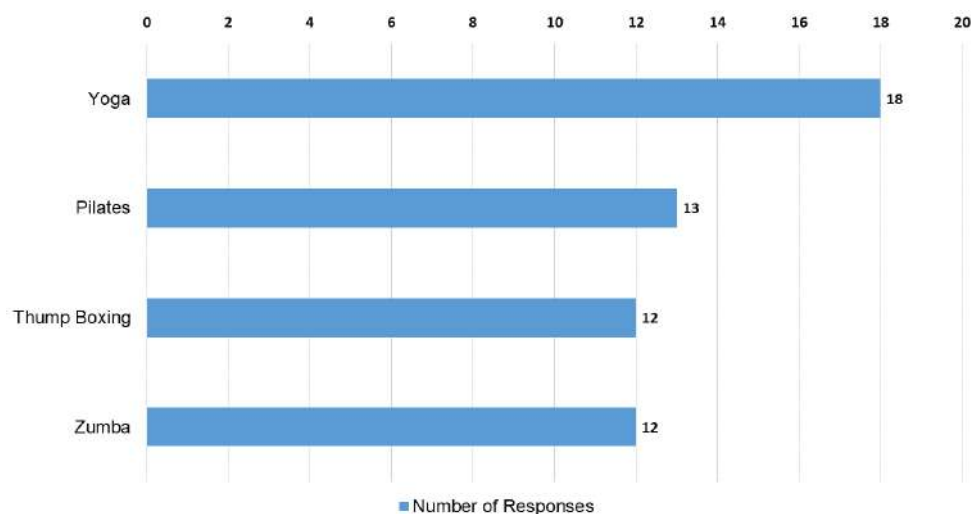


Answer Choice	Responses
Yes	15
No	10
Total	25

JCUSA FITNESS CENTRE - Cairns

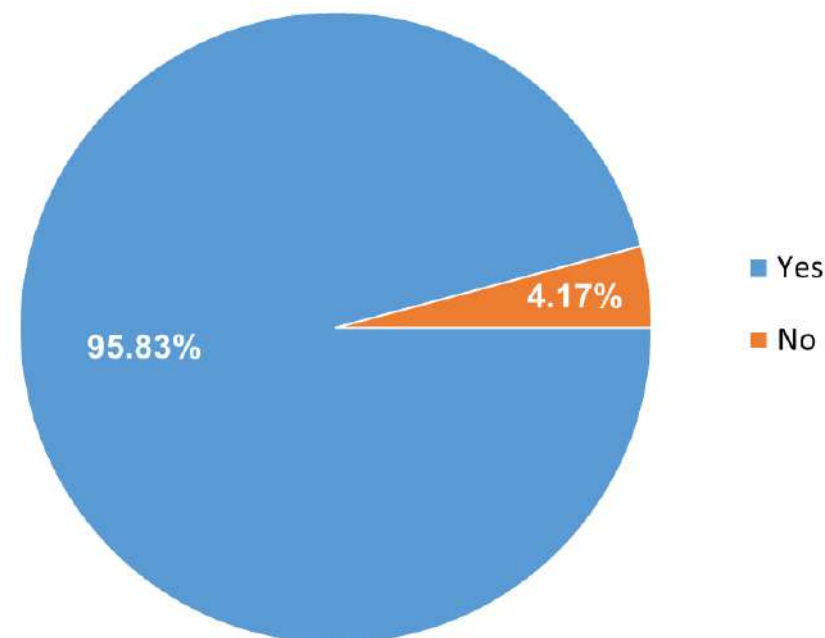
What type of Group Fitness Classes would you attend in the Boathouse?

(Tick as many that apply to you)



Answer Choice	Responses
Yoga	75.00%
Pilates	54.17%
Thump Boxing	50.00%
Zumba	50.00%
Total	24

Would you utilise a Group Fitness Class online booking system?

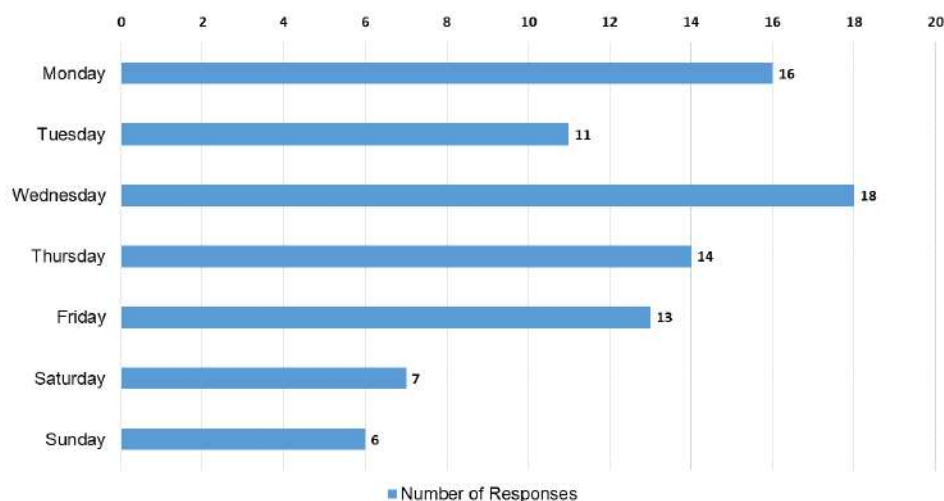


Answer Choice	Responses
Yes	23
No	1
Total	24

JCUSA FITNESS CENTRE - Cairns:

What day(s) of the week would you prefer to attend Group Fitness Classes?

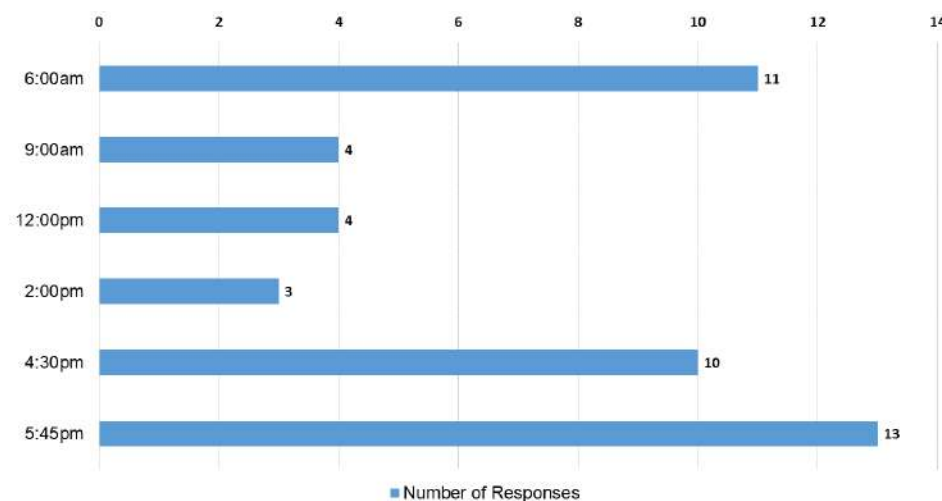
(Tick as many that apply to you)



Answer Choice	Responses
Monday	66.67%
Tuesday	45.83%
Wednesday	75.00%
Thursday	58.33%
Friday	54.17%
Saturday	29.17%
Sunday	25.00%
Total	24

Which time(s) would you prefer to attend Group Fitness Classes?

(Tick as many that apply to you)

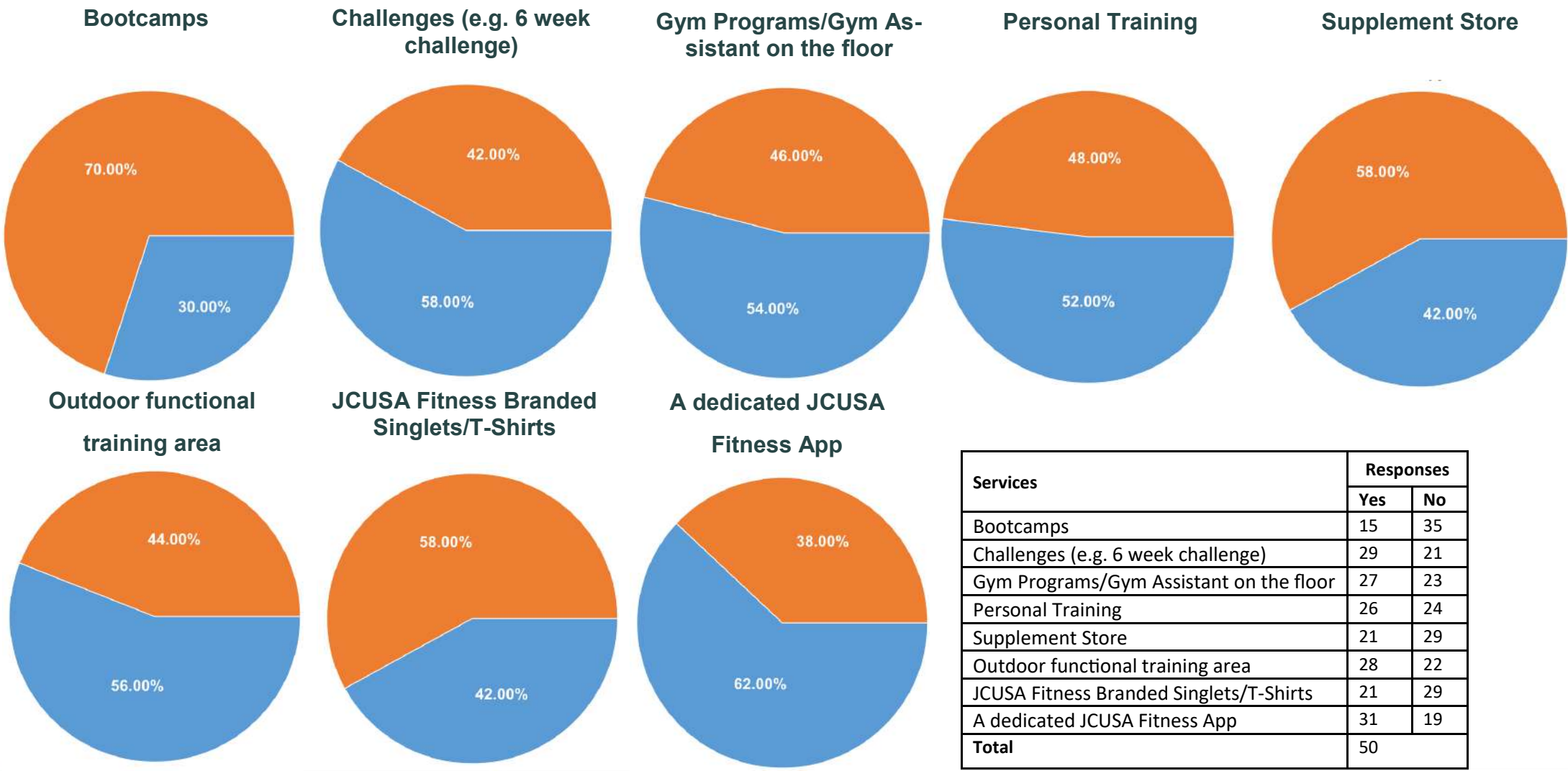


Answer Choice	Responses
6:00am	45.83%
9:00am	16.67%
12:00pm	16.67%
2:00pm	12.50%
4:30pm	41.67%
5:45pm	54.17%
Total	24

JCUSA FITNESS CENTRE - Cairns:

If we were to add the following services/additions to JCU Fit 101, are you likely to use/be a part of it?

■ Yes ■ No

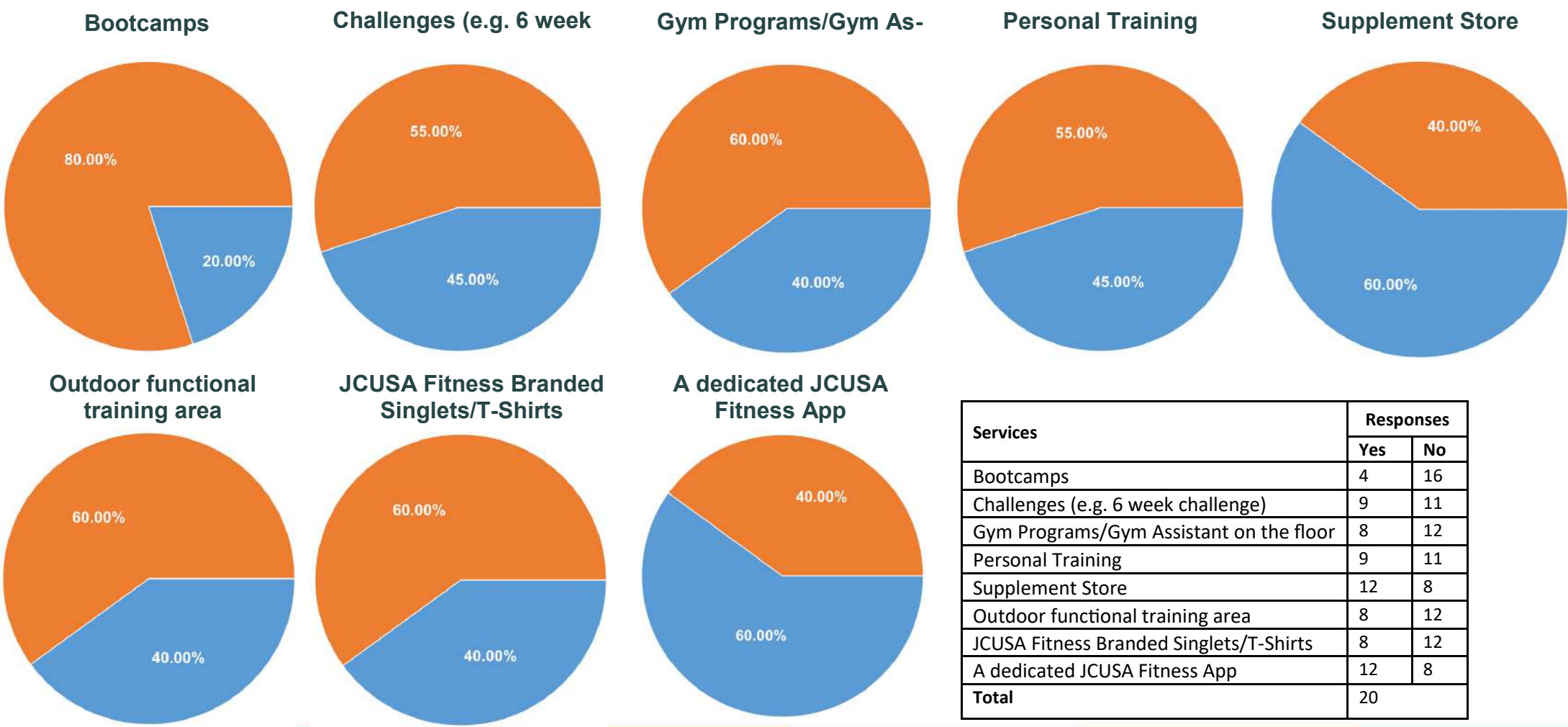


JCUSA FITNESS CENTRE - Cairns:

Current Members

If we were to add the following services/additions to JCU Fit 101, are you likely to use/be a part of it?

■ Yes
 ■ No

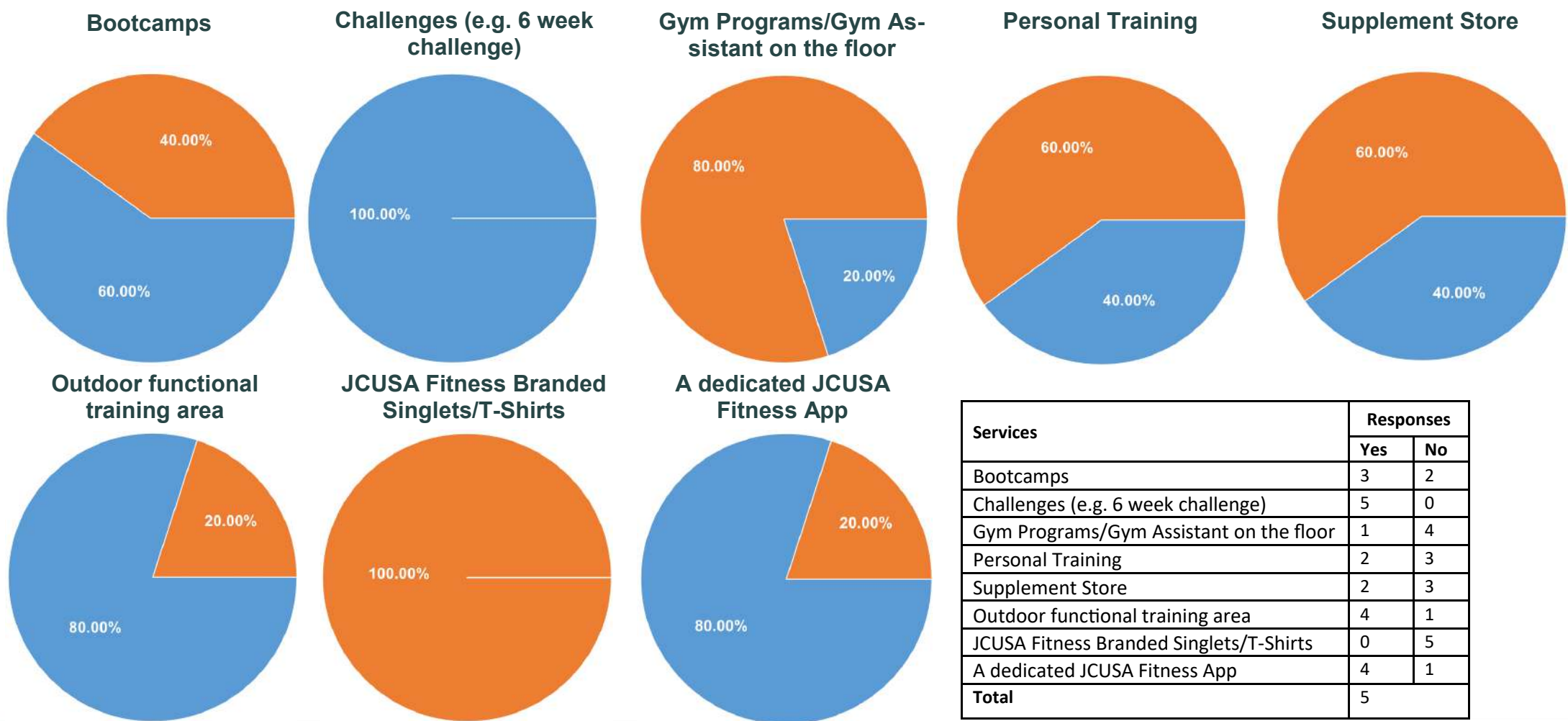


JCUSA FITNESS CENTRE - Cairns:

Previous Members

If we were to add the following services/additions to JCU Fit 101, are you likely to use/be a part of it?

■ Yes ■ No

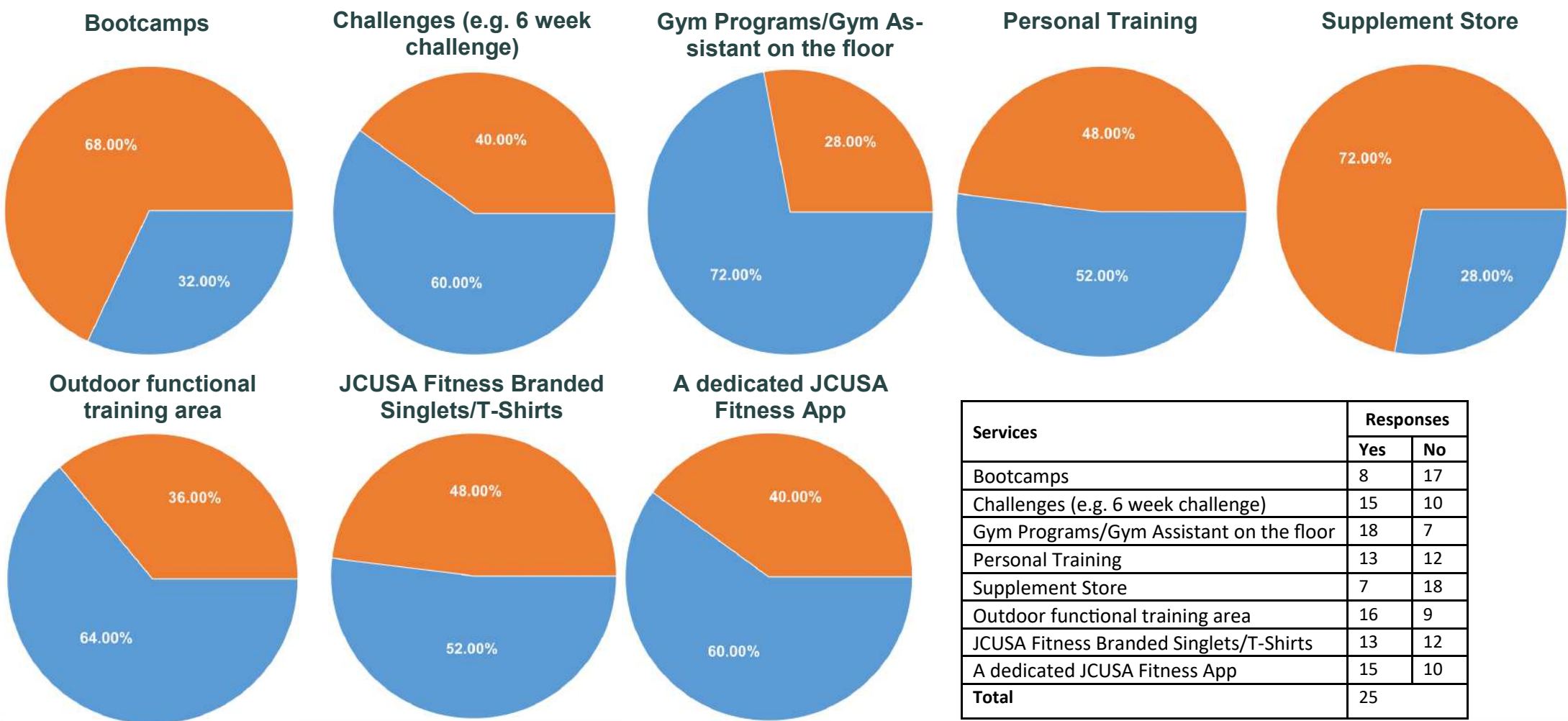


JCUSA FITNESS CENTRE - Cairns:

Non Members

If we were to add the following services/additions to JCU Fit 101, are you likely to use/be a part of it?

