



Customer Survey

At DSG, we are always looking to improve our services. To help us do so, please fill out this survey and return it to our Office Assistant or the Office Drop-box.

Class Satisfaction	Yes	Somewhat	No
Are you satisfied with the professionalism of our coach(es)?			
Are you satisfied with the curriculum of your child's current class?			

In what areas can we make improvements?:

☐ Coach's vocal tone/volume

☐ Coach's level of control over the class

☐ Coach's level of interaction

☐ Ratio of time spent per event/activity

Other:

Program Satisfaction	Yes	Somewhat	No
Are you satisfied with the range of classes we offer?			
Are you satisfied with the format of the special events (Public Hour, Parents' Night Out, Parties, etc) we offer?			
Are you satisfied with the age ranges of our classes?			
Are you satisfied with the progressive direction of our classes?			
Are you satisfied with the overall appearance of your class and other classes in the gym?			
Are you motivated by the appearance of the higher level groups and coaches in the gym?			

In what specific areas can we make improvements?:

Please list:

Facility Satisfaction	Yes	Somewhat	No
Are you satisfied with the cleanliness of the lobby area and hallways?			
Are you satisfied with the cleanliness of our restrooms?			
Are you satisfied with the appearance of our locker room?			
Are you satisfied with the appearance of our gym area?			

In what specific areas can we make improvements?:

Please list:

Do you have any additional comments or suggestions?

Please list:

We appreciate you taking the time to complete this survey; we will do our best to correct any issues you have noticed immediately. Thank you for supporting Dakota Star Gymnastics!