

Salvatore Mancini Resource and Activity Center, Inc.
Member Satisfaction Survey

If you are a **current member of a SMRAC** please complete this survey by March 24, 2017. Your answers will help us evaluate the programs and services that we provide and identify opportunities for improvements.

If you prefer, this survey may be completed online at www.smrac.com. Thank you for your feedback. We value your suggestions and look forward to serving you better.

1. What is your age group: Under 60 60-69 70-79 80 –89 90+

2. Are you: Female Male

3. What is your zip code? _____

4. How often do you attend the Senior Center?

Every day 2-3 times per week 2-4 times per month Only occasionally
Other _____

5. Do you usually attend: mornings afternoons all day

6. Would you attend programs or activities at the Senior Center In the evening (5 – 8 p.m.)

Yes No Not Sure

Comments:

7. How do you get to the Senior Center?

Drive my own car SMRAC Bus Friend/Relative Takes Me Walk
Other (please specify) _____

8. Do you belong to the Senior Center's Gym?

Yes No

If yes, do you feel that your overall health has improved since joining the gym?

Yes No Not Sure

Comments:

9. Are the programs at the Senior Center adequate for both men and women? Yes No

If no, should there be more programs for Women or Men

10. Do you participate in the daily meal at the nutrition site?

Every day 2-3 times per week 2-4 times per month Only occasionally
Never

Comments:

11. How would you rate the quality of the daily meal?

Excellent Good Fair Poor I don't know I don't eat it

Comments:

12. In which activities do you participate at the Senior Center? (check all that apply)

- Trips and travel programs
 - Volunteering
 - Health screenings
 - Health and nutrition education
 - Exercise/dance classes
 - Consumer education seminars
 - Music, arts and crafts, ceramics, quilting classes
 - Special events
 - Social activities & Special Celebrations
 - Other (please specify)
-
-

13. What programs, classes, and special events would you like to see offered **that are not currently offered at the Senior Center**? Please specify:

14. Are the fees for the classes: Reasonable Too Low Too High

Comments:

15. Do you volunteer at the Senior Center? Yes No

If yes, is there anything we could do to improve your volunteer experience?

16. Are you aware that there is a Senior Advisory Board that is elected by the Senior Center membership?

Yes No Comments:

17. Please indicate your agreement with the following statements:

The staff is courteous and helpful Always Sometimes Seldom Never

The Senior Center is clean and inviting Always Sometimes Seldom Never

I feel welcome when I visit the Senior Center Always Sometimes Seldom Never

Overall, the center meets my needs Always Sometimes Seldom Never

Comments:

18. How do you find out about activities at the Senior Center? (check all that apply)

Newsletter E-mail SMRAC's Website Flyers Friend

Other, please specify:

19. Please indicate whether you agree or disagree with the following statements:

As a result of joining the Senior Center,

My quality of life has improved Agree Disagree Not Sure

I am more involved socially with others Agree Disagree Not Sure

I am better able to take care of my health Agree Disagree Not Sure

I am more physically active Agree Disagree Not Sure

I am more mentally active Agree Disagree Not Sure

I am better able to live independently in my home Agree Disagree Not Sure

I would recommend this Senior Center to my friends Agree Disagree Not Sure

Comments:

20. What do you like BEST about this Senior Center?

21. What do you like LEAST about this Senior Center?

22. Overall, how satisfied are you with the Senior Center?

Very Satisfied Satisfied Not Satisfied

If you have any additional suggestions or comments, please write them below.

Thank you for taking the time to complete this survey. Your opinions are very important to us. **Please drop this survey off at the receptionist desk at the center, or mail it to Karen Testa, SMRAC, 2 Atlantic Blvd., North Providence, RI 02911. You can also fill this out online at www.smrac.com.**