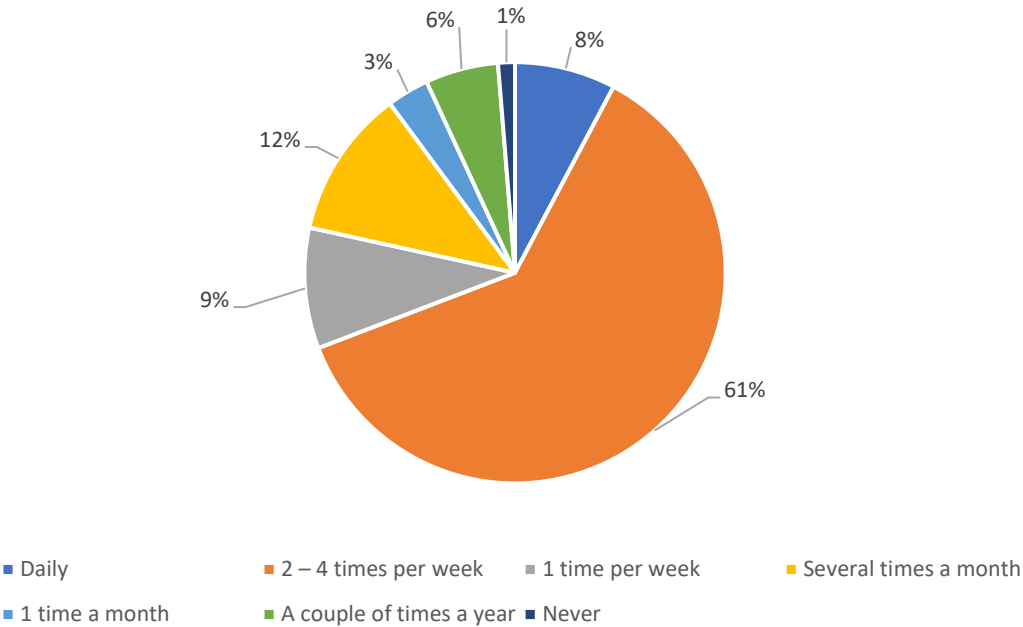


VINE Adult Community Center (VACC) Member Survey Results 2023

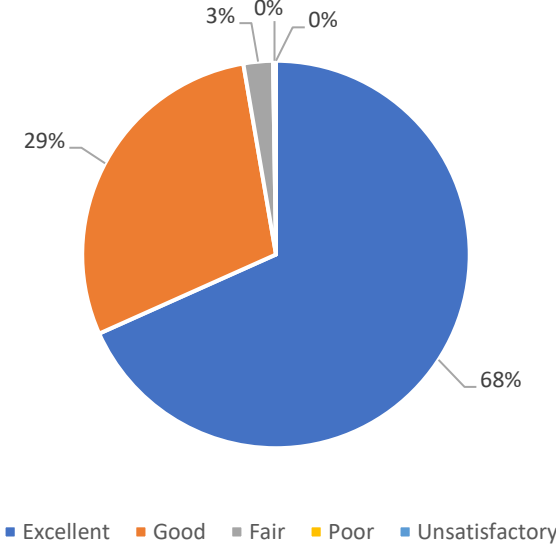
Surveys were emailed to 1386 VACC members through SchedulesPlus in December 2023. Members were asked about what activities they take part in, the frequency of their visits, their satisfaction with the programs, classes, instructors, staff, building cleanliness, and audiovisual equipment, and were asked for their general comments and suggestions. 430 individuals completed the survey.

Activities	Number	Percent
Art Programming	61	4.64%
Billiards	20	1.52%
Card games (500, Bridge, Cribbage, Duplicate Bridge, Friday Afternoon Cards, etc.)	22	1.67%
Cardio & Strength Classes (Forever Fit, Move it More, Cardio Strength, Combo Fit, Strike Strong, Zumba)	109	8.28%
DEVINE Singers	15	1.14%
Educational Presentations	168	12.77%
Fitness Center	279	21.20%
Get Your Yarn On	14	1.06%
Memoirs	17	1.29%
Mind Body (Yoga, Tai Chi, Pilates, Barre, Stretch & Flex, Roll & Restore)	117	8.89%
Open Swim and Lap Swimming	88	6.69%
Ping Pong	5	0.38%
Specialty Fitness (Knee Class, Dual Task, Personal Training)	19	1.44%
Trekking	14	1.06%
VINE Spellers	7	0.53%
VINE Stompers	13	0.99%
Walking Track	260	19.76%
Water Classes (Aqua 1, 2, 3, Aqua Zumba, Aqua Yoga)	88	6.69%

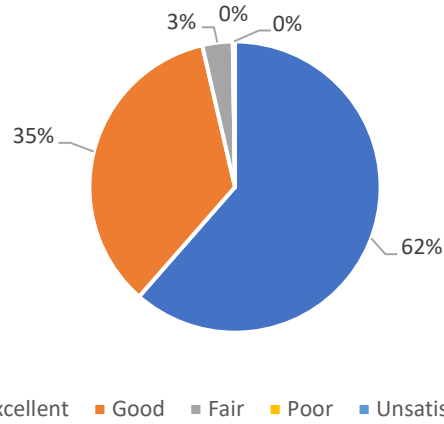
How often do you visit the VACC?



