



Community Education Summary of Customer Survey Positive Happenings - March 2016

In the fall of 2015, Community Education conducted an anonymous customer survey. A link to a Google Form was sent out via email to people who had participated in a Community Education class, program or activity within the past couple of years. A link to the survey was also placed on the Community Education website. We received 166 responses representing participation across all of our Community Education programs.



Participants were asked why they choose FLAS Community Education over other businesses and organizations that offer similar programs.

The vast majority chose “convenience” and “cost/value.” The third highest response was “quality.” These responses will help us as we continue to ensure that we offer high quality programs, but recognize that convenience and value are especially important to our customers.

Participants were asked if they would recommend FLAS Community Education to their family and friends.



Many participants said that they have **ALREADY** recommended FLAS Community Education to family and friends and we were pleased to see that the response was overwhelmingly positive at 98%!

Explore all Community Education opportunities at www.flaschools.org/ce or call (651) 982-8110.

A sampling of customer comments from the survey responses:

- ♦ I have been teaching for 20 years. I had no idea how amazing the SAC program would be. The staff work so hard to know the kids, provide enriching activities that extend the school day, and just create a fun, safe place for my kiddo to be. He LOVES his SAC teachers and friends and is often disappointed when I pick him up because he wants to stay. :)
- ♦ Wonderful. All staff members are skilled, educated and are really interested in teaching the child what they came to learn - from the sport kid to the art kid.
- ♦ I like the support of the staff members in the Community Education programs the best. From the teachers in the Preschool program (both child and parent teachers) to the lifeguards who have made a personal connection with my daughter in their classes, I feel like the staff of the Community Education programs are excellent.



- ♦ The idea of life-long learning is one I cherish. Having access to new ways of thinking, doing, and being through our schools is amazing.
- ♦ I have found the quality of the instructors to be exceptional in the adult program. The activities were offered at times that fit my schedule and my budget. I trust your services and never worry. Your cost is amazing and it's very convenient to register.
- ♦ It is a great way to get to know people from the community, the instructors are friendly and knowledgeable, and we make good use of the facilities within the school district that our taxes support.

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