

SENIOR CENTER EVALUATION SURVEY -- MODULE NO. 1

Outcomes Module

(Enter Date Completed, e.g., 1/19/2020. Do not complete if you have taken this survey in another activity.)

Date:

8/19/2021

Name (optional):

Think about your life since you started attending the senior center. Below are some ways that senior centers might make a difference. Please put a check in the box that best matches your response for each statement.

TOTAL MODULE RESPONDENTS:

Do Not Enter Data Below This Line --Cells Are Populated From the Worksheet Titled "Module 1 Data Entry"

	1	2	3	4	
Because I go to the Senior Center I...	Most of the Time	Sometimes	Almost Never	Not Applicable	No Response
1. Do more volunteer work	31	5	0	0	-36
2. See friends more often/make new friends	27	8	1	0	-36
3. Take better care of my health	30	6	0	0	-36
4. Eat meals that are better for me	31	4	1	0	-36
5. Have more energy	31	5	0	0	-36
6. Feel happier or more satisfied with my life	30	6	0	0	-36
7. Have something to look forward to each day	28	8	0	0	-36
8. Know where to ask if I need a service such as a ride to the doctor or an aide	33	3	0	0	-36
9. Feel more able to stay independent	32	4	0	0	-36
10. Feel that the senior center has had a positive effect on my life	26	9	0	0	-35
11. Learn new things	28	8	0	0	-36
12. Have learned about services and benefits	28	8	0	0	-36
13. Am more physically active	31	5	0	0	-36
14. Would recommend the senior center to a friend or family member	32	4	0	0	-36

Please tell us how participating in the senior center has changed your life.

(Open-end 1)
NUMBER

I participate in the following activities:

(Open-end 2)

Outcome Module --

How participating at COA has changed your life

I participate in

Respondent ID	Open-ended Question(1)	Open-ended Question(2)
1		
2		
3	It helps me forget my wife's passing	
4	Veterans disability help	Above and beyond Regular contact for all my needs
5		painting and bus trips
6	Stopped coming due to covid	bingo, home projects
7	Keep energy and health	educational programs arthritis exercise
8		
9		
10	feel better	silver sneakers want it back
11		
12		
13	Attentive staff	Arthritis Exercise
14		
15		
16	Made friends and learned more activities	Yoga zumba fitness with carla
17	Summer user part time resident enjoys it	bridge, art class, art, history talks
18	arthritis class	knitting crochet
19		
20	transportation relieves stress	wish could come more
21		
22	Love exercise	Arthritis
23		
24		cribbage
25	look forward to attending	yoga, transportation
26		lead mens discussion group
27		yoga, holidays, luncheons puzzles
28	Provided sense of purpose and giving back to the community	MOW set up, Art for your Mind
29		
30		knitting zumba exercise classes
31		
32	Not welcoming to visitors	
33	Meet about loss of spouse	cribbage bereavement
34		
35		
36	Being more active makes me more outgoing and meet new people	exercise, library, art programs, holiday events,

SENIOR CENTER EVALUATION SURVEY -- MODULE NO. 2 **Attendance, Participation and Demographics Module**

Date: _____ (Enter Date Completed, e.g., 1/19/2020. Do not complete if you have taken this survey in another activity.)

Name (optional): _____

TOTAL MODULE RESPONDENTS:

Please CHECK the best answer for each of the following questions:

Do Not Enter Data Below This Line --Cells Are Populated From The Worksheet Titled "Module 2 Data Entry"

1. Approximately how long have you been coming to the senior center?	< 1 Year (1) 1	1-5 Years (2) 7	6-10 Years (3) 17	10+ Years (4) 9	No Response -34
2. In general, how often do you come to the senior center?	Daily (1) 3	2-4 X per Wk(2) 12	1 X per Wk (3) 10	1-3 X per Mo. (4) 3	> 1X per Mo.(5) 4
3. Where do you most often get information about senior center activities?	0 1 0 1	Local newspaper (1) Flyers posted in center (3) Television (5) Other (Specify) (7): (3 specify)	3 28 1 -34	Web site (2) Senior Center Newsletter (4) Friends (6) No Response	

