Skate Thompson

Satisfaction Survey 2020-21

Instructions: Please complete the survey and email it to [thompsonskate@gmail.com](mailto: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!