

Attachment 21

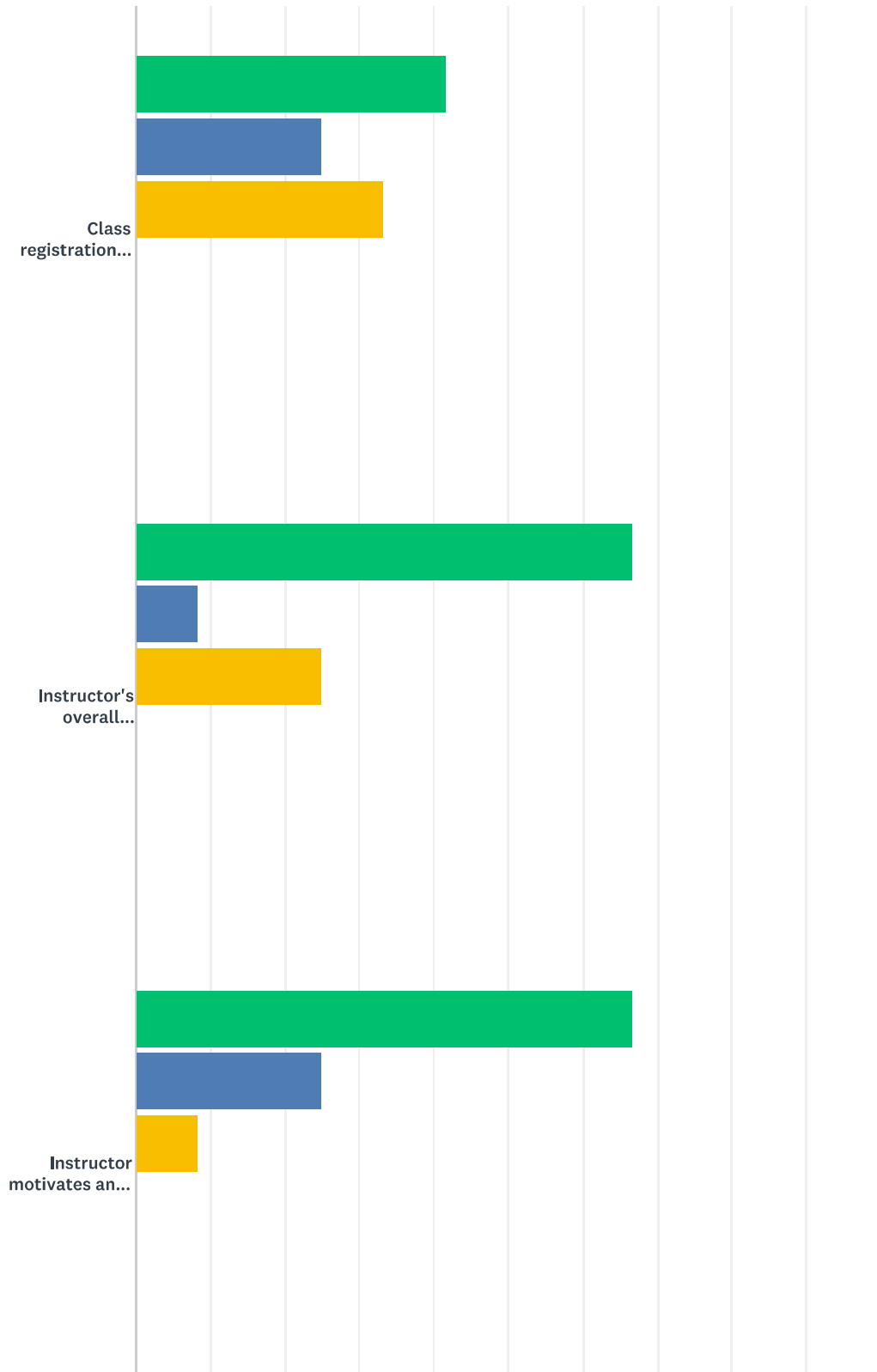
Summer 2019 User Satisfaction Surveys

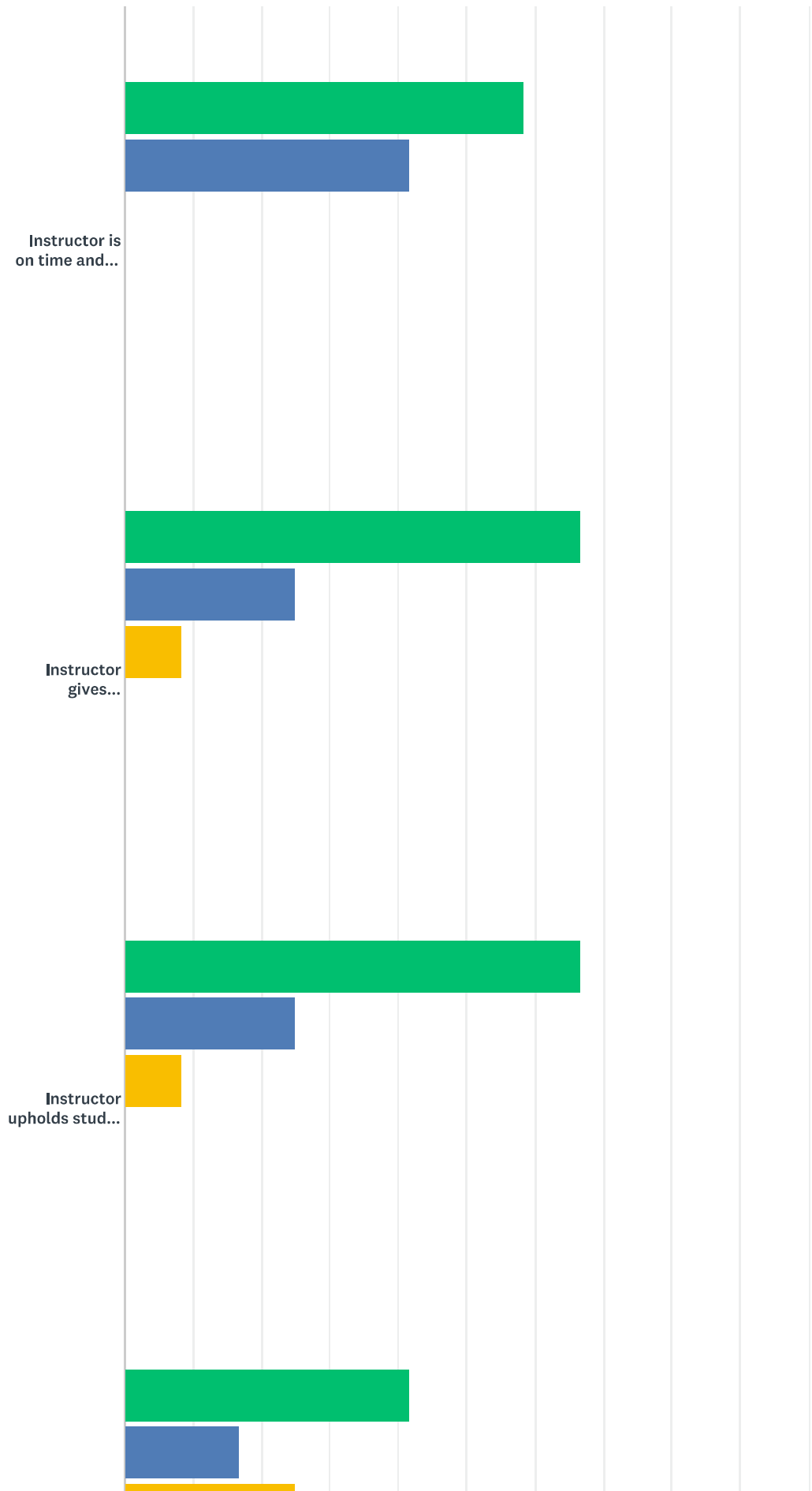
Recreation & Arts Ceramics Classes

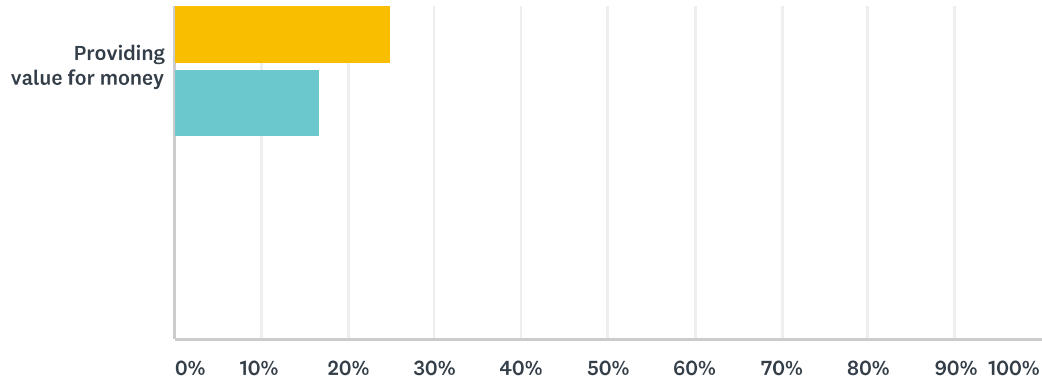


Q1 Please rate the following aspects of your experience taking a ceramics/pottery class with East Lansing Department of Parks, Recreation & Arts.

Answered: 12 Skipped: 0





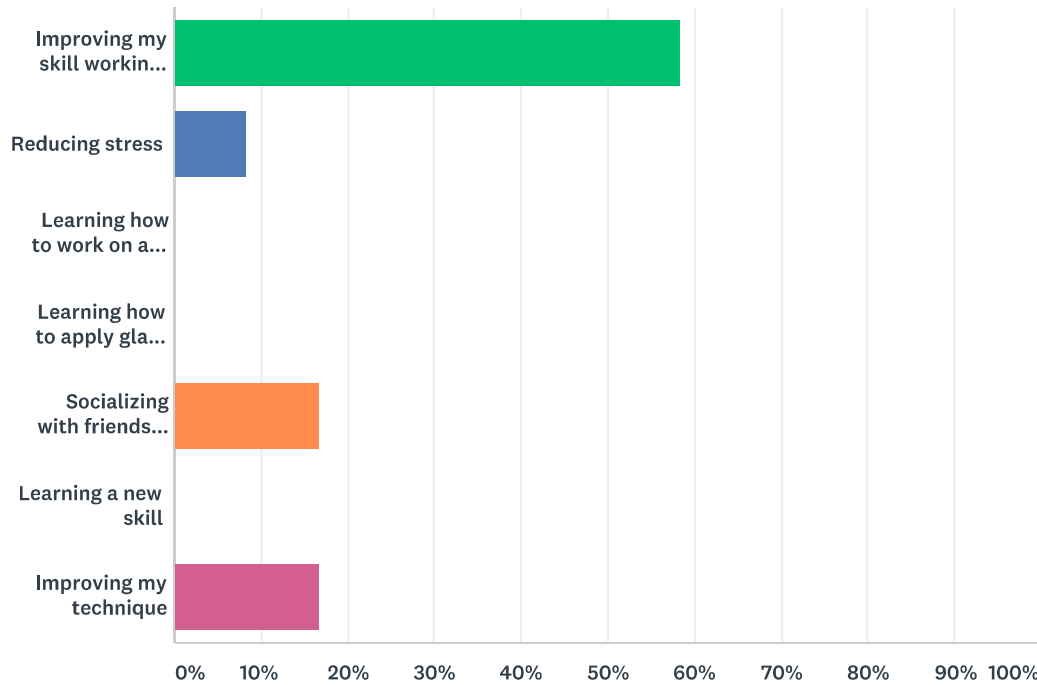


■ Excellent
