Page - CCAMPIS Client Satisfaction Survey 2012

Q1 Are you a student or have you been a student in the past year (Summer 2011 to Spring 2012)?

Yes *[Code = 1]*

No*[Code = 2] (Go To End)*

Required answers: 1   *Allowed answers: 1*

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The University of Utah Child Care Coordinating Office is interested in how access to campus childcare services impacts your academic progress. In addition, we would like to know your level of satisfaction regarding the care your child received. Your input on this subject provides support for continued program development and improvement. Thank you for taking a few minutes to fill out and submit this survey. Please note that the information you provide is confidential.

Required answers: 0   *Allowed answers: 0*

Q2 Your gender:

Male*[Code = 1]*

Female*[Code = 2]*

Other (please specify)*[Code = 3] [Textbox]*

Required answers: 1   *Allowed answers: 1*

Q3 Your age:

Under 18*[Code = 1]*

18 - 20*[Code = 2]*

21 - 25*[Code = 3]*

26 - 30*[Code = 4]*

31 - 35*[Code = 5]*

36 +*[Code = 6]*

Required answers: 1   *Allowed answers: 1*

Q4 Please indicate if you are a full or part time student.

Full-time student*[Code = 1]*

Part-time student*[Code = 2]*

Required answers: 1   *Allowed answers: 1*

Q5 Please indicate your class year.

Freshman student*[Code = 1]*

Sophomore student*[Code = 2]*

Junior student*[Code = 3]*

Senior student*[Code = 4]*

Graduate student*[Code = 5]*

Required answers: 1   *Allowed answers: 1*

Q6 Anticipated or actual graduation date:

Summer 11*[Code = 1]*

Fall 11*[Code = 2]*

Spring 12*[Code = 3]*

Summer 12*[Code = 4]*

Fall 12*[Code = 5]*
Spring 13*[Code = 6]*
Summer 13*[Code = 7]*
Fall 13*[Code = 8]*
Spring 14*[Code = 9]*
Summer 14*[Code = 10]*
Beyond*[Code = 11]*
Required answers: 1   *Allowed answers: 1*

Q7 Please indicate your family status:
Single (never married)*[Code = 1]*
Married*[Code = 2]*
Partnered*[Code = 3]*
Separated*[Code = 4]*
Divorced*[Code = 5]*
Widowed*[Code = 6]*
Required answers: 0   *Allowed answers: 1*

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Q8 Is your spouse/partner also a U of U student?
Yes*[Code = 1]*
No*[Code = 2]*
Required answers: 0   *Allowed answers: 1*
Display if Q7='Married' OR Q7='Partnered' OR Q7='Separated'

Q9 Are you currently living with your parents/guardians?
Yes*[Code = 1]*
No*[Code = 2]*
Required answers: 0   *Allowed answers: 1*

Q10 Do your parents claim you as a dependent?
Yes*[Code = 1]*
No*[Code = 2]*
Required answers: 0   *Allowed answers: 1*

Please indicate the number of:

Q11 **Adults 18 years of age and older** supported by your family's yearly income
0*[Code = 1]*
1*[Code = 2]*
2*[Code = 3]*
3*[Code = 4]*
4*[Code = 5]*
5*[Code = 6]*
6*[Code = 7]*
7*[Code = 8]*

8 or more[Code = 9]

Required answers: 0	Allowed answers: 1

Q12 Children under the age of 18 supported by your family's yearly income

0[Code = 1]

1[Code = 2]

2[Code = 3]

3[Code = 4]

4[Code = 5]

5[Code = 6]

6[Code = 7]

7[Code = 8]

8 or more[Code = 9]

Required answers: 0	Allowed answers: 1

Q13 Are you a Pell Grant Recipient?

Yes[Code = 1]

No[Code = 2]

Required answers: 0	Allowed answers: 1

Q14 Please indicate your family size (size includes parents and children under 18 years):

2[Code = 1]

3[Code = 2]

4[Code = 3]

5[Code = 4]

6[Code = 5]

7[Code = 6]

8[Code = 7]

9[Code = 8]

10[Code = 9]

More than 10[Code = 10]

Required answers: 0	Allowed answers: 1

Q15 Please indicate your annual household income range.

