

Squash in Scotland Membership Survey

23 Clubs Responded

5 Different Regions

14 Multi Sport, 9 Squash only

Private, Leisure Centre, University and School

Ranging in size from <15 to >150 members

Of 23 Respondents

3 - Basic

11 - Squash

9 - Squash+

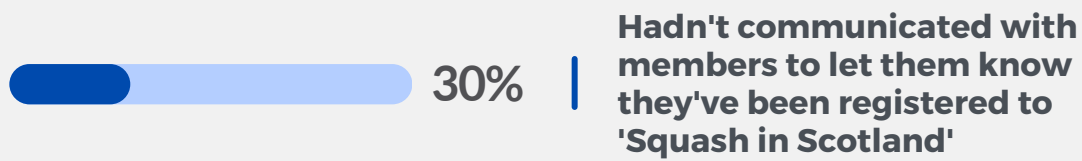
Expected Membership for next year

3 - Basic

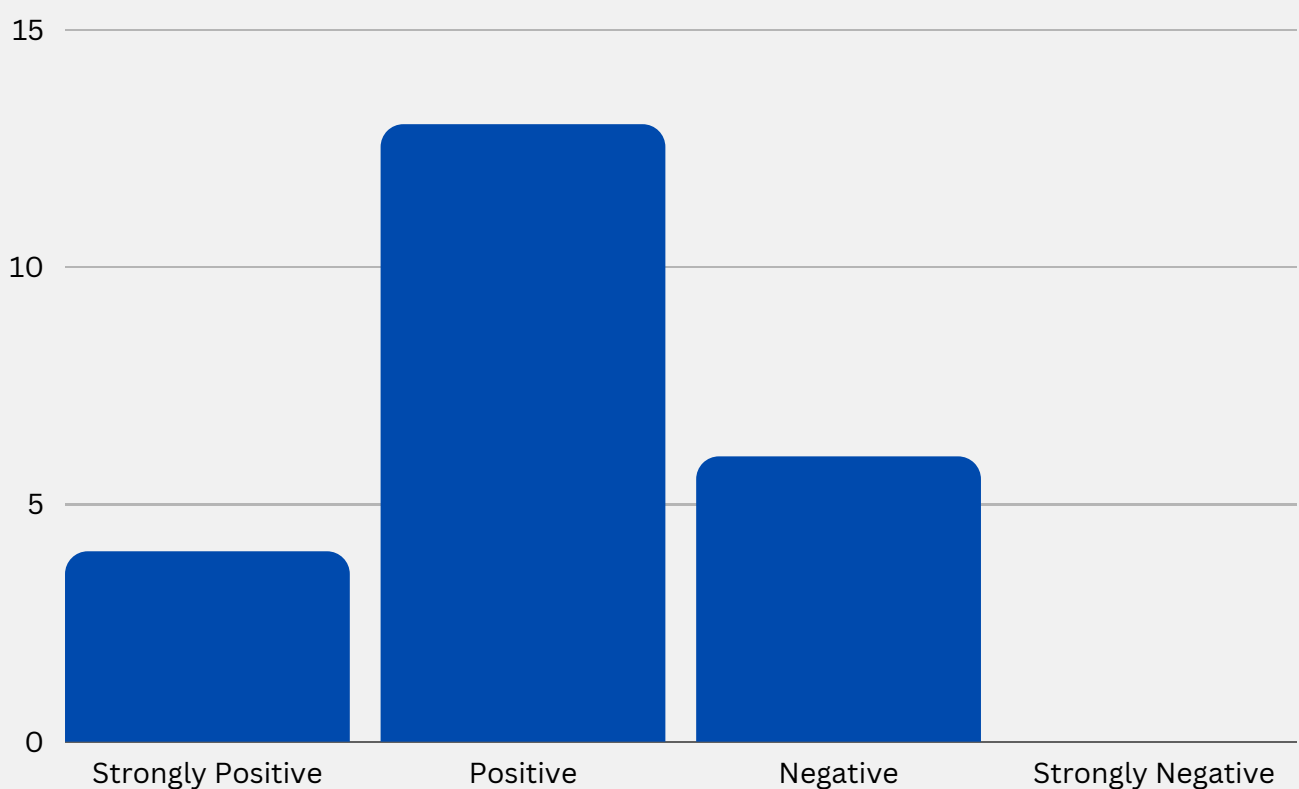
9 - Squash

11 - Squash+

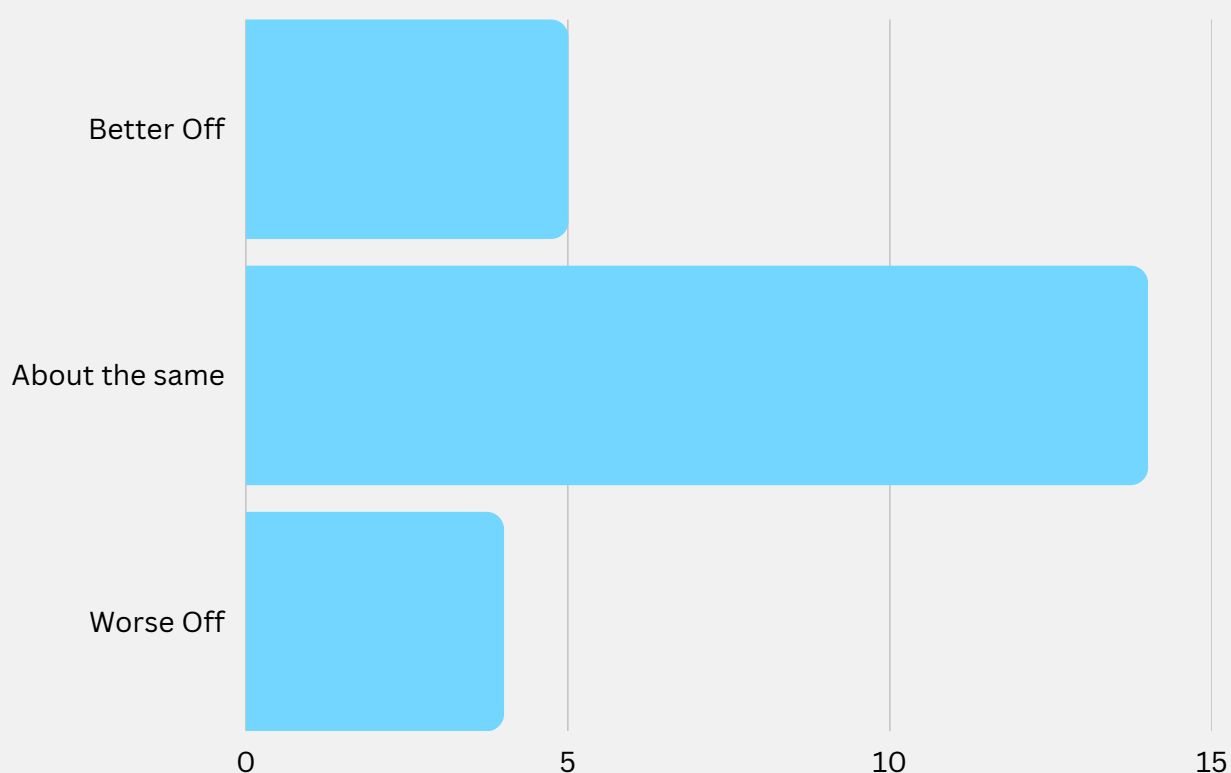
Of all clubs to respond...



Overall, do you feel your club has been positively or negatively impacted by the introduction of 'Squash in Scotland' membership?

