



NCGA CLUB ROUNDTABLE

Superpowers, Kryptonite & NCGA Feedback

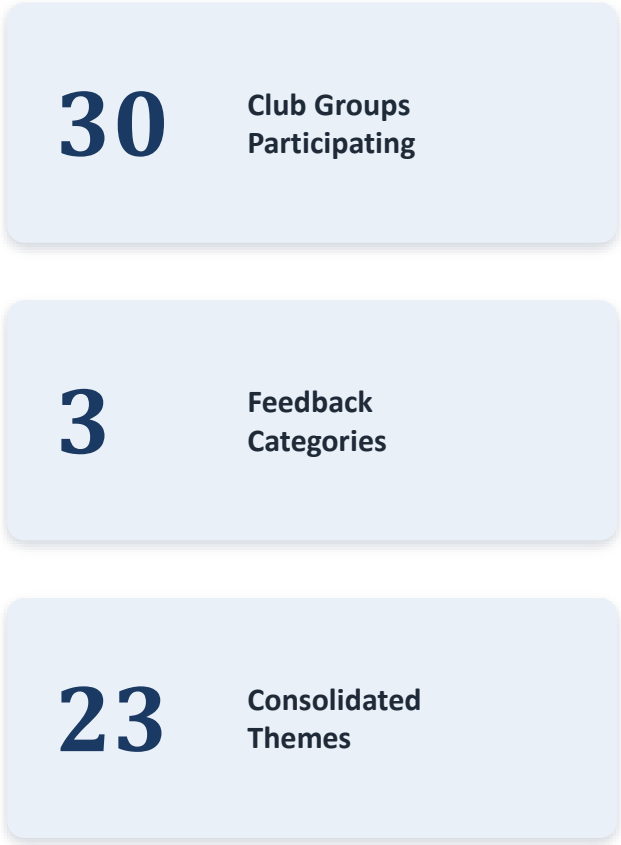
A consolidated look at shared themes across thirty participating club reps — built to be shared across the Association

METHODOLOGY

How This Summary Was Built

Thirty club representatives shared open feedback on what they do well, what's holding them back, and their experience with the NCGA. Similar responses were grouped into common themes below, so every club can see the patterns shared across the association at a glance.

Original entries are preserved in spirit — near-duplicate answers from different clubs (for example, several groups naming "affordable dues" or "tough time recruiting volunteers") are consolidated into a single theme rather than repeated.



Tournament & Membership Strength

1

Deep Tournament Programs

Frequent events, varied formats, tournament handicap indexes, invitationals, and away-day trips to premium and private courses draw strong turnout — 30%+ member participation in some clubs.

2

Membership Growth & Recruitment

Waitlists, expanding reach, and modern recruiting tools (digital and business cards) keep membership pipelines full.

3

Strong Retention & Loyalty

High renewal rates, lapsed-member discounts, and strong loyalty among members keep rosters stable year over year.

4

Affordable, Accessible Pricing

Food & beverage discounts, and affordable dues keep clubs accessible to a wide range of golfers.

Culture, Leadership & NCGA Integration

1

Welcoming Social Culture

Monthly dinners, informal rounds, family-friendly events, and community outreach build belonging beyond just competition.

2

Experienced Leadership

Long-tenured administrators and committees, plus strong golf-shop support, provide stability, mentorship, and institutional memory.

3

Clear Member Communication

Organized, responsive updates and public recognition of NCGA winners (newsletters, clubhouse displays) keep members engaged.

4

Strong NCGA Benefit Integration

Clubs cover NCGA entry fees, post handicaps, offer automatic entry for event winners, and promote NCGA benefits clearly.

Operational Gaps

1

Slow Technology Adoption

Clubs report being behind on digital tools and could better leverage technology for operations and member engagement.

2

Volunteer & Succession Challenges

Recruiting board volunteers — especially younger members — is difficult, and succession planning for outgoing admins is thin.

3

Administrative & Systems Burden

Manual dues collection, clunky RSVP tools, and disconnected systems add unnecessary day-to-day workload.

4

Fairness & Handicap Concerns

Sandbagging and repeat winners create perceptions of unfair play and an overly competitive atmosphere.

Growth & Facility Strain

1

Resistance to Change

Some clubs move slowly on new ideas, and events can feel exclusive to golfers outside the club.

2

Course & Facility Constraints

Some clubs don't receive golf-shop support, pace of play, and weekday traffic limit the experience at some home courses.

3

Growth Capacity Strain

Rising participation means clubs must accommodate more golfers while still procuring affordable tee times.

Clubs Consistently Praised the NCGA For:

1

Responsive Support

Clubs across multiple groups praised NCGA's responsiveness and support for events and day-to-day inquiries.

2

Strong Communication

Members appreciate clear, consistent updates and communication from the NCGA overall.

3

Valued Events

NCGA-run tournaments and events are well liked and seen as a core benefit of membership.

Where Clubs Would Like to See Change

1

Website & Registration Experience

Easier tournament search, clearer site navigation, registration windows aligned with club qualifiers, and better BlueGolf tailoring.

2

Email Volume

Reduce the number of NCGA emails members receive.

3

Course Access & Booking

Booking Poppy Hills courses is difficult, and clubs miss having Spyglass Hill as an option.

4

Handicap Management

Strengthen oversight at NCGA events to reduce sandbagging concerns.

5

Membership Admin Support

Streamlined onboarding, simpler annual renewal, and system integration to cut manual data entry.

6

Associate Club Equity

Consider scholarships or added support specifically for associate clubs.

BUILDING ON THIS FEEDBACK

A Shared Foundation to Grow From

Clubs share real strength in tournaments, culture, and their partnership with the NCGA, balanced by clear, common opportunities in technology, communication, and course access.

Use this summary as a starting point to help spark ideas for your own club, or to recognize where your club could use some help. We are always just an [email away](#), and we are glad to help.

*We would love your club's input as well. Did you already solve another club's Kryptonite?
[Click here to share your club's Strengths, Kryptonite, and Feedback.](#)*