

## Frankfort Square Park District - ORS Survey Notes

- On September 28, 2006 at approximately 1:38AM, emails were sent to all registered users of the new ORS inviting them to participate in an online ORS Survey. A total of 375 emails were sent.
- As of this report, 103 users have completed the survey.
- Overall, 95% of respondents rated their online registration experience as either "Excellent" or "Good" with only 5% split between "Average", "Fair", "Poor" and "No Response".
- The subject line of the email was,

*Frankfort Square Park District - Online Registration System Survey*

- The body of the email was,

*Thank you for using the Frankfort Square Park District's new Online Registration System at [www.fspd.org](http://www.fspd.org)! We hope this new system will be very helpful to you in selecting and registering for park district programs.*

*We value your inputs and would very much appreciate if you could take a minute to tell us what you think about the new system!*

*To take our brief 5-question survey, click the link below. (If you do not see a link below please copy the link text and paste it into your browser.)*

*Thanks!*

*<http://www.fspd.org/ors-survey.asp?txtFrom=email>*

- This report contains three sections, 1) this Notes section, 2) Survey Comments section and 3) Survey Results section.
- Each bulleted item in the Survey Comments section represents one comment retrieved from one survey. The majority of respondents did not add any comments, rather, they simply selected one of the offered responses for each question. Spelling, grammatical errors and the like were not corrected; all comments were copied verbatim from the surveys.
- We are reviewing all comments to determine whether ORS improvements are suggested.
- We already have plans to work with FSPD staff to improve the presentation of certain programs by changing the way staff uses RecTrac. Some of the comments raised issues that will be addressed by this change.
- The Survey Results section contains a tally of responses for each question along with an average. Overall, 95% rated their online registration experience as either "Excellent" or "Good" with only 5% split between "Average", "Fair", "Poor" and "No Response".
- FSPD staff have received copies of all emails from which these comments were retrieved.

## Frankfort Square Park District - ORS Survey Comments

### 1) Online Account Management (setting up new account, updating your account, login, etc.)

- Had problems with password characters, kept getting an error but the error wasn't informing me of the problem. Had to get in contact with the person who set up the online form. It wasn't until then that I finally found out the problem. Because of the delay it jeopardized my chances of getting a spot in the classes that I registered for. However the office did work with me and made a point to give me a spot in each class.
- It was easy!
- I had a hard time in finding where to set up the account and had to call in to see where it was.
- It was quick and easy. The directions were easy to understand.
- Are you able to view an enrollment summary to see what programs you have enrolled in? I could not find that.
- SO much easier!
- if you need the cvc code for the credit cards--you should have that on the website to put it in???
- Easy!
- I don't care for the idea of needing a credit card to register. The site may be secure but I don't like that you save that data

(94 surveys did not include comments on this question)

### 2) Online Brochure (browsing & searching to find programs, viewing programs, etc.)

- Liked the quick search feature since I knew what I wanted already.
- I had looked through the brochure sent in the mail first, so I didn't look at the one on-line much. I just went to the programs that I wanted.
- the special program seemed confusing. when can you log on for that information? Yoga says 1 is for beginners and 2 is for advanced, but did not post the times for these classes
- I love the brochure, but the time was wrong on my daughter's beginning gymnastics II class, so she was 15 minutes late for the first class.
- I used the brochure that was mailed to my house so I didn't really browse online.
- it doesn't always come up with the class name when you just enter part of the name
- I used the brochure I got in the mail
- It is very organized
- I DID NOT USE ONLINE BROCHURE
- I'm not able to sign up my older son for basketball online
- SO much easier!
- There were some programs in the hard copy of the book that were not available for online registration. This became a frustrating, tedious process and required an email and also a trip to the office to find out why. This should be explained to the public who wants to use the online registration.
- Couldn't sign up for soccer so I have to go in anyway. Kind of a hassle.
- Was a little confusing at first.

(89 surveys did not include comments on this question)

## Frankfort Square Park District - ORS Survey Comments

- I expected an email confirmation and/or receipt of payment for the classes / programs that I enrolled the kids in. Almost missed the first day of classes because I was waiting to put them on the calendar until I knew that they were in for sure.
- SO much easier!
- Online was great, except I still had to go to the office to register for basketball and soccer leagues. It would be great if everything could be done online.