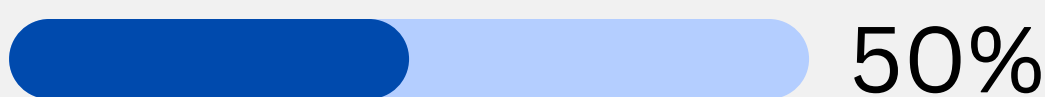
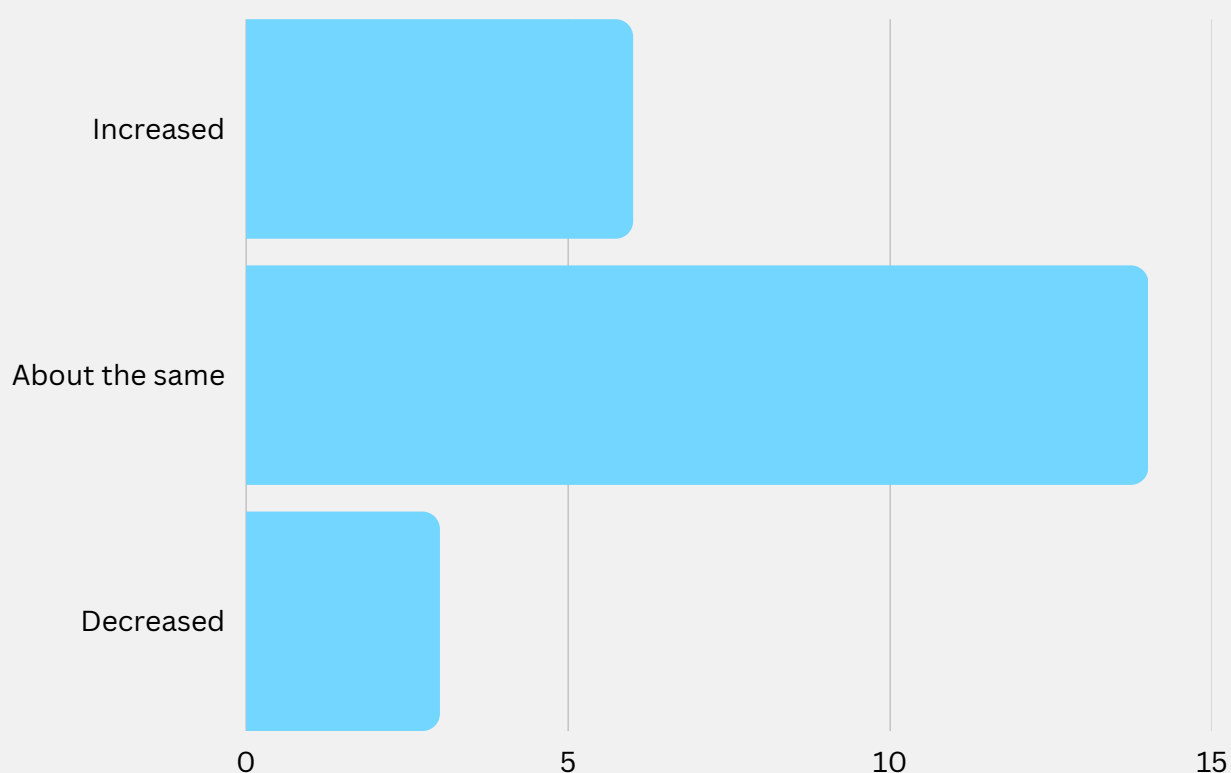


Is your club better or worse off financially as a result of the new 'Squash in Scotland' membership structure?



Of the four clubs stating that they were financially 'Worse Off', when asked to explain further they noted broader issues of membership post-covid rather than issues relating to 'Squash in Scotland' specifically

Has 'Squash in Scotland' membership increased or reduced the administrative workload for your club?



Half of larger clubs (over 100 members) found admin to have 'Increased', with the other half reporting 'About the same'

