**Family Survey**

Dear Families,

We are committed to excellence and quality. Your feedback, thoughts and ideas are extremely important to us!

Would you be kind enough to fill it out and return this survey? Your answers will help us understand how we are doing and where we can be doing better.

Thank you for helping us continue to improve.

Sincerely,

Program Director’s Name:\_\_\_

P.S. Of course you don’t need a survey to share your feedback. Please feel free to speak with your child’s teacher or call me anytime. We love to hear from you!

*Instructions:*

1. Please select the best answer for each question.
2. If you have more than one child enrolled in the program, kindly complete a separate survey of sections **B, C, and G ONLY** for each child in the program.
3. Please return the survey by in the envelope provided to the drop box located .
4. Thank you. We sincerely appreciate your feedback. It is crucial to our commitment to continuous improvement.
5. **Communication**
6. The program proactively communicates with me on a regular basis.

  Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. The program does a good job returning my calls, emails, and notes promptly.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. The staff is helpful with answering questions.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. I receive formal written reports about my child’s developmental progress at the program.

  Never  Once a Year  Twice a Year  More than Twice a Year

1. I receive program newsletters that are informative and helpful.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. **Teacher**
2. My child’s teacher regularly communicates with me about my child.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. I have a good relationship with my child’s teacher.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. I am pleased with the amount and type of communications I have with my child’s teacher.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. I feel confident my child’s teacher takes good care of my child.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. My child’s teacher helps my child grow and develop in a nurturing and supportive environment.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. **Teacher/Family Conferences**
2. Parent/Teacher conferences help me understand how my child is progressing.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. Parent/Teacher conferences give me ideas to implement at home.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. I feel my child’s teacher really listens to me at parent/teacher conferences.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. **Facilities/Operations/Food**
2. The facility is clean.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. The facility has more than enough age-appropriate learning toys and books.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. The hours of the program are convenient.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. The outdoor play area(s) are safe and inviting to children.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. The meals prepared for my child are healthy.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. Meals respect my child’s special dietary restrictions or needs. (Answer only if applicable.)

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. **Family Relations**
2. When I first signed up, the Family Handbook was carefully explained to me to make sure I was aware of and understood the program policies.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. The staff did a good job giving me a tour of the facility so I could see where my child would learn, play and be cared for and what I should do for proper drop-off and pick-up.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. I feel that program policies are clear, sensible, and consistently applied.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. I have many opportunities to participate in the program such as volunteering in the classroom, on field trips, fundraising, etc.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. The program offers opportunities to learn and improve parenting and other child related skills.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. **Overall Satisfaction**
2. I feel the program respects and celebrates the cultural values of my family.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. I feel my child benefits from the program.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. My child enjoys the program.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. When the time is right, my child will be better prepared for the kindergarten experience because of the program.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. I would recommend the program to other parents.

 Strongly Agree  Agree  Neither  Disagree  Strongly Disagree

1. **Other**
2. Here are other suggestions for improvement or comments I would like to share:
3. I would like the director to please give me a call about my responses in this survey. In order to do so, I understand I must identify myself.

 Yes

 Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 No, thank you.

*Thank you for completing this survey. Your thoughts and ideas help us fulfill our commitment to being the best we can be.*