

# 4-H Camp Owahta Parental Satisfaction Survey

The purpose of this survey is to help Cornell Cooperative Extension of Cortland County and the staff of 4-H Camp Owahta make informed decisions about how to improve services provided to campers of our summer program. For this portion of the study, the undergrad student research methods class in Ithaca College's Recreation, Parks and Leisure Studies Department is gathering information from parents' perspectives. This survey should take 10 minutes or less to complete. Your participation is voluntary and your answers will be anonymous. You can discontinue the survey at any time or choose not to participate with no consequences to you or your child. By completing the survey, you have given your informed consent to participate. If you have any questions about the survey, please contact Roger Barkman ([rbarkman@ithaca.edu](mailto:rbarkman@ithaca.edu) or 518-231-3054). If you have questions about research participants' rights, you may contact the Institutional Review Board (IRB) at Ithaca College ([irb@ithaca.edu](mailto:irb@ithaca.edu) or 607-274-3113). Thank you for your thoughtful responses to the following questions.

## Section 1: Basic Information

### 1.1 What gender (please circle) and age is each camper? How many weeks of camp did they attend?

| <i>(Circle gender please)</i> | Age   | Weeks of Day Camp | Weeks of Residential | 1 <sup>st</sup> time to Owahta? |
|-------------------------------|-------|-------------------|----------------------|---------------------------------|
| Child 1 M / F / Other         | _____ | _____             | _____                | Y / N                           |
| Child 2 M / F / Other         | _____ | _____             | _____                | Y / N                           |
| Child 3 M / F / Other         | _____ | _____             | _____                | Y / N                           |
| Child 4 M / F / Other         | _____ | _____             | _____                | Y / N                           |

### 1.2 What other camps, besides 4-H Camp Owahta has your child attended?

*(Check all that apply)*

- (1)  Lime Hollow Nature Center
- (2)  Primitive Pursuits
- YMCA
- (3)  YWCA
- (4)  Other Ithaca based day camp
- (5)  Other: \_\_\_\_\_

### 1.3 Is there programming we currently don't offer that we should look at for the future? If so what is it? *(Check all that apply)*

- Wilderness survival type adventures
- Challenge Course
- Backpacking/Camping trips
- Specialized camps like the soccer, baseball and Rocketry programs we offered this last summer
- Other: \_\_\_\_\_

### 1.4 How did you hear about us?

- Word of mouth
- Brochure came home with your camper
- Radio ad
- Friend/Siblings recommended Owahta
- Other: \_\_\_\_\_

## Section 2: Value and Satisfaction

### 2.1 How much do you agree with each of the following statements regarding the registration process?

*(Circle one number for each item)*

| How much do I agree that:  | Strongly Disagree | Disagree | Agree | Strongly Agree |
|--|-------------------|----------|-------|----------------|
| I have access to a computer/Internet                                     | 1                 | 2        | 3     | 4              |
| I prefer the on-line registration vs. paper                              | 1                 | 2        | 3     | 4              |
| I like the option to purchase camp gear during the registration process. | 1                 | 2        | 3     | 4              |
| I will take advantage of this function in the future                     | 1                 | 2        | 3     | 4              |

**2.2** The part I liked the **least** about the new registration process is? **(Check one response.)**

- I don't have access to the internet
- I don't like using my credit card on-line
- I prefer to get hard copies of the camper paperwork and a written confirmation
- I was frustrated because I still had to speak with a camp representative when I was done with the process
- Other:  
\_\_\_\_\_

**2.3** Which activity did your camper enjoy the **most**? **(Check one response.)**

- Waterfront
- Nature
- Recreation
- Arts and Crafts
- Special Program (Soccer, Rockets or Baseball clinics)
- Trips (Baseball or Fishing)
- Camp outs
- Special Day themes
- Other:  
\_\_\_\_\_

**2.4** How much do you agree with each of the following statements regarding selecting a camp for your child? **(Circle one number for each item)**

| How much do I agree that:                        | Strongly Disagree | Disagree | Agree | Strongly Agree |
|--|-------------------|----------|-------|----------------|
| My child attended other camps this last summer   | 1                 | 2        | 3     | 4              |
| I was satisfied with 4-H Camp Owahta this summer | 1                 | 2        | 3     | 4              |
| I would recommend Camp Owahta to other parents?  | 1                 | 2        | 3     | 4              |
| I feel that Camp Owahta is a good value?         | 1                 | 2        | 3     | 4              |
| I was satisfied with the staff this summer       | 1                 | 2        | 3     | 4              |
| I am happy with the facilities at 4-H Camp       | 1                 | 2        | 3     | 4              |

**2.5** Why did you send your camper to 4-H Camp Owahta vs. another camp?

- Proximity to home
- Price Range
- Day camp works great with my work schedule
- Friend/Siblings recommended Owahta
- Other:  
\_\_\_\_\_

(If your children were residential campers only please skip

**Section 3: Day Campers**

right down to Section 4)

**3.1** How often was the bus on time?

- 25% of the time
- 50% of the time
- 75% of the time
- Almost always
- Other:  
\_\_\_\_\_

**3.2** Did your child stay overnight with us on Thursday night and if so did he/she enjoy it?

- No- did not stay overnight.
- Yes- and loved it!
- Yes- but didn't enjoy it. Why:  
\_\_\_\_\_

**Section 4: Food and Health Services**

**4.1** Do you feel your child's nutritional needs were met?

- YES
- No - my child is a picky eater
- No - my child hated the food
- Other:  
\_\_\_\_\_

**4.2** Does your child have allergies or other special food needs such as being Gluten free?

- YES
- NO

**4.3** Did 4-H Camp Owahta handle these needs properly?

- No special needs
  - YES
  - NO - what can we do in the future to better handle these food challenges?
- 

**4.4** Did your child visit the health center this summer and was their illness/injury resolved?

- YES and they were resolved
- YES but not handled properly
- NO visit

### Section 5: General Information

The following questions will help us summarize information about all respondents. **This data will remain strictly anonymous.** You do not have to answer a question if you prefer not to.

**5.1** Do you live in Cortland County?

- (0/1)  Yes
- (0/1)  No

**5.2** What would be the **best ways** for you to **receive information** about upcoming camp programs? (**Check all that apply.**)

- Mailings
- Flyers sent home from school
- Newspaper
- Website
- Social media
- Email
- Other: \_\_\_\_\_

**5.3** What is the **highest level of education attained** by a member of your household? (**Check one response.**)

- High school graduate (includes GED)
- Some college, no degree
- Associate's degree
- Bachelor's degree
- Graduate or professional degree

**5.4** What is your current **household income** before taxes? (**Check one response.**)

- Less than \$10,000
- \$10,000 to \$14,999
- \$15,000 to \$24,999
- \$25,000 to \$34,999
- \$35,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 to \$199,999
- \$200,000 or more

**5.5** What race or ethnicity do you identify with? (**Check one response.**)

- African American
- American Indian
- Asian
- Caucasian
- Hispanic
- Other

## Section 6: Your Comments

**6.1 What youth activities or programs would you like to see made available by Camp Owahta?**

**6.2 What could we have done better this last summer?**

**6.3 What other recommendations do you have for 4-H Camp Owahta to better serve your children's needs?**

**Thank you for your help and feedback!**

**Please return your completed survey to the student or staff member who asked you to participate in the study.**

Completed surveys may also be scanned and emailed to [rbarkman@ithaca.edu](mailto:rbarkman@ithaca.edu)

or mailed to:

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