■ Yes ■ No



Services	Responses	
	Yes	No
Bootcamps	8	17
Challenges (e.g. 6 week challenge)	15	10
Gym Programs/Gym Assistant on the floor	18	7
Personal Training	13	12
Supplement Store	7	18
Outdoor functional training area	16	9
JCUSA Fitness Branded Singlets/T-Shirts	13	12
A dedicated JCUSA Fitness App	15	10
Total	25	

JCUSA FITNESS CENTRE - Cairns

If possible, please identify any gym equipment you would like to add to JCU Fit 101.

5 Responses



Bench Press Rack



More Barbells

3 Responses



More Weight Plates
(including smaller ones)



Hamstring Leg Curl
Machine

2 Responses



Speed Ball/Bag



Boxing Bag

JCUSA FITNESS CENTRE - Cairns

If possible, please identify any gym equipment you would like to add to JCU Fit 101.
Cont.

1 Response



Trap Bar



Dip Bar



Pullup Rig



Rowing Machine



More Free Weights



Kettlebells



Assault Bike



Squat Rack



Lifting Platform



Cobra Bag/Stand



Back Machine

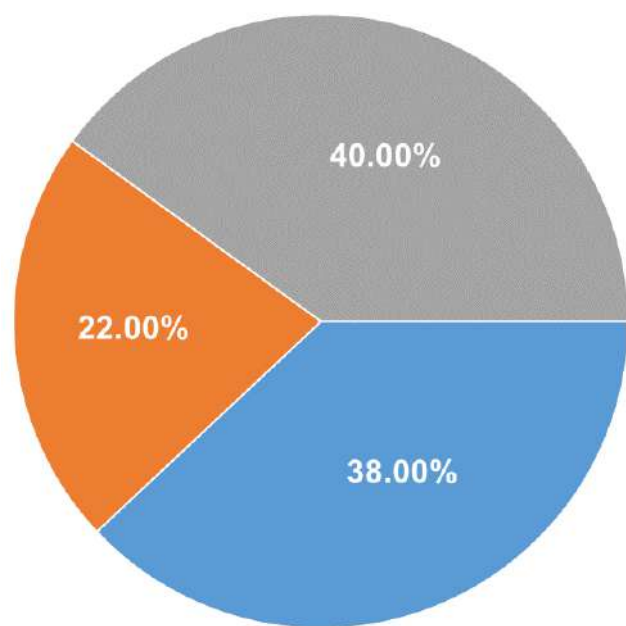


Foam Roller

JCUSA FITNESS CENTRE - Cairns:

If the Up Front Payment and Direct Debit Payment were the same prices, which payment option are you more likely to use?

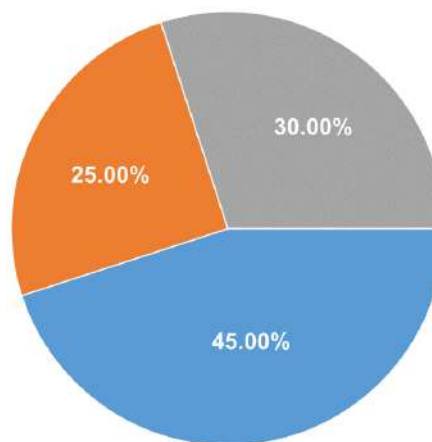
OVERALL



Answer Choice	Responses
Pay Up Front	19
Direct Debit	11
Don't Know	20
Total	50

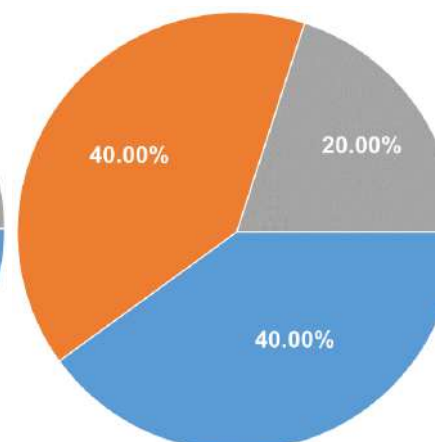
- Pay Up Front
- Direct Debit
- Don't Know

CURRENT MEMBERS



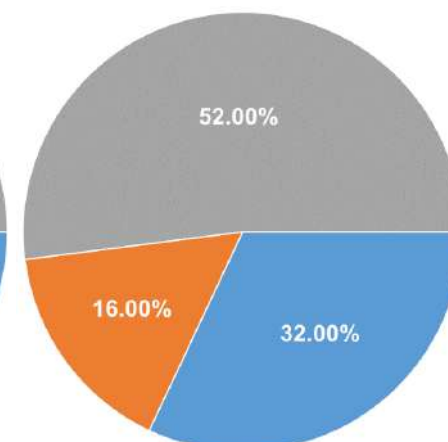
Answer Choice	Responses
Pay Up Front	9
Direct Debit	5
Don't Know	6
Total	20

PREVIOUS MEMBERS



Answer Choice	Responses
Pay Up Front	2
Direct Debit	2
Don't Know	1
Total	5

NON-MEMBERS

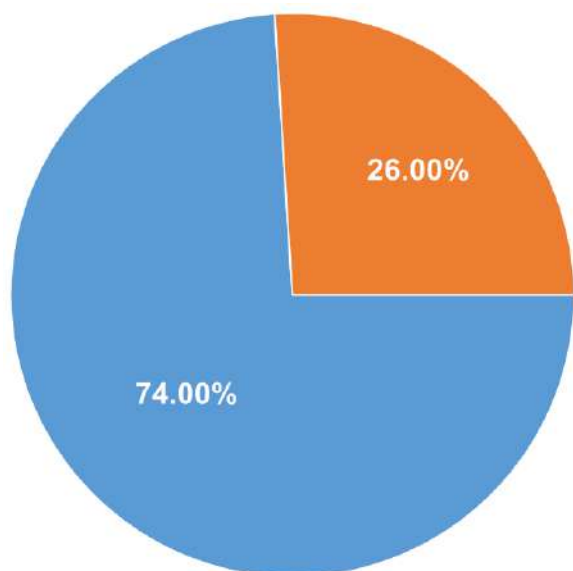


Answer Choice	Responses
Pay Up Front	8
Direct Debit	4
Don't Know	13
Total	25

JCUSA FITNESS CENTRE - Cairns:

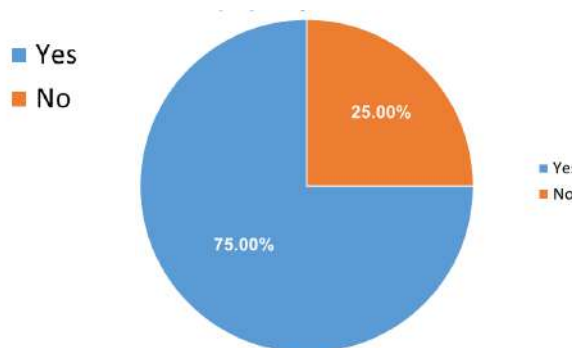
Should there be incentives for current members who recommend people to join JCU Fit 101?

OVERALL



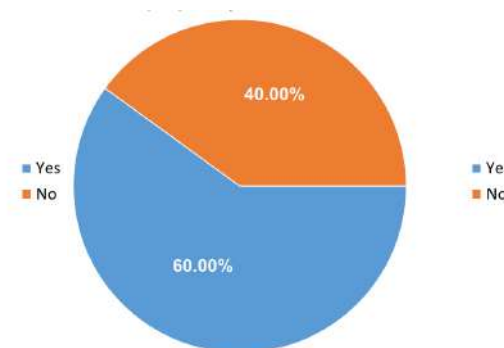
Answer Choice	Responses
Yes	37
No	13
Total	50

CURRENT MEMBERS



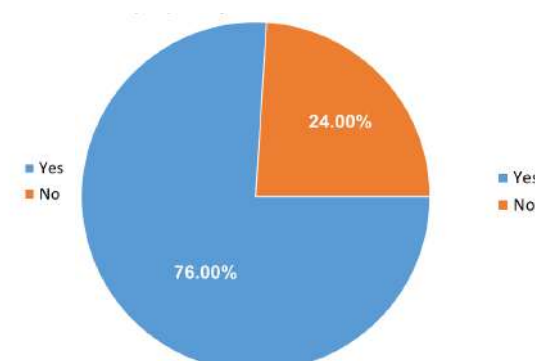
Answer Choice	Responses
Yes	15
No	5
Total	20