(91 surveys did not include comments on this question)

### Other Comments or Suggestions

- Thank you for having online registration! I'm a working mom and I'm always in a time crunch. Being able to register online from home was great.
- There were some other parents in my daughters gymnastics group that said they had a hard time. they had registered on-line but were not put on the class list. I went on line the first day it opened and had no problems.
- My only issue was that a class was added after the original registration started. It was a fluke that I found out about it and then I had to re-register because the class time was better for me, as opposed to having the second time option to start with. Also, having to stay up until midnight to insure that I get into the class that I want was very inconvenient. There are not a lot of options for small children (under 3) and not many openings. But I have to admit I prefer online to having to stand in line Saturday mornings...Thank you.
- Make sure people are very clear that this way is the way that orders get put through first. One of my neighbors was very disappointed that her son did not get into the 1st session of something because she had dropped off her registration weeks before even the online registration started. Otherwise my overall experience was wonderful online!
- I think this system is great! It really beats waiting on a phone. The information is easy to view and user friendly. Thanks!!!!
- I was charged twice for Beginning Gymnastics for one of my daughters. I came to the office and got the refund. Maybe you can double check before charges are made so there won't be a need to come to the office. Otherwise, it is very convenient! Keep it up! Thanks!
- I personally prefer to come in and register because I don't like to use my credit card. Other than that, the experience was good.
- As I mentioned above - It's a shame that the programs can't accomodate our kids.
- You should send a confirmation so we know if we are confirmed for the classes we signed up for. I wasn't sure if we actually got in the class until we showed up the first day.
- It went very well for the first time. I've heard other park districts going on-line did not go very well. So ours was great!!!
- It was so easy & fast. I know with this I can be guaranteed to get moving on signing my sign up for classes vs. actual going to there to sign him up. Thanks!
- Has the Park District ever thought of doing the before and after school program at District 161? After my daughter attended your summer camp, I feel you could do a good job of before and after school care. I know Ivy League does it now, however why not keep the money in the park dist?
- I am very happy that you guys have now a web site - it so user friendly and easy to use - it is a great community service and very convenient.
- I think the website is great, it is so convenient
- Programs like sports teams should be able to register online also. Why can't you just add the fields to the form and note that they only need to be completed for certain programs?

## Frankfort Square Park District - ORS Survey Comments

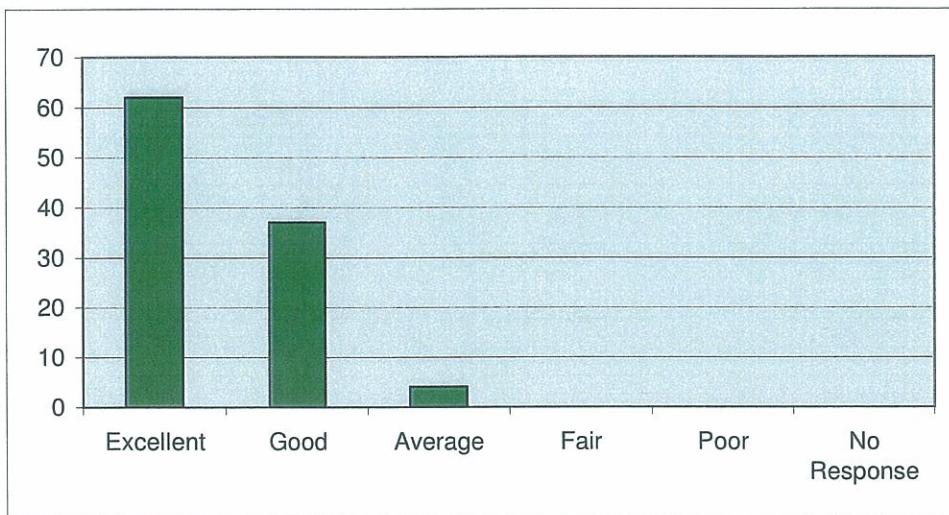
- Now that I know not to wait for confirmation of the list of specific programs that we enrolled in, I think the on-line registration will go better. Is there any way that we can sign up for the sports teams on-line? That way, I don't have to stop at the park dist building at all. That would be convinient! I love the park district and all the programs! Keep up all the wonderful things you do for the community!
- I FOUND A FEW TYPING ERRORS IN YOUR BROCHURE. I ALSO WAS UNSURE WHAT CLASS WAS BEGINNER 1 OR BEGINNER 2 IN THE GYMNASTICS CLASS HELD ON THURS. AT THE FOUNDERS CENTER. HAD TO FIND THE BOOK FROM THE MAIL. I FEEL CLARITY NEEDS TO BE IMPROVED.
- I had a credit on my account that I wanted apply to my payment, nut could not apply it online so my credit card was charged.
- Thanks for making this soooo easy

