

APPENDIX A

Kerrisdale Community Centre (KCC) Patron Questionnaire

****NOTE to Interviewers:** The questions to read to the interviewees are shown in *ITALICS*.

Information for you yourself is shown in **BOLD**. Please do not read out loud the sections shown in **Bold**.

Hello, I am part of the Kerrisdale Community Centre Society. We are interviewing patrons to better understand who we serve and how we can serve our patrons better.

1) *Are you here at the Centre to participate in an activity?* Yes No Accompanying someone who is

2) **[If “Yes” or “Accompanying someone”, ask:]** *Which activity are you here for today?*

[DO NOT read answers. Circle the appropriate one]

Pool / Swimming 1	Seniors lunch 2	Exercise program 3	Children’s play area 4	B’day Party 5	Adult Program 6	Library 7	Children’s Program 8	Other 9
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[Specify program, if person names one or more] _____

[If “NO”, ask:] *May I ask why you came today?* _____

3) *How often do you come here in a week?* 1 day/wk 2-3 days/wk 4-6 days/wk daily

4) *Are you a Community Centre member, or is anyone in your family a member?* Interviewee
[If person unsure, ask:] *Do you have a membership card like this? [Show card]* Yes No is not member

5) **[If a member]** *Is that a family or individual membership?* Family Individual

6) **[If an individual member]** *Who is the member - a child, adult or senior?* Child Adult Senior

7) **[If a member]** *How long have you or the family been a member?* _____ years
[If person cannot recall the number of years, ask them to estimate within 2 to 5 years]

8) *Why did you join the Centre?* _____

8.1) *How did you hear about the Centre?*

Friend 1	Family 2	KCC sign 3	On-line 4	Newspaper 5	Other 6	_____
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9) **[If not currently a member]** *Were you a member in the past?* Yes No Not sure

10) *Where do you live? (Show map as prompt. DO NOT READ all possible answers)*

Kerrisdale 1	Dunbar 2	Kits 3	Oakridge 4	S. Van 5	E. Van 6	Richmond 7	Burnaby 8	other metro Vancouver 9	outside metro 10
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11) *How long have you lived there?* _____ years **[If more than 10, round off number to within 5 years]**

12) *Do you use other community centres or recreation facilities (in addition to Kerrisdale)?*

Yes No Not sure

Which centres/facilities? _____
(for example: YMCA, Brock House, Kits neighborhood house, Arbutus Club, Dunbar Community Centre)

13) How do you usually receive information about Kerrisdale Centre programs? **[Read options below]**

Printed guide On-line guide Twitter Facebook Word of mouth Instructors Other _____
 1 2 3 4 5 6 7

14) **[If “printed guide”]** How do you usually obtain your copy of the program guide?

In mail at home Copy from Centre Copy from friend Other _____
 1 2 3 4

15) For you personally, what do you like most about the Centre?

16) If we could offer you new activities or programs at this Centre, what would you want those to be?
[If person hesitates, show list]

17) **[If person suggested any new program(s) above]** What would be the best time for you for this program?
 Morning Afternoon Evening [and] Weekday or Weekend

18) Which language(s) do you speak at home? English Mandarin Cantonese Other(s) _____

End of Part A **[If person SAID their time is limited, ask:]** Can we cover a few more questions?
[If person says “NO”, go to Question 45 and conclude interview. Complete items 46-49 ON YOUR OWN.]
Part B (Questions 19 to 29)

The next section is a set of opinion statements about the Community Centre. Some are negatives, some are positives. For each, please tell me whether you strongly disagree, disagree, agree, or strongly agree with the statement.

[Read each statement below. Repeat the answers if necessary. If no answer, circle “DK”]

	Strongly Disagree	Disagree	Agree	Strongly Agree	
19) Centre provides good value for the cost.	1	2	4	5	DK
20) Centre staff answer my questions well.	1	2	4	5	DK
21) Class instructors at the Centre are often poor quality.	1	2	4	5	DK
22) Staff here are very busy; I often have to wait.	1	2	4	5	DK
23) The program or activity fees we pay are too high.	1	2	4	5	DK
24) Centre has few activities of interest to me.	1	2	4	5	DK
25) I worry about safety for my belongings while I’m here.	1	2	4	5	DK
26) The Centre’s membership fees are unreasonable.	1	2	4	5	DK
27) Overall I am satisfied with Centre programs and services.	1	2	4	5	DK
28) Centre is not as clean as I think it should be.	1	2	4	5	DK
29) We need a new community centre building.	1	2	4	5	DK

30) We have programs for all ages. What age groups are of most concern to you when looking for programs?
(Select all that apply) Child 6-12years Youth Adult 60 years and above No answer

1 2 3 4 5 6

31) *If you have children under 12 (or grandchildren or siblings you accompany to the centre), would you be interested in programs for yourself at the same time as programs for the young ones?*

Yes No No children/children are grown up

32) [If “Yes” to question 31] Which programs would most interest you? _____

[Questions 33 to 43]

Do any of the following get in the way of your participation in Centre activities? Answer either Yes or No

	Yes	No	
33) <i>Lack of information on what is available</i>	1	2	3
34) <i>Programs are often offered at inconvenient times</i>	1	2	3
35) <i>I cannot afford many activities</i>	1	2	3
36) <i>Transportation to Centre a problem</i>	1	2	3
37) <i>No daycare at Centre</i>	1	2	NA 3
38) <i>I just lack the time for more activities</i>	1	2	3
39) <i>I am not interested in any programs currently offered</i>	1	2	3
40) <i>I use other clubs or facilities</i>	1	2	3
41) <i>I exercise at home or outdoors</i>	1	2	3
42) <i>Centre’s facilities are too crowded</i>	1	2	3

[If “yes”] *Which parts of the Centre are too crowded?* _____

43) Are there other factors that affect you? _____

44) *Are you and/or your family planning on taking programs here in the summer and/or the fall?* [A membership for the gym counts as a “program”]

Yes, definitely	Probably	No	Unsure
1	2	4	3

45) *Would you like to receive information updates via E-mail about special events or regular programs here?*

Yes No

[If yes] *Can you give me your E-mail address?* _____

Please note: this is for KCC purposes only! The information will not be shared with others.

[For those who DID NOT fill out Part B]: *Can we contact you to complete the survey?* [If “yes”] **How?**

[SAY:] *Thank you. We appreciate your participation in this survey.*

We will be posting the results of this survey on the Centre website in the fall.

The following items are for INTERVIEWERS to complete. DO NOT ASK INTERVIEWEES.

- 46) Gender of interviewee: Male Female Other
- 47) Age of interviewee (estimate): 14-19 years 20-39 40-59 60+
- 48) Date/time of interview: Morning Afternoon Evening _____
Date (e.g., 6 June)
- 49) Name of interviewer: _____

Interviewer: _____

Play Palace

(survey questions for April 18, 2016)

**NOTE: Nannies should be answering for the family not about themselves. **

1) How many years have you lived in the Kerrisdale neighbourhood?
(If not from Kerrisdale, which neighbourhood are you from?)

2) What language(s) are spoken in your home?

English Mandarin Cantonese other _____

3) Are you a member of Kerrisdale Community Centre (KCC)? → YES / NO / NOT SURE

If YES to being a member:

3a) How long have you been a member?

3b) What KCC programs and facilities do you use?

3c) Which program or facility is the most interesting to you?

3d) What programs do you find are missing from KCC?

If NO to being a member:

3e) Are you aware of KCC? → YES / NO / NOT SURE

3f) Is there reason for not being a member?

3g) What would make you want to become a member (or become a member again)?