PREVIOUS MEMBERS



Answer Choice	Responses
Yes	3
No	2
Total	5

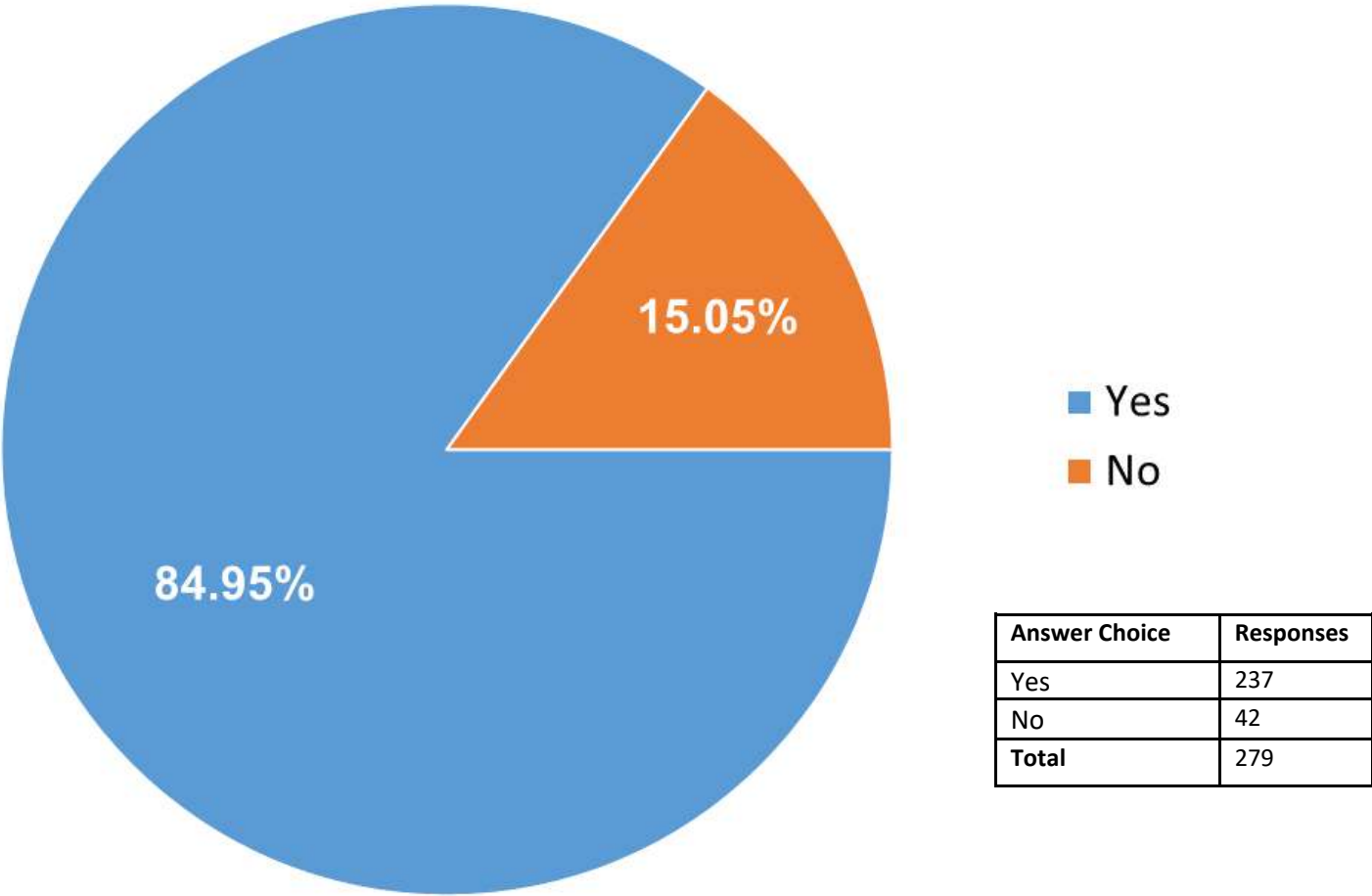
NON-MEMBERS



Answer Choice	Responses
Yes	19
No	6
Total	25

JCUSA FITNESS CENTRE

Would you like to have the option to purchase a gym membership online?

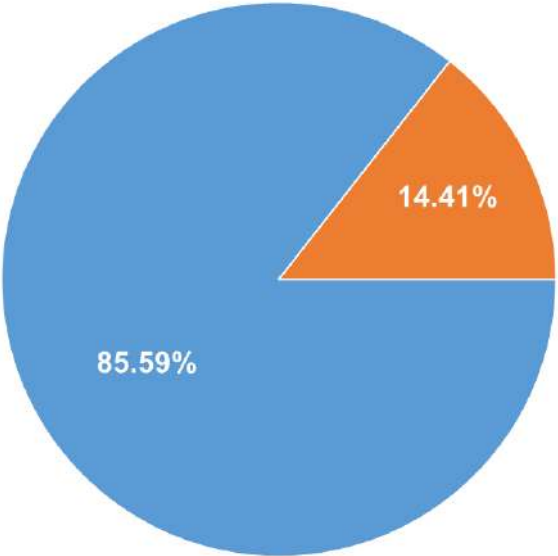


JCUSA FITNESS CENTRE

Townsville Campus

Would you like to have the option to purchase a gym membership online?

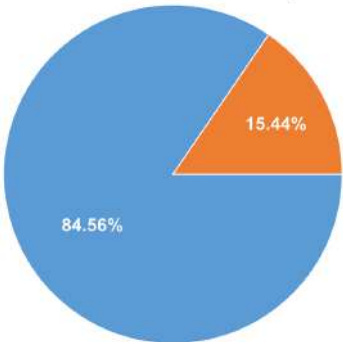
OVERALL



Answer Choice	Responses
Yes	196
No	33
Total	229

CURRENT MEMBERS

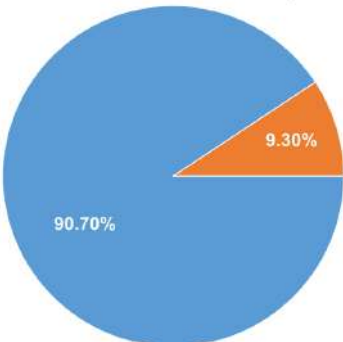
■ Yes
■ No



Answer Choice	Responses
Yes	126
No	23
Total	149

PREVIOUS MEMBERS

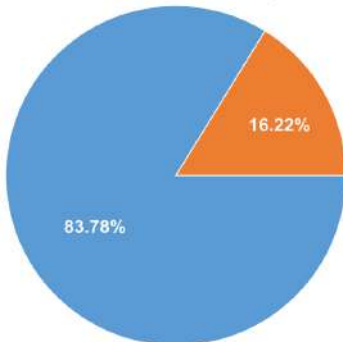
■ Yes
■ No



Answer Choice	Responses
Yes	39
No	4
Total	43

NON-MEMBERS

■ Yes
■ No



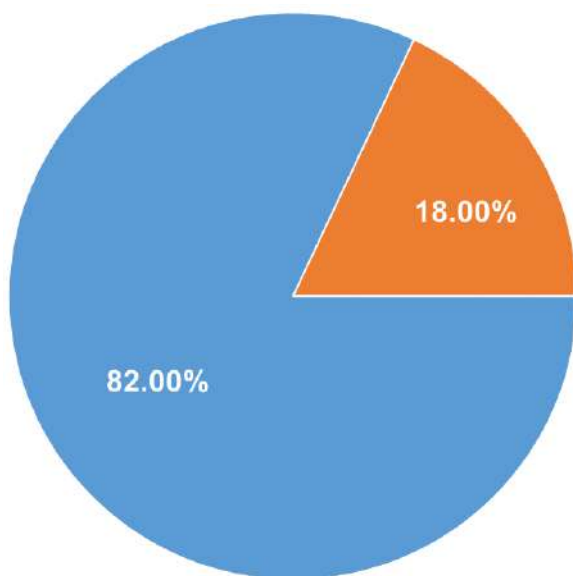
Answer Choice	Responses
Yes	31
No	6
Total	37

JCUSA FITNESS CENTRE

Cairns Campus

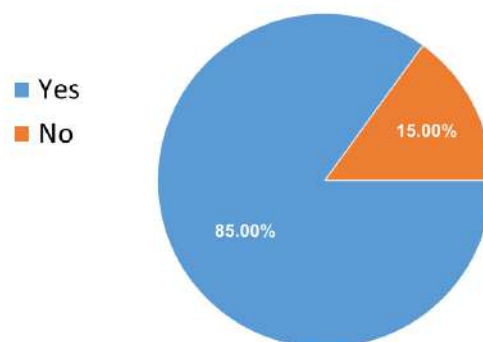
Would you like to have the option to purchase a gym membership online?

OVERALL



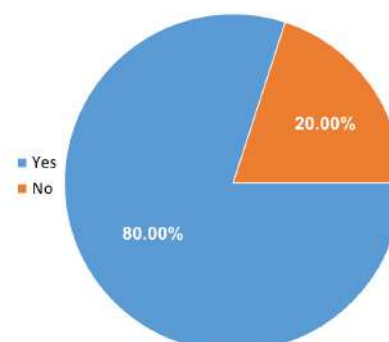
Answer Choice	Responses
Yes	41
No	9
Total	50

CURRENT MEMBERS



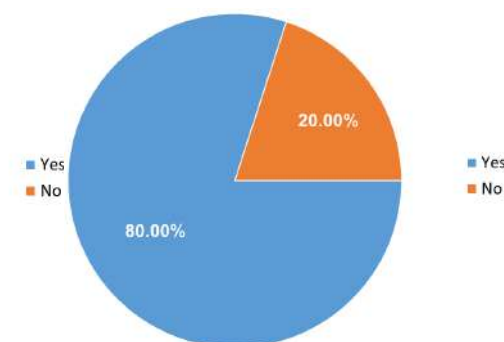
Answer Choice	Responses
Yes	17
No	3
Total	20

PREVIOUS MEMBERS



Answer Choice	Responses
Yes	4
No	1
Total	5

NON-MEMBERS

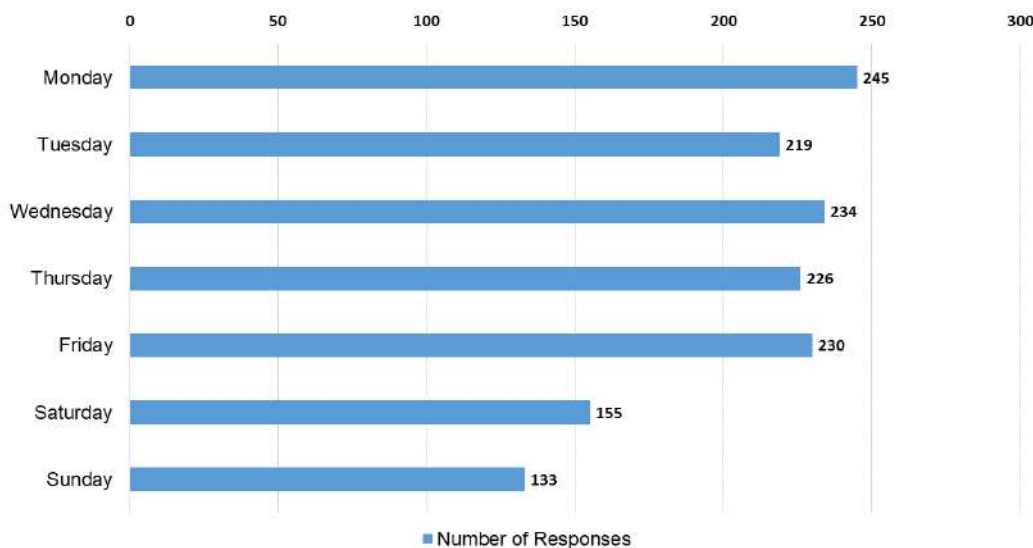


Answer Choice	Responses
Yes	20
No	5
Total	25

JCUSA FITNESS CENTRE

What day(s) of the week do you prefer to use a fitness centre/gym or to exercise?

