

SCHERTZ AREA SENIOR CENTER

Survey Review 2026

SURVEY OVERVIEW

Survey Composition- Survey Monkey

- 10 Rate Questions | 2 Open Ended Questions

Collector Types: Online & In-Person

- Email Link: 128
- In Person: 45

Timeline: July 2nd-July 27th

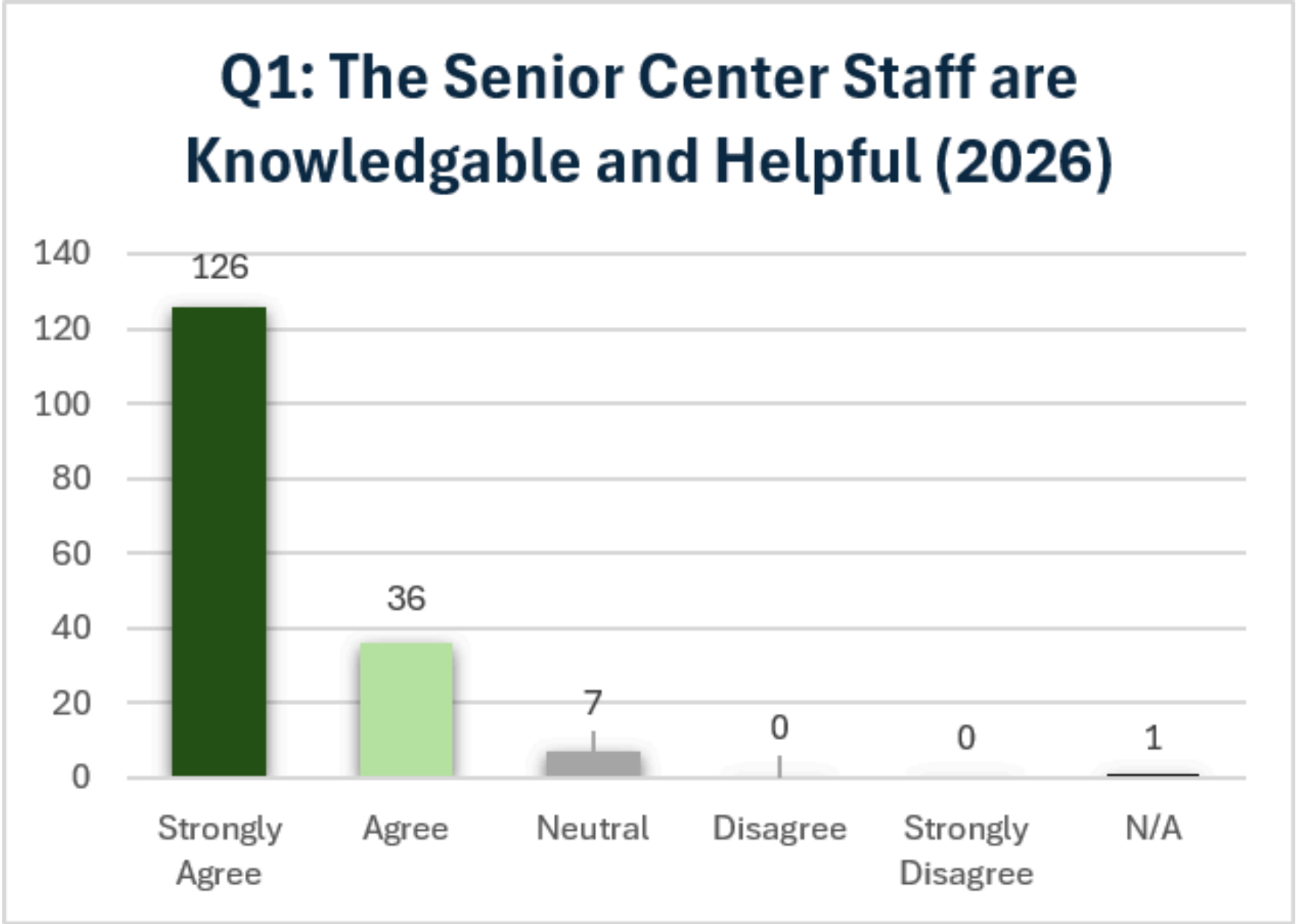
Response Rate: 173

- 21.36% of total membership (810)
- 39.86% of active membership (434)

