

2010 IPRA Go! Program Feedback Form

**Please complete & return form to:**  
Illinois Park & Recreation Association  
1815 S Meyers Road, Suite 400  
Oakbrook Terrace, IL 60181  
Fax: 630.376.1919



*Please feel free to remain anonymous if you wish*

Contact Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**Facility**

What Facility/Park & Recreation Agency did you visit? \_\_\_\_\_

When did you visit the facility (day & time)? \_\_\_\_\_

Did you have any expectations prior to coming to this facility? If so, what were they? \_\_\_\_\_

\_\_\_\_\_

Overall, have we presented you with a level of cleanliness in our facilities that is average or above average for you?

\_\_\_\_\_

Did you find the Fitness Center/Pool clean? \_\_\_\_\_

If you used the Fitness Center, were the machines in working order? \_\_\_\_\_

If not, was there an "out of order" sign on the machine? \_\_\_\_\_

Did you use the locker rooms? \_\_\_\_\_ Were they clean? \_\_\_\_\_

How would you describe the overall appearance of the park district facility? \_\_\_\_\_

**Programs**

Have you or your family ever participated in any of the following? Please include titles.

Special Events: \_\_\_\_\_

Fitness Center: \_\_\_\_\_

Recreation Program: \_\_\_\_\_

Athletic Team/Class: \_\_\_\_\_

Adult Team/Class: \_\_\_\_\_

In general, do you like attending events/classes at our park district? \_\_\_\_\_

Do you live in this city? How long? How long have you been knowledgeable of our location and our programs? \_\_\_\_\_

What programs would you like to see the park district offer? \_\_\_\_\_

**Staff**

Were you greeted by the front desk when you entered the facility? \_\_\_\_\_

Were you greeted by fitness center/pool staff? \_\_\_\_\_

If you used the Fitness Center, did a staff person explain the machines to you, or let you know that an orientation was available to you? \_\_\_\_\_

How would you describe the overall professionalism of the park & recreation agency staff? \_\_\_\_\_

Overall, how would you describe our customer service? \_\_\_\_\_

Did you find information from staff/flyers or brochure that you were looking for to answer any questions you may have had? \_\_\_\_\_

**Please share overall comments, suggestions:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*The information you share will be provided to the park and recreation agency you visited.*

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