

Response to Questionnaires

Naas Trumps

Thanks to all who responded to the questionnaire. We had more than 40 responses all of which offered very useful insights to the current and future operation of our club. Inevitably, responses differ with members offering their own personal views. Below you will find a summary of those responses.

Q.1. What do you think is good about the Club?

This is the one question where the responses were uniformly positive. Typical responses were:

- Friendly, relaxed, pleasant, not too serious
- Recognition of different players' abilities
- Well run club
- Everyone feels comfortable
- Efficient, supportive, sociable, challenging and well organised
- A happy club
- Relaxed and yet competitive
- Communication and venue are good, punctual
- Tolerance and good humour shown by members
- Marian is excellent
- Sense of enjoyment from playing
- Lack of pressure, encouragement to improve, excellent committee.

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Q. 2 What do you think could be improved?

Again, a number of extremely useful suggestions – but no unanimity!

- No change needed – 7 responses
- Have tea/coffee on the evening – 1
- A non-competitive night occasionally – 1
- Address the heating control in the room – 3
- Introduce handicapping – 5
- Fewer hands – slower pace – 1
- Improvers classes – 2
- Cut for N/S and E/W rather than present system – 1
- Trying process whereby each partner says aloud what they think their partner meant by bid. Partner cannot comment. Discussion after hand played - 1
- Quicker moving from table to table – 2
- A little quieter – 1
- Try to facilitate member arriving without a partner - 1
- Start earlier – 1
- Tips for the first hour once a month – 1
- Break for 5 minutes half way through the evening – 1
- Consider splitting the room into lots of games – 1
- Speed up play – 2

Q. 3 Start and Finish Times

79% of those responding are happy with the 7.30 start

21% would like to start before 7.30

58% are happy to finish at 10.15

31% would like to finish at 10.00

5% would like a 10.30 finish

14% of respondents would like to ensure that we play for 3 hours.

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Q. 4 Introduction of new formats

12% are not interested in different formats of play

17% are not very keen

56% are quite keen

15% are very keen

Q.5 Website

All comments in relation to the website were positive. Some observations preceded our move to make results available to members only using their passwords.

Obviously, there are some who don't access the site. Comments included:

- Great facility to see results
- Including tips would be a good idea; get members to contribute
- Question and answer and blog of some type would be useful
- Would love to see printout of hands and bidding
- Like to see my results and if I am improving
- Good to know where you came on the Table
- Members only should have access
- Tips and examples of hands would be a useful addition. Small amount of data changed every few weeks if possible.
- Excellent work by Sean
- Ticks all the boxes
- Perhaps a hand a week and options for playing it to be displayed
- Gives lots of valuable info. If possible, highlight evidence of good play and where mistakes are made
- New password system is good.

Q. 6 Making the results available on our website

63% want results confined to members only using a password

31% are happy to have results publicly available on our site

6% had other observations such as only publishing top 3 each week

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Q. 7 This question allowed for clarifying views re Q. 6

There were just a few responses to this question:

- No problem with the results being available publicly but will go with consensus
- Would be happy to see results 1 to 3 or 1 to 5
- Is it possible to view just one's own placing?
- Weekly results are useful to compare

Q.8 Providing more detailed results

Mixed response here.

20% would definitely use the more detailed results if they were available

40% might do so

15% are unlikely to use them

25% would definitely not use them

Q.9 Balance being achieved between a relaxed social evening and an encouragement to members to improve Bridge skills

Response here was uniformly positive

27% of respondents gave the maximum score to this question

73% gave a mark between 7 and 10

Q.10 Any further comments on question no. 9

Just a few comments received to this question

- More practice on basic skills
- Some happy as they are – I want to improve
- Don't want to be overly trying to improve
- Pre-dealt with analysis of how contracts went
- Too much analysis at end of games – too relaxed
- Same players winning almost every week
- Nice if majority progressed to higher level together

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Q. 11 What did you think of the Improvers' Course

Quite a range of observations here, including:

- Very good – possibly information overload
- Bit advanced for a lot of members
- Would be very interested in another
- Very good. A lot of info I can now use in play
- Excellent
- Certainly benefited
- Better if all played pre-dealt hands and then explain
- Too much covered – not enough time given to some things
- Very good maybe 1-2 times per year
- First 2 classes good – after that confusing
- Very good even though difficult at times
- Very good – possibly repeat every 2/3 months
- Too much each night
- Excellent – would welcome more
- Ticked all the boxes
- Too much info – less info would have been more
- Content pitched too high
- Should have been another course
- Too advanced
- Too much – too confusing
- Good
- Will need again to become better players
- Bit too intense
- May have tried to cover too much

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Q. 12. Level of interest in a number of matters

(i) Occasional refresher evenings covering a single topic

Almost everyone strongly favoured this with:

No one giving a score of less than 5 out of 10 and 78% giving it the maximum score

(ii) A Bridge weekend away

85% gave a score of 5 or higher out of 10 for this

38% gave the maximum score of 10

15% gave it no score indicating no interest at present

(iii) Trying out different formats of play

78% gave a score of 5 out of 10 or higher

20% gave the maximum score of 10

17% gave a score of below 5

(iv) Playing a match against another club at Novice level

28% gave the maximum score of 10 to this

18% scored below 5 to the question

78% gave it a score of 5 and higher