

# MEDFORD PARKS & RECREATION

HEALTHY LIVES. HAPPY PEOPLE. STRONG COMMUNITY.

TO: Rich Rosenthal, Recreation Superintendent

FROM: Sue McKenna, Recreation Supervisor

SUBJECT: Winter/Spring 2014 Program Evaluations  
CAPRA File 10.1

DATE: September 17, 2014

The following evaluation comments were made about our 2014 Winter Spring classes and events.

**Dog Obedience** – A person suggested a puppy class and an older dog class. We bill this class for dogs of all ages. The majority of the people taking the class don't have puppies. We have offered separate classes before and have cancelled the puppy only class from lack of registrations. I would recommend we don't make any changes at this time as people are very satisfied overall with this program and instructor.

**Ballet** – People liked the class. A recommendation was made to raise the minimum age to 4yrs. as the attention span of a 3yr. old is too short for an hour long class. For Fall 2014 we have broken down the class into two age groups and will evaluate the class ages again for the winter/spring term.

**Serger Quilting** – It was mentioned that the restrooms were dirty and that there were too many extension cords. The restroom issue has been addressed. The extension cord issue will have to be looked into. We currently have a limited number of outlets in our classrooms and I'm unsure if it's possible to add additional ones.

**Tai Chi** – Positive comments about the class and instructor. The only concern was if they have to meet downstairs the room is smaller and a customer feels it limits the space they have to move. The majority of the time they are in the upstairs room but upon occasion they are moved due to a large event. The downstairs room has aquacade space as we limit the size of the class.

**Watercolor** – Positive comments about the class and teacher. It was requested that additional lights be placed in the Santo Community Center parking lot.

**Pencil Drawing** – Positive comments about the class and teacher.

**Water Aerobics** – Positive comments about the benefits of the class.

**Learn to Play Ice Hockey** – A suggestion was made that one on one time be scheduled during the class for students to ask questions of the instructor. This is a contracted class so I passed the suggestion on to the contractor.

**Mother Son Bowling** – They love the event and like that it's close to the Daddy Daughter Dinner Dance date.



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COMMUNITY ENRICHMENT EXCELLENCE EXCEPTIONAL CUSTOMER SERVICE INNOVATION

# MEDFORD PARKS & RECREATION

HEALTHY LIVES. HAPPY PEOPLE. STRONG COMMUNITY.

TO: Rich Rosenthal, Recreation Superintendent  
FROM: Sue McKenna, Recreation Supervisor  
SUBJECT: Summer 2013 Class Survey Follow-up  
DATE: February 6, 2014

I have reviewed the program surveys and have the following suggestions to improve upon our programs based on survey results.

## **Deep Water Aerobics**

We listed this as deep water aerobics in our guide but due to changes in the handicapped entrance requirements for our pool we were unable to hold the class in the dive tank. The class was moved to the deepest part of our main tank at about 5' 6". This coming summer we will list it as water aerobics and that it's being held in 5' - 5' 6" of water.

## **Community CPR**

This is a joint effort with the City Fire Department and it was mentioned that the classes weren't held at a convenient time. Starting with the Fall 2013 guide we added additional times, but we are limited to availability of Fire Department staff as to the times the class is offered. Our current enrollment for these classes is close to being maxed out each time.

## **Tai Chi**

Very positive feedback from the survey and I have no recommended changes at this time.

## **Ukulele and Guitar**

Very positive feedback from the survey and I have no recommended changes at this time.

## **Line Dance**

Very positive feedback from the survey and I'm recommending no changes at this time.

## **Swim Lessons**

We will be looking into providing additional training for instructors for the parent tot class. This is a very specialize class and requires a different style of teaching than other classes.

It was suggested that we don't have some lessons swimming the length of the pool as it interferes with the other lessons in the pool. This is something we spoke to the instructors about during the



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City of Medford  
Parks and Recreation Department

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**TO:** Rich Rosenthal, Recreation Superintendent  
**FROM:** Jesse Nyberg, Recreation Supervisor  
**SUBJECT:** Summer Day Camp Evaluations / Program Changes  
**DATE:** Dec. 6, 2012

Based on the summer day camps (Craftworks, Sports, Coyote Trails, & Santo) evaluations from 2012, I am analyzing following possible program changes based on the collective responses on the surveys.

- offering a drop in fee for parents that need child care for one day
- make the registration process easier and more efficient for users
- have parent communication documents available earlier and accessible on our website
- giving an option to opt out of field trips (providing staffing for kids who do not want to attend field trips)
- increased supervision and improved policies when campers use bathrooms and when they are using the cafeteria
- finding new activities to implement into the daily schedule to keep the program fresh
- finding a new rewards system that will encourage all kids to participate
- continue to offer the Craftworks camp at Orchard Hill Elementary
- revamp the Sports camp to be a standalone program that will include a nutrition and fitness curriculum

I believe that these adjustments are important to the success and future of the program. After investigating these ideas, I will implement the changes if they are financially and practically feasible.

A handwritten signature in black ink, appearing to read "Jesse Nyberg".

Jesse Nyberg  
Recreation Supervisor



## CITY OF MEDFORD

### Interoffice Memo

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TO: Rich Rosenthal, Recreation Superintendent

FROM: Sue McKenna, Recreation Supervisor

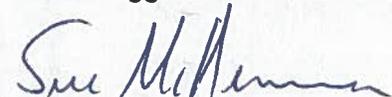
SUBJECT: Summer Program Evaluations  
CAPRA File 6.3

DATE: December 6, 2012

Based on summer evaluations from 2012, I suggest the following to help improve our programs and customer service..

- Offer a free training on how to register for our programs online.
- We have recently made changes to the way we get rosters out to instructors and so far the new system seems to be working. We will continue to monitor the new system and make changes as needed.
- Continue to provide feedback to instructors based on survey results to assist them in improving their classes.
- Continue to offer classes during the day and evening so that everyone has a chance to attend
- Look into the possibility of painting the pool locker room walls a bright color to try and make them look more inviting.
- Continue to work with facilities maintenance on the temperature of the facilities for classes. Notify the instructor and class if we are unable to lower or raise the temperature to their requested level and explain why.

These suggestions should help us continue to offer quality programs and customer service.

  
Sue McKenna  
Recreation Supervisor