CENTER SATISFACTION SURVEY

We thank you in advance for your assistance in filling out this survey. The information that you provide to us will be kept completely confidential. Please return the completed form to the registration office or to any staff member.

Please mark the best response to each question below.

1) How would you describe your race or ethnicity?
   ___ African American  ___ Latino (a)  ___ Caucasian
   ___ Asian  ___ Native American  ___ Other

2) What is your Gender?
   ___ Male  ___ Female

3) What is your Zip Code? ______________________________

4) Do you have any of the following technologies in your home?. Please check all that apply
   ___ Cable television  ___ Satellite Dish
   ___ Personal Computer  ___ Internet Connection

5) How often do you visit the Recreation Center?
   ___ Daily  ___ Once a week or more  ___ 2-3 Times a month
   ___ Once a month  ___ Every 2-3 Months  ___ 2-3 Times a year

6) What is your primary reason for patronizing Yosemite Recreation Center? Please check all that apply
   ___ Youth Classes  ___ Adult Classes  ___ Organized Team Sports
   ___ Child Care  ___ Open Gym  ___ Other

7) The Recreation center staff is knowledgeable and professional. I …
   ___ Strongly Agree  ___ Somewhat Agree
   ___ Neither Agree or Disagree  ___ Somewhat disagree  ___ Strongly Disagree

8) In thinking about your most recent experience with a Yosemite Recreation Center Staff member was the quality of customer service you received…
   ___ Superior  ___ Very Satisfactory  ___ About Average
   ___ Somewhat Unsatisfactory  ___ Very Poor

9) I feel like I have a good relationship with the Recreation Center Staff.
   ___ Strongly Agree  ___ Somewhat Agree
   ___ Neither Agree or Disagree  ___ Somewhat disagree  ___ Strongly Disagree
10) **Considering the value of the program you paid for, was it:**
   ___ An exceptional value, worth more than you paid for it
   ___ A good value, worth about what you paid for it.
   ___ A poor value, worth less than you paid for it.

11) **Are there any programs that we are not offering that you would like to see offered?**
                                                                                     __________________________________________________________________________
                                                                                     __________________________________________________________________________
                                                                                     __________________________________________________________________________
                                                                                     __________________________________________________________________________

12) **What recommendations would you offer for improving our programs?**
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                                                                                     __________________________________________________________________________
                                                                                     __________________________________________________________________________
                                                                                     __________________________________________________________________________

13) **Overall I am very satisfied with the Recreation Center’s Programs.**
   ___ Strongly Agree     ___ Somewhat Agree
   ___ Neither Agree or Disagree     ___ Somewhat disagree    ___ Strongly Disagree

14) **The Recreation Center is making a positive contribution to mine and my child’s life.**
   ___ Strongly Agree     ___ Somewhat Agree
   ___ Neither Agree or Disagree     ___ Somewhat disagree    ___ Strongly Disagree

15) **Would you recommend Yosemite Recreation Center to others?**
   ___ Definitely     ___ Probably     ___ Might or Might not
   ___ Probably Not    ___ Definitely Not

16) **If asked, I would volunteer for park events or be a Park Advisory Board Member at Yosemite Recreation Center.**
   ___ Definitely     ___ Most Likely Yes     ___ Maybe
   ___ Most Likely no    ___ Definitely Not

If you would like to be contacted about becoming a volunteer or Park Advisory Board member please list your Name and Telephone # ______________________________________________

17) **Are there any other comments about Yosemite Recreation Center you would like to add?**
                                                                                     __________________________________________________________________________
                                                                                     __________________________________________________________________________
                                                                                     __________________________________________________________________________
                                                                                     __________________________________________________________________________
                                                                                     __________________________________________________________________________

We thank you for all your comments!. Yosemite Recreation Center looks forward to serving this community for many years to come. Should you have any other comments, please feel free to contact the park office at (323) 257-1644.