The University of Utah Center for Child Care & Family Resources is asking you to take a few minutes of your time to complete this survey regarding your recent Child Care Referral Request. Your response will help us to improve our services and assure that we are doing everything possible to serve the University community. Please note that all responses will be anonymous unless you request contact by our office.

**Q1 What is your affiliation with the University of Utah? (check all that apply)**
- Undergraduate Student [Code = 1]
- Faculty [Code = 2]
- Staff [Code = 3]
- Graduate Student [Code = 4]
- Postdoctoral Student [Code = 5]
- Other (please specify): [Code = 6] [Textbox]

**Q2 How did you hear about our referral service?**
- University Activity [Code = 1]
- Presentation [Code = 2]
- Walked into our office [Code = 3]
- Referred by family or friend [Code = 4]
- Marketing materials [Code = 5]
- Internet Search [Code = 6]
- Child Care Program [Code = 7]
- www.utah.edu search [Code = 8]
- Other (please specify): [Code = 9] [Textbox]

**Q3 How recently did you request a referral from our office?**
- Within the past 30 days [Code = 1]
- More than 30 days but less than 60 days [Code = 2]
- 60 days to 90 days [Code = 3]
- More than 90 days [Code = 4]

**Q4 What type of care were you interested in? (check all that apply)**
- Child Care Center Full-time [Code = 1]
- Child Care Center Part-time [Code = 2]
- Family Home Full-time [Code = 3]
- Family Home Part-time [Code = 4]
### Q5 How quickly did you receive your referral from our office?
- Within 1 business day [Code = 1]
- More than 1 but within 2 business days [Code = 2]
- More than 2 but within 3 business days [Code = 3]
- More than 3 business days [Code = 4]
- Unsure/ Don't Remember [Code = 5]

### Q6 How helpful was the information you received?
- Very helpful [Code = 5]  [Numeric Value = 5]
- Somewhat helpful [Code = 4]  [Numeric Value = 4]
- Neutral [Code = 3]  [Numeric Value = 3]
- Somewhat unhelpful [Code = 2]  [Numeric Value = 2]
- Not helpful at all [Code = 1]  [Numeric Value = 1]

### Q7 In addition to your referral, please select what other information you received (check all that apply)
- Child Care Checklist [Code = 1]
- The Right Care For Your Infant [Code = 2]
- The Right Care for Your Two Year Old [Code = 3]
- Transitioning from Home to Child Care [Code = 4]
- Other (please specify): [Code = 5]  [Textbox]
- I did not receive additional information [Code = 6]

### Q8 Were you able to find child care from the list of referrals you received?
- Yes [Code = 1]
- No [Code = 2]

### Q9 Please indicate why you were unable to find care from the list of referrals you received:
- No longer needed care [Code = 2]
- Received referrals from another source (please specify): [Code = 1]  [Textbox]
- Other (please specify): [Code = 3]  [Textbox]

### Q10 What information from our website (www.childcare.utah.edu) have you found most helpful?
<table>
<thead>
<tr>
<th>Types of Child Care [Code = 1]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Selecting a Quality Program [Code = 2]</td>
</tr>
<tr>
<td>Child Care Options on Campus [Code = 3]</td>
</tr>
<tr>
<td>Child Care Options off Campus [Code = 4]</td>
</tr>
<tr>
<td>Financial Assistance for Child Care [Code = 5]</td>
</tr>
<tr>
<td>Lactation Room or Diaper Changing Station Maps [Code = 6]</td>
</tr>
<tr>
<td>Campus Child Care Map [Code = 7]</td>
</tr>
<tr>
<td>Nanny Information [Code = 8]</td>
</tr>
<tr>
<td>Family Programs [Code = 9]</td>
</tr>
<tr>
<td>Family Resources [Code = 10]</td>
</tr>
<tr>
<td>Contact Information [Code = 11]</td>
</tr>
<tr>
<td>Other (please specify): [Code = 12] [Textbox]</td>
</tr>
<tr>
<td>I have not visited <a href="http://www.childcare.utah.edu">www.childcare.utah.edu</a> [Code = 13]</td>
</tr>
</tbody>
</table>

**Q11** How would you rate your overall satisfaction with our services?

- Very satisfied [Code = 5] [Numeric Value = 5]
- Somewhat satisfied [Code = 4] [Numeric Value = 4]
- Neutral [Code = 3] [Numeric Value = 3]
- Somewhat dissatisfied [Code = 2] [Numeric Value = 2]
- Very dissatisfied [Code = 1] [Numeric Value = 1]

**Q12** How likely is it that you would recommend us to a friend, fellow student, colleague or family member?

- Very likely [Code = 5] [Numeric Value = 5]
- Somewhat likely [Code = 4] [Numeric Value = 4]
- Neutral [Code = 3] [Numeric Value = 3]
- Somewhat unlikely [Code = 2] [Numeric Value = 2]
- Very unlikely [Code = 1] [Numeric Value = 1]

**Q13** How could our office improve the services we provide?

[Code = 1] [Textbox]

**Q14** If you would like our office to contact you to discuss your answers in this survey, please fill out the following information:

- Name [Code = 1] [Textbox]
- Address [Code = 2] [Textbox]
- Best Contact # [Code = 3] [Textbox]
- Email Address [Code = 4] [Textbox]
- Best Time of Day for Us to Contact You [Code = 5] [Textbox]