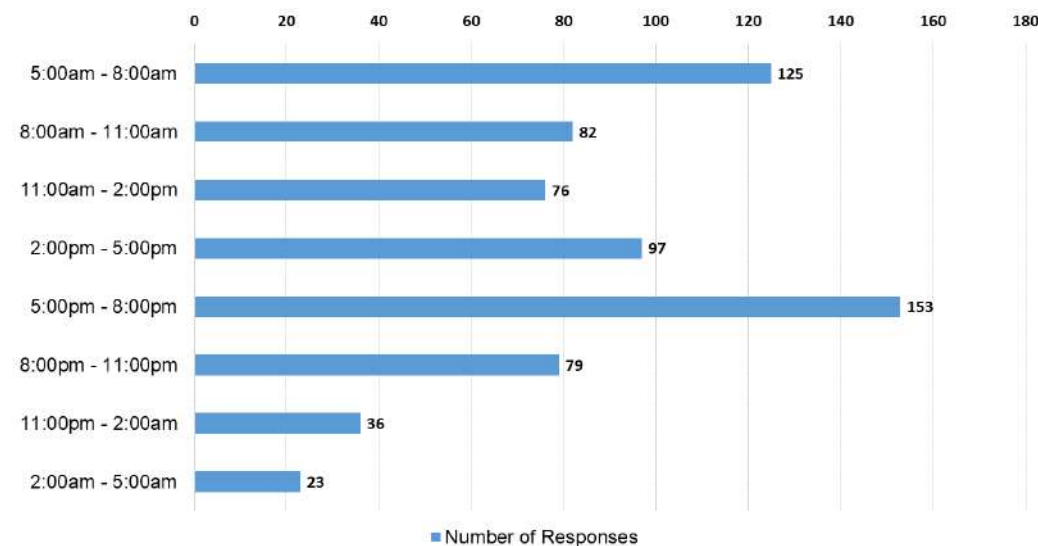
(Tick as many that apply to you)



Answer Choice	Responses
Monday	87.81%
Tuesday	78.49%
Wednesday	83.87%
Thursday	81.00%
Friday	82.44%
Saturday	55.56%
Sunday	47.67%
Total	279

What time(s) of the day you prefer to use a fitness centre/gym or to exercise?

(Tick as many that apply to you)



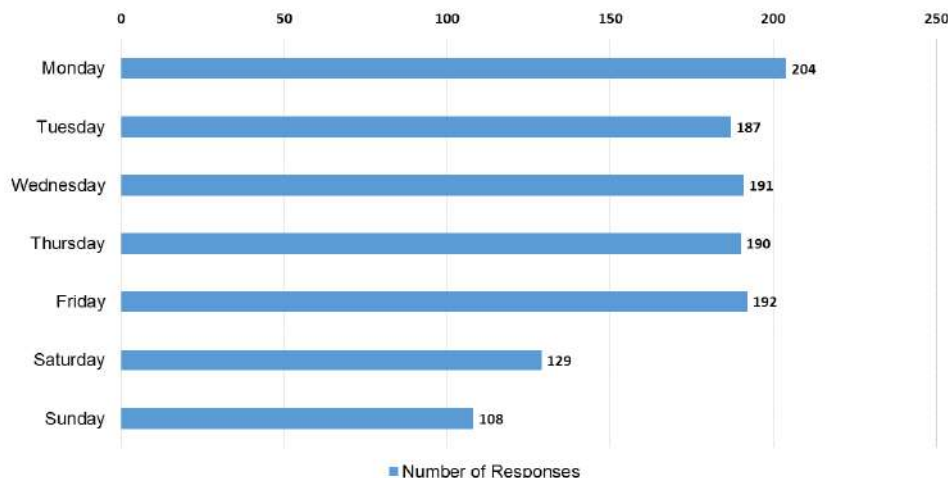
Answer Choice	Responses
5:00am - 8:00am	44.80%
8:00am - 11:00am	29.39%
11:00am - 2:00pm	27.24%
2:00pm - 5:00pm	34.77%
5:00pm - 8:00pm	54.84%
8:00pm - 11:00pm	28.32%
11:00pm - 2:00am	12.90%
2:00am - 5:00am	8.24%
Total	279

JCUSA FITNESS CENTRE

Townsville Campus

What day(s) of the week do you prefer to use a fitness centre/gym or to exercise?

(Tick as many that apply to you)

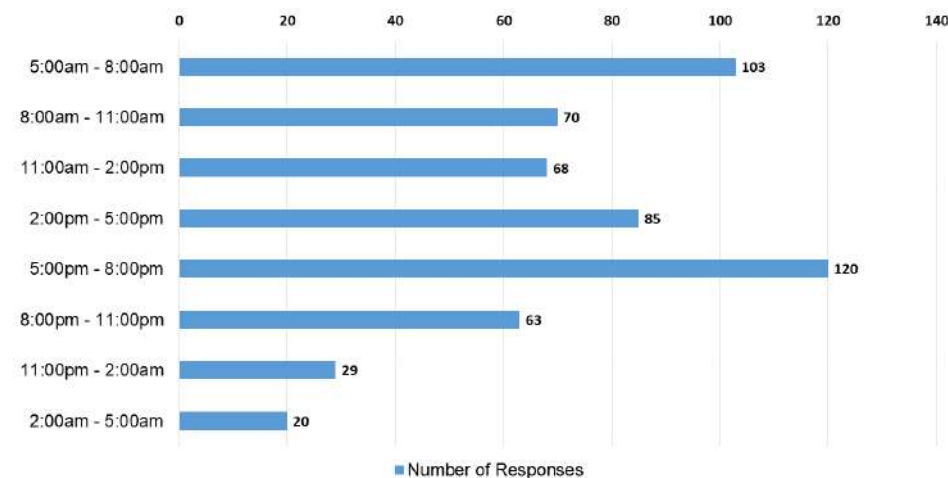


■ Number of Responses

Answer Choice	Responses
Monday	89.08%
Tuesday	81.66%
Wednesday	83.41%
Thursday	82.97%
Friday	83.84%
Saturday	56.33%
Sunday	47.16%
Total	229

What time(s) of the day you prefer to use a fitness centre/gym or to exercise?

(Tick as many that apply to you)



■ Number of Responses

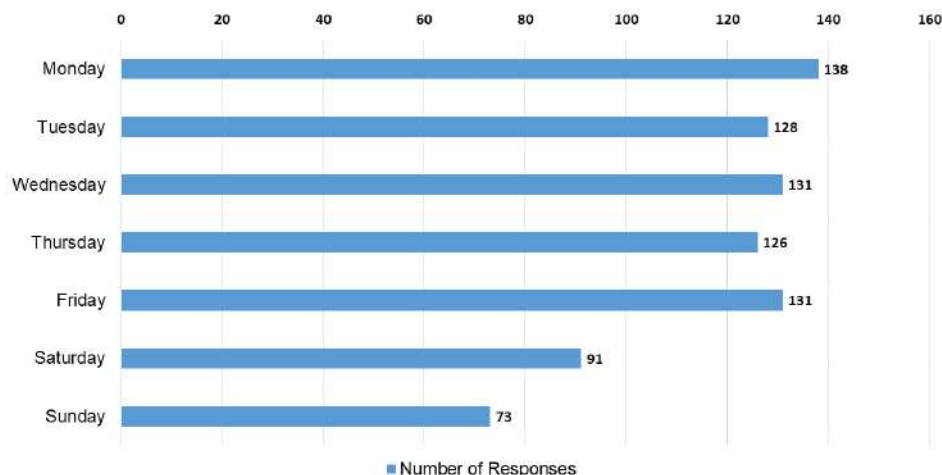
Answer Choice	Responses
5:00am - 8:00am	44.98%
8:00am - 11:00am	30.57%
11:00am - 2:00pm	29.69%
2:00pm - 5:00pm	37.12%
5:00pm - 8:00pm	52.40%
8:00pm - 11:00pm	27.51%
11:00pm - 2:00am	12.66%
2:00am - 5:00am	8.73%
Total	229

JCUSA FITNESS CENTRE

Townsville Campus—Current Members

What day(s) of the week do you prefer to use a fitness centre/gym or to exercise?

(Tick as many that apply to you)

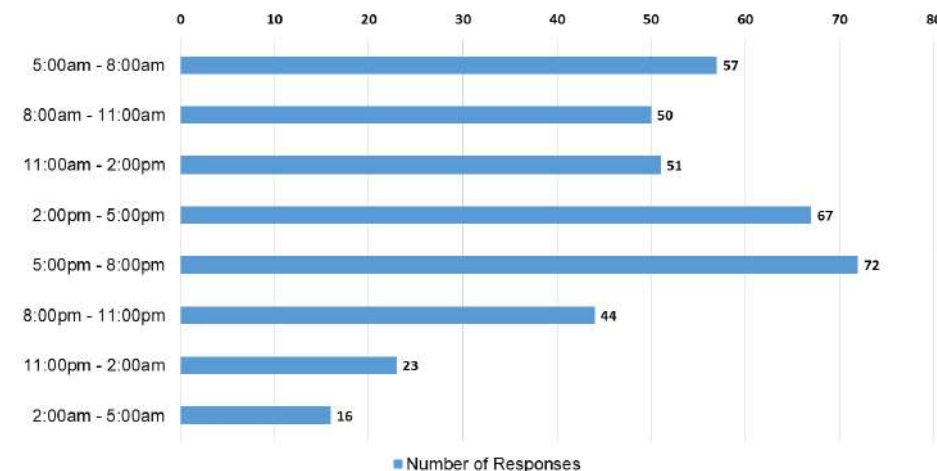


■ Number of Responses

Answer Choice	Responses
Monday	92.62%
Tuesday	85.91%
Wednesday	87.92%
Thursday	84.56%
Friday	87.92%
Saturday	61.07%
Sunday	48.99%
Total	149

What time(s) of the day you prefer to use a fitness centre/gym or to exercise?

(Tick as many that apply to you)



■ Number of Responses

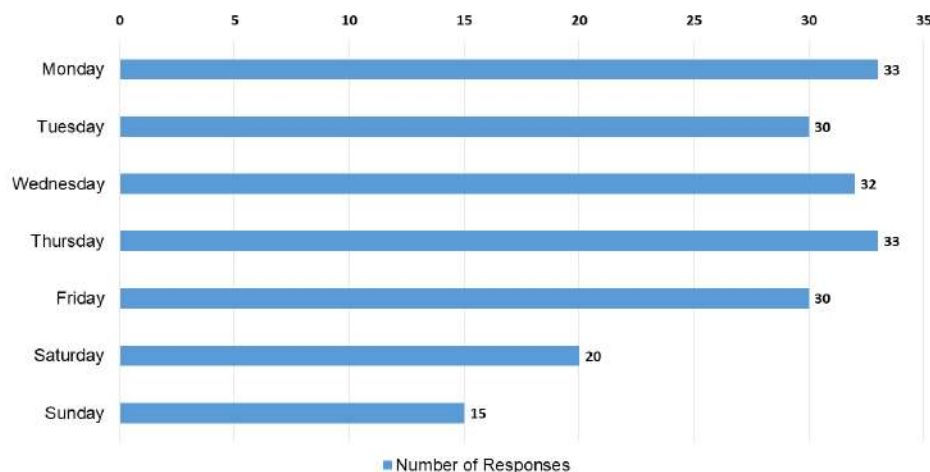
Answer Choice	Responses
5:00am - 8:00am	38.26%
8:00am - 11:00am	33.56%
11:00am - 2:00pm	34.23%
2:00pm - 5:00pm	44.97%
5:00pm - 8:00pm	48.32%
8:00pm - 11:00pm	29.53%
11:00pm - 2:00am	15.44%
2:00am - 5:00am	10.74%
Total	149

JCUSA FITNESS CENTRE

Townsville Campus—Previous Members

What day(s) of the week do you prefer to use a fitness centre/gym or to exercise?

