

2014 Registered Day Camp Survey

Thank you for registering in the City of Edmonton Community Summer Programs. Please take the time to fill out the following survey. Your feedback will help us shape next summer's camps and allow us to continue to provide fun and exciting experiences for children and youth in Edmonton!

If you would like to do this survey online you can find it at www.edmonton.ca/daycamps

1. Which program did you attend? Program Course Name or Code: _____
2. Where was this camp located? _____
3. On a scale from 5 to 1, where 5 is **Very Important** and 1 is **Not at all Important**, when choosing Summer Programs how important is each of the following? *(Please circle)*

	<u>5</u>	<u>4</u>	<u>3</u>	<u>2</u>	<u>1</u>	<u>N/A</u>
Program topic						
Activities						
Price						
Staff						
Facility						
Equipment						
Proximity to home						
Proximity to work						
Easily accessible public transportation (on bus/LRT route)						
Dates the program was available						
Daily starting and ending time						
Friends/siblings were participating						

4. What were the main reasons for choosing this program? *(Please select up to 3 reasons)*

<input type="checkbox"/> Program topic	<input type="checkbox"/> Proximity to home
<input type="checkbox"/> Activities	<input type="checkbox"/> Proximity to work
<input type="checkbox"/> Price	<input type="checkbox"/> Easily accessible public transportation (on bus/LRT route)
<input type="checkbox"/> Staff	<input type="checkbox"/> Friends/siblings were participating
<input type="checkbox"/> Facility	<input type="checkbox"/> Dates the program was available
<input type="checkbox"/> Equipment	<input type="checkbox"/> Daily starting and ending time
<input type="checkbox"/> No other child care options	<input type="checkbox"/> Other, please specify _____

5. Thinking of this camp, on a scale from 5 to 1, where 5 is **Very Satisfied** and 1 is **Very Unsatisfied**, overall how satisfied were you with this camp?

	<u>5</u>	<u>4</u>	<u>3</u>	<u>2</u>	<u>1</u>	<u>N/A</u>
Overall satisfaction						

6. Thinking of this camp, on a scale from 5 to 1, where 5 is **Very Satisfied** and 1 is **Very Unsatisfied**, how satisfied were you with each of the following areas? *(Please circle)*

	<u>5</u>	<u>4</u>	<u>3</u>	<u>2</u>	<u>1</u>	<u>N/A</u>
Program topic						
Activities						
Price						
Staff						
Facility						
Equipment						
Proximity to home						
Proximity to work						
Easily accessible public transportation (on bus/LRT route)						
Dates the program was available						
Daily starting and ending time						

If you are not satisfied with any of the above, please tell us why?

7. Thinking of this camp, on a scale from 5 to 1, where 5 is **Strongly Agree** and 1 is **Strongly Disagree**, how do you agree with each of the following statements?

	<u>5</u>	<u>4</u>	<u>3</u>	<u>2</u>	<u>1</u>	<u>N/A</u>
Staff were friendly, engaging and professional						
This program provides good value for the price I paid						
The program content matched the description in the Guide						
Activities were enjoyable, interesting, and age appropriate						
I would sign up for another City of Edmonton community program						
I would recommend this program to others						

8. How did you hear about the program? (*All that apply*)

- | | |
|--|---|
| <input type="checkbox"/> Billboard | <input type="checkbox"/> Poster/Flyer |
| <input type="checkbox"/> City of Edmonton Website | <input type="checkbox"/> Previously Participated |
| <input type="checkbox"/> Community League Sign | <input type="checkbox"/> Promotional Table – Where? |
| <input type="checkbox"/> Community Newsletter | _____ |
| <input type="checkbox"/> Community Programs Guide | <input type="checkbox"/> School |
| <input type="checkbox"/> From a Friend | <input type="checkbox"/> Social Media (Facebook or Twitter) |
| <input type="checkbox"/> Media Spot (TV/Radio interview) | <input type="checkbox"/> Other, please specify _____ |
| <input type="checkbox"/> Newspaper Advertisement | |

9. If you used a City of Edmonton Community Summer Programs Guide, where did you get it? (*All that apply*)

- | | |
|--|--|
| <input type="checkbox"/> Agency | <input type="checkbox"/> Mailbox |
| <input type="checkbox"/> City of Edmonton Facilities/Attractions | <input type="checkbox"/> School |
| <input type="checkbox"/> Community League | <input type="checkbox"/> Other, please specify _____ |
| <input type="checkbox"/> Library | <input type="checkbox"/> I did not use a guide |

10. What method of transportation did you use to get to and from your Day Camp? (*Please select the primary one if you use multiple methods*)

- | | |
|----------------------------------|--|
| <input type="checkbox"/> On foot | <input type="checkbox"/> Public transit |
| <input type="checkbox"/> Bike | <input type="checkbox"/> Other, please specify _____ |
| <input type="checkbox"/> Car | |

11. How long did it take to get to your Day Camp each day?

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> Less than 15 mins | <input type="checkbox"/> 1 hour + |
| <input type="checkbox"/> 15 mins to 30 mins | <input type="checkbox"/> I don't know |
| <input type="checkbox"/> 31 mins to 1 hour | |

12. Do you have anything else that you would like us to know?

What is your Postal Code? _____

We value your opinion! If you would like to discuss your Day Camp experience further, please leave your name contact number below and we will contact you. Please note that surveys can take up to four weeks to process.

Name _____

Day time phone number _____

FOIP Statement

Information collected on this form is being collected under the Authority of Section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act.

This information will be used in the administration and review of program curriculum needs and requests, and to contact you with any additional information regarding upcoming programs. All personal information collected on this survey will be protected in accordance with the privacy protection provisions of the FOIP Act. If you have any privacy concerns, please contact Chris Heywood at 780-496-2987