$10,000 or under[Code = 1]

$10,000 - $19,999[Code = 2]

$20,000 - $29,999[Code = 3]

$30,000 - $39,999[Code = 4]

$40,000 - $49,999[Code = 5]

$50,000 - $59,999[Code = 6]

$60,000 - $69,999[Code = 7]

$70,000 - $79,999[Code = 8]

$80,000 +[Code = 9]

Prefer not to answer[Code = 10]

Required answers: 1	Allowed answers: 1

Q16 Please indicate the age(s) of the child(ren) you currently have attending campus child care progams: (Check all that apply)

12-24 months*[Code = 1]*

24-36 months*[Code = 2]*

3 years*[Code = 3]*

4-5 years*[Code = 4]*

6+ years*[Code = 5]*

Required answers: 0   Allowed answers: 4

Q17 Please indicate the campus and community program(s) in which your child(ren) are enrolled: (Check all that apply)

ASUU Student Center*[Code = 1]*

Avenue Preschools*[Code = 2]*

BioKids*[Code = 3]*

Bright Horizon Child Development Center*[Code = 4]*

Child and Family Development Center*[Code = 5]*

Early Childhood Education Center*[Code = 6]*

Head Start*[Code = 7]*

The Neighborhood House*[Code = 8]*

University Kids*[Code = 9]*

The Winner School*[Code = 10]*

Required answers: 1   Allowed answers: 10

Q18 Please indicate the number of semesters your child(ren) has been enrolled in the child care center:

1*[Code = 1]*

2*[Code = 2]*

3*[Code = 3]*

4*[Code = 4]*

5*[Code = 5]*

6*[Code = 6]*

7*[Code = 7]*

8*[Code = 8]*

9+*[Code = 9]*

Required answers: 0   Allowed answers: 1

Q19 Did you receive the CCAMPIS (child care subsidy) grant to assist with your childcare fees?

Yes*[Code = 1]*

No*[Code = 2]*

Required answers: 0   Allowed answers: 1

Q20 If the CCAMPIS child care tuition assistance were not available, which of the following options would you consider.

My partner/spouse would care for my child/children.*[Code = 1]*

A family member or neighbor would care for my child/children.*[Code = 2]*

I would hire a baby sitter to come into my home.*[Code = 3]*

I would use an on-campus child care center.*[Code = 4]*

| I would use an off-campus family home provider.*[Code = 5]* |
| I would use an off-campus center.*[Code = 6]* |
| My child/children would stay alone at home while I am in school.*[Code = 7]* |
| I would reduce my course hours and stay home with my child/children.*[Code = 8]* |
| I would drop out of school and stay home with my child/children.*[Code = 9]* |
| Other (please specify)*[Code = 10] [Textbox]* |
| *Required answers: 1*　　*Allowed answers: 10* |

Display if Q19='Yes'

Q21 What effect has the CCAMPIS child care tuition assistance program had on your academic progress? (Check all that apply)

| I can afford to take more courses each semester.*[Code = 1]* |
| I have more time available to take additional courses.*[Code = 2]* |
| I can take fewer courses each semester.*[Code = 3]* |
| I can work **fewer** hours for pay.*[Code = 4]* |
| I can work **more** hours for pay.*[Code = 5]* |
| I can purchase more books/equipment for my studies.*[Code = 6]* |
| I have more money for recreation/cultural activities with my family.*[Code = 7]* |
| I have more time for studying.*[Code = 8]* |
| I have more time for related course work.*[Code = 9]* |
| I have more time for student activities.*[Code = 10]* |
| I have more time with my family.*[Code = 11]* |
| I am more productive in class.*[Code = 12]* |
| I feel less stress by having my child(ren) in childcare on campus.*[Code = 13]* |
| None of the above*[Code = 14]* |
| *Required answers: 1*　　*Allowed answers: 10* |

Please indicate your level of agreement with the following statements:

Q22 My child is acknowledged in a friendly and supportive manner as he/she enters and leaves the center.

| Strongly agree*[Code = 4]* |
| Somewhat agree*[Code = 3]* |
| Somewhat disagree*[Code = 2]* |
| Strongly disagree*[Code = 1]* |
| Not observed*[Code = 0]* |
| *Required answers: 1*　　*Allowed answers: 1* |

Q23 Staff members are interested in my child's thoughts, ideas, and feelings.

| Strongly agree*[Code = 4]* |
| Somewhat agree*[Code = 3]* |
| Somewhat disagree*[Code = 2]* |
| Strongly disagree*[Code = 1]* |
| Not observed*[Code = 0]* |
| *Required answers: 1*　　*Allowed answers: 1* |

Q24 Staff members give positive directions that are easily understood by my child.

| Strongly agree*[Code = 4]* |
| Somewhat agree*[Code = 3]* |

Somewhat disagree*[Code = 2]*
Strongly disagree*[Code = 1]*
Not observed*[Code = 0]*
	Required answers: 1	*Allowed answers: 1*

Q25 Staff responds promptly and professionally to questions from me about my child.
Strongly agree*[Code = 4]*
Somewhat agree*[Code = 3]*
Somewhat disagree*[Code = 2]*
Strongly disagree*[Code = 1]*
Not observed*[Code = 0]*
	Required answers: 1	*Allowed answers: 1*

Q26 The center does a good job of communicating important program information and events.
Strongly agree*[Code = 4]*
Somewhat agree*[Code = 3]*
Somewhat disagree*[Code = 2]*
Strongly disagree*[Code = 1]*
Not observed*[Code = 0]*
	Required answers: 1	*Allowed answers: 1*

Q27 I take advantage of classroom information boards, website, brochures and log-in program to keep up to date on classroom activities.
Strongly agree*[Code = 4]*
Somewhat agree*[Code = 3]*
Somewhat disagree*[Code = 2]*
Strongly disagree*[Code = 1]*
Not observed*[Code = 0]*
	Required answers: 1	*Allowed answers: 1*

Q28 I find the information in the newsletters, on the websites, and on Parent Boards to be useful.
Strongly agree*[Code = 4]*
Somewhat agree*[Code = 3]*
Somewhat disagree*[Code = 2]*
Strongly disagree*[Code = 1]*
Not observed*[Code = 0]*
	Required answers: 1	*Allowed answers: 1*

Q29 I feel comfortable discussing questions and concerns about my child's development & the program with the program director.
Strongly agree*[Code = 4]*
Somewhat agree*[Code = 3]*
Somewhat disagree*[Code = 2]*
Strongly disagree*[Code = 1]*
Not observed*[Code = 0]*
	Required answers: 1	*Allowed answers: 1*

Please indicate your level of agreement with the following statements:

I understand and believe the following policies to be fair and reasonable:

Q30 How fees are determined

Strongly agree*[Code = 4]*

Somewhat agree*[Code = 3]*

Somewhat disagree*[Code = 2]*

Strongly disagree*[Code = 1]*

Not observed*[Code = 0]*

Required answers: 1   Allowed answers: 1

Q31 Early and Late pick-up fee assessment

Strongly agree*[Code = 4]*

Somewhat agree*[Code = 3]*

Somewhat disagree*[Code = 2]*

Strongly disagree*[Code = 1]*

Not observed*[Code = 0]*

Required answers: 1   Allowed answers: 1

Q32 Illness and sick child precautions

Strongly agree*[Code = 4]*

Somewhat agree*[Code = 3]*

Somewhat disagree*[Code = 2]*

Strongly disagree*[Code = 1]*

Not observed*[Code = 0]*

Required answers: 1   Allowed answers: 1

Q33 Grievance procedures

Strongly agree*[Code = 4]*

Somewhat agree*[Code = 3]*

Somewhat disagree*[Code = 2]*

Strongly disagree*[Code = 1]*

Not observed*[Code = 0]*

Required answers: 1   Allowed answers: 1

Please indicate your level of agreement with the following statements:

Q34 The center infant classroom (6 wk. - 12 mos.) is a clean, safe and stimulating environment for my child to interact in.

