

# PSTCS Membership Feedback Survey - Summary Report

December 2025

**Total Responses:** 63 members

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## Executive Summary

The Parksville Shores Tai Chi Society enjoys **exceptionally high member satisfaction** with an average rating of **9.0/10** and **98.4% of members willing to recommend PSTCS to friends**. Members deeply value the welcoming community, dedicated volunteer instructors, and the mental/physical health benefits of practice. However, several recurring themes emerged around class crowding, instructor communication style, and the pace of instruction for beginners.

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## Key Statistics

Metric	Value
Average Satisfaction	9.0/10
Would Recommend	98.4% (62/63)
Ratings of 9 or 10	55.6% (35/63)
Ratings of 8+	77.8% (49/63)

## Practice Duration

- **Less than 1 year:** 35% (22 members)
- **1-3 years:** 30% (19 members)
- **More than 3 years:** 35% (22 members)

## Class Attendance

- Tuesday Continuing: 49 members (most popular)
- Thursday Continuing: 44 members
- Monday Beginner: 24 members
- Wednesday Beginner: 15 members

## Interest in New Programming

Program	Yes	No
Afternoon Session	37 (59%)	18 (29%)
Monthly/Quarterly Workshops	43 (68%)	12 (19%)
Full Day Workshops	27 (43%)	29 (46%)
Training Between Sets	10 (16%)	40 (63%)

**Preferred Afternoon Session Day:** Wednesday (18) slightly edges out Tuesday (16), then Thursday (9)

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## What We're Doing Well

### 1. Welcoming, Non-Judgmental Community

“The friendly non judgemental atmosphere” “It is welcoming not high pressure local”

“This is as you are - welcoming environment, no tests or pressure to keep up” “A happy place to put aside daily worries”

**Members consistently praise the inclusive, supportive atmosphere where all abilities are welcome.**

### 2. Dedicated, Knowledgeable Instructors

“The instructors are knowledgeable and the cost very affordable” “The teachers are excellent. The instructions are excellent” “Really appreciate the dedication of instructors & other volunteers” “The leadership is solid, personable, and concerned with my progress”

**The volunteer instructors are deeply appreciated for their dedication and expertise.**

### 3. Exceptional Value

“Such a great program at a very reasonable cost” “I enjoy that donations go to the community” “Great value”

**Members recognize the exceptional value compared to other programs.**

### 4. Mental Health & Mindfulness Benefits

“It makes me totally focus on the moment and quit all other thoughts aside” “The feeling of relaxation I get & it takes my mind off any problems” “Always get a good night sleep afterwards” “Focussing my mind and improving my balance”

**Tai Chi's meditative and stress-relieving benefits are highly valued.**

### 5. Physical Health Benefits

“Benefits to flexibility and balance very helpful in everyday life” “Helps my Back & Balance & Posture more mobility” “Recognising health benefits each week/session”

### 6. The “Flow” Experience

“Doing T.C. with a group - the flow especially when we do two sets in a row, is magical and calming” “There are times when we all move together where all I can hear is feet shuffling. This is when I feel we are close to achieving flow” “The cohesive flow of the movements and meditative energy in the group”

**Members treasure the experience of moving in unison with the group.**

## 7. Social Connection & Community

“New friendships, light-heartedness” “The people! It’s a challenge to remember all the moves... which is a good thing!” “Feels like a community” “Maintaining contact with other like-minded people”

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### Areas for Improvement

#### 1. Class Crowding (MOST FREQUENTLY CITED)

“It has gotten too crowded, I am enjoying it less” “The crowding situation lately - the room is so tight” “A little crowded - difficult to do all moves without modifying for lack of space” “Nice to see so many people interested, but sometimes classes get very full”

**RECOMMENDATION:** Consider splitting classes, adding afternoon sessions, or establishing satellite locations (one member suggested North/South Oceanside split).

#### 2. Instructor Communication Style

“Honestly, I dislike the negativity of our instructors. Too often we hear about what we are doing wrong. Rarely do we hear praise” “Please be more live. I am afraid to say hello to instructors after sets as often I get told about something I’ve been doing wrong” “Negative or mocking comments made by instructors” “Instructor not calling people ‘LAZY’”

**RECOMMENDATION:** Emphasize positive reinforcement and encouragement. Recognize effort and improvement, not just corrections.