SENIOR CENTER SURVEY

Question 1

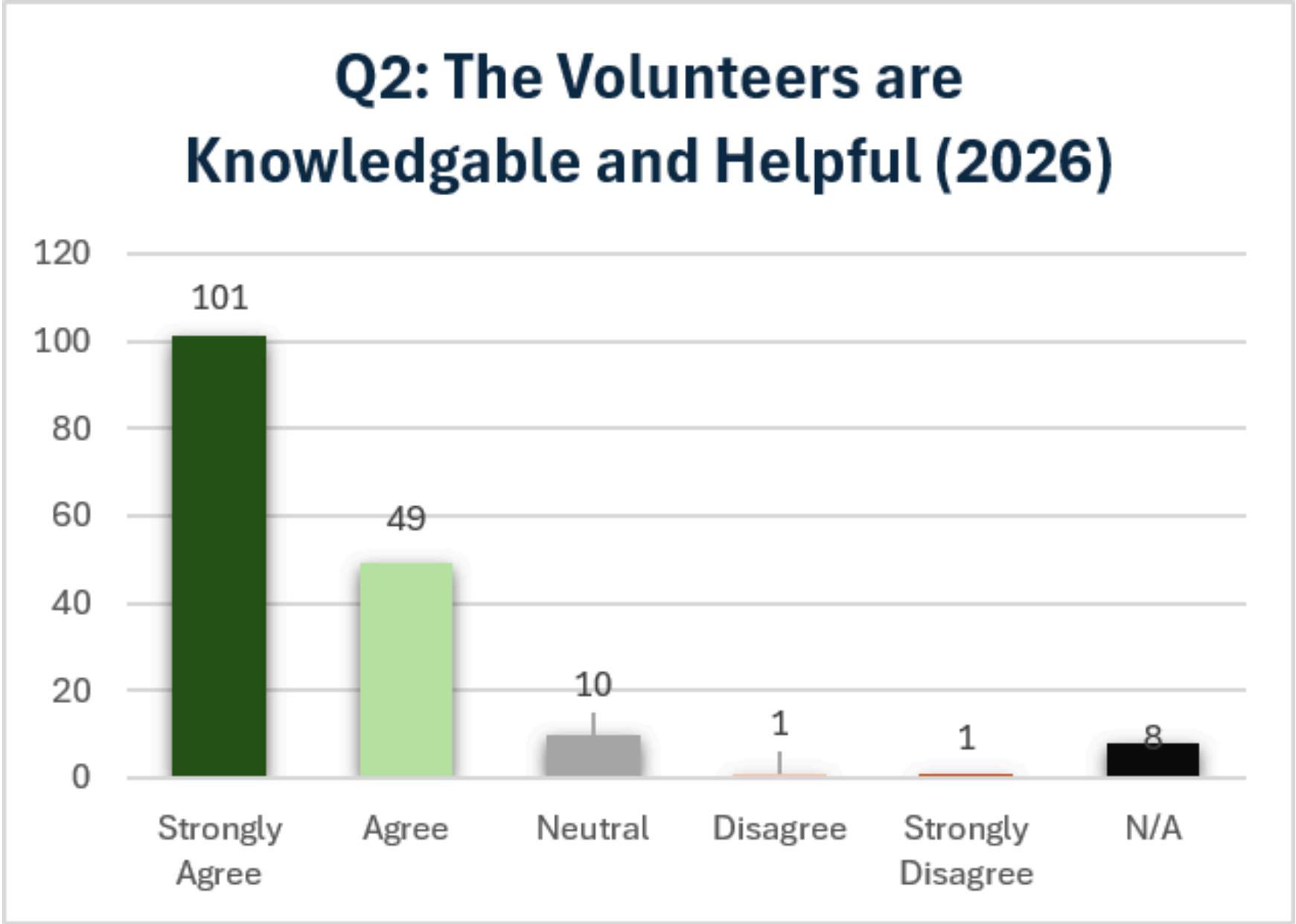
Q1: The Senior Center Staff is Knowledgeable & Helpful			
	2023	2024	2026
Strongly Agree	121	78	126
Agree	92	40	36
Neutral	17	10	7
Disagree	3	3	0
Strongly Disagree	2	0	0
N/A	2	0	1
Weighted Avg	4.39	4.47	4.68



