



### Cub Scout Volunteer “Customer Support” Survey

To help the Twin Valley Council, Boy Scouts of America improve the support and services which we offer to our Scout Volunteers (who in turn provide a quality, values based program to our young people), we ask that you take a few minutes to complete this survey. The goal of this survey is to identify areas within our operation which may need modification, and to give you (the volunteer leader) the opportunity to make constructive suggestions to help us achieve this goal.

- **District/Council Sponsored Programs:** On a scale from 1-10, (1 being the lowest and 10 being the highest), please rate the quality of the district and council programs (excluding summer camps) which are conducted periodically through out the year by the district/council.

**Comments for improvement of District/Council Sponsored Programs:** \_\_\_\_\_

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- **Cub Scout Summer Camp Programs:** On a scale of 1-10, (1 being the lowest and 10 being the highest), please rate the quality of Cub Scout Summer Camp Programs offered by the Council.

**Comments for improvement of Cub Scout Summer Camp Programs:** \_\_\_\_\_

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- **Cub Scout Leader Training/Program Planning Support:** On a scale of 1-10, (1 being the lowest and 10 being the highest), please rate the quality of training which is offered for Cub Scout Leaders.

**Comments for improvement of the training/program planning support which is offered to Cub Scout Leaders:** \_\_\_\_\_

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- **Marketing Support:** On a scale of 1-10, (1 being the lowest and 10 being the highest), please rate the quality of the marketing support which is provided by the Council.

**Comments for improvement of marketing support provided by the Council:**

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- **Commissioner Support (Call Teams and Help Squads):** On a scale of 1-10, (1 being the lowest and 10 being the highest), please rate the quality of support which you receive from the Commissioner Staff within your district.

**Comments for improvement of Commissioner Staff Support:** \_\_\_\_\_

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- **Fundraising (Popcorn Sale) Support:** On a scale of 1-10, please rate the fundraising support (popcorn sale) that you receive from the Council.

**Suggestions for improvement of Fundraising Support:** \_\_\_\_\_

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- **Camp Facilities:** On a scale of 1-10, (1 being the lowest and 10 being the highest), please rank the quality of the camp facilities offered by the Council.

**Comments for improvements to camp facilities:** \_\_\_\_\_

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- **Professional Staff Support:** On a scale of 1-10, (1 being the lowest and 10 being the highest), please rate the quality of support that you receive from the professional staff.

**Comments for improvement for professional staff support:** \_\_\_\_\_

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- **Support Staff (Office Staff) Support:** On a scale of 1-10, (1 being the lowest and 10 being the highest), please rate the quality of support that you receive from the support staff (office staff).

**Comments for improvement for support staff (office staff) support:** \_\_\_\_\_

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- **Overall Satisfaction Level with Support from Twin Valley Council:** On a scale from 1-10, (1 being the lowest and 10 being the highest), please rank your overall satisfaction level with the support that you receive from Twin Valley Council.

**Other Comments to Improve the Quality of Service within Twin Valley Council:** \_\_\_\_\_

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**Name:** \_\_\_\_\_  
(Optional)

**Pack #** \_\_\_\_\_  
(Optional)

**Town** \_\_\_\_\_  
(Optional)

**District** \_\_\_\_\_  
(Optional)

**Please send completed survey to:  
Twin Valley Council, BSA  
Attn: Customer Support Survey  
810 Madison Ave.  
Mankato, MN 56001**