



Help us improve your registration experience!

We are upgrading our registration and facility management software and we need your feedback! After 20 years of using our current registration software, we have launched a two-year project to replace it with a more intuitive and user friendly system. We are calling on all Parks and Recreation program participants to provide critical information that will help us select a product that works for you, our customers.

Please respond by
Sunday, March 26, 2017

You may submit the survey:

- **In Person** --
33 Arroyo Drive
So. San Francisco, CA
94080
Mon – Fri, 8 AM – 5 PM
- **Fax** (650) 877-8678

or

- **Take this survey online** –
<http://www.ssf.net/377/Parks-Recreation>



Thank you for your feedback!

1. How do you typically hear about Parks and Recreation classes, events, and activities? Select all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Friend or family member | <input type="checkbox"/> City website |
| <input type="checkbox"/> Quarterly Parks and Recreation Activity Guide | <input type="checkbox"/> School flyers |
| <input type="checkbox"/> E-mail newsletters from the City | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Social Media (i.e. Facebook, Twitter, etc.) | _____ |
| <input type="checkbox"/> Visiting a Recreation Center | |

2. How can we improve our communication about upcoming classes, events, and activities?

3. In the past 12 months, have you registered for recreation classes offered through the Parks and Recreation Department Activity Guide for you or someone in your household?

- Yes No (skip to Question 6) I'm not sure

4. Please rate your experience registering for classes according to the registration options listed below, rating on a scale of Excellent to Poor:

Registration Options	Excellent	Very Good	Average	Fair	Poor	I have not tried this
a. Online (econnect.ssf.net)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Touch-tone phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Mail-in or fax-in registration form	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Drop off form at the Parks and Recreation Dept. office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. In person, with the help of Parks and Recreation Dept. staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Other _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please continue to Page 2 of the survey ----->



Help us improve your registration experience! **(Continued)**

5. Please tell us about what would improve your experience registering for recreation classes.

6. If you answered “no” or “I’m not sure” to Question 3, what has prevented you from registering for a recreation class offered through the Parks and Recreation Department Activity Guide within the past 12 months? *Select all that apply.*

- I just haven’t thought about it.
- Lack of programs that are of interest to me. Please list areas you’d like to see us offer on the Comment box, below.
- Fees are too high.
- Program times are not convenient. Please list these classes in the Comment box, below.
- There is a waiting list for the classes I am interested in, and I have not been able to enroll. Please list these classes in the Comment box, below.
- I use services offered by other organizations.
- Online registration is difficult or confusing.
- Other _____

Comments:

7. Please indicate how likely you would use the following features if they were offered, rating on a scale of Very Likely to Not Likely.

Features	Very Likely	Somewhat Likely	Not Likely	I’m not sure
a. Online picnic area reservations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Online calendar showing availability of facilities for rent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Text message alerts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Membership Pass (e.g. 10-visit script card, or monthly pass to participate in specific activities such as lap swim, drop-in Zumba, or open gym)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Please use this space to provide any comments that you feel will help us better serve you and your fellow residents.
