Goal and desired outcomes of the program or service:

1. Support quality, accredited and financially viable child care to best meet the needs of student families
   a. Children are happy and parents are satisfied with the child care services on campus.

2. Provide funding and oversight of CCAMPIS grant to ensure that child care remains affordable for student parents
   a. Demographics of CCAMPIS parents
   b. How the project supports continuation/retention at the U
   c. How the project supports persistence to graduation
   d. Parent satisfaction level

Goal of assessment:
To assess the quality of services provided by university early care and education programs to parents.

Population sampled:
Parents/guardians of children attending campus early care and education

Response Rate: 19.4% (14 of 72)
Administration Type: E-mail invitation through Campus Labs

Summary of Key Findings
Parents who participated in the center satisfaction portion of the survey were overwhelmingly satisfied with the child care, the teachers, materials and administration. No dissatisfactory marks were given. Some of the strengths that were reported: I feel the research-based early childhood curriculum is the most important aspect of this program; the teachers and staff were so caring and understanding; the program is a five-minute walk from home and to classes; safe and fun environment. Some areas that need improvement of most note: Hours needed on the weekends (even if more expensive); the evening care could use a curriculum; the nap policy. I prefer if my child does not take a nap; a larger space for toddlers; filling out application form every semester is difficult.
Demographics: 63% of student parents are graduate students and 37% of student parents are undergrads. Student parents are typically 2 adult households with 1 to 2 children. It is interesting to note that 2 of our CCAMPIS recipients have 5 children under the age of 18. The majority of respondents indicated that if CCAMPIS was not available they would reduce their course hours and stay home with their children (57%) and/or would drop-out of school because of child care related reasons (50%). The survey also demonstrates how inventive student parents are in finding child care options to attend school with responses ranging from “I would bring my child to classes” to “I would try to find a family member.” Of respondents, 64% indicated that with on campus child care they had more time to study.

Actions Taken/Planned based on the findings from this assessment:
1. Removing two walls that make up an observation booth to free up more floor space in the toddler area.
2. Developing plan to inform parents of about the evening program curriculum.
3. Moved to an online application form that can be updated easier than filling out a paper application every semester. The digital form will align with our time clock/financial software that meets licensing standards as well.

Alignment
Student Affairs Key Activity: [still in process]

Departmental Key Activity: Administrative Oversight of the ASUU Student Child Care Program
   Departmental goal this project addresses: KA 3a. Support quality, accredited and financially viable child care to best meet the needs of student families.

Departmental Key Activity: Conduct oversight for child care grants and scholarships
   Departmental goal this project addresses: KA 4a. Provide funding and oversight of CCAMPIS grant to ensure that child care remains affordable for student parents

Student Affairs Learning Domain Connection: None