

Dear Diablo Families,

Thank you to everyone who filled out our survey last month. More than 347 families took the time to give us feedback about how they think we are doing. We truly value your input as we are always striving to make Diablo Gymnastics the best experience for both students and parents.

We appreciate the positive feedback, as well as constructive criticism. As in past years, the parking lot continues to be an area of concern. We have been working closely with the property owners to improve the parking lot situation by changing the flow of traffic, adding more signage, creating a safer drop off area, and we continue to discuss potential improvements. We also heard from parents that more class offerings for our programs would be helpful. We do everything in our power to re-evaluate our schedules on an ongoing basis to ensure we are maximizing the use of our facility to safely accommodate as many classes as possible, and we will continue to do so.

This year more than 50 families told us they love their coach, and we love to hear that! We are selective in who we hire, and each of our coaches completes a comprehensive training program to prepare them for the role. Each of our coaches are passionate about sharing the sport of gymnastics with the next generation. In fact, I would like to take this opportunity to remind all parents that coaches are available before and after class if you ever have any questions or concerns. Or, if you love what they are doing, please don't hesitate to let them know. Communication is very important to us and we strive to communicate with our families through various platforms (i.e., email, newsletter, website, MySkillsChart app, bulletin boards, etc.)

In years past, we have received comments about our facility. Fortunately, many of you have noticed that our facility has gone through a physical transformation over the past couple years to include our updated colors and long-standing values. The navy and turquoise blues symbolize confidence, trust, loyalty, strength as well as energy and creativity. With the addition of a new mural in the back gym, fresh paint throughout the gym, an updated awning, and inspiring signage inside the gym, our staff and students are reminded daily that we continue to be driven by our core values of Transformation, Integrity and Quality of Life.

2020 Survey Scores (Scale: 1=Needs Improvement ... 6=Perfect)

2020	<u>TOTAL</u>
Teachers	5.4
Program	5.2
Facility	5.0
Communication	5.1
Safety	5.4
Office Staff	5.6
OVERALL	5.3

We are thrilled with the scores our parents gave us and will continue to work hard every day to provide the best experience for our students and families! Thank you again for your time and feedback!

Warmly,
Kimberly A. Walker-Thurmond
General Manager

Diablo Gymnastics School...A great place to GROW!