

Attachment 25

Summer 2019 User Satisfaction Surveys

School Age Children Summer Camp



2019 Summer Kids Camp - End of Summer Evaluation Summary

Q1 When picking a summer camp for your family, rank these items from least to most important. (30 Responses)

Ease of Scheduling						
Swimming						
Field trips						
Guest Speakers						
Location						
Cost						
Weekly Library Visits						
Camp Staff						

Q2 Would you recommend East Lansing's Kids Camp to others, and would you attend in the future? (30 Responses)

YES	90%
NO	10%

Q3 What themes and/or activities would you like to see incorporated into Camp for Summer 2020? (20 Responses/10 skipped)

- 1 Anything that is creative-science, drama play, etc.
- 2 Dancing, more robotics and coding
- 3 I think more activities, field trip to engage kids will be a great idea
- 4 My daughter loved trips to the aquatic center. I loved that swim lessons were an option during the camp day.
- 5 We both loved the variety of field trips and walking trips to different playgrounds.
- 6 More swimming
- 7 Occupations
- 8 Keep it the same or organize to reduce cost.
- 9 More Outdoor activities (camping survival etc.), water activities (kayaking, canoeing), learning about trades, learning about different countries/cultures/languages
- 10 More visits to MSU..maybe behind the scenes in the dorms. Grow their love for MSU!
- 11 More outside play. Everytime I came for pickup kids were inside even on beautiful days.
- 12 Organized outside games/activities. Do you do this and I am unaware?
- 13 Dinosaurs, bowling
- 14 Science
- 15 Please, better swimming options. It would be nice to see more time at the Hannah pool. It would be nice to have more aquatic center time.
- 16 More field trips!
- 17 I thought it was great this year with the chosen themes.
- 18 Nothing specific, but mix it up. My kids didn't have as much fun this year since the program is largely the same year after year.
- 19 I will defer on my comments. My kids are 10 and 12 and I believe have outgrown your camps. I appreciate bringing them over the years.
- 20 Coding and maker type/hands on educational learning

Q4 What do you like best about the East Lansing's Hannah Community Center? (27 Responses/3 skipped)

- 1 Good location, but long walk from parking lot when I'm in a hurry in the morning to get to work.
- 2 It is close to work and the library
- 3 the location
- 4 location
- 5 Air-conditioning, swimming pool
- 6 Air conditioned and indoor swimming pool
- 7 Convenient location, friendly staff
- 8 staff, variety of activities, swimming options and location
- 9 It's close to home and normally has a great lineup of field trips and things to do. This year we were slightly disappointed compared to previous years.
- 10 Cost and camp duration/length.
- 11 I like the early hours because it makes things easier for our family, and the various activities keep the kids active and socialized
- 12 Air conditioning, gym, lockers
- 13 location, staff and variety of activities
- 14 I like the ability to schedule as needed; however, that must be second to the quality of care in spite of my ratings above because I choose high quality camps because of the cost and scheduling convenience.
- 15 It really works with our piecemeal childcare situation. I am grateful for this program. Thank you.
- 16 The staff is great, the field trips are great and the kids are busy and having fun every day.
- 17 Field trips, pool
- 18 Cost and convenience
- 19 It is easy to get around.
- 20 The pool and activities
- 21 The flexibility
- 22 I really don't use the center, other than to recycle lights and register kids for camps and sports.
- 23 Conveniently located.
- 24 We love everything about it. My child loves to go, it's fun with so many activities and great staff and easy for parents with scheduling and location!
- 25 My son loves his experiences there
- 26 Proximity to our home.
- 27 We know the families there

Q5 Is there anything you would like to see offered at the East Lansing's Hannah Community Center (example: programs, services, amenities)?
(15 Responses/15 Skipped)

- 1 Social workshops for connecting with others in the community and sharing differences
- 2 Updated playground equipment. Expanded aquatics lessons (I'd like to be able to enroll my daughter for classes that run for longer period of time-potentially a whole season rather than 4-8 week sessions).
- 3 Adult/kid yoga
- 4 Bring back the Holiday at Hannah party!
- 5 spin classes
- 6 Organized bus trips around Michigan
- 7 None
- 8 Mix in soccer/basketball/floor hockey (as well as swim and martial arts) as part of the school age camp
- 9 Two day a week commitment instead of three. More swim time.
- 10 Parents should be allowed to attend field trips that are out of town.
- 11 In terms of kid care, I would like curbside sign in/out for older kids and that is just a wish. I am continually impressed by the level of service at Hannah. The staff is excellent as is the service level. I would like the Aquatic Center to have evening hours so that I could take my kids after work. Closing at 6 or 7 isn't enough time to justify the time it takes to get out there; I suggest a business plan that would maximize daytime as well as summer evening useage. We joined a health club for the pool because availability is limited. It would be nice if tennis courts and a track were there as well. Throwing out my dream list! Thank you for asking. I love East Lansing!
- 12 More art classes
- 13 Longer after care
- 14 Visual arts classes (like drawing, painting etc.) for kids younger than 14.
- 15 A water bottle fill station. Also it needs to be upgraded, just the rooms/building in general. Dropping my kids at camp there was just the rooms. The staff and activities were awesome but the rooms were just not where I want my kids hanging out all summer.
Also kind of everything is directed at seniors, not really for anyone else. Example is classes like ballet for 30+ etc. offered during the day.