How would you rate the programs and classes at the VINE Adult Community Center?



How would you rate the facilitators and the instructors at the VINE Adult Community Center?

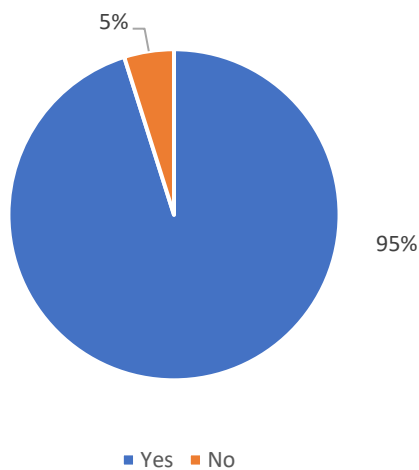


Individuals were asked to rate the friendliness of the staff and the helpfulness of the staff. 74% indicated an excellent rating and 25% indicated a good rating. Both questions yielded the same results.

Individuals rated the VACC building cleanliness as excellent (70%) or good (29%).

Survey respondents were asked if the audio equipment and the visual equipment at VINE met their needs. Although 89% of respondents indicated that the audio equipment met their needs, there were about 20 comments about issues with sound and audio issues. Most of the comments were related to facilitators and instructors not using the microphones consistently, noise from other rooms filtering into spaces, and sound system problems. Nearly everyone (97%) reported that the visual equipment met their needs.

Do the hours of operation fulfill your needs?



Most of the 25 comments associated with hours of operation dealt with members' desires for more weekend hours and more evening hours.

Members were also asked if the VACC offerings were available at convenient times. 84% indicated that they were. Survey respondents commented that they wished there were more open swim and yoga classes offered. Some members thought that there were too many things offered at conflicting times (they can't attend everything they want to attend). There were several comments from individuals who still work. They commented that the hours weren't conducive to their schedules.

The vast majority of individuals who responded to the survey would recommend the VACC to others (97%).

We appreciate all the questions, suggestions, and compliments left on our VACC Member Survey. We'll address some of the most frequent here.

Comment –

I'd like to suggest _____ for a new educational program or fitness class.

Response –

Members gave a long list of educational program and fitness class ideas. Our Program and Event Coordinator, Meghan, will try to arrange and schedule programs based on your ideas. We have a limited budget to pay for speakers and facilitators, which impacts the types of educational programming we provide. Our fitness staff is also combing through the ideas provided and will be discussing ways to offer new classes or provide more of the current offerings.

Comment –

I'm still working and find it difficult to get to the VACC. Can you extend the hours of operation?

Response –

Staff have been discussing the hours of operation and the VACC will be open later in the evening soon. More information is coming.

Comment –

Are the fitness instructors regularly observed? Can you list who teaches each class?

Response –

The instructors who teach fitness classes are observed by their supervisors. If there are concerns, supervisors coach the instructors. Due to the variability of scheduling, we don't list the instructors for each class.

Comment –

Why am I required to use a key fob to access some areas of the VACC? Can the doors be made automatic for ease of opening?

Response –

Some doors require a key fob as we have different membership levels that have access to different amenities. We are looking into how we can automate the doors to the Fitness Center and other areas of the building.

Comment –

I have questions about the Fitness Center equipment. Who do I ask for help? Why doesn't the HUR fitness card remember my weight adjustment all the time?

Response –

If you'd like suggestions on your technique or have questions about the HUR fitness card, please ask the staff in the Fitness Center. Fitness Center staff do form corrections when they see them. We also have personal training available, at a reasonable cost, for those who want more one-on-one support. The HUR fitness cards do a good job remembering the weight changes (especially when increasing the weight). When decreasing the weight, the HUR equipment doesn't remember the change as well and it may take several times for the software to update.

Comment –

Is it possible to schedule things in a different way so I can attend all the activities I'm interested in?

Response –

We offer a variety of programs and classes to meet the diverse interests of our members. We continually look at when we offer programs and classes and try to schedule things throughout the day. With all the offerings, it can be a challenge to move one or two classes as that move can impact the schedule of multiple rooms in the building. Additionally, when we are working with a volunteer facilitator, educational presentations are scheduled based on their availability which can also impact scheduling and room availability.

Comment –

How do I register for educational programs or fitness classes? How do I cancel if I'm not able to attend?

Response –

You can register for a class or cancel a class by calling the VACC at (507) 386-5586 or by going to our website, vinevolunteers.org. Click the "Register" button under Online Registration and follow the prompts. If you know that you cannot attend a class, please cancel as soon as possible. If you need help registering or cancelling a class, speak to a staff member.

Comment –

Could a railing be installed between the sidewalk and the building (by the boulders)?

