

**Roanoke Parks and Recreation
Recreation Program Evaluation Form**

Program: _____ Date: _____

In an effort to better serve the community and to ensure the utmost quality of our programs, Roanoke Parks and Recreation would like for you to take a moment and assess the activity or sport you or your child participated in.

Grading Descriptions

- | | |
|----------------|--|
| 5=Excellent | Program expectations were exceeded |
| 4=Good | Program expectations were met and sometimes exceeded |
| 3=Satisfactory | Program was adequate and expectations were met |
| 2=Fair | Program often failed to meet expectations and could use improvement |
| 1=Poor | Program consistently failed to meet expectations and improvements are a must |

Activity

- | | | | | |
|--------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Excellent | | Poor | |
| - Activity was enjoyable | 5 <input type="checkbox"/> | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| - Activity location was convenient | 5 <input type="checkbox"/> | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| - Activity times were convenient | 5 <input type="checkbox"/> | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| - Registration fees were reasonable | 5 <input type="checkbox"/> | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| - Registration process was efficient | 5 <input type="checkbox"/> | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| - Overall Activity Grade | 5 <input type="checkbox"/> | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> |

Staff

- | | | | | | | |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|------------------------------|
| - Staff/Instructors/Coaches/Officials were friendly and helpful | 5 <input type="checkbox"/> | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | N/A <input type="checkbox"/> |
| - Staff/Instructors/Coaches/Officials were knowledgeable | 5 <input type="checkbox"/> | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | N/A <input type="checkbox"/> |
| - Staff/Instructors/Coaches/Officials were organized and prompt | 5 <input type="checkbox"/> | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | N/A <input type="checkbox"/> |
| - Overall Staff Grade | 5 <input type="checkbox"/> | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | N/A <input type="checkbox"/> |

Facilities and/or Vehicles

- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|------------------------------|
| - Safety | 5 <input type="checkbox"/> | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | N/A <input type="checkbox"/> |
| - Cleanliness and Appearance | 5 <input type="checkbox"/> | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | N/A <input type="checkbox"/> |
| - Location | 5 <input type="checkbox"/> | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | N/A <input type="checkbox"/> |
| - Overall Facilities/Vehicles Grade | 5 <input type="checkbox"/> | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | N/A <input type="checkbox"/> |

Overall Rating

- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|------------------------------|
| - How would you rate this program overall? | 5 <input type="checkbox"/> | 4 <input type="checkbox"/> | 3 <input type="checkbox"/> | 2 <input type="checkbox"/> | 1 <input type="checkbox"/> | N/A <input type="checkbox"/> |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|------------------------------|

Optional Information

How did you learn about this facility?

- | | | |
|--|--|--|
| <input type="checkbox"/> PLAY Roanoke Magazine | <input type="checkbox"/> PLAYRoanoke.com | <input type="checkbox"/> Facebook, Twitter, Social Media |
| <input type="checkbox"/> Newspaper | <input type="checkbox"/> Flyer | <input type="checkbox"/> Radio |
| <input type="checkbox"/> Email | <input type="checkbox"/> Phonebook | <input type="checkbox"/> Signage |
| <input type="checkbox"/> Previous Customer | <input type="checkbox"/> Other: _____ | |

Roanoke Parks and Recreation appreciates your concerns regarding the programs, parks and facilities we offer. Please use this space to make additional comments to help us serve you better.

Where do you live?

- | | | | |
|--|---|---|--------------------------------|
| <input type="checkbox"/> Roanoke | <input type="checkbox"/> Roanoke County | <input type="checkbox"/> Botetourt County | <input type="checkbox"/> Salem |
| <input type="checkbox"/> Franklin County | <input type="checkbox"/> Craig County | <input type="checkbox"/> Other: _____ | |

Staff Follow-Up

I would like to receive more information and/or discuss my concerns with someone...

- | | | | |
|------------------------------------|--------------|-----------------------------------|--------------|
| <input type="checkbox"/> in person | Name: _____ | <input type="checkbox"/> by phone | Phone: _____ |
| <input type="checkbox"/> by email | Email: _____ | | |