SENIOR CENTER SURVEY

Question 2

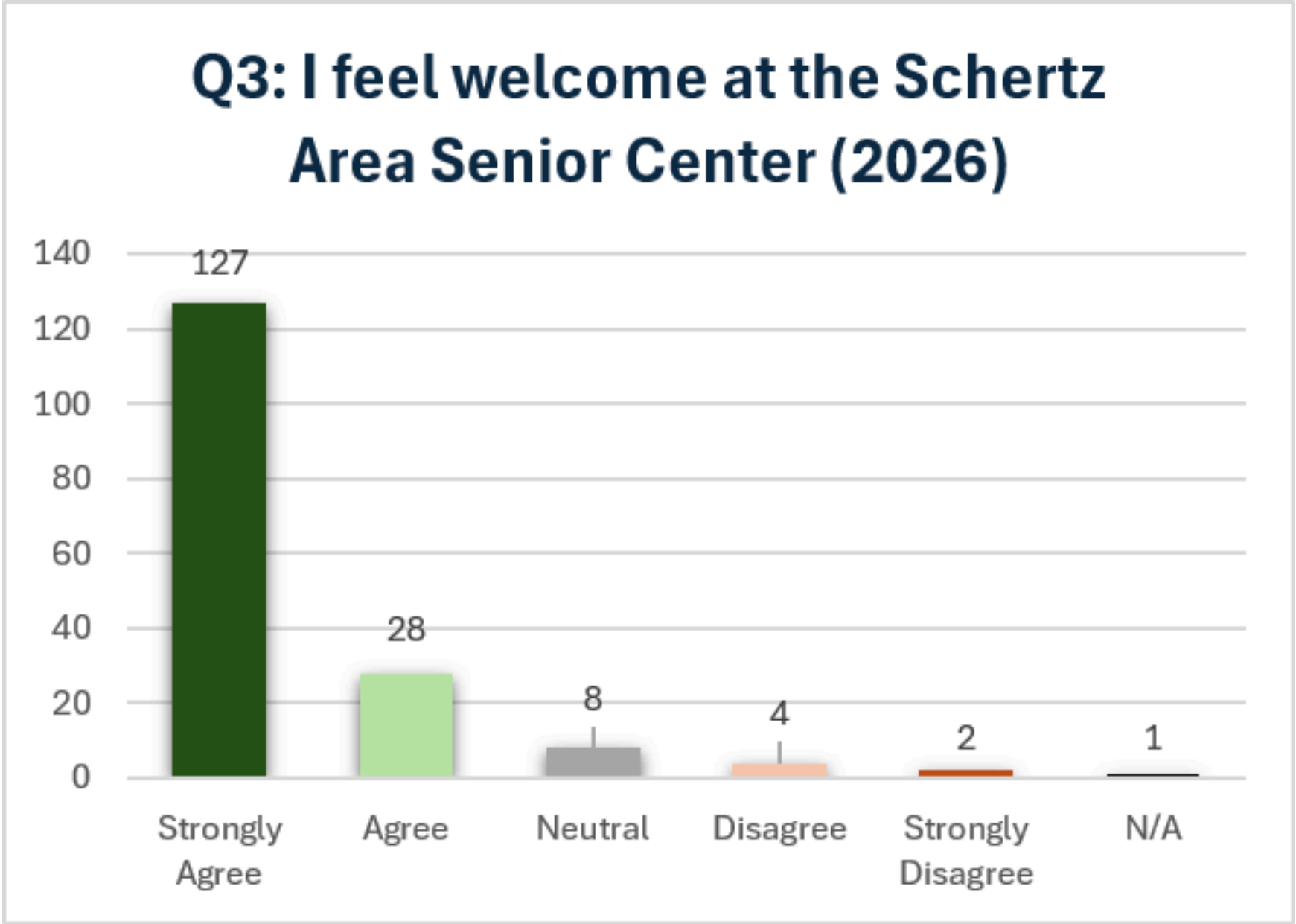
Q2: The Volunteers are Knowledgeable & Helpful			
	2023	2024	2026
Strongly Agree	11	76	101
Agree	95	38	49
Neutral	25	8	10
Disagree	1	0	1
Strongly Disagree	1	0	1
N/A	4	3	8
Weighted Avg	4.35	4.56	4.68



SENIOR CENTER SURVEY

Question 3

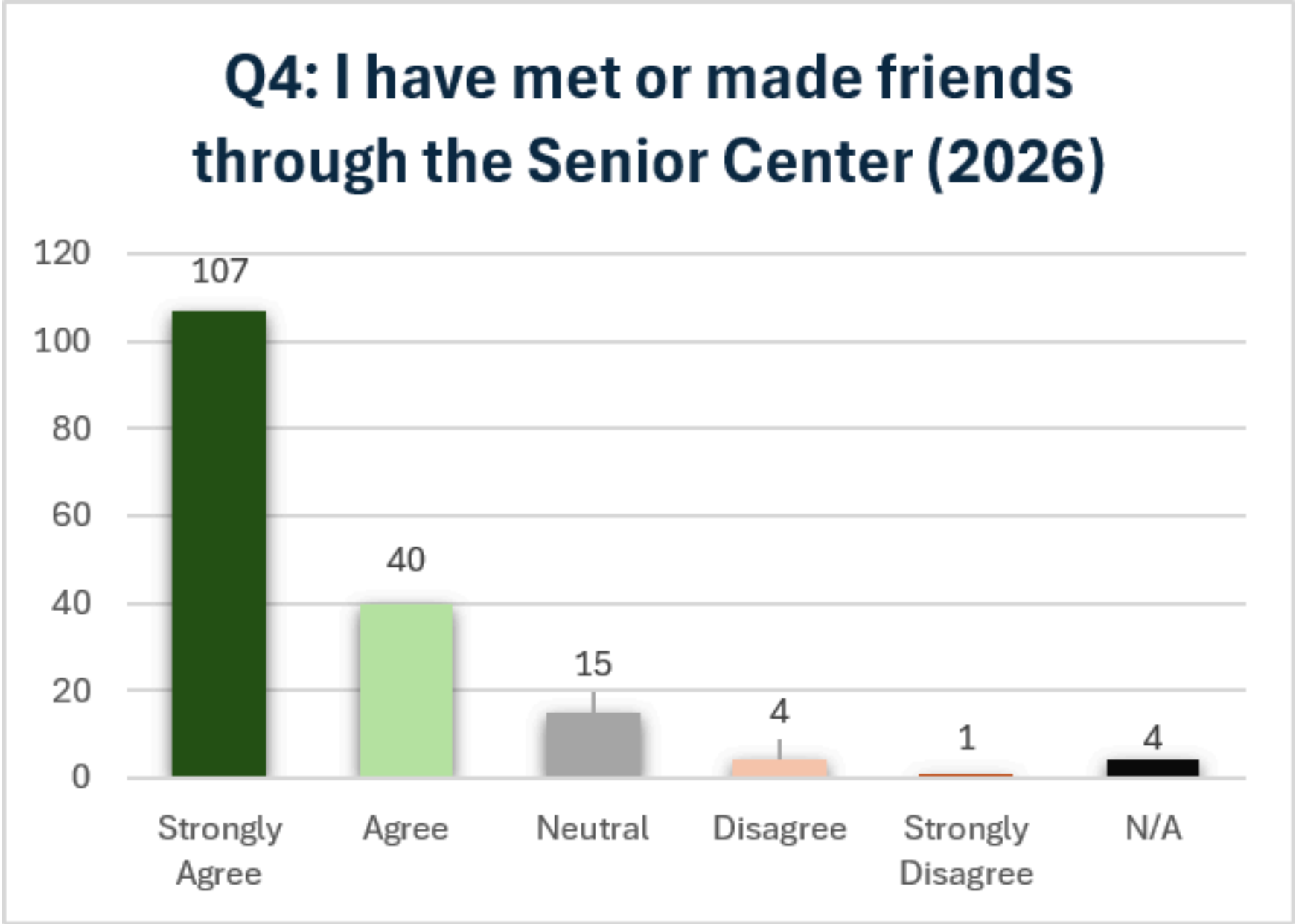
Q3: I feel welcome at the Schertz Area Senior Center			
	2023	2024	2026
Strongly Agree	127	86	127
Agree	81	30	28
Neutral	21	7	8
Disagree	3	2	4
Strongly Disagree	1	0	2
N/A	3	0	1
Weighted Avg	4.42	4.46	4.62



