

Springfield Ballet Satisfaction Questionnaire

Thank you for taking the time to complete this questionnaire. Please rate your satisfaction regarding the following statements. Unless otherwise noted, please only check one box per answer.

1. I am _____ with the quality of dance education I/my child receives at Springfield Ballet.
 very dissatisfied dissatisfied neutral satisfied very satisfied
2. I am _____ with the professionalism of my/my child's instructor.
 very dissatisfied dissatisfied neutral satisfied very satisfied
3. I am _____ with how knowledgeable my/my child's instructor is regarding Springfield Ballet events (i.e. auditions, rehearsal schedules, order deadlines, workshops, etc).
 very dissatisfied dissatisfied neutral satisfied very satisfied not applicable
4. I am _____ with the student evaluations provided by Springfield Ballet.
 very dissatisfied dissatisfied neutral satisfied very satisfied not applicable
5. I am _____ with the effectiveness in which I receive general information about Springfield Ballet (i.e. semester class schedules, billing, auditions, rehearsal schedules, parent observation week, etc.).
 very dissatisfied dissatisfied neutral satisfied very satisfied not applicable
6. I am _____ with the level of knowledge, helpfulness, and overall communication I receive from the Springfield Ballet business office staff.
 very dissatisfied dissatisfied neutral satisfied very satisfied not applicable
7. I am _____ with the professionalism of the Springfield Ballet business office staff.
 very dissatisfied dissatisfied neutral satisfied very satisfied not applicable
8. I am _____ with the ease of use and functionality of the Springfield Ballet website.
 very dissatisfied dissatisfied neutral satisfied very satisfied not applicable
9. I am _____ with the way my questions, concerns, or conflicts are addressed by Springfield Ballet.
 very dissatisfied dissatisfied neutral satisfied very satisfied not applicable
10. I am _____ with the experience I/my child receives as a performer in Springfield Ballet productions.
 very dissatisfied dissatisfied neutral satisfied very satisfied not applicable
11. Overall, I am _____ with the quality of Springfield Ballet productions.
 very dissatisfied dissatisfied neutral satisfied very satisfied not applicable
12. I am _____ with the options for summer study at Springfield Ballet.
 very dissatisfied dissatisfied neutral satisfied very satisfied not applicable

(More)

13. I am _____that the experience I/my child receives at Springfield Ballet is worth its monetary value.

very dissatisfied dissatisfied neutral satisfied very satisfied not applicable

14. I am _____with the overall quality of the Springfield Ballet experience.

very dissatisfied dissatisfied neutral satisfied very satisfied not applicable

15. What is the age range of your child(ren)? (Please select all that apply):

3 – 4 5 – 7 8 – 10 11 – 12 13 or older

16. How many years have you been affiliated with Springfield Ballet?

Less than 1 1 – 2 3 – 4 5 – 6 7 – 8 More than 8

17. If you care to share, what do you think are Springfield Ballet's strengths?

18. If you care to share, what do you think we need to improve?

19. Please share any other comments, suggestions or concerns you believe could be beneficial for Springfield Ballet.

20. If you would like to elaborate on any of the above questions, please do so here.