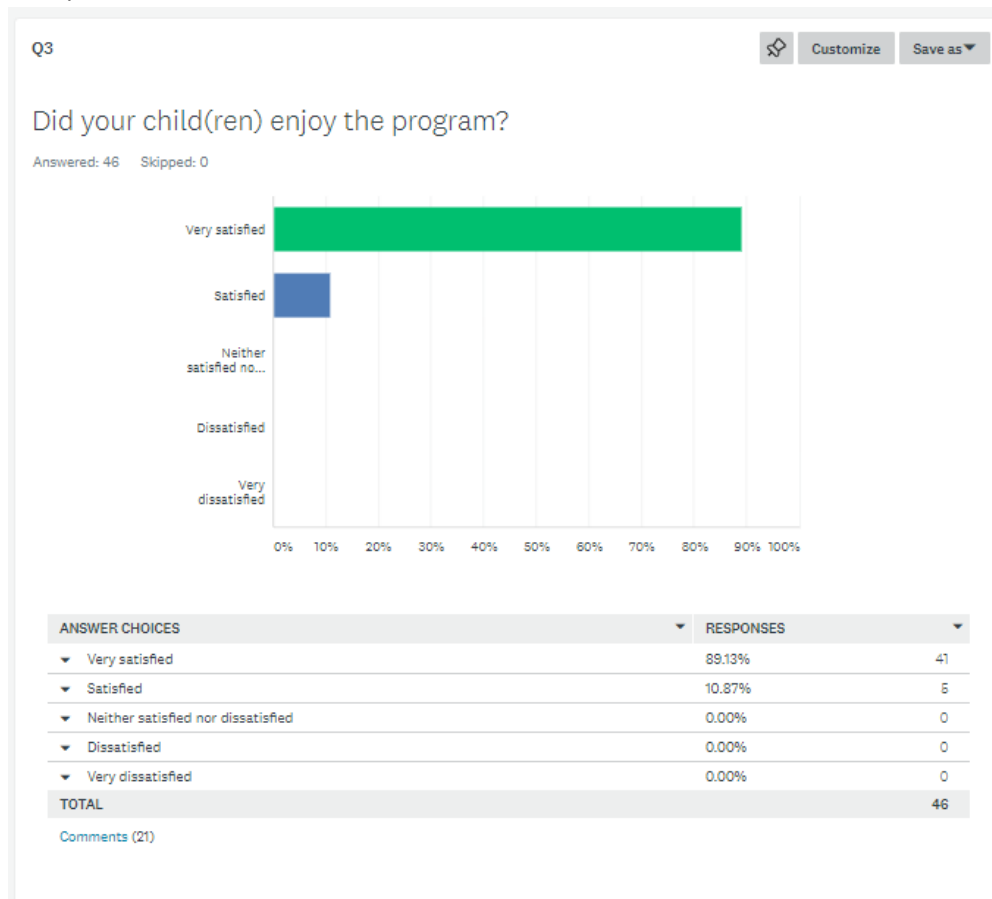


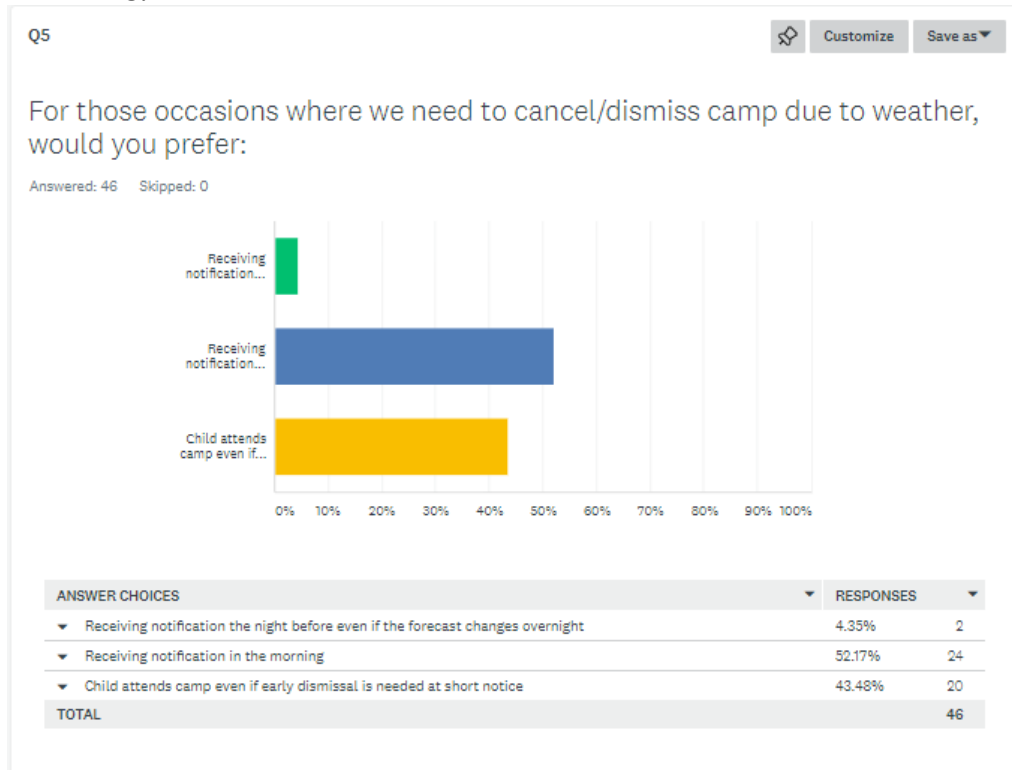
2020 Nature Center Summer Camp Survey Results

- 46 total respondents
 - 10 Cranberry
 - 10 Marshlands
 - 26 Lenoir
- 19 families had attended camp before, 27 were new to NC camps
- When asked if their children enjoyed camp, 41 respondents were overall “Very satisfied” (90%)
6 respondents “Satisfied”



- 41 respondents “Very satisfied” with safety precautions, 3 “Satisfied”, 2 “Neither satisfied or dissatisfied” – 2 comments regarding mask breaks for kids.

- Weather cancellations/dismissals were a big stressor this summer but respondents agreed with our strategy.



- 42 (91%) were very satisfied with the teachers/staff; 3 were satisfied, 1 was “neither satisfied nor dissatisfied”.
- As usual, there were requests for longer days and earlier drop-offs, but plurality thought hours were very satisfactory. A couple requests for Marshlands to go back to full day.
 - 19 strongly agreed hours were convenient
 - 17 agreed
 - 8 were ambivalent
 - 2 disagreed
- Registration, refunds, and communication were the biggest non-directly COVID concern, but still 84% were either ‘Very satisfied’ or ‘Satisfied’. 2 respondents were ‘Dissatisfied’. Specifics

mentioned were website related, delayed refunds, and unanswered phone calls.

☐

Due to the COVID-19, the communication was disconnected for a while. We were trying to find out if the camp would open, but no one has responded to our emails or phone messages. However, we totally understand that it was a very uncertain time. The staff who answered the phone calls was very kind, took down our questions, and at times was able to direct us to the person in charge.

9/19/2020 8:15 AM

[View respondent's answers](#) [Add tags](#) ▼

▲

☐

I had trouble registering. There was a glitch I line but your tech team was very helpful