Additional comments

” Having to add players throughout the year was an issue

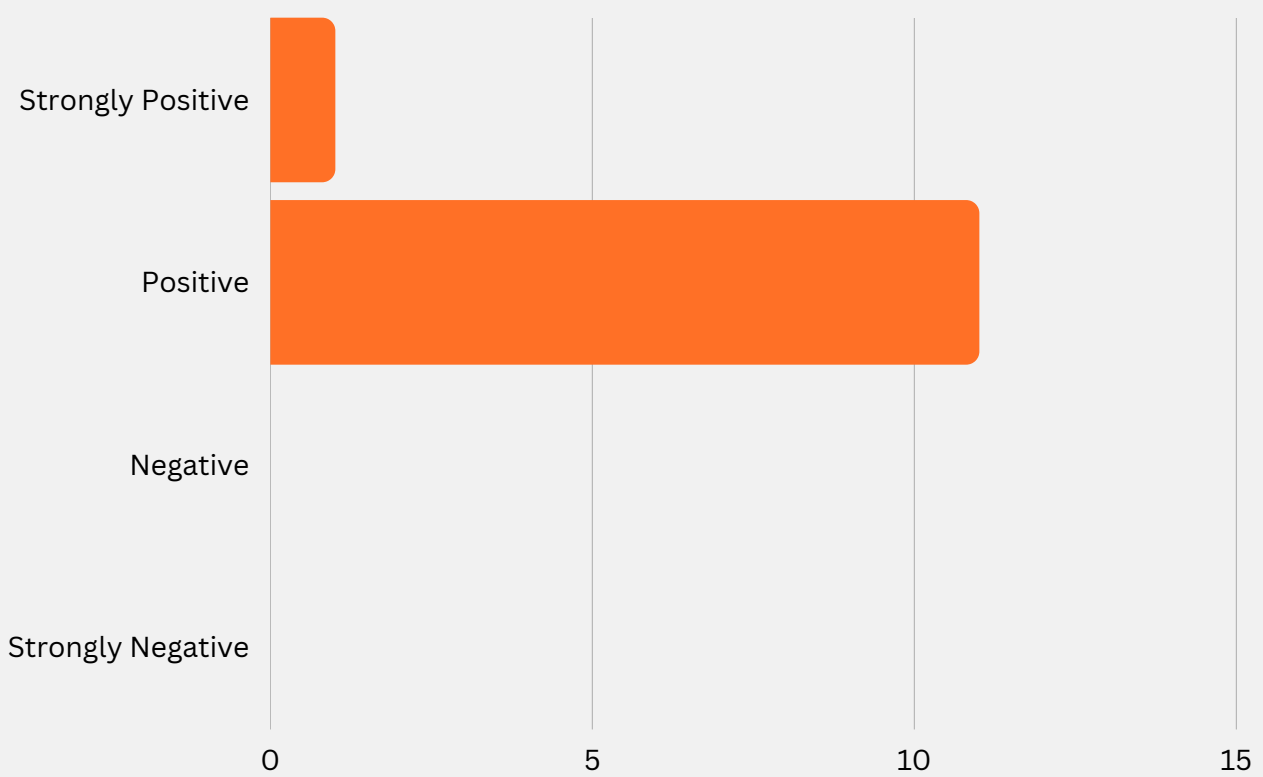
” The whole system could be vastly simplified by paying in arrears, perhaps at the end of the first half of the season, and again at the end of the season, with a single bill covering everyone who played

” Because we are a university club our players change all the time. This means we constantly have to ask for players to be added if they're new. We would much prefer if we could pay a bulk fee for the club and then anyone in the club could play.



