Goal and desired outcomes of the program or service:
1. To help University students, faculty and staff select a quality child care program for their children, including resources and information that support parent and family success.
   a. Children are happy and parents are satisfied with assistance in finding child care services on campus.
2. Assisting parents in their search for child care services that includes educational information on child care options that exist both on and off campus, quality program environmental checklists, financial and educational resources and special programming for children and parents.
   a. Parents are satisfied with referral information.
   b. Referral information is clear and timely.
   c. Students persist toward graduation

Goal of assessment:
To assess the quality of the child care referral service, to gain feedback on how we can improve, and to monitor how many parents are able to obtain child care from the referrals and where they ultimately find care.

Population sampled:
All University-affiliated parents using the child care referral service.

How many people were asked (if known)? Click here to enter number.
Respondents: 15
Response Rate: 28% (15 of 53)
Administration Type: Department-sent e-mail

*Did your assessment accomplish your assessment goal? Was the desired outcome of the program or service achieved? Describe why/why not and what was learned. Include data to support your statements.*
Summary of Key Findings

Parents who participated in the satisfaction portion of the survey were overwhelmingly satisfied with the referral service and the response time in receiving their referrals. Some areas that need improvement are: following up with referrals to insure that the information was received and drawing parent’s attention to the additional information provided about financial assistance and parent education materials.

Demographics: 78.57% of participants responding that the information received was helpful or very helpful and 84.62% reporting that they were either satisfied or very satisfied. Similarly, 92.31% of participants reported that they would recommend our service to a friend. Additionally, 71.42% of participants reported that they received their referrals within the 2 day target goal. Areas of improvement of most note include: a. one participant reported that they did not receive the requested referral and/or that the referral was not helpful, and b. while a high percentage of respondents said that our website was helpful in finding information about types of child care and child care options on campus, only 23.08% of respondents reported that our website was helpful in finding financial assistance for child care and 28.57% reported that they did not receive any additional information.

Actions Taken/Planned based on the findings from this assessment:
1. Review policies and procedures for sending Referral Information and follow-up, to insure that each referral is completed.
2. Review and revise referral letter to highlight the additional financial aid and parent education information that is included in each referral.

Alignment
Student Affairs Key Activity: [still in process]

Departmental Key Activity: Child Care Resource and Referral Services

Departmental goal this project addresses: KA 1a, Provide linkages, for University families, to child care and other resources. 1b, Provide child care referrals to University families, via phone or email, for on campus or near campus within 2 business days of their request. 1c, Provide early childhood materials to parents, develop 3 new documents.
**Student Affairs Learning Domain Connection:** *Academic Persistence & Achievement*

*Please explain how this project connects to this Learning Domain:* Child Care Resource and Referral Services connects to the Academic Persistence and Achievement by providing information and resources for students to find and pay for child care on or near campus. This allows students to focus their time and attention on doing well in their classes and meeting their graduation goals, knowing that their children are being cared for in a trusted, quality child care program.