SENIOR CENTER SURVEY

Question 4

Q4: I have met or made friends through the Senior Center			
	2023	2024	2026
Strongly Agree	114	79	107
Agree	67	35	40
Neutral	34	6	15
Disagree	5	4	4
Strongly Disagree	3	2	1
N/A	13	4	4
Weighted Avg	4.27	4.33	4.49



SENIOR CENTER SURVEY

Question 5

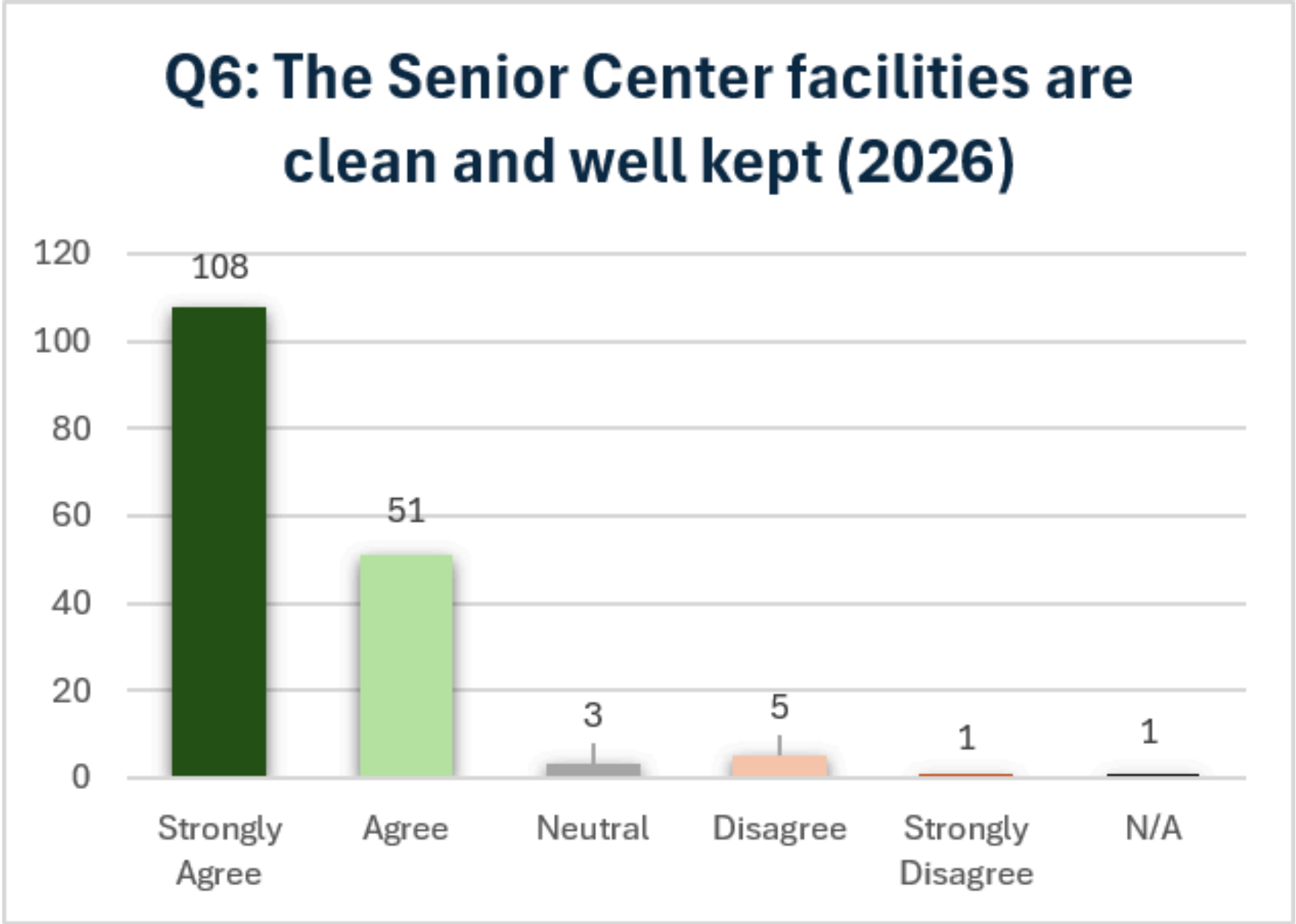
Q5: Member complaints and/or conflicts are resolved in a satisfactory manner by the Senior Center Staff			
	<u>2023</u>	<u>2024</u>	<u>2026</u>
Strongly Agree	43	30	57
Agree	45	21	27
Neutral	37	26	19
Disagree	12	5	3
Strongly Disagree	14	3	2
N/A	84	42	63
Weighted Avg	3.6	3.82	4.24



