

# Swim Lesson Registration Survey – Fall 2014

*All comments are verbatim, and have only been edited to remove any personal information.*

## 1. How many children do you register in a single swim session?

Response	Chart	Percentage	Count
One child		34.9%	22
Two children		50.8%	32
Three children		11.1%	7
More than three children		3.2%	2
		<b>Total Responses</b>	<b>63</b>

## 2. What swim session(s) do you prefer to register your child(ren) in? Please check all that apply.

Response	Chart	Percentage	Count
Fall session 1 – 6 weeks once per week		45.3%	29
Fall session 2 – 8 weeks once per week		67.2%	43
Winter – 8 weeks once per week		57.8%	37
Spring session 1 – 8 weeks, once per week		84.4%	54
Spring session 2 – 4 weeks, twice per week		23.4%	15
Summer sessions – 2 weeks x 4 days/ week		34.4%	22
		<b>Total Responses</b>	<b>64</b>

## 3. Have you ever registered your child in more than one swim level because you were unsure if your child would pass their current level or not?

Response	Chart	Percentage	Count
Yes		35.9%	23
No		64.1%	41
		<b>Total Responses</b>	<b>64</b>

**(If yes, when did you cancel the extra swim class?)**

Response	Chart	Percentage	Count
less than one week before the start date		21.7%	5
more than one week before the start date		78.3%	18
		<b>Total Responses</b>	<b>23</b>

**4. Currently, registration begins at 7 a.m. on a weekday. What would be your ideal time to register?**

Response	Chart	Percentage	Count
Keep the registration time the same		50.0%	32
Change to 12 noon on a weekday		7.8%	5
Change to 8 p.m. on a weekday		14.1%	9
Change to 9 a.m. on a Saturday		17.2%	11
Other, please specify...		10.9%	7
		<b>Total Responses</b>	<b>64</b>

**(Other, please specify...)**

#	Response
1.	Ideally I would not like to have to rush to register my child, I would like to see more spots available.
2.	9 or 10 a.m. On a weekday
3.	10 am on a weekday
4.	6am weekday
5.	7am is fine, but if it needs to change then 8pm would be better than the others
6.	Have one time for swim lessons for level 1-5 and another time for 6-10
7.	time is irrelevant, if a person can't log in the time doesn't matter

### 5. On registration day, do you use more than one method of registration?

Response	Chart	Percentage	Count
Yes		15.6%	10
No		84.4%	54
		<b>Total Responses</b>	<b>64</b>

(If yes, which methods do you use? Please check all that apply.)

Response	Chart	Percentage	Count
Online		96.7%	29
In-person		16.7%	5
Drop-off		10.0%	3
Phone		16.7%	5
Fax		3.3%	1
		<b>Total Responses</b>	<b>30</b>

### 6. Which method of registration do you prefer?

Response	Chart	Percentage	Count
Online		92.2%	59
In-person		6.2%	4
Drop-off		1.6%	1
Phone		0.0%	0
Fax		0.0%	0
		<b>Total Responses</b>	<b>64</b>

### 7. What communication tool do you rely on most when searching for swim lesson options?

Response	Chart	Percentage	Count
Click-it "choose a program" search option		23.4%	15
Online guide - E-magazine version		4.7%	3
Online recreation guide - PDF version		7.8%	5

Printed recreation guide		64.1%	41
		<b>Total Responses</b>	<b>64</b>

### 8. Is it important to receive feedback from your child's swim instructor?

Response	Chart	Percentage	Count
Yes		87.5%	56
No		12.5%	8
		<b>Total Responses</b>	<b>64</b>

(If yes, please tell us what you appreciate about the feedback you receive.)

#	Response
1.	Whether my children should stay in the class or do the next level.
2.	Gives us understanding of which level to register next.
3.	Provides progress to date, identifies Areas to work on & determines next step for registration
4.	Knowing whether or not they will pass into the next level before the next registration day so that I don't have to register my children in two different levels and then having to withdraw from the one they don't need - also gives my children a chance to work on the few skills that they may be missing in order to complete their current level.
5.	How they are progressing. Likely hood of completely the present level.
6.	I appreciate being provided the courtesy of a heads up that my child may not pass the swim lessons.
7.	Get an indication if my child is likely to pass or what they need to work on in order to pass.
8.	How the lessons are going.
9.	Honesty: successes and areas to work on.
10.	What my child can do to improve their swimming skills.
11.	I would appreciate feedback such as how she is doing or what she needs to work on.
12.	Things to work on with my child.
13.	What the child is excelling at and what they need to work on.
14.	The progress of my child, what he needs to practice...
15.	If they need to repeat.
16.	Its detailed, but sometimes the instructor doesn't say definitively my child is/is not passing.
17.	Gives us an idea of what level to possibly enroll the children in since registration for the next session begins before the current session is over! Not always the case but there should be a better method!
18.	I like to know how my child is doing relative to the requirements of passing that session.