(84 surveys did not include comments on this question)

## Frankfort Square Park District - ORS Survey Results

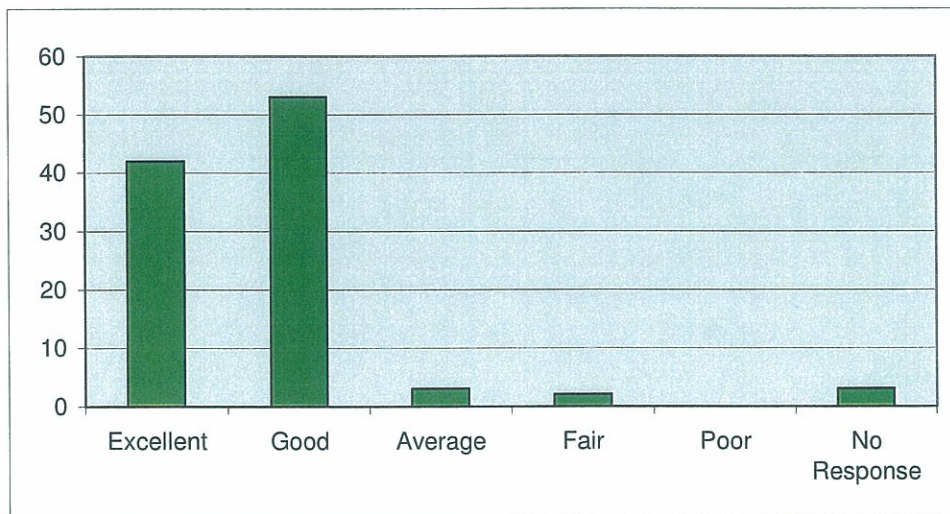
### 1) Online Account Management (setting up new account, updating your account, login, etc.)

Excellent	62	60.2%
Good	37	35.9%
Average	4	3.9%
Fair	0	0.0%
Poor	0	0.0%
No Response	0	0.0%
<b>TOTAL</b>	<b>103</b>	



### 2) Online Brochure (browsing & searching to find programs, viewing programs, etc.)

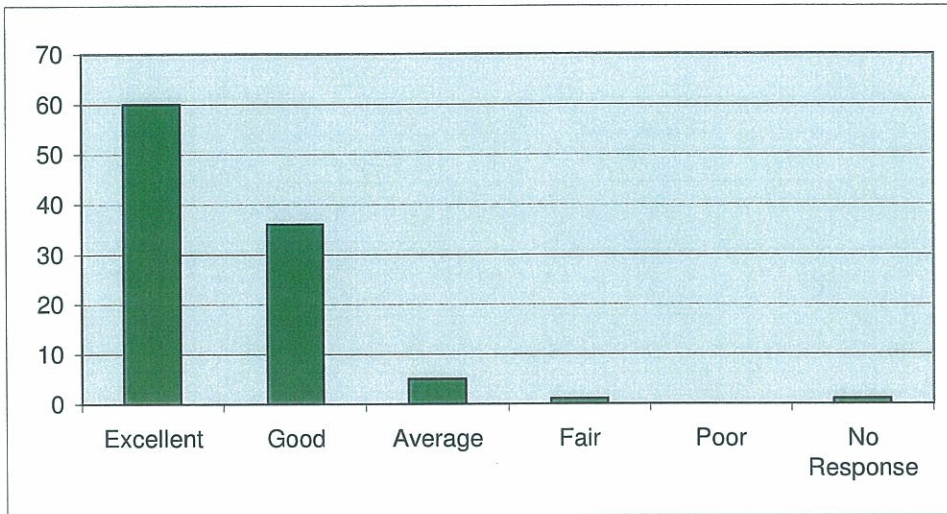
Excellent	42	40.8%
Good	53	51.5%
Average	3	2.9%
Fair	2	1.9%
Poor	0	0.0%
No Response	3	2.9%
<b>TOTAL</b>	<b>103</b>	