Your answers to the following will help us learn about the people who attend the center. Please check the appropriate box:

4. What is your gender?	9	Male(1)	23	Female (2)	2	Other (3)
5. What is your age?	4	55 to 70 (1)	20	71 to 80 (2)	10	81 or older (3)
6. Are you Spanish, Hispanic or Latino?	2	Yes (1)	30	No (2)		
7. What is your race?	33	White or Caucasian (1)	1	Black or African American (2)		
	0	Asian (3)	0	American Indian or Alaska Native (4)		
	0	Native Hawaiian or Other Pacific Islander (5)				
	0	Other (Specify) (6): (specify)(7)	-34	No Response		

SENIOR CENTER EVALUATION SURVEY -- MODULE NO. 3
Customer Satisfaction, Programs and Management Module

Date: _____ (Enter Date Completed, e.g., 1/19/2020. Do not complete if you have taken this survey in another activity.)

Name (optional): _____

Please tell us how satisfied you are with the senior center you attend by answering each question with a response ranging from Strongly Agree to Strongly Disagree. Please put a check in the box that best matches your response for each statement.

TOTAL MODULE RESPONDENTS:

Do Not Enter Data Below This Line --Cells Are Populated From The Worksheet Titled "Module 3 Data Entry"

	1	2	3	4	5	6	
	Strongly Agree	Agree	About the Same	Disagree	Strongly Disagree	N/A	No Response
1. Overall the senior center is clean and attractive.	24	7	1	2	2	0	-36
2. Staff is professional.	24	9	2	0	1	0	-36
3. Staff is responsive to my needs.	21	13	1	0	2	0	-37
4. Staff is friendly & courteous.	26	8	2	0	1	0	-37
5. Staff is knowledgeable of activities and services.	25	11	0	0	1	0	-37
6. I feel appreciated as a volunteer .	29	5	2	0	1	0	-37
7. I am happy with the exercise & fitness classes offered.	32	4	0	0	1	0	-37
8. I am happy with the health & wellness education presentations and screenings.	29	6	1	0	1	0	-37
9. I am happy with the educational classes offered.	29	5	2	0	1	0	-37
10. I am happy with the recreational & social activities offered.	30	6	0	0	1	0	-37

Customer Satisfaction

What would you like offered		Something to serve you better
Respondent ID	Open-ended Question(1)	Open-ended Question(2)
1		Will be back after hip replacement
2	More art classes and authros	
3	You Guys Rule!	I could use a gift card
4	Helpful and professional keep it up	none
5		
6	bingo	trips need p/u
7	All Staff super job	none
8		
9		
10		
11	Line Dancing	Love the COA
12		Director participation with seniors
13	Weekly staff meetings to discuss current issues. Katie is inspiring	
14		
15		
16	wants more exercise	storage of cast offs takes up space (Food boxes, tables?)
17	More art classes or lectures	use building more - understands pandemic an issue
18	drama performances, tea newer movies	coffe and muffins for knitters
19		
20		
21		
22	Coffee and water	Fan in grand room broken, need more paper, staff retention, older director
23	coffee and water	
24		
25	Bingo, lunch, trips to market basket	10:30 classes
26		added to newsletter
27		
28		At the Center on a daily basis see how wonderfully the staff interacts with the seniors Marshfield has 12-14 programs a day Rockland has 7 Hanover has 2
29		where is coffee?
30	boxes of food should be moved	

Customer Satisfaction

What would you like offered

Something to serve you better

Respondent ID	Open-ended Question(1)	Open-ended Question(2)
31		Director does not greet people when they arrive. Only cares about numbers
32	More educational programs	Director not greeting visitors
33	pickleball	weekend activities
34		
35	Wishes Robin was back	Does not feel welcome
36	pool table, bocce courts, lunches	Director to announce and introduce at special events
37		
38		
39		