

Parent Satisfaction Survey

This survey asks for your feedback about the child care and development program your child attends. We are very interested in how the program helps you to support your child's learning and development and meets your family's needs. Your responses are confidential and will help us improve our services to you. If you have more than one child who attends this program, please answer the following questions about your *youngest* child in this program.

Name of Center/Program: _____

Date: _____

1. How satisfied are you with the overall quality of this program?

- Very Satisfied ____
- Satisfied ____
- Not Satisfied ____

2. Do you feel that:

- Your child is safe in this program? ____ Yes ____ No
- Your child is happy in this program? ____ Yes ____ No

3. Have you received information from the program about the following?

- How children develop at different ages (walk, talk, etc.) ____ Yes ____ No
- How your child is growing and developing ____ Yes ____ No
- How your child is doing in this program ____ Yes ____ No
- Schedule or daily activities ____ Yes ____ No
- What you can do to help your child learn and develop ____ Yes ____ No
- Parenting skills ____ Yes ____ No
- How to find other services in the community (employment, health, etc.) ____ Yes ____ No
- Where to report health or safety concerns and complaints ____ Yes ____ No
- Experience and training of program staff ____ Yes ____ No
- Discipline procedures ____ Yes ____ No
- How you can get involved with your child's program ____ Yes ____ No

4. Has your child's enrollment in this program made it easier for you to:

- | | | |
|------------------------------------|-----------|----------|
| • Accept a job? | _____ Yes | _____ No |
| • Keep a job? | _____ Yes | _____ No |
| • Accept a better job? | _____ Yes | _____ No |
| • Attending education or training? | _____ Yes | _____ No |

5. How satisfied are you with these characteristics of your child's program:

- | | | | |
|------------------------------------|----------------------|-----------------|---------------------|
| • Hours of operation: | _____ Very Satisfied | _____ Satisfied | _____ Not Satisfied |
| • Location of program: | _____ Very Satisfied | _____ Satisfied | _____ Not Satisfied |
| • Number of staff: | _____ Very Satisfied | _____ Satisfied | _____ Not Satisfied |
| • Staff's background/experience: | _____ Very Satisfied | _____ Satisfied | _____ Not Satisfied |
| • Languages spoken by staff: | _____ Very Satisfied | _____ Satisfied | _____ Not Satisfied |
| • How staff communicates with you: | _____ Very Satisfied | _____ Satisfied | _____ Not Satisfied |
| • Meeting your child's needs: | _____ Very Satisfied | _____ Satisfied | _____ Not Satisfied |
| • Staff interaction with children: | _____ Very Satisfied | _____ Satisfied | _____ Not Satisfied |
| • Staff interaction with parents: | _____ Very Satisfied | _____ Satisfied | _____ Not Satisfied |
| • Parent involvement | _____ Very Satisfied | _____ Satisfied | _____ Not Satisfied |
| • Equipment and materials | _____ Very Satisfied | _____ Satisfied | _____ Not Satisfied |
| • Cultural activities | _____ Very Satisfied | _____ Satisfied | _____ Not Satisfied |
| • Daily activities | _____ Very Satisfied | _____ Satisfied | _____ Not Satisfied |
| • Environment | _____ Very Satisfied | _____ Satisfied | _____ Not Satisfied |
| • Nutrition | _____ Very Satisfied | _____ Satisfied | _____ Not Satisfied |
| • Health & Safety policies | _____ Very Satisfied | _____ Satisfied | _____ Not Satisfied |
| • Learning & Development | _____ Very Satisfied | _____ Satisfied | _____ Not Satisfied |

6. Is there anything else you would like to say about how this program meets your family’s needs?

7. Do you have any suggestions about how this program could be improved?

8. Would you like more information about any topics related to your child’s care and development?

_____ No

_____ Yes (Please specify topics):_____

Thank you for taking the time to complete this survey. This information will be used to help improve the services we provide to you and your child.

Parent Satisfaction Survey

Dear Parents,

In an effort to maintain and improve the quality of our childcare center and program, we would appreciate your comments and suggestions. This survey can remain anonymous and will be used only as a guide in planning future programs and policies. Please take a few minutes to fill out this form, and return it to the

On a scale of one to five, with one being “poor” and five being “excellent”, how would you rate?

- Overall quality of child care your child has received: 1 2 3 4 5
- Overall quality of the curriculum offered to your child: 1 2 3 4 5
- Effectiveness of communication between you and your child’s teacher: 1 2 3 4 5
- Effectiveness of communication between you and the director: 1 2 3 4 5
- Physical appearance of your child’s classroom: 1 2 3 4 5
- Overall cleanliness and appearance of the facility: 1 2 3 4 5
- Overall, does your child enjoy coming here?

-
- Do you feel comfortable and welcome when you come to visit?

-
- Do you find your child’s progress reports helpful?

-
- Would you recommend our program to a friend?

-
- Comments/Suggestions:
-
-
-
-