

**Success
is more than just a
building.**

Last May 2009, the NEW Valparaiso Family YMCA opened for business. Years of planning and brainstorming by numerous individuals resulted in a state-of-the-art facility that includes programming for all ages, fitness levels, and child care needs.

Our momentum continues and we need your feedback!

It is more important than ever that we know what we are doing right and what we can do to do it even better! Please let us know your suggestions, opinions, concerns, and questions by taking this card to the Courtesy Desk or by dropping it in the mail.

Thank you!

*Board of Directors,
Staff, and Volunteers of the
Valparaiso Family YMCA*

Our Mission

The Valparaiso Family YMCA is an inclusive, inter-faith charitable organization founded in Christian principles and traditions, dedicated to instilling the values of caring, honesty, respect, and responsibility, and providing for lifelong personal growth and the development of a healthy spirit, mind, and body for all.



From _____

Valparaiso Family YMCA
1201 Cumberland Crossing Drive
Valparaiso, IN 46385

06/09

It's for me!



**Comments
and
Suggestions**

**Help us to serve you
better! We value your
input to make our
programs even
stronger.**

Valparaiso Family YMCA
1201 Cumberland Crossing Drive
Valparaiso, IN 46383

219-462-4185
FAX: 219-477-4720

www.valpoyymca.org



We appreciate your feedback!



Check all that apply.

I am a:

- Member
- Community Participant
- Staff
- Volunteer
- Other Y Member

Type of Membership:

- Adult
- Family
- Youth
- Single Parent Family
- High School
- Senior Adult
- Senior Couple

I have been a member for:

- New member
- Less than 1 year
- 1-5 yrs
- 6-10 yrs
- Over 10 yrs

Program areas I use: *Check all that apply*

- Wellness Center
- Free Weight Room
- Youth Wellness Center
- Fitness Classes
- Running & Walking Track
- Lap Pool
- Leisure Pool
- Swim Lessons
- Sauna, Steam Room, Whirlpool
- Youth Sports
- Adult Sports
- Martial Arts
- Dance
- Child Watch/Drop off Child Care
- Preschool
- Child Care
- ALLWays Learning
- Other _____

My family and/or I use the Y:

- Mostly during the day
- Mostly in the evenings
- Mostly on the weekends
- A variety of times throughout the week

- 5+ days/week
- 1-4 days/week
- A few times a month
- Primarily for league or special event

Rate each item...honestly!

Overall my experience is a positive one.

Strongly Agree 4 3 2 1 0 Strongly Disagree

The facility is easily accessible.

Strongly Agree 4 3 2 1 0 Strongly Disagree

The facility is clean and organized.

Strongly Agree 4 3 2 1 0 Strongly Disagree

An ample selection of classes or programs meet my needs.

Strongly Agree 4 3 2 1 0 Strongly Disagree

Overall, the quality of classes or programs meet my expectations.

Strongly Agree 4 3 2 1 0 Strongly Disagree

Staff are friendly, courteous, and available when I need assistance.

Strongly Agree 4 3 2 1 0 Strongly Disagree

Staff are well-informed about the services they provide.

Strongly Agree 4 3 2 1 0 Strongly Disagree

I am usually assisted in a timely and fair manner.

Strongly Agree 4 3 2 1 0 Strongly Disagree

The facility hours meet my needs.

Strongly Agree 4 3 2 1 0 Strongly Disagree

I am likely to continue my involvement with the Valparaiso Family YMCA.

Strongly Agree 4 3 2 1 0 Strongly Disagree

I am likely to recommend the Valparaiso Family YMCA to a friend.

Strongly Agree 4 3 2 1 0 Strongly Disagree

What I like about the Valpo Y:

What I would like to see in the future:

Optional:

Name _____

Address _____

City, State, Zip _____

Phone _____

Email _____