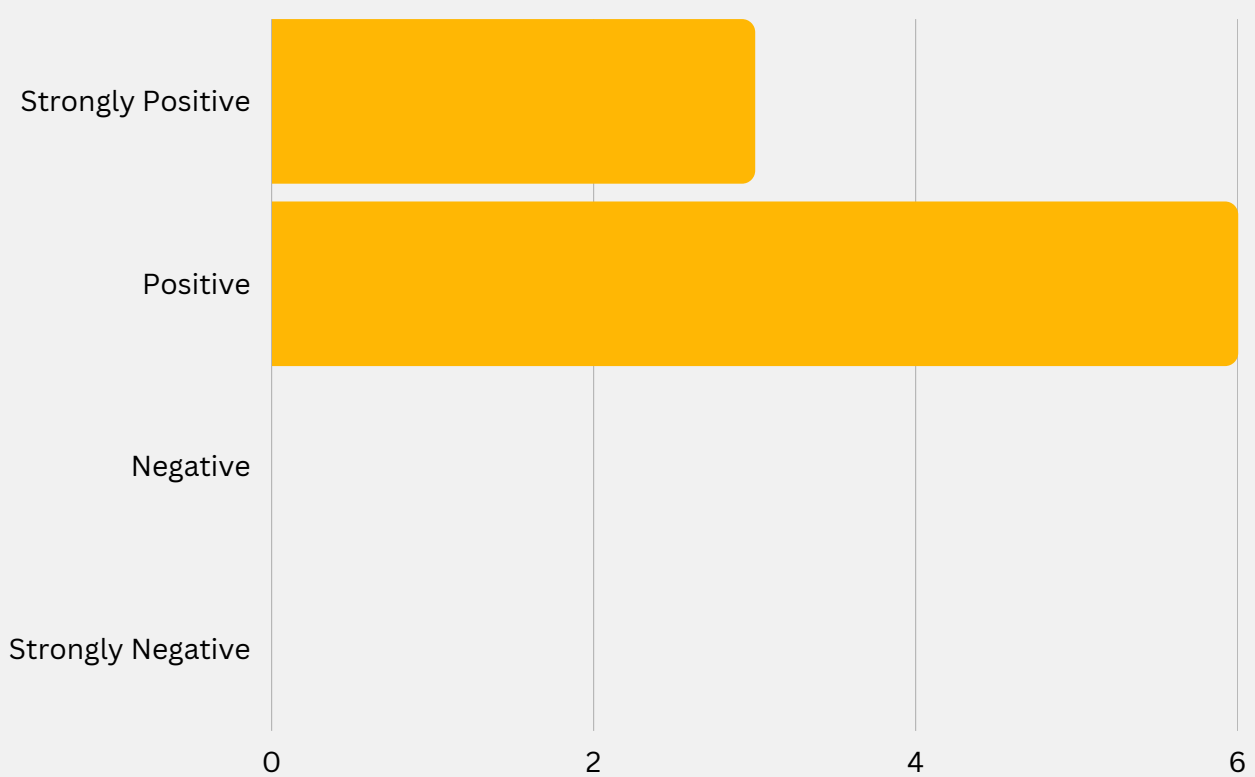
Perceptions of SportyHQ

Performance Module



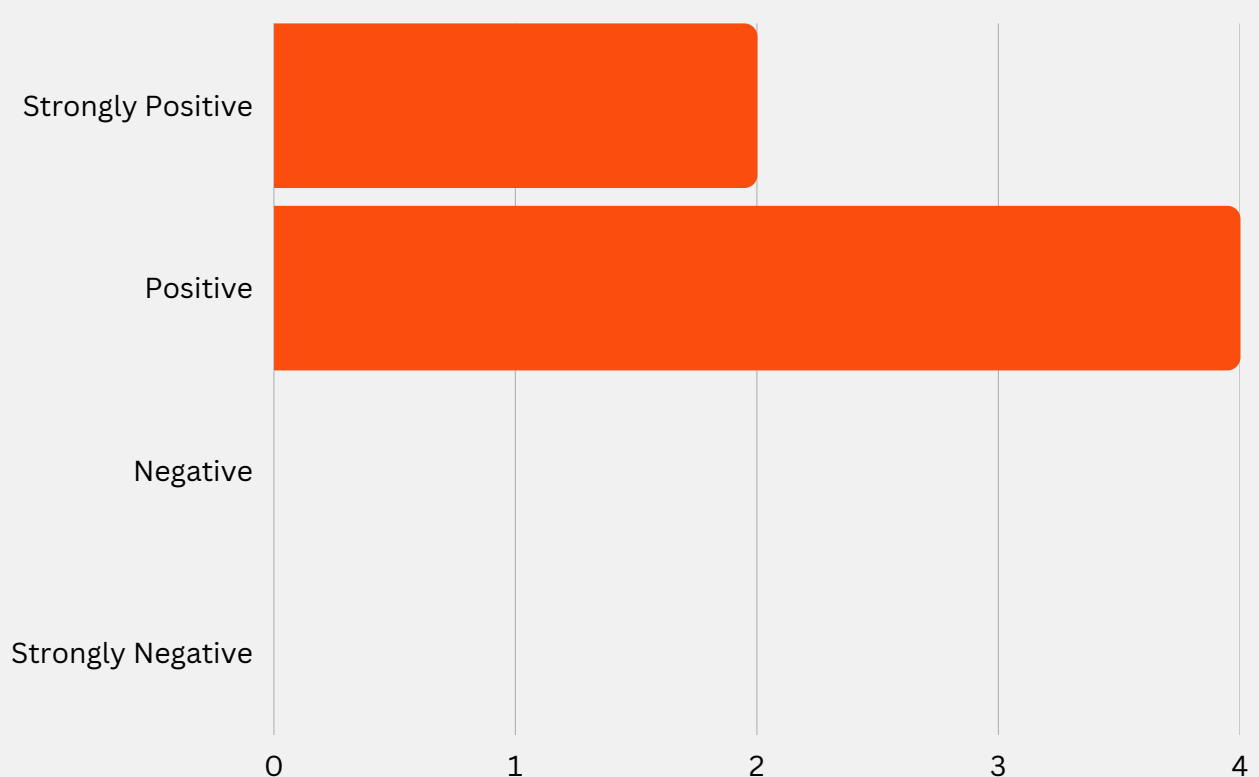
*box leagues, unlimited competitions, team leagues, solo leagues, ladders, ranking lists and recording club match results