SENIOR CENTER SURVEY

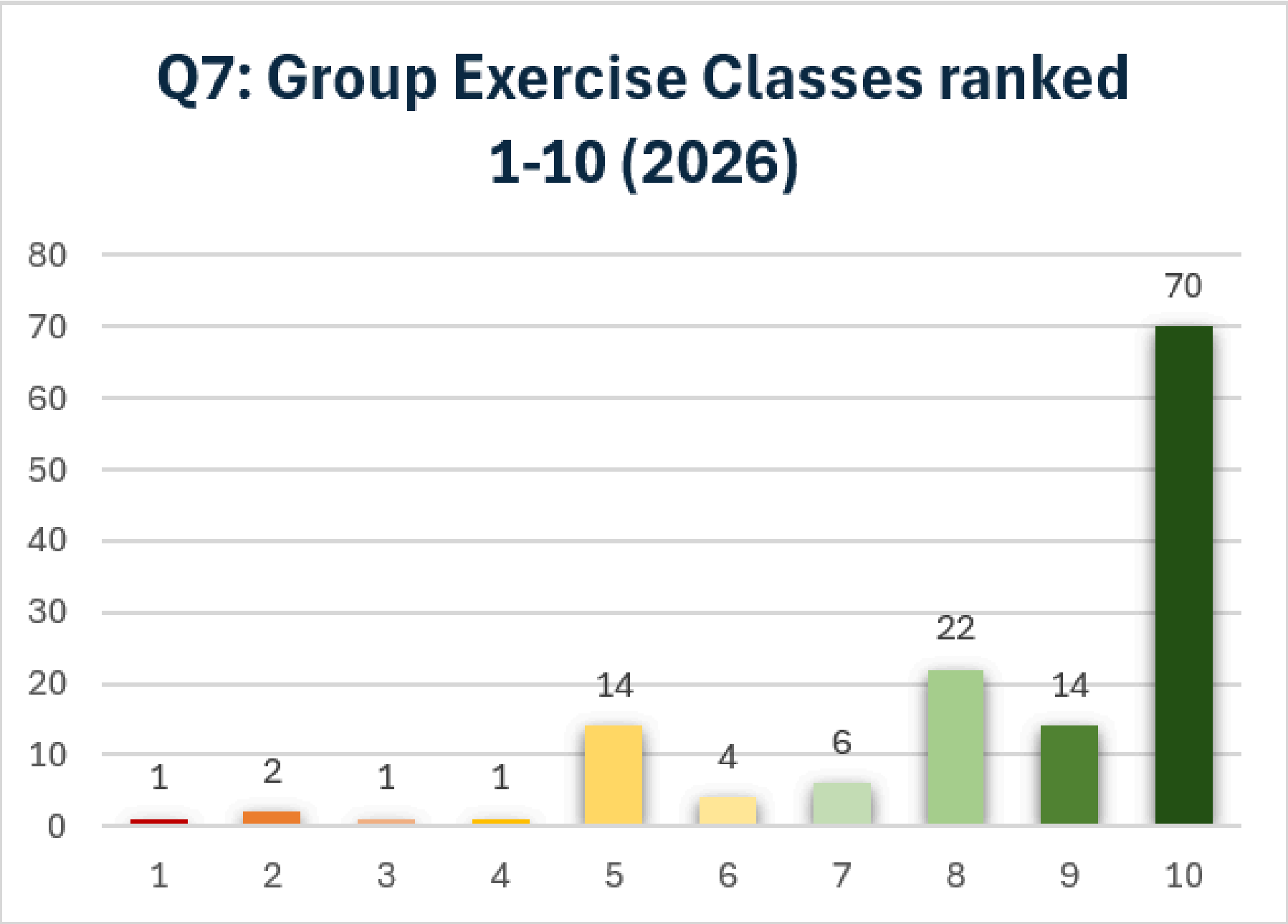
Question 6

Q6: The Senior Center facilities are clean and well kept			
	2023	2024	2026
Strongly Agree	93	68	108
Agree	92	37	51
Neutral	34	14	3
Disagree	12	8	5
Strongly Disagree	6	2	1
N/A	0	0	1
Weighted Avg	4.07	4.25	4.55