9/18/2020 2:20 PM

[View respondent's answers](#) [Add tags](#) ▼

☐

Times changed and we had to wait several weeks for a refund

9/18/2020 2:10 PM

[View respondent's answers](#) [Add tags](#) ▼

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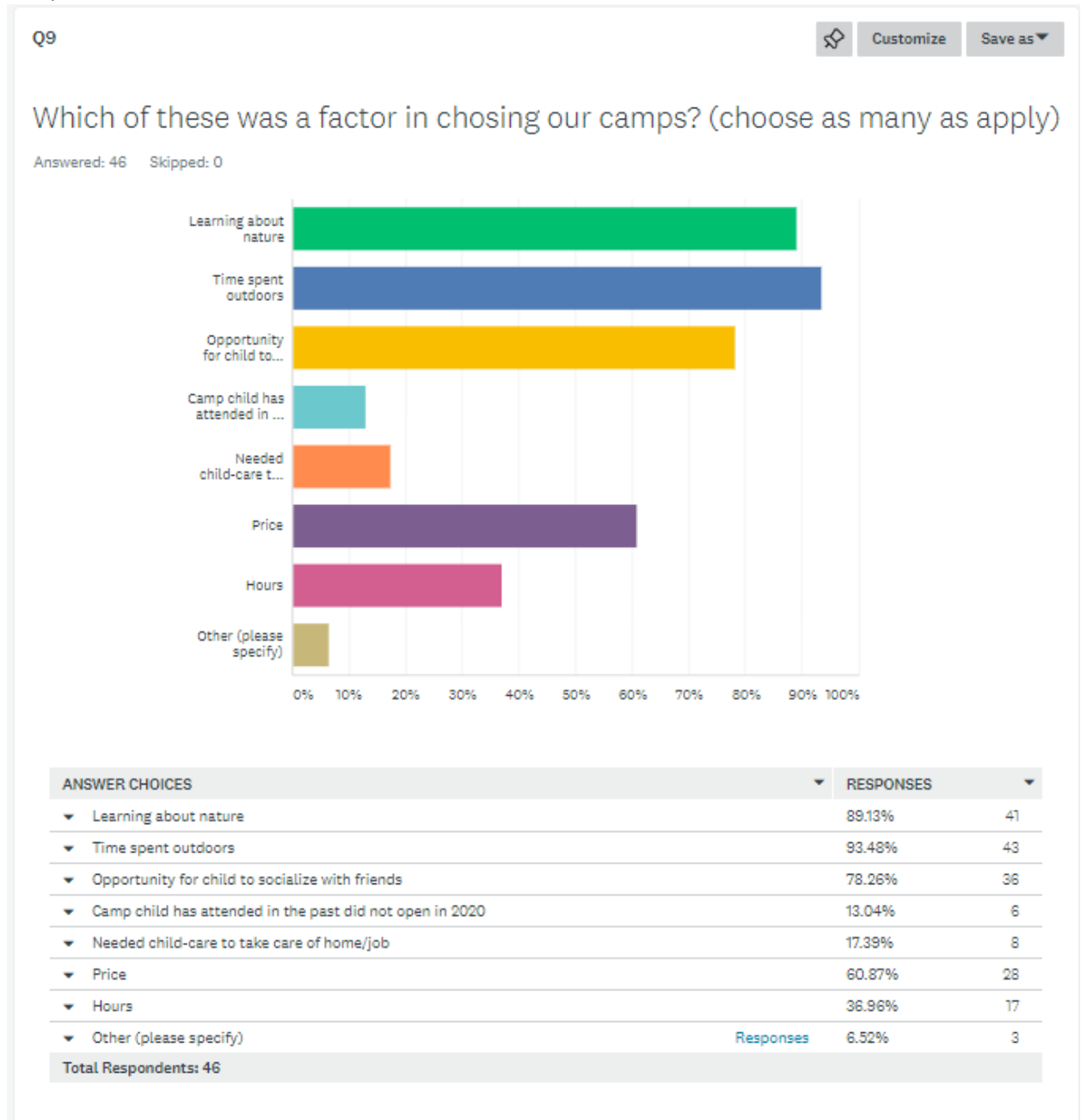
The westchester parks site is buggy and confusing, and there was little clarity if the registration had gone through. I was very happy that it did, but the platform could use work.