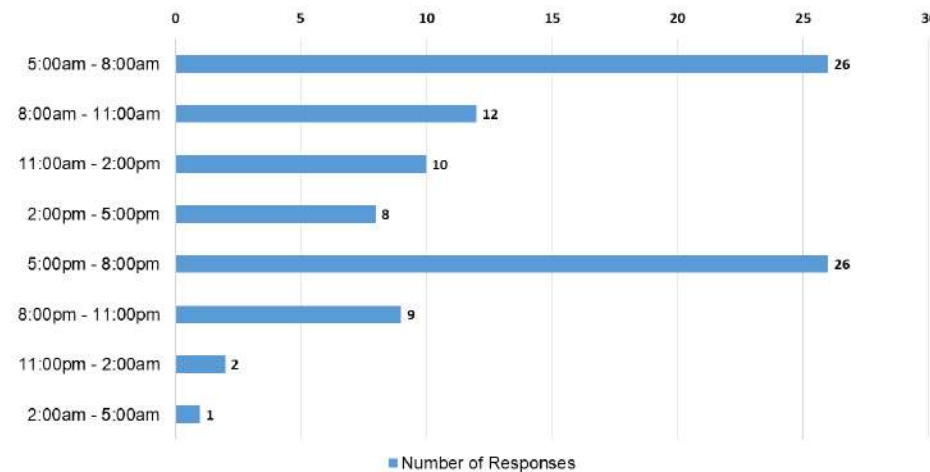
(Tick as many that apply to you)



Answer Choice	Responses
Monday	76.74%
Tuesday	69.77%
Wednesday	74.42%
Thursday	76.74%
Friday	69.77%
Saturday	46.51%
Sunday	34.88%
Total	43

What time(s) of the day you prefer to use a fitness centre/gym or to exercise?

(Tick as many that apply to you)



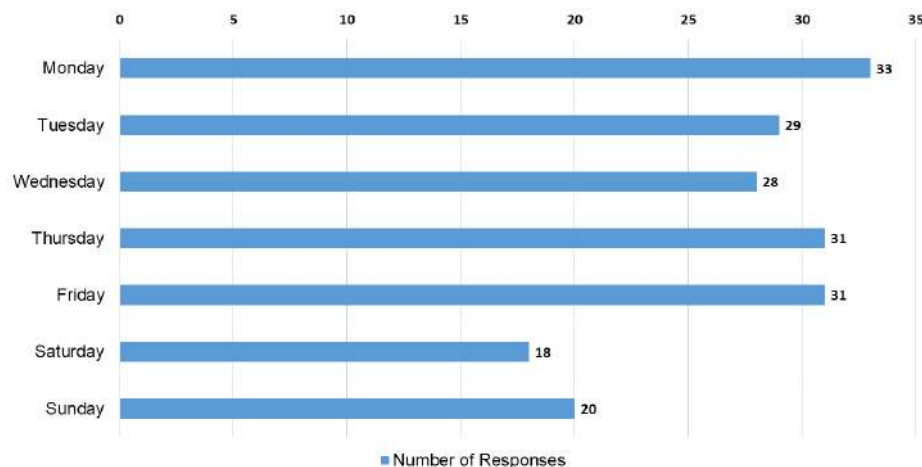
Answer Choice	Responses
5:00am - 8:00am	60.47%
8:00am - 11:00am	27.91%
11:00am - 2:00pm	23.26%
2:00pm - 5:00pm	18.60%
5:00pm - 8:00pm	60.47%
8:00pm - 11:00pm	20.93%
11:00pm - 2:00am	4.65%
2:00am - 5:00am	2.33%
Total	43

JCUSA FITNESS CENTRE

Townsville Campus—Non Members

What day(s) of the week do you prefer to use a fitness centre/gym or to exercise?

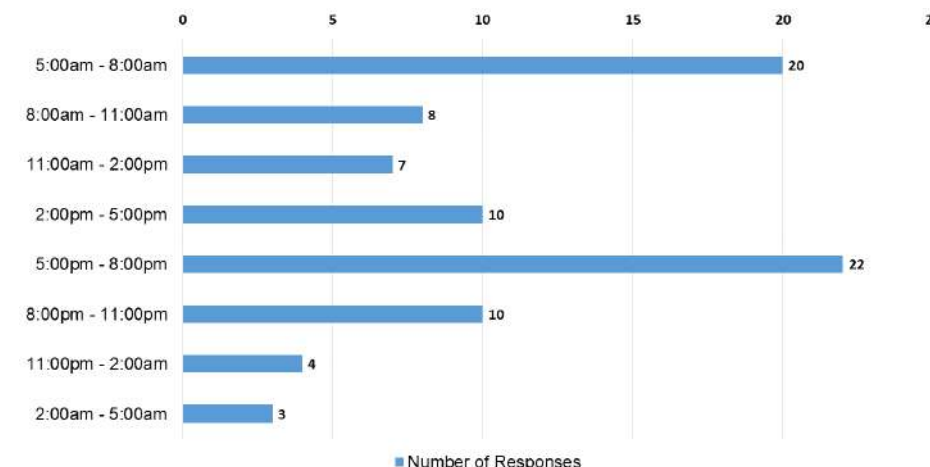
(Tick as many that apply to you)



Answer Choice	Responses
Monday	89.19%
Tuesday	78.38%
Wednesday	75.68%
Thursday	83.78%
Friday	83.78%
Saturday	48.65%
Sunday	54.05%
Total	37

What time(s) of the day you prefer to use a fitness centre/gym or to exercise?

(Tick as many that apply to you)



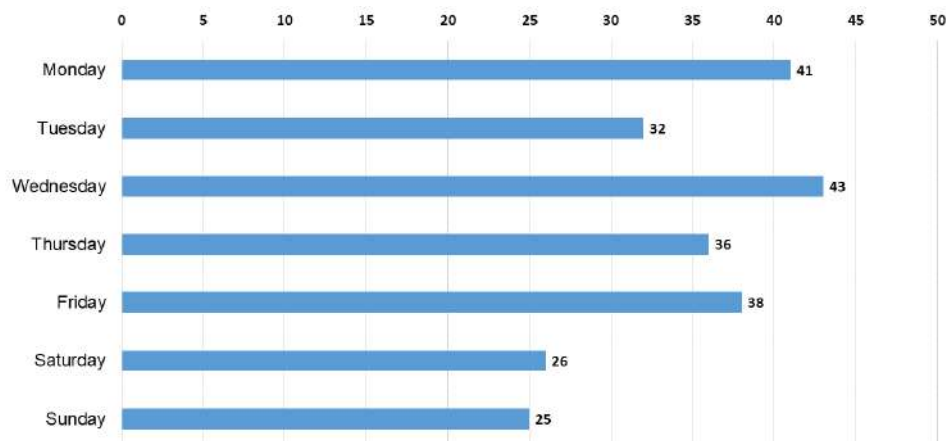
Answer Choice	Responses
5:00am - 8:00am	54.05%
8:00am - 11:00am	21.62%
11:00am - 2:00pm	18.92%
2:00pm - 5:00pm	27.03%
5:00pm - 8:00pm	59.46%
8:00pm - 11:00pm	27.03%
11:00pm - 2:00am	10.81%
2:00am - 5:00am	8.11%
Total	37

JCUSA FITNESS CENTRE

Cairns Campus

What day(s) of the week do you prefer to use a fitness centre/gym or to exercise?

(Tick as many that apply to you)

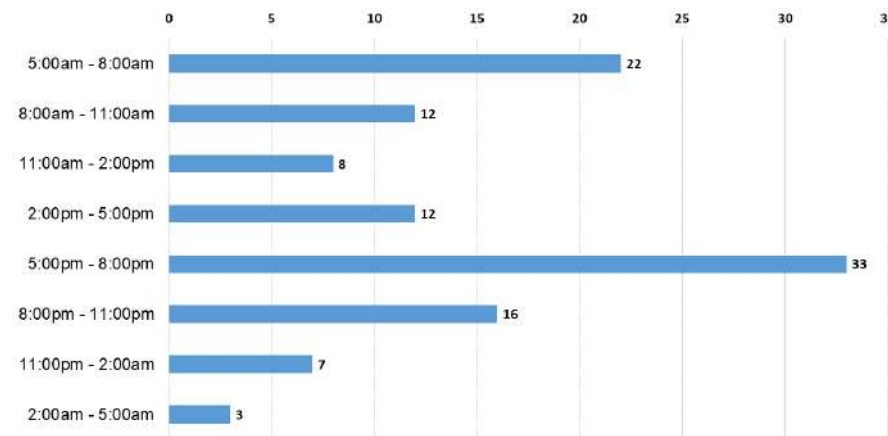


■ Number of Responses

Answer Choice	Responses
Monday	82.00%
Tuesday	64.00%
Wednesday	86.00%
Thursday	72.00%
Friday	76.00%
Saturday	52.00%
Sunday	50.00%
Total	50

What time(s) of the day you prefer to use a fitness centre/gym or to exercise?

(Tick as many that apply to you)



■ Number of Responses

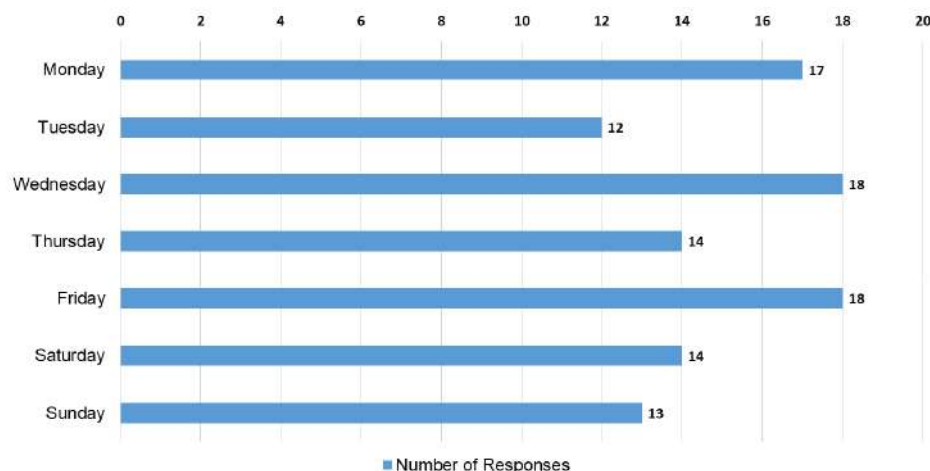
Answer Choice	Responses
5:00am - 8:00am	44.00%
8:00am - 11:00am	24.00%
11:00am - 2:00pm	16.00%
2:00pm - 5:00pm	24.00%
5:00pm - 8:00pm	66.00%
8:00pm - 11:00pm	32.00%
11:00pm - 2:00am	14.00%
2:00am - 5:00am	6.00%
Total	50

JCUSA FITNESS CENTRE

Cairns Campus—Current Members

What day(s) of the week do you prefer to use a fitness centre/gym or to exercise?