SENIOR CENTER SURVEY

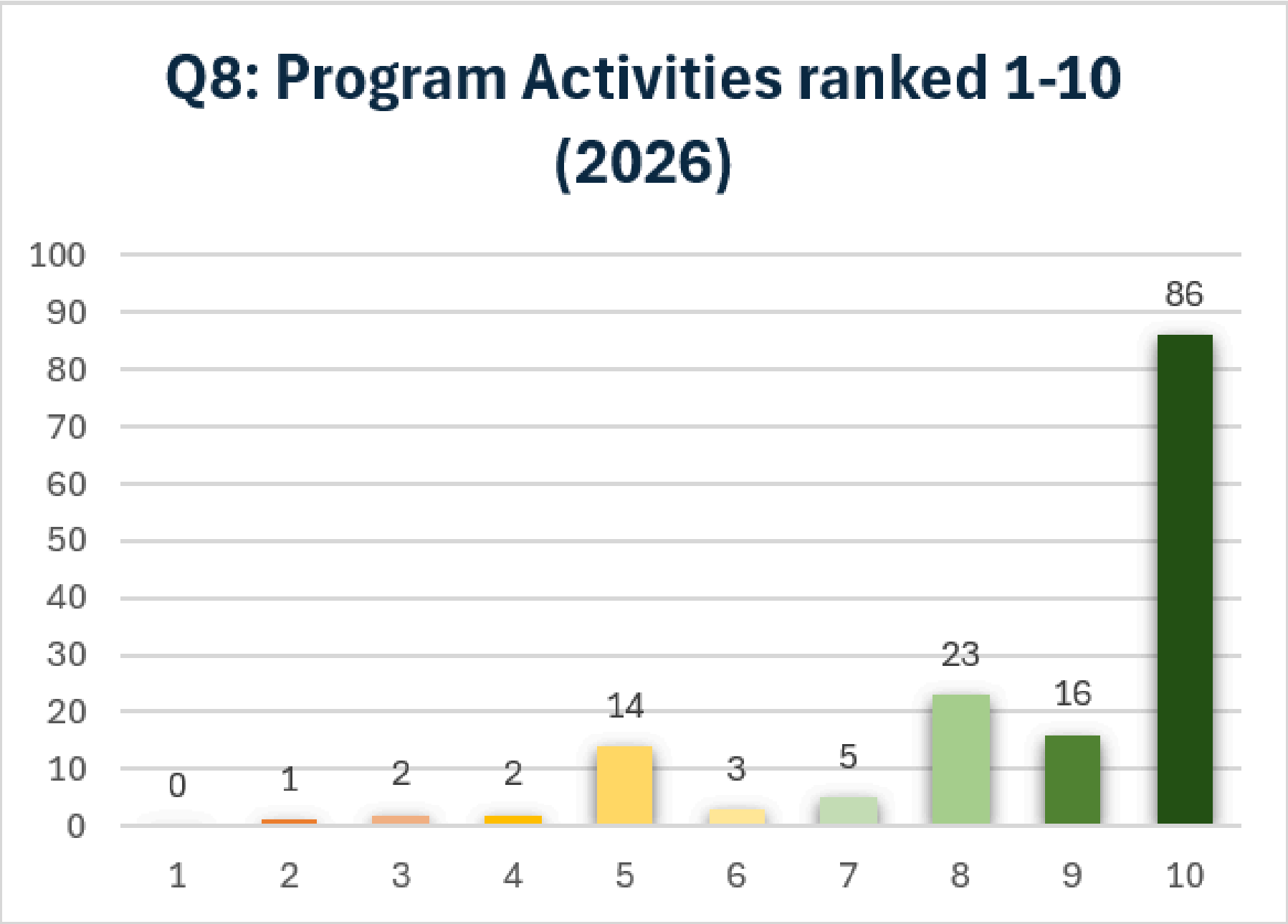
Question 7: Overall, how would you rate Group Exercise classes on a scale of 1-10 with 1 being unsatisfactory and 10 being excellent.



	2023	2024	2026
1 out of 10	2	1	1
2 out of 10	3	1	2
3 out of 10	2	2	1
4 out of 10	3	2	1
5 out of 10	13	6	14
6 out of 10	6	4	4
7 out of 10	7	5	6
8 out of 10	30	6	22
9 out of 10	31	20	14
10 out of 10	109	56	70
Skipped	32	30	19
Weighted Avg	8.67	8.68	8.52