Response –

The Facilities Manager will look into the cost of such a railing.

Comment –

There are some changes that I'd like to suggest in the bathrooms. Can you get higher toilets? How about more grab bars in the stalls? Or more wall hooks? I'd also like stools in the handicap stalls.

Response –

The toilets at the VACC are compliant with ADA standards and suitable for people of all abilities. There are grab bars available in the handicap stalls for those who need more support getting up and down. It is not a requirement to have grab bars in all bathroom stalls, but we will see if it is possible to do so. We have installed wall hooks in the women's bathrooms on the 1st, 3rd, and 5th floor and there are hooks in each of the stalls. While the stools in the handicap stalls may be helpful for some, we will be removing them to meet ADA requirements because having a stool in the handicap stalls makes it difficult or impossible for those who use wheelchairs to use the stall.

Comment –

A family bathroom/changing room/locker room is needed.

Response –

We are looking into the possibility of putting in a family locker room on the 1st floor and are working with an architect and an engineer.

Comment –

The entryway seems dark and dated. Could it be modernized? It takes a while to sign in too. Have you thought about adding another check-in kiosk?

Response –

We are working with an architect on improving the appearance and functionality of the front lobby. A second check-in kiosk was recently installed, and we hope you have found it helpful for the check-in process.

Comment –

The women's locker room isn't big enough and needs more showers, lockers, benches, and a swimsuit dryer. Grab bars in the showers would also be nice. Can you provide soap for us to use? Why is it so cold in the locker rooms?

Response –

We have limited space in our locker rooms, and it would be nice to have more showers and lockers, but we aren't sure that it is feasible. We are asking the architect about options. Our Facilities Manager will look into installing more grab bars. We have researched swimsuit dryers but have not found a durable one that is financially feasible and with our space limitations in the locker rooms, installation could be difficult. We will be exploring the installation of shampoo and body wash dispensers. The pool is set at 89 degrees and the pool deck area at 82 degrees. When people get out of the pool and go to the locker rooms, they are wet, so the air feels cold, but the thermostats are actually set at 76 degrees.

Comment –

I feel as if the membership fee is too high.

Response –

VINE is a non-municipal and our membership rates are comparable to other fitness and community centers in the area. Many of the members at the VACC qualify for insurance reimbursement plans and these plans pay for all or part of their membership. Individuals are invited to apply for a reduced rate if the price of the VACC membership is a hardship. Scholarships are available.

Comment –

Some of the other members are rude to me and are very territorial about their space in group exercise classes.

Response –

The VINE Adult Community Center strives to be a welcoming place for everyone. A recurring theme in our Value Statement is that of **kindness**. We expect our members to be welcoming and kind to one another. If you notice someone being unkind, we encourage you to talk with one of our staff.

Our value statement is as follows:

At VINE, we value an individual's **whole life** and engage aging adults with **respect** in each life stage. **Kindness** is a basic principle characterizing our work with aging adults, our community and each other. Our services are

predicated on the importance of belonging and human wellbeing. We build **connections** supporting healthy, rewarding lives for aging adults.

As an organization, we believe our **dedicated staff and volunteers** are our greatest asset. Together, we operate with an unwavering commitment to **quality of service** and experience, **honesty and kindness** in our interactions, and **accountability** for our work and its impact.

Comment –

Some areas of the building could be dusted and vacuumed more frequently.

Response –

Staff have a cleaning schedule that they follow. If you notice that an area of the building needs attention, please bring it to the Guest Experience Manager's attention. Alex Maes is our Guest Experience Manager, and his office is located behind the front desk.

Comment –

There seems to be issues with the audio equipment for some of the fitness classes and educational programs.

Response –

We had a technician come and look at the audio equipment in early 2024. We request that all of our fitness instructors (excluding the pool) and all of our educational program facilitators use a microphone. Some of the spaces at the VACC are equipped with hearing loop technology. Ask staff if you have questions about using this technology.

Comment –

Parking is a big issue at the VINE Adult Community Center.

Response –

In the ideal world, we'd have a parking ramp but at the cost of \$35,000+ per parking space, it isn't financially feasible to build. If our parking lot is full, members may park on the street or in the lot where we rent space above 5th Street, across from the historic courthouse, and accessible from Walnut or Hickory Streets. Employees do not park in the main lot. We do have some tenants on our 4th floor who park in our lot as part of their lease agreement. Our building and parking lot are busiest on Monday, Wednesday, and Friday mornings. Although we try to space out our classes and offerings, most people have expressed their desire to have exercise classes in the morning, so we schedule educational and social programming later in the day.

Comment –

Whatever happened to having our taxes done at VINE?

Response –

The tax preparation service that used to come to VINE was through a volunteer organization and not a VINE service. There are two sites offering tax assistance in our area:

Minnesota Valley Action Council
706 N Victory Dr
Mankato, MN 56001
(507) 345-6822

Bethlehem Lutheran Church
720 S 2nd St.
Mankato, MN 56001
(507) 386-5570