

Client Services Evaluation

Description: Please provide access to Kris Hale and Sandy Bennett.

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Dear Parents, This survey is designed to find out how we are meeting the needs of families in our program. Your candid and honest responses will enable us to improve communication and services for you and your child. Please know that your answers are completely confidential.

Required answers: 0 Allowed answers: 0

Q1 Please indicate your University status:

Student [Code = 1]

Student/staff [Code = 2]

Staff [Code = 3]

Non-university [Code = 4]

Required answers: 0 Allowed answers: 1

Q2 How old is your child?

6 weeks - 11 months [Code = 1]

12 - 23 months [Code = 2]

24 - 35 months [Code = 3]

3 years [Code = 4]

4 years [Code = 5]

5 years [Code = 6]

Older than 5 years [Code = 7]

Required answers: 0 Allowed answers: 1

Q3 Which facility does your child attend?

ASUU Student Center [Code = 1]

Early Childhood Ed. Center [Code = 2]

Bio Kids [Code = 3]

Fine Arts Preschool [Code = 4]

Bright Horizon CDC [Code = 5]

University Kids [Code = 6]

The Child & Family Development Center [Code = 7]

University Head Start [Code = 8]

Required answers: 0 Allowed answers: 1

Please rate your overall satisfaction with the following:

Q4 The child care services provided by your child's program

Very satisfied [Code = 5]

Moderately satisfied [Code = 4]

Neither satisfied nor dissatisfied [Code = 3]

Moderately dissatisfied [Code = 2]

Very dissatisfied [Code = 1]

No basis to judge [Code = 0]

Required answers: 0 Allowed answers: 1

Q5 The preparation and skill level of the center teachers that work with your child

Very satisfied [Code = 5]

Moderately satisfied [Code = 4]

Neither satisfied nor dissatisfied [Code = 3]

Moderately dissatisfied [Code = 2]

Very dissatisfied [Code = 1]

No basis to judge [Code = 0]

Required answers: 0 Allowed answers: 1

Q6 The organizational and communication abilities of the center director/administrators

Very satisfied [Code = 5]

Moderately satisfied [Code = 4]

Neither satisfied nor dissatisfied [Code = 3]

Moderately dissatisfied [Code = 2]

Very dissatisfied [Code = 1]

No basis to judge [Code = 0]

Required answers: 0 Allowed answers: 1

Q7 The quality of the program's curriculum/activities and classroom learning environment

Very satisfied [Code = 5]

Moderately satisfied [Code = 4]

Neither satisfied nor dissatisfied [Code = 3]

Moderately dissatisfied [Code = 2]

Very dissatisfied [Code = 1]

No basis to judge [Code = 0]

Required answers: 0 Allowed answers: 1

Q8 What is the likelihood that you would recommend this program to other parents?

Extremely likely [Code = 5]

Moderately likely [Code = 4]

Neither likely nor unlikely [Code = 3]

Moderately unlikely [Code = 2]

Extremely unlikely [Code = 1]

Required answers: 0 Allowed answers: 1

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Please indicate your agreement with the following statements about staff and communication:

Q9 Staff members interact with children in a positive, respectful manner.

Strongly agree [Code = 5]

Moderately agree [Code = 4]

Neither agree nor disagree [Code = 3]

Moderately disagree [Code = 2]

Strongly disagree [Code = 1]

No basis to judge [Code = 0]

Required answers: 0 Allowed answers: 1

Q10 Staff members are available during drop-off and pick-up times.

Strongly agree [Code = 5]

Moderately agree [Code = 4]

Neither agree nor disagree [Code = 3]

Moderately disagree [Code = 2]

Strongly disagree [Code = 1]

No basis to judge [Code = 0]

Required answers: 0 Allowed answers: 1

Q11 I feel informed about my child's day.

Strongly agree [Code = 5]

Moderately agree [Code = 4]

Neither agree nor disagree [Code = 3]

Moderately disagree [Code = 2]

Strongly disagree [Code = 1]

No basis to judge [Code = 0]

Required answers: 0 Allowed answers: 1

Q12 My child's growth, development, and progression are well documented.

Strongly agree [Code = 5]

Moderately agree [Code = 4]

Neither agree nor disagree [Code = 3]

Moderately disagree [Code = 2]

Strongly disagree [Code = 1]

No basis to judge [Code = 0]

Required answers: 0 Allowed answers: 1

Q13 Transitions to the next age group are smooth and well communicated.

Strongly agree [Code = 5]

Moderately agree [Code = 4]

Neither agree nor disagree [Code = 3]

Moderately disagree [Code = 2]

Strongly disagree [Code = 1]

No basis to judge [Code = 0]

Required answers: 0 Allowed answers: 1

Please indicate your agreement with these statements:

Q14 I am more productive because my child is nearby.

Strongly agree [Code = 5]

Moderately agree [Code = 4]

Neither agree nor disagree [Code = 3]

Moderately disagree [Code = 2]

Strongly disagree [Code = 1]

Required answers: 0 Allowed answers: 1

Q15 I feel that the University is supportive of me and my work/life needs.

Strongly agree [Code = 5]

Moderately agree [Code = 4]

Neither agree nor disagree [Code = 3]

Moderately disagree [Code = 2]

Strongly disagree [Code = 1]

Required answers: 0 Allowed answers: 1

Q16 Access to child care services was a factor in my decision to work/study at the University of Utah.

Strongly agree [Code = 5]

Moderately agree [Code = 4]

Neither agree nor disagree [Code = 3]

Moderately disagree [Code = 2]

Strongly disagree [Code = 1]

Required answers: 0 Allowed answers: 1

Q17 I am less likely to leave the University to pursue other opportunities because of the child care services.

Strongly agree [Code = 5]

Moderately agree [Code = 4]

Neither agree nor disagree [Code = 3]

Moderately disagree [Code = 2]

Strongly disagree [Code = 1]

Required answers: 0 Allowed answers: 1

Q18 I feel more involved in my child's day due to the proximity of the center to my work/study place.

Strongly agree [Code = 5]

Moderately agree [Code = 4]

Neither agree nor disagree [Code = 3]

Moderately disagree [Code = 2]

Strongly disagree [Code = 1]

Required answers: 0 Allowed answers: 1

Q19 How has your child benefitted from his/her experience in this program?

[Code = 1] [TextBox]

Required answers: 0 Allowed answers: 1

Q20 In what ways could the program be improved?

[Code = 1] [TextBox]

Required answers: 0 Allowed answers: 1

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