19.	What they are best at, what they need to work on to pass level.
20.	So I know which lesson to enroll them in next time.
21.	The instructor lets us know how my child is doing in the class, as well as gives positive feedback on which areas she is good at and if my child needs to work on certain areas. The instructor will also let us know if my child will go to the next class, take the class again or take stroke improvement.
22.	If they will pass or not! And if not, what they need to work on and what they are doing well on.
23.	I would like to know how she is doing, but have not had instructors do this so far.
24.	I appreciate the feedback on how my children are doing, any areas that they may be struggling in, how we can improve and whether or not they think my child will be passing the level.
25.	I appreciate being informed of their progress and whether they will advance to the next level
26.	Yes because otherwise we do not know which level to choose next. Very important!
27.	I like to know what I can work on with my child if I were to take him swimming between lessons.
28.	The feedback informs me of her progress currently and what lesson I should register in for the upcoming registration cycle which usually occurs in 2 weeks.
29.	I mostly want to know if my child will pass and if not what they need to work on.
30.	Child's progress.
31.	My sons progress primarily. We try to talk with the instructor as needed vs only on one day.
32.	When they notice and acknowledge improvements and confidence in the child.
33.	I like knowing what my child is doing well and what she can improve on and whether or not she can progress to the next level.
34.	What we need to work on.
35.	What the child needs to work on in order to pass.
36.	Helpful with the next registration.
37.	Knowing where they are at and what they need to work on.
38.	What he needs to work on, etc.
39.	It is always nice to know ahead of time if they feel your child is passing or failing to be prepared.

**(If no, please tell us what would be of more benefit to you.)**

#	Response
1.	I would rather they had the time in the pool.
2.	Changing registration day to be after report cards are handed out. I watch my kids swim and can see what they can and can't do. If there is a skill they need to improve on, I expect the instructor to help them during class. The only benefit for me is finding out what level to register my kids in, and the instructors in the past have told me to register them in 2 levels and withdrawal them from the wrong one once report cards have been handed out.

3.	There is nowhere left to leave feedback but getting into classes is hard! I would like to think that only Strathcona residents have registration on the first day and after that it opens up to Edmonton and Fort Saskatchewan. I arrived at Kinsmen for the spring session bookings at 6:58am on registration day. I was lined up outside and was seen at the desk at 7:40am. I did not get into any of the 5 possible classes I wanted for one child and was 4th on the waiting list for two. While waiting a friend on Facebook who lives in Fort Saskatchewan posted that she had already got her 3 children into the classes. So she got three children in and I didn't even get one. This is not right when I feel if these other areas have pools, then Sherwood Park pools should be given first to Sherwood Park / Ardrossan residents.
4.	I would only expect to hear if my child is a risk of failing.
5.	The only problem I have with this is that sometimes the swim registration is shortly afterward and I have no time to register in proper classes and when I find out there is no room in the class and I have to register my child at a different pool in a different city which is out of my way and very inconvenient for all involved. Then my child has to be in an unfamiliar environment with instructors that teach different from the ones my child is familiar with.
6.	Feedback is only necessary if there are problems.
7.	Feedback on the report card indicating what skills they need to work on. It would be amazing to be able to login to your account and see what the last badge completed was.
8.	Having more available times in the lessons Red Cross 6 and up in order to coordinate with the lower levels would be helpful when registering two or more children.
9.	How can we be expected to register our kids by EXACTLY 7am on the day of registration without the teacher telling us if they will pass? The teachers NEVER tell you for sure. The system is a mess!!!!
10.	I said yes, but it think a written note or email would be better.... no time out of the pool for my child.
11.	What areas need to be improved with suggestions on how to do this.
12.	Not needed.

