

2017 St. James Lutheran Church Child Care Center Family Survey

This survey is part of the quality initiative program with Keystone STARS. Your responses will help guide our efforts to improve services and the care and education of your child(ren).

Rating Scale: Strongly Disagree (SD) = 1, Disagree (D) = 2 Agree(A) = 3 Strongly Agree (SA) = 4

You may skip any item that does not apply to your family.

In the past year, staff from my child's program...

Program Administration				
SD	D	A	SA	
1	2	3	4	Gave me information about their mission, goals, policies and procedures.
1	2	3	4	Were available to talk with me about my concerns.
1	2	3	4	Helped me to access other programs and/or services for my family (for example: parent support, food stamps, WIC, library etc.).
1	2	3	4	Rate the general cleanliness of the facility.
1	2	3	4	Indoor space is adequate and in good repair.
1	2	3	4	Outside space is adequate and in good repair.
1	2	3	4	Equipment is adequate and in good repair.
Partnerships with Families and Community				
1	2	3	4	Were honest, even if they had difficult issues to discuss.
1	2	3	4	Made it easy for me to talk to them about my child and our family.
1	2	3	4	Informed me about daily happenings and events.
1	2	3	4	Understood my family's culture, beliefs and traditions.
1	2	3	4	Helped families get to know and support each other.
1	2	3	4	Asked me about what is important to our family.
1	2	3	4	Provided me information about community organizations, agencies, and events that are of interest to families with young children.
1	2	3	4	Provided ways for parents to take part in the program (for example: helping in the classroom, participating in field trips, sharing a meal/snack, sharing suggestions, etc.).
1	2	3	4	Provided support and information as my child transitioned from one program to another. (For example: provided information on what I could expect, provided our family strategies to help the transition go smoother when moving from child care to Kindergarten, from home to a STARS provider, from one setting to another setting)
Learning Program				
1	2	3	4	Interacted with children in a positive manner.
1	2	3	4	Asked me about how well the program is meeting the needs of my child.
1	2	3	4	Built on my child's strengths and interests.
1	2	3	4	Provided services that met my child's needs.
1	2	3	4	Included daily activities that met my expectations.
1	2	3	4	Provided an educational program that met my expectations.
1	2	3	4	Gave me ideas of how to support my child's development at home.
1	2	3	4	Helped me to understand and support my child's behavior. (For example, helping my child to handle their feelings, helping my child to get along with others, helping my child to feel secure with my chosen caregiver(s), helping my child transition from activity to activity)
1	2	3	4	Has helped me to be able to see how much progress my child is making.
1	2	3	4	I have used information about my child's performance to support my child's learning and development at home.
1	2	3	4	Learning materials are adequate and in good repair.

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Staff Qualifications and Professional:				
Development				
1	2	3	4	Had background and experience that met my expectations.
1	2	3	4	Staff participates in professional development activities in the community.
1	2	3	4	Staff participates in regular training opportunities in topics related to child development, health and safety and curriculum.
1	2	3	4	Communicated with me to ensure that my child experienced a smooth transition from one program to another

What do you like best about how our program provided care for your child?

What do you wish we would do differently about caring for your child?

What else can you suggest that would help us to do a better job?

Would you recommend our program to other parents? Why or why not?

Other comments: