



Report on the NFCC Artist Series Patron Survey

A satisfaction survey of artist series patrons was conducted at the March 3, 2005 performance (Kremlin Chamber Orchestra) for the 2004-2005 season.

Once again, our patrons let us know that they are very satisfied with the NFCC Artist Series offerings, staff and facilities. Information gleaned from surveys like this guide us in making show selections for future performances. It also helps us identify areas in which we can improve. Our goal is to make the Artist Series experience as pleasant as possible.

Major points:

- **Responses:** Of the 66 who responded 82% are season pass holders and 62% attended at least 4 performances.
- **How patrons rated the shows:**
 - The Glenn Miller Orchestra was rated outstanding by 77%
 - Kremlin Chamber Orchestra was rated outstanding by 68%
 - Hotlanta Jazz – 53% outstanding
 - On the Sunnyside and Bells in Motion – 48%
 - Dance Alive – 33% outstanding
 - Mark Twain – 15% outstanding
- **Staff evaluation** – 65% outstanding and 33% above average ratings
- **Facilities** – 94% clean and comfortable
- **Sound system** – 80% satisfactory (we are having this checked again)
- **Parking** – 91% adequate (some comments asking for more disabled parking and more parking in general)
- **Accommodations for patrons with disabilities** – of those responding most felt facilities are adequate.

Thank you to patrons who took the time to complete the survey and let us know how we are doing. Your comments and suggestions are always welcome.

Respectfully submitted,

Artist Series Staff
850.973.1653 or email ArtistSeries@nfcc.edu

August , 2005