

**WOODLAND HILLS RECREATION CENTER
KNAPP RANCH**

5858 Shoup Ave. Woodland Hills, CA 91367
818-883-9370 or 818-883-3262 telephone; 818-713-1763 fax

PROGRAMMING SURVEY

Please take a minute to fill this postage-paid survey for Woodland Hills Recreation Center. We strive to provide sports, classes, camps, and family events that you and your family will participate in and enjoy. Send this survey back today. Most answers are Yes or No or require circling an answer. Please answer all questions that you can. We want to hear from you! Your opinion means a lot to us so don't delay.

1. Have you or a family member ever participated in a Woodland Hills Recreation Center sports program before? Y / N
If yes, what sports program did you participate in? _____
If no, what discouraged you from doing so? _____
 2. Have you or a family member ever participated in a Knapp Ranch sports program before? Y / N
 3. How long have you participated in these sports? 1yr / 2-3yr / 4 or more yrs
 4. Was the sports program safe both physically and emotionally? Y / N
 5. Did the program have clear rules, expectations, and responsibilities for both the coaches and players? Y / N
 6. Did the player learn or build on game and life skills in this program? Y / N
 7. Did you feel that that coach(es) built a positive relationship with the players? Y / N
 8. Did you feel that the programs fostered positive behavior and sportsmanship? Y / N
 9. Was the officiating fair and qualified? Y / N
 10. Have you ever taken a class at Woodland Hills Recreation Center? Y / N
 11. If yes, what class was it? _____
 12. Was the registration process clear and easy to follow? Y / N
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 13. Did you enjoy your class experience? Y / N
 14. Was the class held in an area that was in good condition? Y / N
 15. Did the instructor have adequate knowledge of the subject that was taught? Y / N
 16. Did you feel the class fee was appropriate for what was offered? Y / N
 17. What class would you like to see offered but did not see in our brochure? _____
 18. Have you or a family member attended any of our day camps? Y / N
 19. If so, which one? Camp Sharwood / Summer Fun / Teen Camp
 20. Were the facilities clean and safe? Y / N
 21. Did you or your family member have a positive experience? Y / N
 22. What would you like to see offered at our day camps? _____
 23. Did you participate in extended day care? Y / N
 24. Were the staff qualified and prepared? Y / N
 25. Would you recommend our camps to others? Y / N
 26. Have you attended any special events at Woodland Hills Recreation Center? Y / N
Which ones: Halloween / Holiday Show / Spring Egg Hunt / Family Fun Festival
 27. Were the facilities clean and safe? Y / N
 28. Did you enjoy the event? Y / N
 29. Were the restrooms clean and safe? Y / N
 30. Were the staff courteous and helpful? Y / N
- Are there any changes you would like to see at our facility?
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Please return this survey by tearing out this page, folding it in half, and returning it to Woodland Hills Recreation Center. Thank you for helping us serve you better.