 ■ Good
 ■ Adequate
 ■ Poor
 ■ Unacceptable
 ■ N/A

	EXCELLENT	GOOD	ADEQUATE	POOR	UNACCEPTABLE	N/A	TOTAL	WEIGHTED AVERAGE
Class registration process	41.67% 5	25.00% 3	33.33% 4	0.00% 0	0.00% 0	0.00% 0	12	1.92
Instructor's overall knowledge, organization, expertise	66.67% 8	8.33% 1	25.00% 3	0.00% 0	0.00% 0	0.00% 0	12	1.58
Instructor motivates and helps you have fun	66.67% 8	25.00% 3	8.33% 1	0.00% 0	0.00% 0	0.00% 0	12	1.42
Instructor is on time and prepared for class	58.33% 7	41.67% 5	0.00% 0	0.00% 0	0.00% 0	0.00% 0	12	1.42
Instructor gives demonstrations and encourages participants to work at their own pace	66.67% 8	25.00% 3	8.33% 1	0.00% 0	0.00% 0	0.00% 0	12	1.42
Instructor upholds studio rules and ensures safety of students	66.67% 8	25.00% 3	8.33% 1	0.00% 0	0.00% 0	0.00% 0	12	1.42
Providing value for money	41.67% 5	16.67% 2	25.00% 3	16.67% 2	0.00% 0	0.00% 0	12	2.17

