



## Kalispell Aquatic Swim Team Exit Survey

*The Kalispell Aquatic Team's (KATS) mission is to provide a competitive swim team environment through progressive training, education, and appropriate competitions. Its' goal is to enable children of all ages and abilities to reach their maximum potential as swimmers and as individuals. This is achieved through consistent good practice habits, self-motivation, dedication, and finding a love for this lifelong skill.*

Dear KATS Family,

We hope that your experience with the KATS program was rewarding. With our above club motto in mind, here is our team Exit Survey. It is very important for us to get your responses and opinions on the topics listed herein. Please take a few minutes to complete the survey and return it in the enclosed envelope. With the knowledge gained, we hope to make KATS a stronger organization for all involved. We thank you in advance for your valuable responses.

*The KATS Board of Directors and Coaches*

Please answer the following identification questions:

How many years/months had your child (children) been on a competitive swim team with KATS? \_\_\_\_\_ years

How many children did you have swimming competitively at KATS that are:

12 years old or younger \_\_\_\_\_ 13 years old or older \_\_\_\_\_

SURVEY QUESTION SECTION: Please fill in the circle that best matches your opinion.

### COMMUNICATION

KATS wants to communicate with its membership as effectively as possible.

	<u>Strongly Agree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
1. KATS philosophy and mission were clear and well communicated.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I regularly read the monthly newsletter.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The information in the newsletter was relevant and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I was aware of the KATS web-site.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I had personally used the KATS web-site.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I would like to have seen more communication with/from KATS concerning:

\_\_\_\_\_

\_\_\_\_\_

Please list 2 reasons why you used the KATS web-site.

\_\_\_\_\_

\_\_\_\_\_

Comments on Communication: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**VOLUNTEERING:**

KATS depends on volunteers. Without it's volunteers, KATS would not exist. Strongly Agree Disagree Neutral Agree Strongly Agree

- 6. I believe my family needed to volunteer regularly at KATS.
- 7. Our family had volunteered for KATS 3 or more times in the past year.
- 8. When I did volunteer, it was mostly at swim meets.
- 9. I was aware that there are 60+ volunteer positions to be filled at an average swim meet.
- 10. I would have volunteered more if I were asked.
- 11. I would have volunteered more if I knew I would be well trained for the position.

Why did you volunteer at the KATS, (or why did you not volunteer at KATS)? \_\_\_\_\_

Comments on Volunteering: \_\_\_\_\_

**COACH /STAFF INTERACTION:**

Your regular contact with the KAT's coaches is critical to our success. Strongly Agree Disagree Neutral Agree Strongly Agree

- 12. My competitive swim team questions and concerns were handled in a timely and professional manner.
- 13. My other KATS related questions (financial, other programs, administrative, etc.) were handled in a timely & professional manner.
- 14. My child's coach was approachable and willing to listen.
- 15. I was satisfied with the service/support from the front desk at the Summit.
- 16. In the past 6 months I had been offered at least one face-to-face meeting with my swimmer's coach to discuss goal-setting, personal objectives, etc.

Do you have any suggestions on how to better interact with KATS and its staff? Please list: \_\_\_\_\_

Comments on Staff Interaction: \_\_\_\_\_

**FACILITIES :**

Please respond concerning the pool where your child practices. Strongly Agree Disagree Neutral Agree Strongly Agree

- 17. The facility was well maintained.
- 18. There was enough space to observe my child's practices.
- 19. The air quality and temperature were acceptable for spectating.
- 20. The parking lot was adequate and safe.

What general suggestions would you make to improve practice facilities (parking lot, safety, locker rooms, poolside, etc.)? \_\_\_\_\_

**FUNDRAISING**

KATS is a non-profit organization that is funded by dues and donations.

Strongly Agree    Disagree    Neutral    Agree    Strongly Agree

21. The purpose and priorities of each fundraising event were clear.                   

22. Status reports on fundraising activities were adequately provided.                   

23. The dues we paid to KATS were a good value for what we received.                   

Do you have any fundraising ideas for KATS? Please list:

\_\_\_\_\_

Comments on Fundraising: \_\_\_\_\_

\_\_\_\_\_

**MISCELLANEOUS**

Had you recommended KATS competitive swim program to someone in the past 12 months?     Yes     No

If yes, did the family/swimmer ultimately join the club?     Yes     No

If you had not recommended KATS competitive swim program, why not?

Additional Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Name: \_\_\_\_\_ Phone \_\_\_\_\_

May we contact you if you have any questions about your responses?     Yes     No

*Thank you for your time to complete this survey and your time spent with KATS.  
We hope to see you again soon.*



