Skate Thompson

Satisfaction Survey 2020-21

Instructions: Please complete the survey and email it to thompsonskate@gmail.com.

Please check the program(s) in which you are/your child is currently registered:

|  |  |
| --- | --- |
| CanSkate [ ]  | CanPowerSkate [ ]  |
| STARSkate [ ]  | Adult STARSkate [ ]  |
| SynchroSkate [ ]  | CompetitiveSkate [ ]  |

1. Is this your/your child’s first time skating with our club? Yes [ ]  No [ ]

If not, how long have you/your child been participating? 1 year[ ]  2 years[ ]  3+years[ ]

2. Did you/your child enjoy your/their skating lessons this season? Yes [ ]  No [ ]  Unsure [ ]

3. What specifically did you/your child like about the program?

 Click or tap here to enter text.

4. What areas of the program (on-ice or off-ice), if any, could be improved?

Click or tap here to enter text.

5. Did the program schedule meet your/your child’s needs this season?

Yes [ ]  Somewhat [ ]  No [ ]

If not, please provide suggestions for improvement: Click or tap here to enter text.

6. Did the quality of coaching meet your expectations? Yes [ ]  Somewhat [ ]  No [ ]

Comments/suggestions: Click or tap here to enter text.

7. Did the club’s methods of communication – (LIST THE METHODS HERE e.g. parent info sessions, newsletters, e-mail updates, bulletin boards, etc.) meet your needs and keep you informed of club news, schedule changes, etc.? Yes [ ]  No[ ]

If not, please provide suggestions for improvement: Click or tap here to enter text.

8. Are you interesting in learning more about the other programs we offer and what comes next?

Yes [ ]  No [ ]

9. Please add any other comments/suggestions that you may have: Click or tap here to enter text.

Thank you for helping us to improve our programming and customer service!