Q2 My primary purpose for taking ceramics/pottery classes is

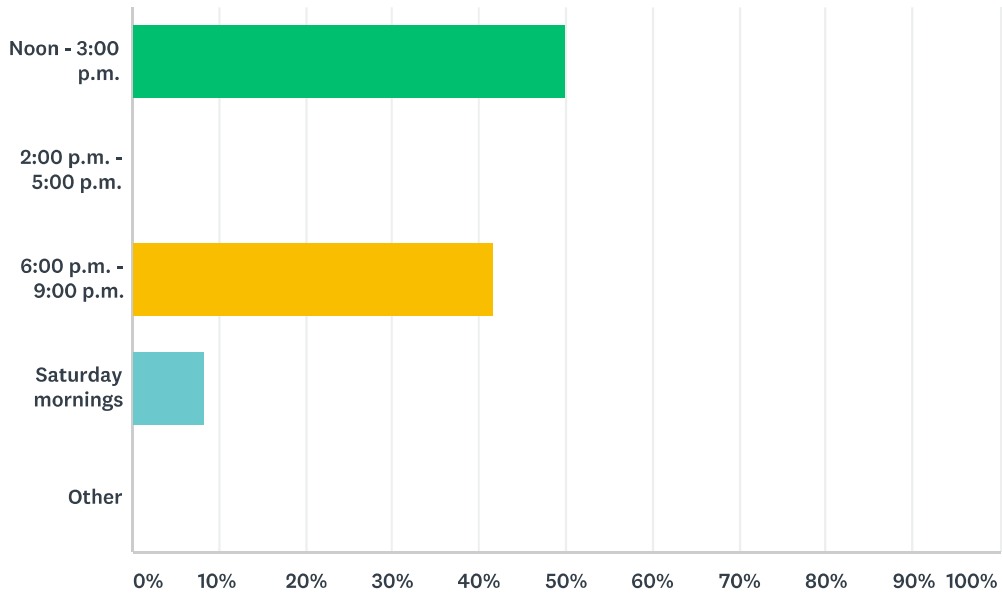
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Improving my skill working with clay	58.33%	7
Reducing stress	8.33%	1
Learning how to work on a potters wheel	0.00%	0
Learning how to apply glazes and decorating techniques	0.00%	0
Socializing with friends and/or meeting new art friends	16.67%	2
Learning a new skill	0.00%	0
Improving my technique	16.67%	2
TOTAL		12

Q3 What is the best time for you to take pottery classes?

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES
Noon - 3:00 p.m.	50.00% 6
2:00 p.m. - 5:00 p.m.	0.00% 0
6:00 p.m. - 9:00 p.m.	41.67% 5
Saturday mornings	8.33% 1
Other	0.00% 0
TOTAL	12

Q4 Which ceramics class did you participate in?

Answered: 10 Skipped: 2

#	RESPONSES	DATE
1	Wednesday 12:00	2/25/2019 7:21 AM
2	12-3 pm weekdays	2/21/2019 4:39 AM
3	Evening	2/20/2019 3:15 PM
4	wheel throwing with Charlotte	2/20/2019 8:52 AM
5	Monday 12-3	2/20/2019 5:08 AM
6	Evening	2/20/2019 2:47 AM
7	Advanced wheel throwing	2/19/2019 5:10 PM
8	Lane Kaufman's	2/19/2019 3:32 PM
9	Noon-3 on Weds	2/19/2019 12:49 PM
10	Wheel throwing	2/19/2019 12:30 PM

