

# AMERICAN LEGION END OF YEAR SURVEY:

In order for us to improve upon our program we would like you to take a few minutes to help us do our job better. This survey is for that purpose. If you could please fill it out and email at [info@tclegionbaseball.com](mailto:info@tclegionbaseball.com) or mail it back to us at 1231 Hastings Street Traverse City, MI., it would be appreciated.

Where did you hear about the American Legion Baseball Sign up:

Sign up Notifications:            Brochure            Newspaper            School            Radio            Web site            Other

Please mark the appropriate box on the line of each performance characteristic. The number rating is as follows: Performance Characteristics Rating    5 4 3 2 1

- 5. **Superior performance**—Outstanding
- 4. **Above average performance**—Comprehensive knowledge, skill and experience—better than average
- 3. **Satisfactory performance**—Demonstrates knowledge and/or experience
- 2. **Needs improvement**—Limited performance, knowledge and/or experience—needs professional growth
- 1. **Very inadequate**—Not acceptable

Round up Sign up Day	5	4	3	2	1
Date & Time convenient					
Information given about upcoming events					
Information of coaches					
The waiver of liability clear					
Process of application efficiency					
How satisfied are you overall with our support at sign up?					
Has your child been in the American Legion Baseball program before?					
Which range includes your age?					
How likely is it that you would recommend us?					
How likely are you to continue with us?					

Do you have any suggestions that may help us through this process in a more efficient manner? Please comment

Payment:	Yes	No
Did you use a credit/ debit card?		
Did you know that we were accepting a credit debit card?		
Would you use a credit / debit card in the future?		
Was the fee affordable?		
Did you know that there was a scholarship fund?		
Would you have contributed to the scholarship fund?		

- How did learn of your schedules
  - Web site
  - Coach
  - Field Director
  - email

Schedules	Yes	No
Schedules clear and understandable		
Available for your viewing		
Dates and times of games convenient		
Would you like more double headers on Saturday Games?		
Would you like Sunday games		
<ul style="list-style-type: none"> <li>• Weather Related:               <ul style="list-style-type: none"> <li>○ Notification on time as set forth in the SOP (<i>Standard Operating Procedure</i>)</li> </ul> </li> </ul>		

Fields	5	4	3	2	1
How was the condition of the fields in general?					
Do you like the location?					
Comments:					

Coaching / Umpires	5	4	3	2	1
Were you happy with your coach and his / her skills?					
Was there enough/adequate number of practices held?					
The clinics held for players? Would you be willing to attend more clinics? Yes / No					
The clinics for coaches? Would you be willing to attend more clinics? Yes / No					
How important is the parents involvement helping the coach?					
Were you satisfied with umpires in general?					
How accurate were their calls?					

Communication:	5	4	3	2	1
What is your overall satisfaction with the newsletter?					
How relevant do you find the information in the newsletter?					
How satisfied are you with our website?					

How often do you read our newsletter? (*Circle one*)

- Every time one is sent
- Once a day
- Once a week
- Never
- When you don't have anything else to do

Would you be interested in providing content for this newsletter?

- Yes
- No

On your last visit, what was your primary reason for visiting our website? (May circle more than one)

- Seeking information
- Seeking contact information
- To find calendar/schedule
- Seeking office hours
- Seeking location/directions

How often do you visit our website?

- Daily
- Weekly
- Monthly

Office:	Yes	No
Phone call answered promptly		
Emails returned in 24 hours		
Polite and courteous		
Informative		
Availability		
Coach		
Phone call answered promptly		
Emails returned in 24 hours		
Polite and courteous		
Informative		
Availability		
Field Director		
Phone call answered promptly		
Emails returned in 24 hours		
Polite and courteous		
Informative		
Availability		
Board of Directors		
Phone call answered promptly		
Emails returned in 24 hours		
Polite and courteous		
Informative		
Availability		

Support	5	4	3	2	1
How satisfied are you overall with our support?					
How satisfied were you with how the support staff resolved your most recent problem?					
If your problem was not resolved, did our staff offer to follow-up after the call?					
Comments					

Our Outside Services	5	4	3	2	1
T Shirts and Hats					
Photographer					
Comments					

Awards / Trophies / Celebration	Yes	No
Did you understand the criteria for the “Best of the Best Award”		
Volunteers polite and courteous		
Food adequate		
Would you like to see us do this again?		
Would like to help volunteer for this event next year?		
Comments		

What is most important to you in participating in this program?
Is there an unaddressed need that we should focus on? Yes No If Yes, what is it?

We value all opinions. If there is a concern or idea that you would like to suggest or address please be sure to add to this survey on a separate piece of paper.

Thank-you, for participating in this survey,

American Legion Junior Baseball Board and Staff.