Member Comments / Our Response  (April-July 2015)

The following comments and questions have been provided by members like you!

FACILITIES:

- Comment: bball court disgusting. All of us.
- Response: The court, as we all know was in desperate need of refinishing. It was dust mopped daily and scrubbed 2-3 times per week. We hope you find the newly refinished surface to be satisfactory. We have a daily cleaning schedule in place.

- Please do not varnish squash court floor.
- Agreed. We did not and do not plan to refinish the squash/racquet ball floors in the near future.

- The shower curtains and showers in women’s locker room are slimy and moldy.
- Thank-you for the notice, we have replaced the shower curtains in the locker rooms.

- Medical students are asked to turn in our ID badges when we finish clinical rotations which could be as early as March. However, we still have access to student services, such as Kirmayer until May. Please rethink the 3 strike policy for not having Id badge to check in.
- Medical students will still need a badge/scan in option. Should you want to continue to use the facility, you may request a key tag to scan in with and we will take a photo to store in our system. The bar code key tag will still need to be used for entrance.

- Is the reason you ask us to leave comments for entertainment only. The comments are always the same. Men’s bathroom makes us vomit-the smell. Not enough racquets-quality. Lack of cleanliness-everywhere. We want the Sauna and the whirlpool back. Ping pong area equipment-quality lacking. Boxing gloves-never enough sizes. Pool deck unsanitary. My wife and her friends say bathroom drains wont drain, due to hair covering drain.
- We use the comment box and member comments via email to allow members to voice concerns, opinions and feedback. We do our best to accommodate the needs of a variety of clientele. We continue to strive to keep Kirmayer operating at its best and work towards more renovations on an aging building with a conservative budget. Items or areas that have the most usage will be given priority for replacements, upgrades, etc. Some things are directly in our control, some are not. Our housekeeping, for example, is contracted through the university rather than in house. Larger scale issues, like the locker rooms will require a large funding source to replace ventilation, plumbing, etc. Some items, like racquets or paddles can be purchased personally if the quality that we purchase is not satisfactory.

- Ping pong table back!
- The ping pong table has returned to the area by the basketball court.
The gym is very hot. Setting the A/C lower would improve my gym experience.
The air conditioners are set to 69 degrees in Kirmayer. It is not uncommon for the units to run the entire day and not be able to keep the facility cool. The units are old and need to be replaced. This aspect of the facility is managed by the University and largely out of our control. We will continue to do our best to keep the facility comfortable for patrons.

FITNESS EQUIPMENT:
- Could we possibly leave 2 or 3 spin bikes on the workout floor upstairs? Some of us are unable to make the spin class in the evening and there are classes in the yoga room in the morning. Just a request, thanks!
- There are currently 3 spin bikes on the fitness floor upstairs. They are located on the south side of the track, around the corner of the treadmills. Ask a fitness specialist if you are unable to find them.

- TV stations not indicated on equipment upstairs.
- The stations have now been updated. They were changed when Time Warner went HD. Please let us know if this has not been alleviated on your favorite channels.

- The TV’s on the treadmills are great! But, the channels are no accurate. Could we maybe get a list of the proper channels somewhere upstairs?
- See comment above -

- One of the life fitness bikes on 2nd floor- pedals are loose.
- Thank-you, we have had this bike serviced a number of times. We hope that last service fixed the issue.

- I love the fitness area downstairs by the basketball court. It is perfect for cross fit workouts, my current form of exercise. Except, two things: There really needs to be better pull up bars. I would suggest wall mounted pull up bars. Also, maybe some ab mats please? Thanks!
- We are glad that you enjoy the lower level fitness area! We currently do not have a space that would be adequate for more pull up bars. The height of the ceiling and the space required between equipment and/or the court would be compromised. There are 2 straight pull up bars on the wall upstairs for your use if you like. As far as equipment goes, our primary concern is investing in large scale equipment like barbells or benches that serve a larger demographic within our membership. We feel that smaller equipment like ab mats or bands can be purchased personally by those interested.

- Could we have at least one rowing machine back upstairs? All of them are unavailable in the early morning due to the GT45 session.
- At this time, the rowing machines will remain downstairs due to space constraints as well as the need to use them during our GT45 sessions. Please feel free to utilize the rowing machines during GT45. Typically, they are only in use during a small portion of the session.

- Fix the heavy bag!
- The heavy bag has been fixed.
PROGRAMS:

• With the beautiful new floor in studio #2, I recommend getting replacement caps/plugs for the ends of the Body Pump bars, so they don’t scratch the floor.
• Great idea! These have been ordered and are awaiting the replacement end caps.

GENERAL COMMENTS:

• I miss the thought/saying of the month in the stairwell. It gave me something to ponder on up and down the stairs. Would like to see it return.
• Good to know, we will work on more motivational postings within the building. For further inspiration – Like us Facebook – Kirmayer Fitness Center or follow us on Twitter - @kirmayerfitness.
• Comment: Your staff is downright rude. Equipment usage 101 on elliptical – we have to wait on your staff, not all of us have cushy jobs that permit us to workout. We have limited time.
• We are sorry that you feel this way. We are not certain as to the issue you are recalling. We typically do not have a wait time and the only reason that one would not have access to a specific machine would be for temporary cleaning and/or maintenance. Please provide specific information regarding personnel conflicts to Amber Long, Kirmayer Director – along3@kumc.edu. We certainly are very blessed to work in this field. We love our jobs.
• I disagree with a previous comment. Not enough Nickelback. More Nickelback. And more cowbell.
• Deal! There’s always room for more cowbell.

Thank you for all of your comments! We value your comments and are working hard to address your concerns in a timely manner. Future comments can be left in the blue comment box located in the lower level hall near studio #1. If you have comments or questions that you would like to discuss in private, please feel free to contact me directly via email or phone. General comments can be directed to Kirmayer@kumc.edu or the comment box.

Thank-you!

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