

Freedom Hills Therapeutic Riding Program, Inc.

P.O. Box 222

Port Deposit, Maryland 21904-0222

PH (410)378-3817

Riders Satisfaction Survey

We hope that you can take a few moments to honestly & anonymously answer the following questions. It is our hope to provide the best program possible. In order to reach that goal we would like suggestions and/or compliments to either make changes or reinforce what is working. Please take a moment to complete this survey as your feedback is so important to us. Thank you for your time.

Date completed survey: _____

Riding Instructor(s): _____

1. Have you found the Freedom Hills program helpful to you & your family?

Very Much Somewhat Not Much Not at all

2. Do you feel that the Riding Instructors were knowledgeable in providing lessons?

Very Much Somewhat Not Much Not at all

3. Do you feel that you or the Rider received professional and courteous service and instruction from Freedom Hills Staff (ex. Riding Instructor(s), Barn Manager(s), or Office Staff)?

Very Satisfied Satisfied Dissatisfied Very dissatisfied

4. Do you feel that the Riding Instructors provided you or the Rider with goals to achieve with each horseback riding lesson?

Very Satisfied Satisfied Dissatisfied Very dissatisfied

5. Did you feel that the Riding Instructors provided adequate supervision for you or the Rider during mounting, riding, or dismounting?

Very Satisfied Satisfied Dissatisfied Very dissatisfied

6. Did you or the Rider feel that your abilities were matched with the appropriate horse?

Very Much Somewhat Not Much Not at all

7. Did you feel that the Horse Equipment was suitable and safe for your needs?

Very Much Somewhat Not Much Not at all

8. Do you feel that the facility is clean and safe during your visits?

Very Satisfied Satisfied Dissatisfied Very dissatisfied

9. Overall how would you rate your experience with the Freedom Hills Program?

Very Satisfied Satisfied Dissatisfied Very dissatisfied

10. Overall, how safe do you or the Rider feel when riding a horse in general?

Very Much Somewhat Not Much Not at all

Please feel free to add any additional Comments or Suggestions for Improvement:

I give my permission to Freedom Hills to contact me to discuss my above concerns/suggestions:

(Optional): Name: _____

Phone Number: _____

Thank you for participating in this survey. Freedom Hills wants to continue to support you and your family. We are available to you. Please don't hesitate to call us at (410) 378-3817.