#### 3. Beginners Need More Support & Repetition

“I found the initial learning pace quite fast and stressful” “More repetition - less demo” “7.5 - I would learn better with more repetition of the movements & less discussion” “I wonder if tools/methods aren’t possible to support beginners and reduce attrition rates”

**RECOMMENDATION:** Slow the pace for beginners, provide more repetition (3-4 times per move suggested), and consider mentorship programs.

#### 4. Instruction/Teaching Time Balance

“I think the warm ups and teaching is too long. I’d rather do another set” “Less talking during training and more doing” “More movement less talking about moving” “Overly long explanations of the move and how it’s done”

**RECOMMENDATION:** Consider restructuring sessions to maximize practice time. Some members suggested: 2 sets → instruction → break → 2 more sets.

#### 5. Corner Synchronization

“All 4 corners do not generally work to the same timing” “The corner people do not keep together” “It would be helpful if the corners coordinated with the instructor &

each other”

**RECOMMENDATION:** More training/coordination among corner helpers. Consider adding a center position.

## 6. Visibility Issues

“Not being able to see the complete moves. Front, Back. Don’t see the arms when instructor is not facing forward” “Not having enough good Tai Chi-ers within sight during the routines”

**RECOMMENDATION:** Demonstrations from different angles, possibly using the center of room for demos.

## 7. Physical Limitations Not Always Acknowledged

“Being corrected & not asked if I can do what they are asking. ‘Oldies’ like many of us have some physical limitations” “Recognizing people’s physical needs”

**RECOMMENDATION:** Train instructors to inquire about limitations before correcting; emphasize modifications.

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## General Sentiment

**Overwhelmingly Positive.** Members love PSTCS and are genuinely grateful for the program. The core strengths - community, value, instruction quality, and health benefits - are solid. The main concerns center on growth management (crowding) and the tone of feedback from some instructors. Members want more practice time, more encouragement, and solutions to the crowding issue.

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## Notable Specific Suggestions

### Learning Resources

- “Audio version of the calls at appropriate pace to practice at home”
- “Have tools to assist learning of 108 moves other than YouTube”
- “A second more detailed ‘108 Tai Chi moves’ worksheet with terminology”

### Program Additions

- “Perhaps adding sword or saber”
- “Outdoor ‘field trips’ in summer to practice in beautiful spots”
- “Name tags!” (mentioned multiple times)
- “An evening class would be nice”
- “E-transfers” (for payment)

### Session Structure

- “Breaking out into smaller groups to practice areas that need work”
- “Use corners especially in beginner classes to work one on one or with small group”

- “More time spent practising during continuing session”

## Advanced Programming

- “Have a more advanced Tai Chi group”
- “Opportunity to go deeper (eg. breathing, benefits of specific moves)”
- “Would like to hear more about flow + calm expression”

## Community Building

- “The social aspect of tai chi could be emphasized a bit more”
- “More socializing possibilities to enhance a sense of club membership; a sense of belonging”
- “I would love outdoor field trips”

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## Specific Instructor Feedback

### Positive Mentions

- **Eva** - “Welcome deeper learning”
- **Annie** - “Broadens the experience of mind-body connection. Annie does that well”
- General praise for dedication and volunteer spirit

### Concerns

- **Eva** - “Voice (even with microphone) not loud enough for back rows”
- One participant mentioned for “constant chatter and explanation during warm up”
- Some instructors perceived as “bossy” or using negative language

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## Action Items for Board Consideration

### High Priority

1. **Address crowding** - Explore afternoon sessions, satellite locations, or class splitting
2. **Instructor training on positive reinforcement** - Shift from corrections to encouragement
3. **Increase practice-to-instruction ratio** - Members want more doing, less explaining

### Medium Priority

4. **Improve corner coordination** - Training and synchronization protocols
5. **Create beginner support resources** - Audio guides, detailed worksheets, slower pace
6. **Implement name tags** - Frequently requested for community building

### Lower Priority / Future Consideration

7. Explore advanced programming options
8. Consider outdoor summer sessions
9. Add e-transfer payment option
10. Investigate sword/saber classes

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## Conclusion

PSTCS is clearly cherished by its members. The 9.0/10 satisfaction score and 98% recommendation rate are exceptional. The organization has successfully created a welcoming community that delivers real physical and mental health benefits at remarkable value.

The main challenges are “growth problems” - the program is so successful that crowding is affecting the experience. Addressing this, along with ensuring consistently positive and encouraging instructor communication, will help PSTCS maintain its excellent reputation and continue serving the community.

*Report generated from 63 member surveys collected December 2025*