SENIOR CENTER SURVEY

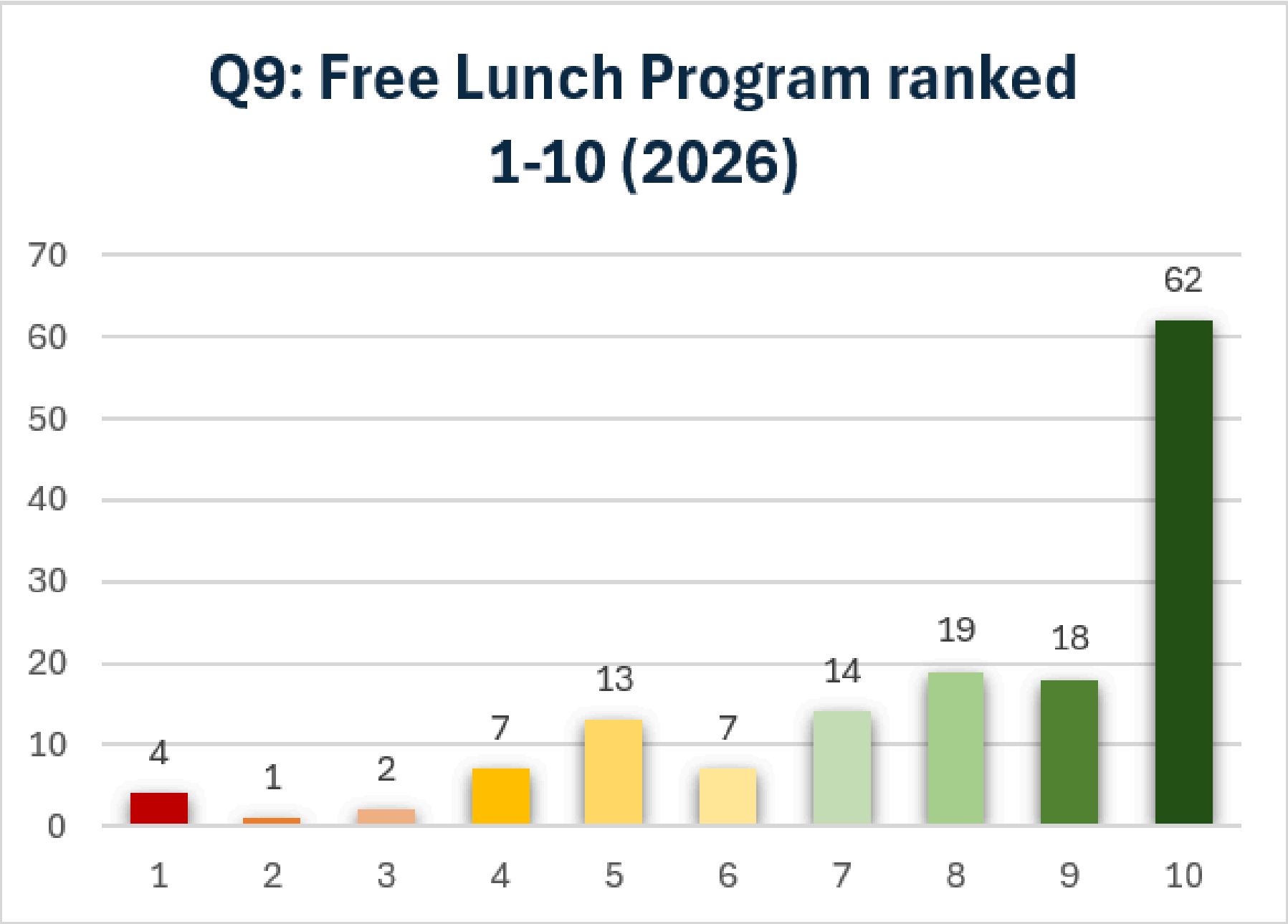
Question 8: Overall, how would you rate the Program Activities on a scale of 1-10 with 1 being unsatisfactory and 10 being excellent.



	2023	2024	2026
1 out of 10	4	1	0
2 out of 10	4	3	1
3 out of 10	4	2	2
4 out of 10	3	1	2
5 out of 10	18	6	14
6 out of 10	8	7	3
7 out of 10	12	3	5
8 out of 10	29	12	23
9 out of 10	41	20	16
10 out of 10	89	61	86
Skipped	26	17	19
Weighted Avg	8.25	8.59	8.73