9/18/2020 12:31 PM

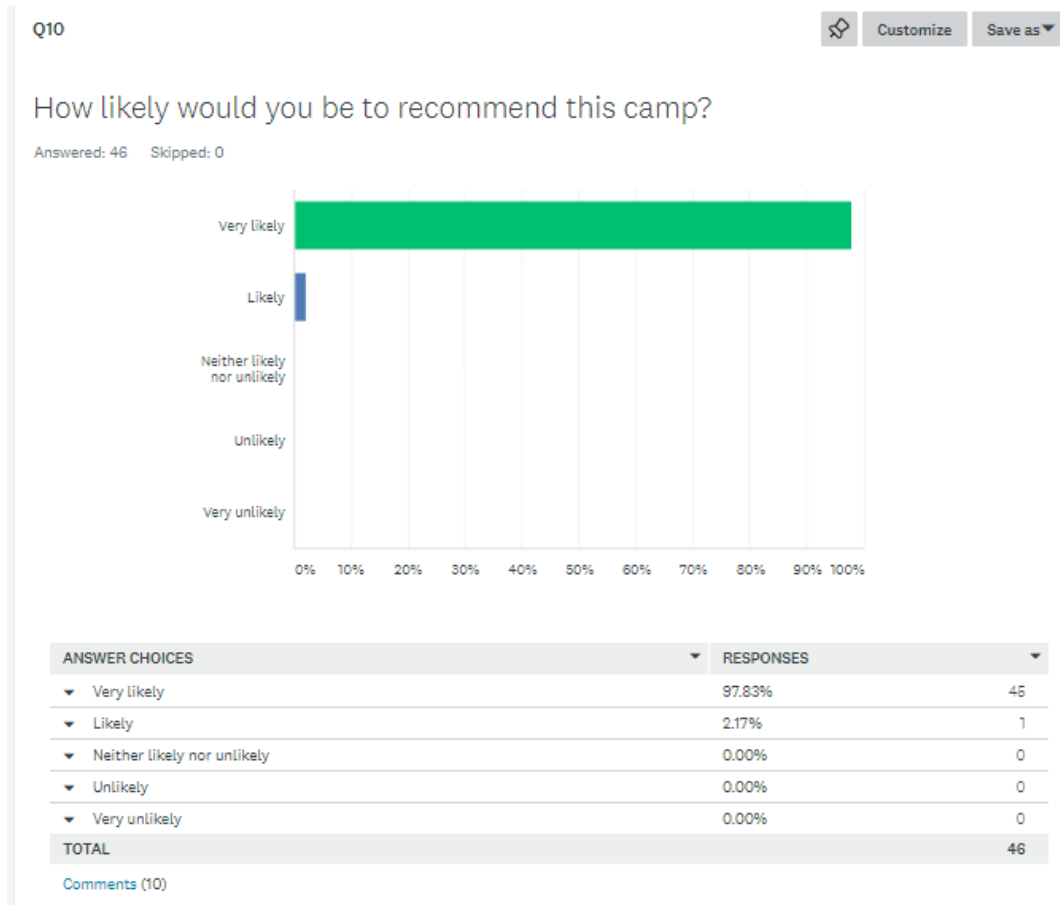
[View respondent's answers](#) [Add tags](#) ▼

▼

- Outdoor time and learning about nature remain the primary reasons for sending kids to our camps.



- Finally, 98% were “Very likely” to recommend to the camp.



“My children seemed to even happier with their camp experience this year. They were signed up for a variety of camps including golf, sports, and Muscoot. However, they both agreed that Lenoir was the best of them all.”

“My younger said it was very different. My older (CIT) said it was “kind of different” but other than being vigilant about how close one stood to one another, it was not terribly different. She laments that they were not able to have the overnight for obvious reasons.”

“9AM starts are hard for working parents. My meetings/work day start at 9AM, so an 8:45 drop off is preferred so I can be in front of my computer at 9AM. In non-coronavirus times, I have to get into the city for work, and on the 8:08 train out of Hastings. So in regular times, early drop off options would be really needed. It's really hard/inconvenient to find a sitter to come in the morning for just 1 hour. “

“It was needed so much more that last year. Camp was a safe place to be with other kids, and my son was missing that very much.”

“Level of engagement is off the charts. So excited to attend, happy to share what he learned.”

“It was so amazing that this camp opened safely during pandemic. It was even better than last year.”

“Director Scott is very engaging and clearly loves the outdoors, counselors are good, i love the activires and the fact that kids can explore some on their own. Love that they are outdoors the whole time despite

weather. My son and daughter both love this Marshlands camp! My son will be too old for it next year based on this year's requirements, so I hope that is only due to COVID, driving to one of the other locations would not be feasible for these working parents and he would be devastated. Of all the camps, this is his favorite and he hopes to work there one day as a counselor."

"Camp is fun and a wonderful community. My son runs around outdoors all day. Plays great games based on nature. Meets some new and old friends. He's a very happy camper"

"Alex is always a rock star. We were very happy with all of the kids' counselors."

"Sara is awesome. She connects with kids in a wonderful way."

(Nick, Fiona, Ryan and Charlotte also were specifically mentioned, and each site's director and staff were praised.)