

Request:	Information on Student Memberships
Ref:	ELIR00420
Received:	16.10.24
Responded:	16.10.24

I am working on a user experience project for university centred in Edinburgh Leisure's website and in particular about student's experiences while navigating it. I have been reading your published information and Board Reports, but I am unable to find the data I need.

I would like to know:

1. How many Students have a membership with Edinburgh Leisure (2024, 2023 & 2022 if possible)
2. I Edinburgh Leisure has carried out any studies on the user interaction and satisfaction with the website, if so, where can I find them.

I would be really grateful for this information as it would help me greatly with my assignment.

Response

Legislation:	Freedom of Information (Scotland) Act 2002
Category of response:	Partial Release
Exemptions applied:	N/A

- 1. How many Students have a membership with Edinburgh Leisure (2024, 2023 & 2022 if possible)**

Financial Year->Month	Climb + Fit Student	Climb Student	Fitness Student	Swim Student	Grand Total
2023					
01 April	38	29	293	230	590
02 May	33	31	275	208	547
03 June	35	23	295	223	576
04 July	32	25	289	206	552
05 August	31	30	289	202	552
06 September	28	30	291	197	546
07 October	28	31	315	203	577
08 November	28	34	329	217	608
09 December	29	32	334	211	606
10 January	23	32	326	196	577
11 February	33	34	378	207	652
12 March	36	38	394	220	688
2024					
01 April	32	38	367	209	646
02 May	34	35	354	192	615
03 June	30	34	354	184	602
04 July	31	27	347	180	585
05 August	28	31	329	173	561
06 September	25	32	329	163	549
07 October	31	39	354	187	611
08 November	32	41	369	201	643
09 December	30	40	360	200	630
10 January	29	35	346	192	602
11 February	31	37	365	209	642
12 March	32	32	382	217	663
2025					
01 April	27	31	370	219	647
02 May	29	29	371	207	636
03 June	28	28	375	205	636
04 July	25	27	367	196	615
05 August	26	26	353	187	592
06 September	26	29	362	186	603
07 October	28	34	389	191	642
Grand Total	928	994	10651	6218	18791

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 Edinburghleisure.co.uk

Registered Scottish Charity No: SC027450
 VAT Reg: 703 762 349 Company Reg: 179259



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2. Edinburgh Leisure has carried out any studies on the user interaction and satisfaction with the website, if so, where can I find them.

Edinburgh Leisure carries ongoing research to improve customer experience, including user interaction and satisfaction with the website, spanning years which is not publicised within the public domain.

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