Facility Management Module



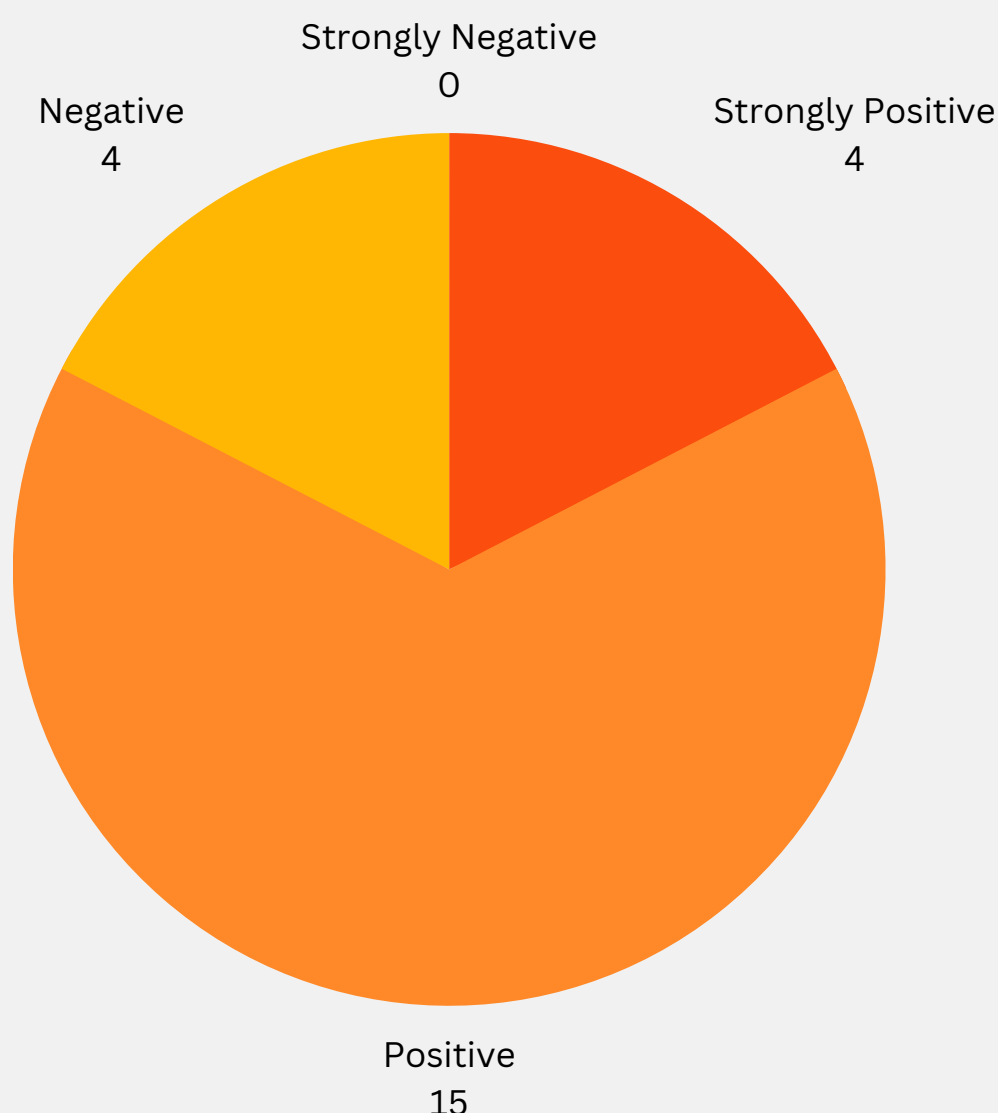
*manage your members including bulk emails, event registration, membership statistics and reports, membership billing and import/export functionality

Booking Module



*court bookings, court booking app, unlimited booking types, advanced booking policy management, booking statistics, accept payments and 'looking for a player' helper

Has your overall experience with SportyHQ been positive or negative?



Key Feedback

"The user interface is a bit of a mess, with linking between the pages poor. Player identity is almost impossible to fathom (eg adding members to your team/club, and there are multiple people with the same name, you are given no help selecting the right one)"

"SportyHQ provides many issues. It is not intuitive, it's difficult to find actual players. We can't bulk register players from our side which means we are left chasing people to create memberships."

"In theory a good way to manage team matches, but player registration is just far too complicated"

Suggestion

In a follow up conversation, it was suggested it would be useful to have more readily available guidance or tutorials to people just starting to use SportyHQ

Key takeaways

There are generally positive attitudes towards the new membership structure

2 Clubs Indicate they will move from the Squash package to Squash+ package

A large portion of clubs have not communicated with members to let them know that they are Squash in Scotland members.

Larger clubs have raised issues over administrative work, particularly relating to the registration of players.

While the response to SportyHQ was largely positive, some issues were raised.

Further promotion of '£5 option' would be useful.