(Tick as many that apply to you)

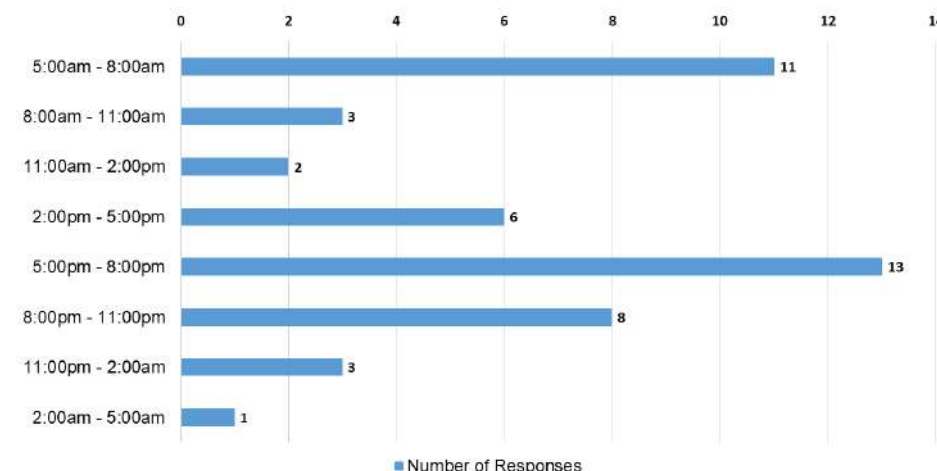


■ Number of Responses

Answer Choice	Responses
Monday	85.00%
Tuesday	60.00%
Wednesday	90.00%
Thursday	70.00%
Friday	90.00%
Saturday	70.00%
Sunday	65.00%
Total	20

What time(s) of the day you prefer to use a fitness centre/gym or to exercise?

(Tick as many that apply to you)



■ Number of Responses

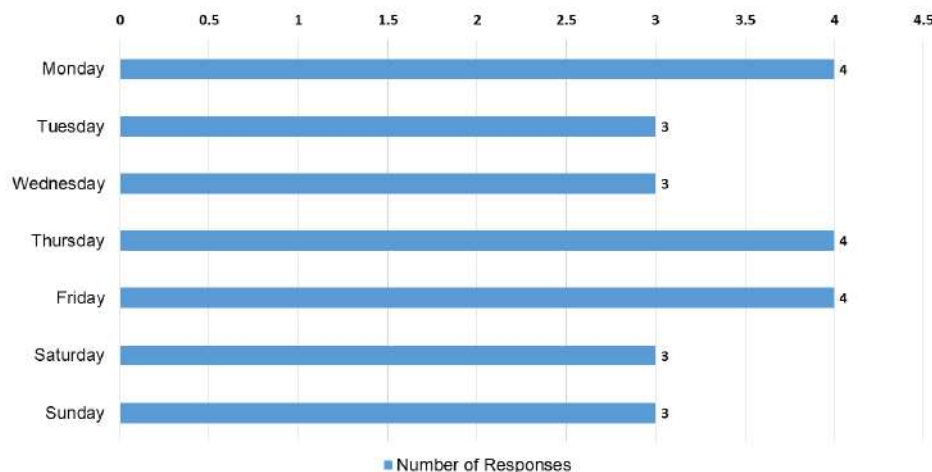
Answer Choice	Responses
5:00am - 8:00am	55.00%
8:00am - 11:00am	15.00%
11:00am - 2:00pm	10.00%
2:00pm - 5:00pm	30.00%
5:00pm - 8:00pm	65.00%
8:00pm - 11:00pm	40.00%
11:00pm - 2:00am	15.00%
2:00am - 5:00am	5.00%
Total	20

JCUSA FITNESS CENTRE

Cairns Campus—Previous Members

What day(s) of the week do you prefer to use a fitness centre/gym or to exercise?

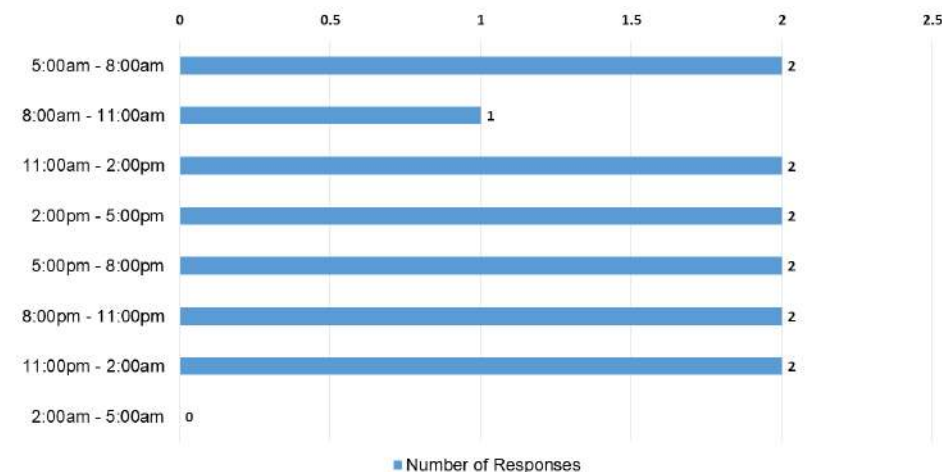
(Tick as many that apply to you)



Answer Choice	Responses
Monday	80.00%
Tuesday	60.00%
Wednesday	60.00%
Thursday	80.00%
Friday	80.00%
Saturday	60.00%
Sunday	60.00%
Total	5

What time(s) of the day you prefer to use a fitness centre/gym or to exercise?

(Tick as many that apply to you)



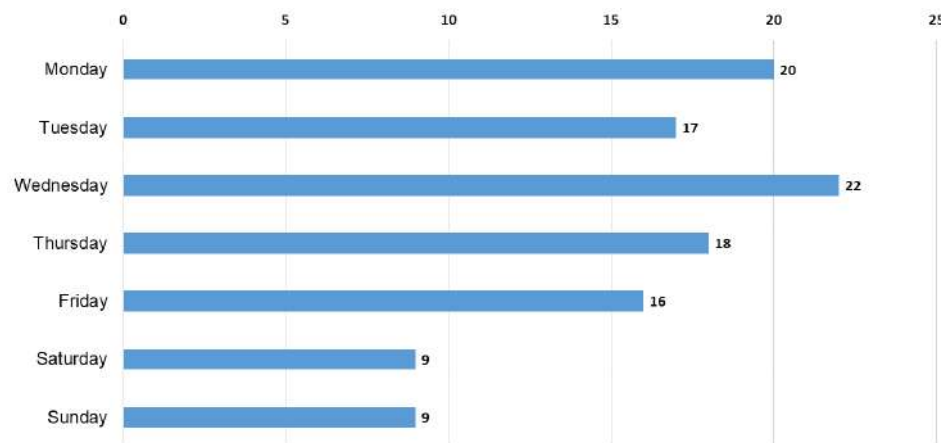
Answer Choice	Responses
5:00am - 8:00am	40.00%
8:00am - 11:00am	20.00%
11:00am - 2:00pm	40.00%
2:00pm - 5:00pm	40.00%
5:00pm - 8:00pm	40.00%
8:00pm - 11:00pm	40.00%
11:00pm - 2:00am	40.00%
2:00am - 5:00am	0.00%
Total	5

JCUSA FITNESS CENTRE

Cairns Campus—Non Members

What day(s) of the week do you prefer to use a fitness centre/gym or to exercise?

(Tick as many that apply to you)

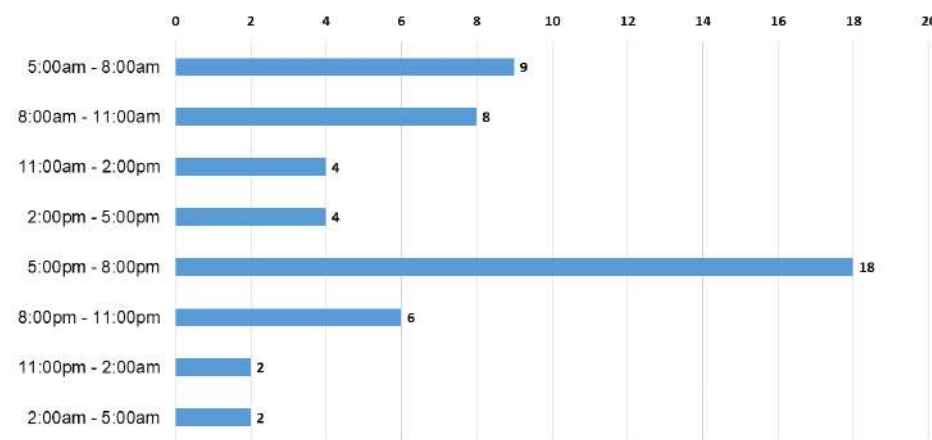


■ Number of Responses

Answer Choice	Responses
Monday	80.00%
Tuesday	68.00%
Wednesday	88.00%
Thursday	72.00%
Friday	64.00%
Saturday	36.00%
Sunday	36.00%
Total	25

What time(s) of the day you prefer to use a fitness centre/gym or to exercise?

(Tick as many that apply to you)



■ Number of Responses

Answer Choice	Responses
5:00am - 8:00am	36.00%
8:00am - 11:00am	32.00%
11:00am - 2:00pm	16.00%
2:00pm - 5:00pm	16.00%
5:00pm - 8:00pm	72.00%
8:00pm - 11:00pm	24.00%
11:00pm - 2:00am	8.00%
2:00am - 5:00am	8.00%
Total	25

JCUSA FITNESS CENTRE - Townsville:

Lastly please provide us with any other additional feedback in regards to either the JCUSA Fitness Centre in Townsville or JCU Fit 101 in Cairns.

- 24 hour gym access would be great
- 24/7 opening
- A heated pool available during the winter months would be very useful.
- A new pool would be nice
- A pool
- A wider variety of classes would be much appreciated in the Townsville gym.
- An potential increase to 24 hour access would be fantastic. I think it would reduced the busyness during peak hours which would make use of the gym a lot easier. Also really like the variety of devices offered at the gym as well as the friendly staff.
- As a Saints resident I feel that we should be able to access the JCU gym free of charge like the other colleges.
- As a Saints resident, I do not understand nor have I been made aware of a reason why I pay full price for a membership but John Flynn and George Roberts do not have to pay at all. I feel like even a discount would be beneficial and some clarity as to why we have to pay the full fee would be appreciated. Thank you.
- Better air conditioning
- buddy program to find other members wanting to go at similar times with similar training interests
- Can you please find a way to have more bikes available out the gym floor. Two just aren't enough and it can be really hard to get a bike. Maybe remove one of the reclining bikes as they are nowhere near as popular so that more of the upright bikes can be used.
- Change gym opening time on Sunday to 8:00am
- Definitely need more personal training services. All not a fan of Townsville fire using the gym. As they are the cause of numerous complaints consistently.
- Equipment is good, maybe a hack squat machine and the concept 2 rowing machine being brought back would be good
- Fix the wasp issue outside the Townsville gym.
- Full length mirror in girls bathroom!!
- Girls hour - I know it's hard to do but I know a lot of girls would appreciate it ?????
- Good gym
- Great, convenient gym with all the important equipment. Would however prefer Concept 2 Rowing machines as these are the international standard machine that allows me to track my progress consistently.
- Have another room for floor work. Awkward sometimes trying to do floor work when it is super busy. Is not enough room
- Having self defence classes in townsville could be very beneficial especially because of the crime rates here
- I don't like the actual gym part, I like all the other things like classes and im unsure if we can use the courts for netball training. But think prices need to be cheaper especially for students.