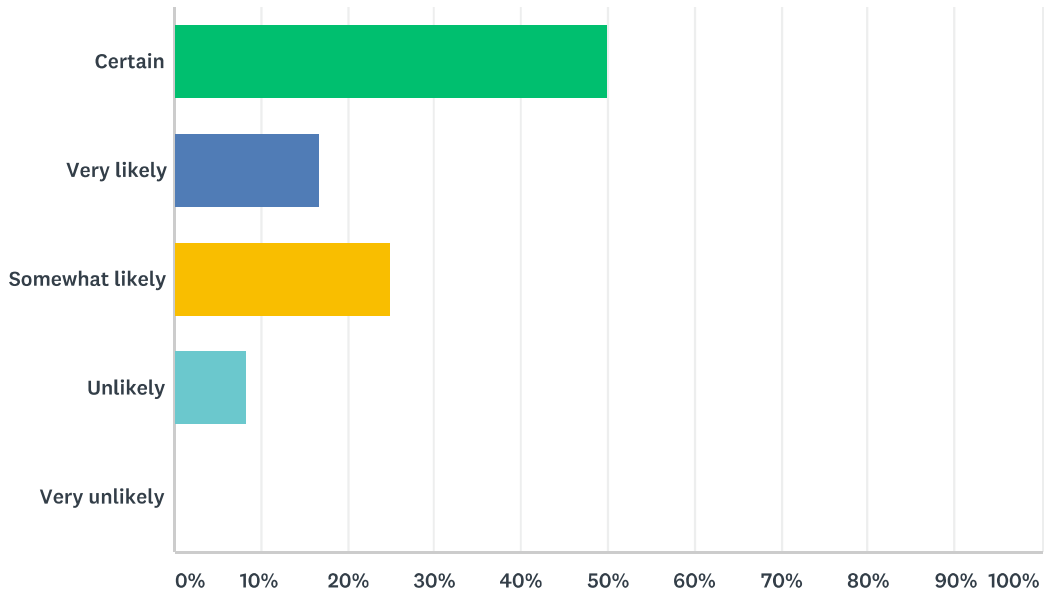
Q5 What classes would you like to see us offer in the future?

Answered: 7 Skipped: 5

#	RESPONSES	DATE
1	Specialized workshops in ceramics.	2/25/2019 7:21 AM
2	Good the way it is.	2/21/2019 4:39 AM
3	A Saturday one-time class for a special project	2/20/2019 3:15 PM
4	Not sure	2/20/2019 5:08 AM
5	Like special classes but can't make the times offered	2/20/2019 2:47 AM
6	Daytime/ weekend workshops	2/19/2019 5:10 PM
7	2-5 on Weds with open studio time on the weekends.	2/19/2019 12:49 PM

Q6 Based on your experience, how likely is it that you will use us in the future?

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Certain	50.00%	6
Very likely	16.67%	2
Somewhat likely	25.00%	3
Unlikely	8.33%	1
Very unlikely	0.00%	0
TOTAL		12

Q7 If you have any suggestions regarding how we could improve the services we provide to you, please enter them in the box below.

Answered: 8 Skipped: 4

#	RESPONSES	DATE
1	I would take the class again however I travel from Clarklake which is an hour drive one way. I would most likely come for a workshop.	2/25/2019 7:21 AM
2	I started to take class on Monday afternoon because open studio was later in the week- providing a balance and an opportunity to continue projects in a timely manner. However, open studio suddenly moved to Monday- the very same day most all of your students are taking class. No balance, no logic. I am much less likely to be taking advantage of open studio now, which is half the value of the class. This makes no sense. I know Charlotte is a nice person but could you please try to accommodate the students rather than Charlotte?	2/21/2019 4:39 AM
3	I had a hard time making it to the lab on the same day as class. Also the one day that we'd class was cancelled the Monday class should have been cancelled too. I would have liked a make up class too.	2/20/2019 5:08 AM
4	More free open labs at predictable times.	2/20/2019 2:47 AM
5	More variety in dipping glazes. More variety in clay colors that work with the current firing temperature (Terra Cotta, brown, black)	2/19/2019 5:10 PM
6	If the labs were a couple days a week, that would help production process to be completed by the end of class.	2/19/2019 3:32 PM
7	Open studio time in the afternoon on the weekends. Open time from 6-9 during the week for those who still work ie those who are not retired, doesnt really work.	2/19/2019 12:49 PM
8	During the summer my pieces sat on the shelves waiting to be fired for many many weeks, resulting in half of my pieces not being done in time. When the class ended i was told i could come back to glaze but when i showed up was asked to leave. The pieces did not get fired in timely manner ever. Instructors were consistently working on their own work while in class.	2/19/2019 12:30 PM