Strongly agree*[Code = 4]*

Somewhat agree*[Code = 3]*

Somewhat disagree*[Code = 2]*

Strongly disagree*[Code = 1]*

N/A*[Code = 0] [N/A]*

Required answers: 1   Allowed answers: 1

Q35 The center toddler classroom (12 mos.- 24 mos.) is a clean, safe, and stimulating environment for my child to interact in.

Strongly agree*[Code = 4]*

Somewhat agree*[Code = 3]*

Somewhat disagree*[Code = 2]*

Strongly disagree*[Code = 1]*

N/A*[Code = 0] [N/A]*

	Required answers: 1	Allowed answers: 1

Q36 The center two year old classroom (24 mos. - 36 mos.) is a clean, safe and stimulating environment for my child to interact in.

Strongly agree*[Code = 4]*

Somewhat agree*[Code = 3]*

Somewhat disagree*[Code = 2]*

Strongly disagree*[Code = 1]*

N/A*[Code = 0] [N/A]*

	Required answers: 1	Allowed answers: 1

Q37 The center three year old classroom is a clean, safe and stimulating environment for my child to interact in.

Strongly agree*[Code = 4]*

Somewhat agree*[Code = 3]*

Somewhat disagree*[Code = 2]*

Strongly disagree*[Code = 1]*

N/A*[Code = 0] [N/A]*

	Required answers: 1	Allowed answers: 1

Q38 The center preschool classroom (four/five years) is a clean, safe and stimulating environment for my child to interact in.

Strongly agree*[Code = 4]*

Somewhat agree*[Code = 3]*

Somewhat disagree*[Code = 2]*

Strongly disagree*[Code = 1]*

N/A*[Code = 0] [N/A]*

	Required answers: 1	Allowed answers: 1

Please indicate your level of agreement with the following statements:

Q39 There are ample toys and learning materials for all of the children to share and be engaged in purposeful learning.

Strongly agree*[Code = 4]*

Somewhat agree*[Code = 3]*

Somewhat disagree*[Code = 2]*

Strongly disagree*[Code = 1]*

Not observed*[Code = 0] [N/A]*

	Required answers: 1	Allowed answers: 1

Q40 The center's curriculum is stimulating and meets the individual learning needs of my child.

Strongly agree*[Code = 4]*

Somewhat agree*[Code = 3]*

Somewhat disagree*[Code = 2]*

Strongly disagree*[Code = 1]*

Not observed*[Code = 0] [N/A]*		
	Required answers: 1	*Allowed answers: 1*

Q41 I am aware of and kept abreast of the general learning goals and objectives that the center has set for my child.

Strongly agree*[Code = 4]*		
Somewhat agree*[Code = 3]*		
Somewhat disagree*[Code = 2]*		
Strongly disagree*[Code = 1]*		
Not observed*[Code = 0] [N/A]*		
	Required answers: 1	*Allowed answers: 1*

Q42 The outdoor play area is a safe and well planned area for children to explore and develop gross motor skills.

Strongly agree*[Code = 4]*		
Somewhat agree*[Code = 3]*		
Somewhat disagree*[Code = 2]*		
Strongly disagree*[Code = 1]*		
Not observed*[Code = 0] [N/A]*		
	Required answers: 1	*Allowed answers: 1*

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Q43 In general, how satisfied are you with your current child care situation?

Very satisfied*[Code = 5]*		
Somewhat satisfied*[Code = 4]*		
Neutral*[Code = 3]*		
Somewhat dissatisfied*[Code = 2]*		
Very dissatisfied*[Code = 1]*		
	Required answers: 1	*Allowed answers: 1*

Q44 Please share what you consider to be the strengths of your child's/children's program:

[Code = 1] [Textbox]		
	Required answers: 0	*Allowed answers: 1*

Q45 Please share what you consider areas that need improvement in your child's/children's program:

[Code = 1] [Textbox]		
	Required answers: 0	*Allowed answers: 1*

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