Dear WSY Family,

As many of you know, we are always looking for input from our WSY Competitive Swimming parents. We would like to ask you to help us, as we are always looking for ways to improve our programs at the YMCA. We have put together a WSY Parent 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 let us know what you think. Once the survey results are tabulated, we will release the results to everyone and use the knowledge gained to make the WSY Competitive Swimming programs a stronger organization for all involved.

Please return this survey no later than Wednesday, June 1, 2005. We thank you in advance for your valuable responses.

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Please answer the following identification questions:

How many years has your child (children) been participating in our competitive/pre-competitive swimming programs? ________ years

How many children do you have swimming competitively at WSY that are:

  12 years old or younger  _______
  13 years old or older   _______

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Please mail the completed survey to:

WSY Swimming Survey
2191 Hastings Drive
Mechanicsburg, PA  17055
FAX:  795-0603
Email:  survey@wsyswim.org
SURVEY QUESTION SECTION: Please fill in the circle that best matches your opinion.

COMMUNICATION
WSY wants to communicate with its membership as effectively as possible.

1. WSY’s philosophy and mission are clear and well communicated. ○ ○ ○ ○ ○ ○
2. I regularly read the weekly “WSY Bulletin” newsletter. ○ ○ ○ ○ ○ ○
3. The information in the “WSY Weekly Bulletin/E-News” is helpful ○ ○ ○ ○ ○ ○
4. I would prefer the “WSY Weekly E-News” delivered to me by email rather than receiving a paper copy. ○ ○ ○ ○ ○ ○
5. I am aware of the WSY web-site. ○ ○ ○ ○ ○ ○
6. I have personally used the WSY web-site. ○ ○ ○ ○ ○ ○

I would like to have/see more communication with/from the WSY concerning:
________________________________________________________________________________
________________________________________________________________________________

Please list 3 reasons why you use the WSY web-site.
________________________________________________________________________________
________________________________________________________________________________

Comments on Communication: ______________________________________________________
________________________________________________________________________________

VOLUNTEERING
WSY depends on volunteers. Without our volunteers we could not exist.

7. I believe my family needs to volunteer regularly at WSY. ○ ○ ○ ○ ○ ○
8. Our family has volunteered at WSY 8 or more times in the past year. ○ ○ ○ ○ ○ ○
9. When I volunteer, it is mostly at swim meets. ○ ○ ○ ○ ○ ○
10. I am aware that there are 100+ volunteer positions to be filled at an average swim meet. ○ ○ ○ ○ ○ ○
11. I would volunteer more if I were asked. ○ ○ ○ ○ ○ ○
12. I would volunteer more if I knew I would be well trained for the position. ○ ○ ○ ○ ○ ○

Why do you volunteer at WSY, (or why are you not currently volunteering at WSY)?
________________________________________________________________________________
________________________________________________________________________________

Comments on Volunteering: ______________________________________________________
________________________________________________________________________________
STAFF INTERACTION
Your regular contact with WSY’s staff is critical to our success.

13. My competitive swim team questions and concerns are handled in a timely and professional manner.

14. My other WSY related questions (financial, other programs, administrative, swim shop, etc.) are handled in a timely and professional manner.

15. My child’s coach is approachable and willing to listen.

16. I am satisfied with the service and support from the front desk at the YMCA.

17. In the past 6 months I have had at least one face-to-face meeting with my swimmer’s coach.

Do you have any suggestions on interaction with WSY swimmers, parents and coaches? Please list:

_____________________________________________________________________________
_____________________________________________________________________________

Comments on staff Interaction: __________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

FACILITIES

18. The facility is well maintained.

19. There is enough space to observe my child’s practices.

20. The air quality and temperature are acceptable.

21. My family takes advantage of other Non-Swim Team programs at the Y.

What general suggestions would you make to improve your child’s practice facilities (parking lot, safety, locker rooms, pool area, etc.)?

_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
FEES

22. All WSY Competitive Swimming Fees are clear and stated at registration. O O O O O O
23. Escrow account reports are adequately provided. O O O O O O
24. The fees we pay to WSY are a good value for what we receive. O O O O O O
25. I am familiar with the YMCA’s Annual Scholarship Campaign O O O O O O

SOCIAL/TEAM

26. The yearly Awards Banquet is a highlight for our swimmer(s) O O O O O O
27. My child’s coach encourages the WSY Team concept. O O O O O O
28. My child’s Big Brother/Sister was in contact with us at least twice. O O O O O O
29. Our family participated in at least one WSY Swimming Social Event. O O O O O O
   (such as Beach Party, Parent Social, Awards Banquet, college night)
30. My child knows the names of other swimmers in his/her practice lane. O O O O O O

Please list any thoughts you may have on our current awards policy and/or the Annual WSY Awards Banquet. We would also like to know what would make our annual celebration more inspiring to your swimmer(s)

______________________________________________________________________________
______________________________________________________________________________

Please list any thoughts you may have on our current swim meet set up such as dual meets, invitationals, summer meets, and any other ways in which we can better improve our swim meet structure

______________________________________________________________________________
______________________________________________________________________________

______________________________________________________________________________
MISCELLANEOUS

Please give us your comments and opinions on whether your swimmers would take advantage of a WSY location on the East Shore. Currently we are running a program at the Penn State Capital Campus.

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

Have you recommended WSY’s competitive swim program to someone in the past 12 months?

Ο Yes    Ο No

If yes, did the family/swimmer ultimately join the team?

Ο Yes    Ο No

If you have not recommended WSY’s competitive swim program, why not?
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

Thank You in advance for taking the time to complete this survey. It is a very important part of all YMCA programs that we are listening and responding to our members

Harrisburg Area YMCA

(Optional) Name:________________________________________________________

Be sure to list your family name if you want a call from Michael Gobrecht – Director of Competitive Swimming about your concerns.