

CCAMPIS Client Satisfaction Survey 2012

Brief description of project: This survey was completed to get feedback from Families/Clients on topics such as demographic info, CCAMPIS Grants, Strengths and Weaknesses of the ASUU Student Child Care program, how ASUU staff is perceived, how the children and families are treated, and how effective current ASUU Child Care policies are.

Who was asked to complete survey: Families enrolled in the 2011-2012 academic year

Response Rate: 20.2% (41 of 203)

Administration Type: Campus Labs mass mailing

Summary of Key Findings: A lot of useful information was provided from this survey. We learned that over half of the families who filled out the survey, 51.36%, received a CAMPIS grant to help pay for Child Care. We also learned that 47.37% of the families received the CCAMPIS grant who have to “reduce their course hours to stay how with their children,” therefore highlighting the importance of the availability of these grants for many of our families to finish their education. Many strengths of the program were highlighted, such as the majority of parents feeling that their child is acknowledged in a friendly and supportive manner (75.68%), staff members are interested in their child’s thoughts, ideas, and feelings (70.27%), Staff members give positive directions that are easily understood by their child (75.68%), and the center does good job of communicating important program information and events (67.57%). It is important to point out that almost half of the families who participated, 43.24%, felt that they only “somewhat agree” that information provided by the program was useful and that they took advantage of that information. It is also important to point out that 1 family felt that their teacher was “less than enthused, and they watched their child be neglected a few times.” Another parent said they felt their son was greeted in a very happy and welcoming manner in the first semester, but second semester the teachers were either sitting or did not get up or offer encouragement.”

Actions Taken: The Director reviewed all of the data, as well as the Child Care Coordinating office. Information regarding the number of families utilizing the CCAMPIS grants, and the reasons they rely on it, can be shared with ASUU, and other University Departments to stress the importance of the availability of these grants to help families finish their education. At our May staff meeting, we also shared with the teaching staff the positive responses and comments, as well as the areas of improvements. We will continue to monitor the areas listed as improvements, and remind staff at trainings and meetings, the importance of supporting and welcoming children and families every day.

Which Student Affairs goals does this project align with?

3.c. Develop programs and services to make the University more accessible to underrepresented populations (e.g. work with government and community service providers to identify potential

students, promote higher education and increase families' understanding of the value of higher education).

- 3.d. Increase the resources available for underrepresented students (e.g. scholarships, grants and jobs).
- 4.e. Develop consistent job descriptions, program objectives and goals within each department, focusing on specific expectations for the qualified employees hired.