



# The Fairlawn Neighbourhood Centre

## 35 questions to better understand your needs

Help us to offer the best education and recreation programs for you and your family. Our goal is to make The Fairlawn Neighbourhood Centre your first choice for programming in our neighbourhood. We want to improve our program mix and discover new ideas and opportunities to meet your needs as a valued member of this neighbourhood.

Please mail or drop off your completed survey no later than May 22nd, with our sincere thanks.

35 answers will help us meet your needs...

1. How long have you lived in the neighbourhood bordered by Lawrence, Avenue Road, York Mills and Bayview?

Up to 12 months ☐ More than a year ☐ More than 5 years ☐

2. Are you a current or past member of FNC? Yes ☐ Individual ☐ or family ☐ membership.

If you indicated a family please state ages of child members:

\_\_\_\_\_ age \_\_\_\_\_ age \_\_\_\_\_ age

No ☐ (If no, please proceed to question 6.)

3. How long have you or your family been a member?

1-6 months ☐ 6-12 months ☐ More than a year ☐ More than 5 years ☐

4. Please state the program areas you or your family registered for the past 2 years: (please circle)

Adult Fitness      Adult Education      Child Programs      Theatre      Workshops

### Program Feedback:

#### Adult Education (Watercolour Classes, Writing, Bridge, Meditation...)

5. If you take or have taken Adult Programs in the past 2 years, please list them and rate your satisfaction level on a score of 1 to 5 (1=Poor, 2=Below Average, 3=Average, 4=Above Average, 5=Outstanding N/A= not applicable or unable to rate)

Program Name	Rating	Instructor Evaluation	Comments (if you need more space, please add a page to the end of this survey)

6. If you have not attended Adult Education Programs at FNC in the past two years, what has stopped you from attending?

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7. Are there any types of Adult Education classes you would like FNC to offer?

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## **Fitness Classes**

8. If you take or have taken Fitness Programs in the past 2 years, please list them and rate your satisfaction level on a score of 1 to 5 (1=Poor, 2=Below Average, 3=Average, 4=Above Average, 5=Outstanding N/A not applicable/unable to rate)

Program Name	Rating	Instructor Evaluation	Comments (if you need more space, please add a page to the end of this survey)

9. If you have not attended any Adult Fitness Programs at FNC in the past two years, what has stopped you from attending?

10. Do you take fitness classes elsewhere as well as at FNC? Yes ☐ No ☐

11. If you answered yes please indicate the type of classes:

12. Are there any types of adult fitness classes you would like FNC to offer:

13. Do you prefer registering for Fitness classes: A) for fall only (or one session at a time) ☐  
B) the fall and winter sessions together ☐ C) fall, winter and spring sessions together ☐

## **Special Events and Workshops**

14. Have you attended any special events at FNC in the past two years? Yes ☐ No ☐

If you said yes, please indicate which events:

15. Have you attended any workshops at FNC in the past two years? Yes ☐ No ☐

If you said yes, please indicate which workshops:

16. Are there any types of workshops you would like FNC to offer:

17. What type of program would you attend on a Saturday morning?: ☐ child ☐ adult ☐ family ☐ N/A

18. Does the season have an impact on your decision to attend a Saturday morning program?: Yes ☐ No ☐

19. Which season do you prefer for Saturday morning programming?:

Fall ☐ Winter ☐ Spring ☐ (Please check any/all that interest you).

20. What type of time commitment can you make to this Saturday morning activity?:

4 week block at a time ☐ 6 week block ☐ 10 week block ☐



## **Child & Teen Programming** (Music Enrichment, Creative Play, Theatre Arts, Kid Fit)

21. If your child(ren) take/have taken Child Programs in the past 2 years, please list them and rate your satisfaction level on a score of 1 to 5 (1=Poor, 2=Below Average, 3=Average, 4=Above Average, 5=Outstanding N/A= not applicable/unable to rate)

Program Name	Rating	Instructor Evaluation	Comments (if you need more space, please add a page to the end of this survey)

### **Please answer if applicable:**

22. Is FNC meeting the needs of working parents for child programming? Please elaborate.

23. Is FNC meeting the needs of stay at home parents? Please elaborate.

24. Do you prefer registering for Child classes: A) for fall only (or one session at a time) ☐  
B) the fall and winter sessions together ☐ C) fall, winter and spring sessions together ☐

Please indicate why: \_\_\_\_\_

25. My wish for a new program would be:

### **Registration Process** - Due to high demand, currently our child programs are registered through a lottery process.

26. Please state your preference between:

**Lottery** ☐ (2 visits to our Centre- 1 to select lottery number & complete membership obligations & 2nd to select classes)

**First Come, First Served** ☐ (potential for long lineups)

If you chose "First Come, First Served", would you prefer to attend a one time Registration Fair on:

a Saturday ☐ a weeknight ☐ a weekday ☐

### **Payment**

27. How important is a credit or debit card payment option to you?

Very Important ☐ Neutral ☐ Not Important ☐

### **Communications Feedback**

**Program Brochure - published 3 times per year.**

28. How do you receive the Brochure? FNC ☐ Door Mail Drop ☐ Public Library or School ☐ Other ☐

29. Do you rely on the brochure for program information Yes ☐ No ☐ (If no proceed to Website question 32.)

30. Please rate the following on a scale of 1-5 (1 = Poor, 2= Below Average, 3= Average, 4 = Above Average, 5=Outstanding N/A= not applicable or unable to rate)

Readability (Font, content, layout) \_\_\_\_\_ Ease of finding program information \_\_\_\_\_

Ease of finding registration information \_\_\_\_\_

31. How could we improve this Program Brochure to better meet your needs?



## Communications Feedback

Website [www.fairlawnneighbourhoodcentre.com](http://www.fairlawnneighbourhoodcentre.com)

32. How often do you visit the website: daily ☐ weekly ☐ monthly ☐ as needed during registration ☐

33. On a scale of 1-5 (1=Poor, 2=Below Average, 3=Average, 4=Above Average, 5=Outstanding N/A=not applicable or unable to rate), how do you rate the navigation through the website and ease of finding info? \_\_\_\_\_

34. Do you rely on the website for program information? Yes ☐ No ☐

35. How could we improve the Website to better meet your needs?

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We welcome any suggestions you may have in general.

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To thank you for your time, we are having a draw for a One Year Family Membership. If you would like to be included in this draw, please state your name below and provide your email address. The winner will be announced on our website in June, along with the results of this survey.

**This information will not be shared with any other organizations.**

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Email

Thank you so much for taking the time to provide us with this feedback.

The FNC Team  
May 2010

Please mail or drop off your completed survey no later than May 22nd to:

The Fairlawn Neighbourhood Centre  
28 Fairlawn Avenue  
Toronto, ON  
M5M 1S7

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