## Frankfort Square Park District - ORS Survey Results

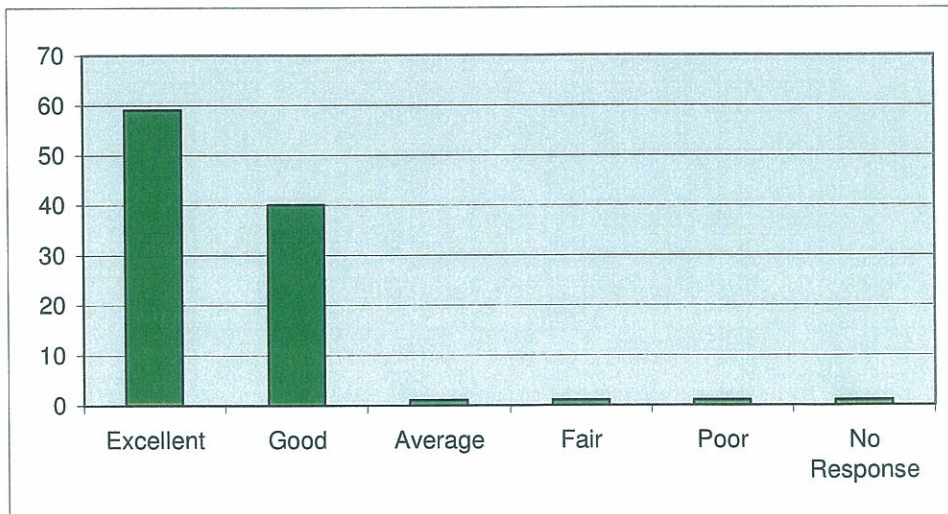
### 3) Shopping Basket (adding or removing programs, assigning family members, etc.)

Excellent	60	58.3%
Good	36	35.0%
Average	5	4.9%
Fair	1	1.0%
Poor	0	0.0%
No Response	1	1.0%
TOTAL	103	



### 4) Check-Out (reviewing your order, web response to order submission, email response to order submission, etc.)

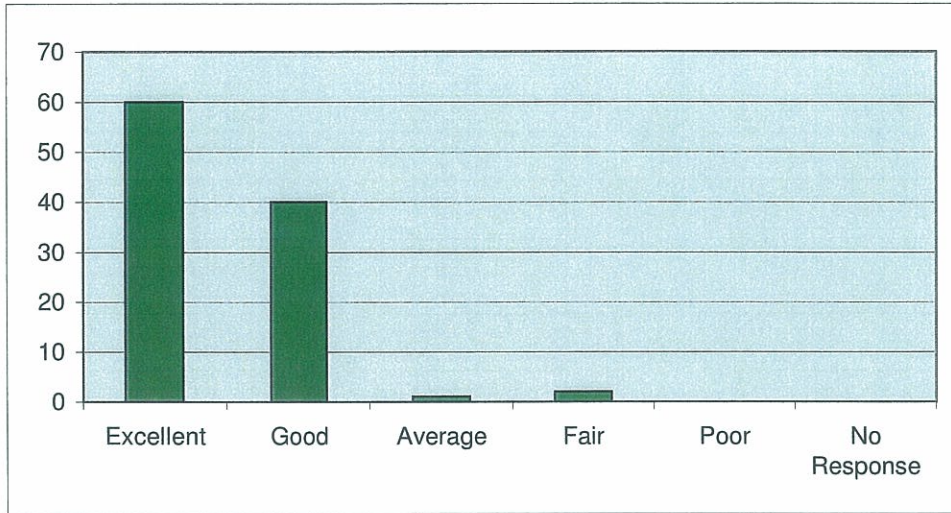
Excellent	59	57.3%
Good	40	38.8%
Average	1	1.0%
Fair	1	1.0%
Poor	1	1.0%
No Response	1	1.0%
TOTAL	103	



## Frankfort Square Park District - ORS Survey Results

### 5) Overall Experience with the online registration system

Excellent	60	58.3%
Good	40	38.8%
Average	1	1.0%
Fair	2	1.9%
Poor	0	0.0%
No Response	0	0.0%
<b>TOTAL</b>	<b>103</b>	



### Average of all five questions

Excellent	56.6	55.0%
Good	41.2	40.0%
Average	2.8	2.7%
Fair	1.2	1.2%
Poor	0.2	0.2%
No Response	1	1.0%
<b>TOTAL</b>	<b>103</b>	