SENIOR CENTER SURVEY

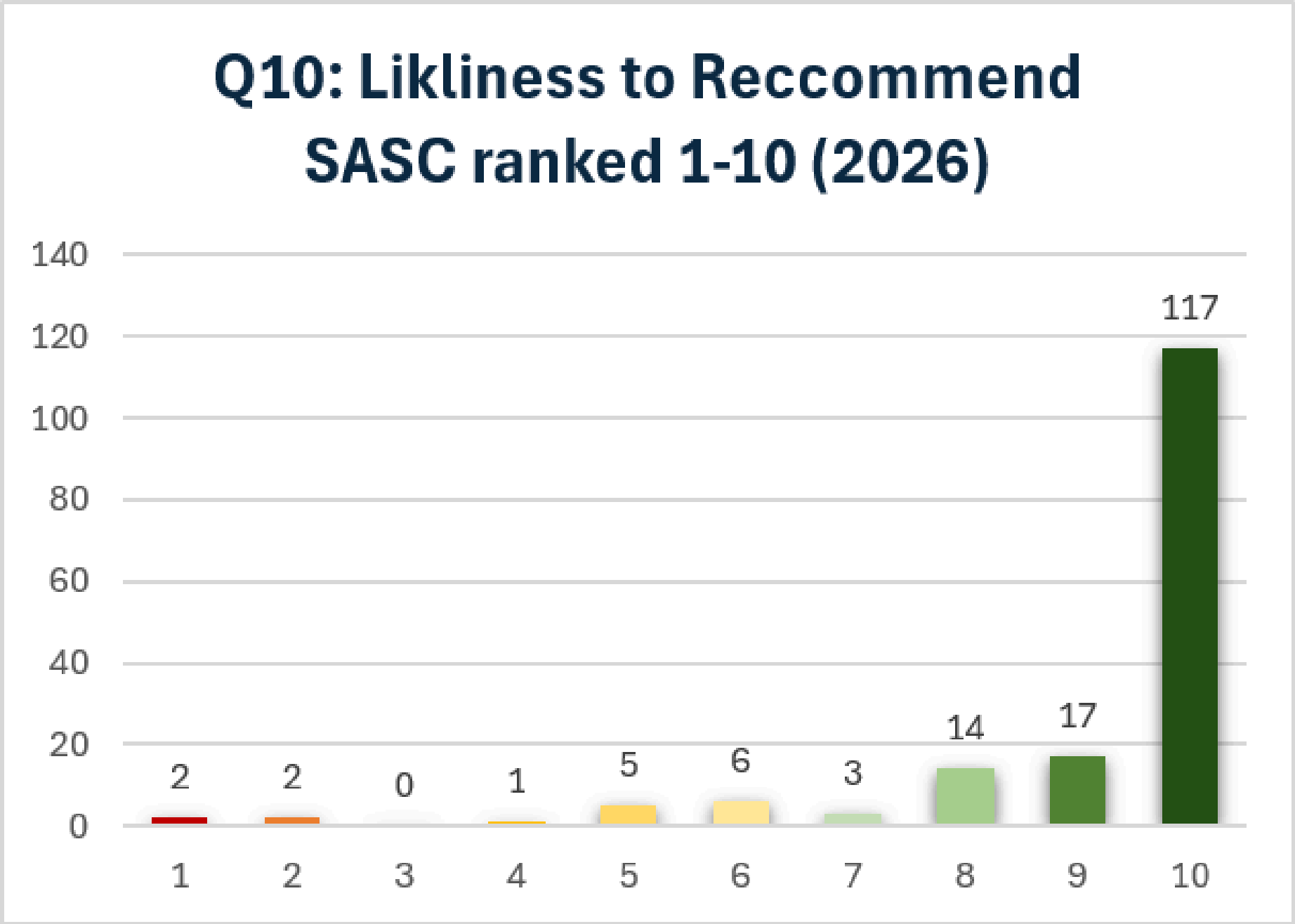
Question 9: Overall, how would you rate the Free Lunch Program on a scale of 1-10 with 1 being unsatisfactory and 10 being excellent.



	2023	2024	2026
1 out of 10	8	4	4
2 out of 10	4	4	1
3 out of 10	11	1	2
4 out of 10	9	3	7
5 out of 10	27	12	13
6 out of 10	9	6	7
7 out of 10	15	8	14
8 out of 10	30	17	19
9 out of 10	34	10	18
10 out of 10	62	43	62
Skipped	29	25	24
Weighted Avg	7.39	7.73	8.02

SENIOR CENTER SURVEY

Question 10: Overall, how likely are you to refer the Schertz Area Senior Center to friends and family on a scale of 1-10 with 1 being unlikely and 10 being very likely.



	2023	2024	2026
1 out of 10	6	2	2
2 out of 10	5	0	2
3 out of 10	5	2	0
4 out of 10	1	3	1
5 out of 10	11	4	5
6 out of 10	7	5	6
7 out of 10	8	1	3
8 out of 10	19	15	14
9 out of 10	36	15	17
10 out of 10	135	80	117
Skipped	5	6	4
Weighted Avg	8.64	8.91	9.14

SENIOR CENTER SURVEY

Question 11: What else can we do to improve your experience when visiting Schertz Area Senior Center?

Positive

- Staff are welcoming, helpful, and appreciated
- Increased activities and field trips are well received
- Cleaner, more welcoming atmosphere
- Fitness classes are highly valued
- More opportunities to socialize and meet others
- Overall satisfaction with recent improvements

Room for Improvement

- More seating, especially chairs with arms for members with mobility concerns
- Additional afternoon classes
- Cliques

“The improvements at the SAS center since the city took over the management has been amazing. There are so many more activities and it has become a welcoming and much cleaner facility. The activities have provided more interaction among members.”

“Next to family, you’re it!”

RIBBON CUTTING

October 16, 2026

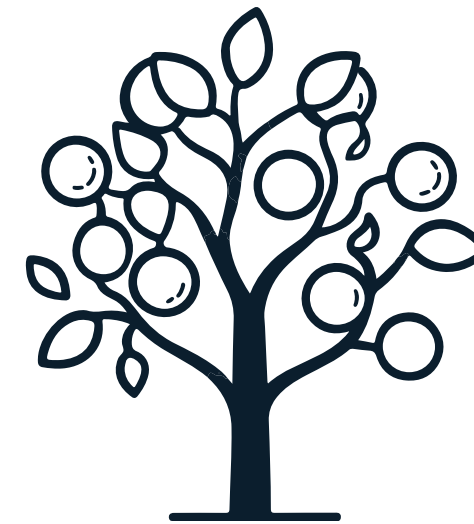
10AM



Honor Wall
Complete



Facility
Upgrades



Fruit Tree
Addition



COMMENTS & QUESTIONS

