

**Satisfaction Survey Plan & Timeline**

The objective is to evaluate programs by sending surveys to participants in the middle to end of the program. Also, the timing should be 1-2 months prior to the deadline for the respective Guide marketing, so that the feedback obtained can be used to make modifications to programs. For year round programs, the survey will be sent out in a month when no other surveys go out:

	<b>Survey Data Collection</b>	<b>Rectrac &amp; Non-Rec Info Deadline</b>
Spring Guide/Camp Planner	Early October	Early December
Summer Guide	December 14	February 14
Fall Guide	March 16	May 16
Winter Guide	July 6	September 6

	<b>Peak Reg/Guide</b>	<b>Peak participation</b>	<b>Survey goes out</b>
PSSWC	Fall/winter	Winter	January
Figure skating	Fall	Fall/Winter	February
Personal Training	Winter	Winter	February
Youth Basketball	Fall	Fall/Winter	March
Hockey	Fall	Fall/Winter	March
STAR	Summer	Fall-Spring	March
Adult Basketball	Winter	Winter	March
PSSWC	Fall/Winter	Fall/Winter	April
Racquetball	Year round	Year round	April
Dog Park	Year round	Summer	May
Dance	Fall	Fall/Winter	May & December
ELC	Spring	Year round	May & December
Preschool	Spring	Fall/Winter/Spring	May & December
Youth Baseball/Softball	Spring	Spring/Summer	June
Youth Soccer	Spring	Spring/Summer	June & October
Swim lessons	Spring	Year Round	July
50+	Spring	Summer	August
Summer Camp	Spring	Summer	August/Sept
Hoffman Walks	Year round	Year round	October
Adult Football	Fall	Fall	October
Adult Softball	Spring	Summer	October
TC/WRC Fitness	Fall/winter	Winter	October
Communication	Year round	Year round	November