

Attachment 24

Summer 2019 User Satisfaction Surveys

Aquatic Programming





CITY OF EAST LANSING Learn to Swim Program Evaluation Form

Summer 2019 Results

Please rate your level of satisfaction on a scale of 1—5:

(1 being very poor, 5 being excellent)

→ Registration Process	1.....2.....3.....4.....5	Average Score: 4.9
→ Value Received	1.....2.....3.....4.....5	Average Score: 4.8
→ Customer Service	1.....2.....3.....4.....5	Average Score: 4.8
→ Facilities & Accommodations	1.....2.....3.....4.....5	Average Score: 4.8
→ Safety & Cleanliness	1.....2.....3.....4.....5	Average Score: 4.8
→ Overall Satisfaction	1.....2.....3.....4.....5	Average Score: 4.8

Please rate your swim instructor on a scale of 1—5:

(1 being very poor, 5 being excellent)

→ Enthusiasm	1.....2.....3.....4.....5	Average Score: 4.8
→ Knowledge of material	1.....2.....3.....4.....5	Average Score: 4.8
→ Organization of class	1.....2.....3.....4.....5	Average Score: 4.8
→ Preparation for class	1.....2.....3.....4.....5	Average Score: 4.8
→ Approachability after class	1.....2.....3.....4.....5	Average Score: 4.8
→ Control of class	1.....2.....3.....4.....5	Average Score: 4.6

The Head Swim Instructor was attentive and available to talk to you? Yes- 100%

Comments: Smiling every morning

Did the program content meet your expectations? Yes- 90%

Comments: Kids loved it, good teachers.
Exceeded expectations.
Didn't seem to learn much on technique.

Would you participate in this program again and/or recommend it to others? Yes- 100%

Comments: My kids liked it and want to learn more.
Cheap compared to other programs.

Additional comments you would like to add.

Comments: Prefer more skills on breathing and stroke.
My daughter loved it.
Did not feel instructor had control of the class.