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Customer Satisfaction Survey

Thank you for taking the Customer Satisfaction Survey. The survey should take less than five minutes of your time to complete. Click the "Submit by Email" button to submit the survey.

Please rate your satisfaction level with each of the following statements.

- 1 = very satisfied
- 2 = somewhat satisfied
- 3 = neutral
- 4 = somewhat dissatisfied
- 5 = very dissatisfied

1 2 3 4 5

TRAINING/INSTRUCTION

- | | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. How satisfied are you with the diversity of different classes/programming provided? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. How satisfied are you with the costs associated for training? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. How satisfying is the quality of coaching/instruction rendered /received? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Rate your satisfaction with the dates and times available for training? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Rate your overall satisfaction with training at Camp Tisdale Community Center. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

FACILITIES (aka equipment, supplies, parking, accessibility)

- | | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 6. How satisfied are you with the current facility accessibiity via location, parking, hours, etc.? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. How satisfied are you with facility equipment, supplies, and or services provided ? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. Rate your overall satisfaction with the overal facility for Camp Tisdale Community Center. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

CUSTOMER SERVICE of personnel (Staff, Board, Coaches)

- | | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 9. Rate your overall satisfaction with the customer service. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. Overall, how satisfied are you with Camp Tisdale personnel? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

11. How can Camp Tisdale Community Center improve their customer experience?

12. How did you hear about Camp Tisdale Community Center (aka previous member, email, web, friend, flyer, media, word of mouth)?

13. What things would you suggest for Camp Tisdale to add on for the future?