JCUSA FITNESS CENTRE - Townsville: Cont.

Lastly please provide us with any other additional feedback in regards to either the JCUSA Fitness Centre in Townsville or JCU Fit 101 in Cairns.

- I don't think there is a need for music in the gym. Those that want it bring their own and have to compete with the sound system making the resulting volume unhealthy. Of those that don't there will be some that don't want any, others that don't like the choice and some that are sick of the repetition.
- I have been very happy with the price of the gym and quality/range of equipment.
- I know this has been mentioned quite a few times, but the TSV fire leave the gym an absolute mess. They don't follow the internal covid measures within the gym and tend to take up most of the gym floor. I really think that when they are coming to train, there needs to be a notice put out on the Facebook page because when they are there, you can barely use anything
- I like evenings after work but there are a lot of "muscle bros". I'd like to use the strength equipment more but as I'm not experienced with these I feel uncomfortable using equipment in a small space. Would love a new pool and to add laps into my fitness regime. This would make me more likely to continue my membership.
- I really appreciate the recent signage for raising sexual harassment awareness. Knowing that the staffs take it seriously and the sheet giving specific examples gave me comfort and sense of security.
- I really love how inclusive and accepting the environment at the JCU gym is, and how there is no pressure for renewing payment plans. This really sets it apart from other gyms.
- "I said I wouldn't use a sled track, but that was mainly because I probably wouldn't use the sled. I probably *would* use a sprint track - or the sled track with plyo props to jump on/over whilst sprinting instead of pushing a sled. And I would absolutely use an aquatic centre with an indoor lap pool and a heated aqua aerobics pool (that was available for "casual" use outside of classes). If I could get pool and gym on the one membership (and the pool was open every day for the same hours as the gym) I would sign up for a membership if the Fitness Passport thing stopped being an option. Overseas, a lot of aquatic centres get more bang for their buck by making two story buildings with the pool and gym on the ground floor and courts (basketball, futsal, badminton, squash, etc) above them. I really like those and it would be great to have one in Townsville. As for group classes - I mainly don't use them because the times don't work for me and I'm not interested in the Les Mills stuff (which tends to be what's on when I can make it). Try having a proper range of Yoga classes (beginner, general, power - or alternate Yoga and Pilates) at 6.00PM or 6.30PM (and maybe AM) and actively advertise them to the public to see if you get more locals coming along. And it needs to be a proper yoga studio that offers classes reliably throughout the year regardless of what the students are doing (maybe get an established studio to run it as a side hustle). Rather than threatening class closure on your FaceBook page if a class is under attended, try advertising the classes more aggressively and offering "come and try" discounts. It might also be worth moving away from the Les Mills classes and just have generic aerobics and plyometrics sessions. I have a feeling the franchise-based fitness programmes might have had their peak, and maybe people would be more interested in a "fitness studio" that offers their own aerobics or body-weight strength classes."
- I think the if the gym was a 24 hour gym, it would be more inclusive towards people who are new to the gym or don't like going to the gym because of other people
- I would definitely join if the pool opened again.
- I would really like to have bumper plates, a lifting platform, and better bars. A 15 kg olympic bar would be good. Concept 2 rowing machines. Micro plates (0.25, 0.5 kg).
- I'd like better class times for yoga/pilates over lunch and before work
- If it could open for 24hrs
- If staff were able to show people how to use the equipment, there would less embarrassment about using it and making a fool of themselves or injury. This could be run like once a week at a certain time for any new gym people to be shown how to use it.

JCUSA FITNESS CENTRE - Townsville: Cont.

Lastly please provide us with any other additional feedback in regards to either the JCUSA Fitness Centre in Townsville or JCU Fit 101 in Cairns.

- If the gym could open at 8am on a sunday instead of 10am would be better, otherwise swipe cards could always be an option if possible.
- Kg's on the weight stacks
- Last Question - Would be good to have an gym time option for after 5pm
- Love this gym, suits my needs.
- Making the JCU Fitness Centre a 24/7 facility would be a great change and definitely make me likely to join as a member.
- May be wishful thinking but would enjoy the possibility of a sauna/steam room at the gym. Would prefer it if JCUSA was responsible for organizing certain clubs such as the Squash Club/Tennis Club, or at least hold 'open court' sessions (mainly for squash since I believe the Tennis courts are already free). Would enjoy the opportunity to have 'open field' time on the JCU soccer field (Baker field), to give students a chance to play some 'pick-up'. Students may want to play certain sports but due to school/work commitments have trouble adhering to organized sports. For example if no organized sports are booked the Baker field could be opened up for an hour or two may Mon-Wed-Fri or Tues-Thru where people could play pick up soccer. Would a fun way to stay active without having to commit to a league/team.
- Moe flexibility in opening hours for the gym, especially on weekends.
- More clarity on joining fees and prices would make it more attractive. Couldn't find much on website last time I checked in March.
- More effort in getting users to use a towel, clean down the equipment after use, and to put weights back.
- More help - somehow - for older people to get confident with various machines and exercises. Not sure if this would be someone on the floor to help or more accessible personal training. Personal trainers tend to be young and seem unable to see how hard it is to step up and get used to exercise when you are 60+. I have always felt welcome and no one seems concerned if I am trying out things but it would help to know you are doing it right or could get more out of the workout.
- Music is too loud (note many users have their own music going anyway)
- One more ez bar currently have 2 one long one short another short one as it is popular.few less stepper machines more treadmills with full screens as they would be popular swipe in early morning access.weekend's
- "Overall very good gym.
- Only thing would be changes regarding dropping weights on the rubber mats or provision of an Olympic weightlifting mat"
- Overall, it is a great facility!
- Please add in a punching bag/s. This would be very beneficial to many people.
- Please bring back the pool.
- Please get a new barcode scanner in the Tsv gym it is a major frustration....!
- Please replace the spray and paper towels with wipes! And more than 1 inaccessible yoga class please. Preferably after 6am
- Recent posts about dropping fitness classes have sounded fairly angry in tone - A bit offputting. Weekend yoga / pilates classes would be good thanks
- Some of the Barbells could use a clean or replacement.
- Sometimes music is too loud. It would be nice to remind users to wipe down equipment after use. Also, maybe need some rules for some members who leave the stuff at the equipment and be absent for 10 mins on phone or something
- Sports facilities like the volleyball courts should be included for members or highly discounted.

JCUSA FITNESS CENTRE - Townsville: Cont.

Lastly please provide us with any other additional feedback in regards to either the JCUSA Fitness Centre in Townsville or JCU Fit 101 in Cairns.

- "Staff need to ensure good gym etiquette:-, no " reservation towels" or using more than one piece of equipment at a time . Return equipment after use , wipe equipment down after use. Keep chatting/ socialising for outside . Don't use equipment to sit and play on your phones. "
- Standing fans in the Group Fitness room would be great as the ceiling fans don't do much...
- Thanks for such a great gym! The only problem is the very small change room bench/ area in the men's toilets. Otherwise it's a great gym and much appreciated!
- The closure of the pool in Townsville is really disappointing, if it were to be reopened or rebuilt with the Gym I would 100% be signing up again.
- The gym currently feels like a big corporate gym in a shopping centre. There's no energy, "vibe" or community. It's just robotic. Come in scan, use equipment (use either right or wrong doesn't matter because there's no one there to help). My gym back at home always had trainers for boot camps challenges and multiple PT options. PT's don't even cost anything, it's really silly to not have them.
- The gym is very good. I like fitness classes and would like those that are suitable for cross-training. Since, I am a rower and row in the mornings, group afternoon classes are the only ones I can use.
- the gym just needs to be bigger with more open space and updating of most of the strength equipment
- The place could use a facelift. The toilet/shower area is very hot in the summer and needs more room for changing, etc. This area is never fully clean either, i.e. cobwebs, dust, etc.
- the pool needs to reopen
- The shower/ bathroom area gets so hot in summer due to no windows or ventilation.
- The gym feels very cramped if it is even the slightest bit busy. The floor always feels dirty. The scale is always broken and would love the option to have a scale that measures more than weight (like body fat and sucks mass). I wish that all the group fitness classes could be in on different times throughout the day not just either early morning or whatever.
- The spiderwebs inside are getting out of control
- The way the gym is organised is very poor and should be redesigned. A lot of pointless pin loaded machines with some that don't work. Would be good to see more room for free weights
- "There are no gym floor staff. This blows my mind.
- Also, the older lady at the front desk is the rudest reception lady I've encountered. She sometimes doesn't even look up and greet me upon entering"
- "This is an awesome gym! Rose at the desk is so friendly and welcoming!
- I love Spin and wish it was offered one more session during the week. Thump is great too!
- "Townsville gym equipments are a bit rusted.
- The leg press machine is especially squeaky because of that and it scares me."
- When will all the equipment be available, and not 'closed' for COVID restrictions? Most of the other commercial gyms have all equipment available
- Would love an upgrade in some of the weights etc - falling apart a bit/a bit dirty
- Would love to see sport classes where you get taught how to play sports, for example beach volleyball.
- Would love to see the JCUSA Fitness sign on the outside of the gym too.

JCUSA FITNESS CENTRE - Cairns:

Lastly please provide us with any other additional feedback in regards to either the JCUSA Fitness Centre in Townsville or JCU Fit 101 in Cairns.

- 24 hour access
- Again I feel the price is way too expensive. If it is part of the uni it should be a free or heavily reduced price for students, ie. half the price of external gym memberships.
- Anything boxing. Gym needs a heavy bag (standing or hanging), a speed bag and cobra bag.
- Being able to have music playing during unstaffed hours would be great, or atleast the ability for people to connect to a Bluetooth speaker even would be great.
- cairns Gym Fees are excessive
- For Cairns: Great facility but would prefer more flexible working hours now that there is better security compared to the old gym.
- I'd just like to say thank you to Brenton from the Cairns facility. He has been really helpful in answering my questions earlier in the year, and although I have delayed joining the JCU gym for a while now, I am really keen on doing so soon!
- Information of the gym to be included in the beginning of each semester to let students know. Maybe emails that are dedicated just to JCUSA, instead of a section in a newsletter.
- Is to expensive compared to the surrounding gyms and value for money when comparing the Jcu to other gyms is low
- Light programs with expert advice for those with current or previous injuries.
- Maybe in future we can extend the cairns gym into the little room closed by a door inside. Perhaps even extending the building in another way. A connection to an outdoor facility/area would be pretty cool...or even into the boathouse/Cafe that is not being occupied and making it into a fit and healthy environment...E.g. supplement store, new cafe that can even help with meals before and after gym, etc. No contract/no hassle like 1 million strong is a really good concept as well and attracts a lot of people.
- Please make the price lower.
- Since I didn't know about the Fitness Centre, I couldn't answer a lot of questions very well. Only yes/no choices weren't helpful - I'd need to know more to be able to give a good answer, so I chose to say No at this point. Not very helpful for your survey either.
- This service is overpriced, inconvenient and should be free. There are far too few areas of student participation.