

# Client Satisfaction Survey Summer 09 to Spring 10

**Description:** Please give access to Kris Hale and Sandy Bennett.

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The purpose of this survey is to evaluate how well the University Child Care Coordinating Office (CCCO) is meeting the needs of parents looking for child care services. Your information will enable us to improve services and target our resources towards the best possible outcomes for families.

Required answers: 0 Allowed answers: 0

Q1 What is your classification?

Faculty [Code = 1]

Staff [Code = 2]

Student [Code = 3]

Other (please specify) [Code = 4] [TextBox]

Required answers: 1 Allowed answers: 1

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Q2 What is your academic classification?

First-year undergraduate [Code = 1]

Second-year undergraduate [Code = 2]

Third-year undergraduate [Code = 3]

Fourth-year undergraduate [Code = 4]

Fifth-year undergraduate [Code = 5]

Graduate student [Code = 6]

Professional student [Code = 7]

Required answers: 1 Allowed answers: 1

Q1='Student'

Q3 How did you hear about the Child Care Coordinating Office (CCCO)? (Check all that apply)

University website [Code = 1]

Human Resource Office [Code = 2]

Admissions Office [Code = 3]

Financial Aid Office [Code = 4]

Information distributed through your department or division [Code = 5]

Referred by one of the campus child care centers [Code = 6]

Word of mouth from a friend or colleague [Code = 7]

Other (please specify) [Code = 8] [TextBox]

Required answers: 1 Allowed answers: 8

Q4 What are the age(s) of your child/children? (Check all that apply)

Not yet born or adoption pending [Code = 1]

0 - 12 mos. [Code = 2]

13 - 24 mos. [Code = 3]

25 - 35 mos. [Code = 4]

3 - 5 yrs. [Code = 5]

6 - 8 yrs. [Code = 6]

9 yrs. or more [Code = 7]

Required answers: 1 Allowed answers: 7

Q5 What type of child care services do you require? (Check all that apply)

Full-time care (more than 30 hrs. per week) [Code = 1]

Part-time care (less than 30 hrs. per week) [Code = 2]

Drop-in or emergency care [Code = 3]

Before-school care [Code = 4]

After-school care [Code = 5]

Off-track care [Code = 6]

Summer care [Code = 7]

Summer camp [Code = 8]

Other (please specify) [Code = 9] [TextBox]

Required answers: 1 Allowed answers: 9

Q6 Have you sought out information on the CCCO's website?

Yes [Code = 1]

No [Code = 2]

Required answers: 1 Allowed answers: 1

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Q7 Were you able to find the information you needed on the CCCO's website?

Yes [Code = 1]

No (what information were you not able to find?) [Code = 2] [TextBox]

Required answers: 1 Allowed answers: 1

Q6='Yes'

Q8 Where do you need child care services? (Check all that apply)

On or near the University campus [Code = 1]

Close to your home [Code = 2]

Close to your child's school [Code = 3]

Close to you or your spouse's employment [Code = 4]

Other (please specify) [Code = 5] [TextBox]

Required answers: 1 Allowed answers: 5

Q9 Were the listings provided by the CCCO helpful in your search for child care?

Yes [Code = 1]

No (please explain) [Code = 2] [TextBox]

Required answers: 1 Allowed answers: 1

Q10 Did you select one of the child care providers from the listings sent by the CCCO or posted on their website?

Yes [Code = 1]

No [Code = 2]

Required answers: 1 Allowed answers: 1

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Q11 Why did you not select one of the child care providers from the listings sent by the CCCO or posted on their website? (Check all that apply)

The center or provider had no openings. [Code = 1]

The waiting list was too long. [Code = 2]

The center or provider did not accept part-time children. [Code = 3]

The cost of the care was too expensive. [Code = 4]

The location of the care was inconvenient. [Code = 5]

The center did not meet my expectation level for quality. [Code = 6]

Other (please specify) [Code = 7] [TextBox]

Required answers: 1 Allowed answers: 7

Q10='No'

Q12 How is your child currently being cared for? (Check all that apply)

In a child care center on the UofU campus [Code = 1]

In a child care center off the UofU campus [Code = 2]

By a family home provider [Code = 3]

By a relative or friend [Code = 4]

By an in-home provider (nanny) [Code = 5]

Other (please specify) [Code = 6] [TextBox]

Required answers: 1 Allowed answers: 6

Q13 How have you contacted the CCCO? (Check all that apply)

By phone [Code = 1]

E-mail [Code = 2]

Postal mail [Code = 3]

Went to the office [Code = 4]

Other (please specify) [Code = 5] [TextBox]

I have not contacted the Child Care Coordinating Office. [Code = 6]

Required answers: 1 Allowed answers: 5

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Q14 How satisfied were you with how the CCCO representative answered your questions?

Very satisfied [Code = 5]

Moderately satisfied [Code = 4]

Neither satisfied nor dissatisfied [Code = 3]

Moderately dissatisfied [Code = 2]

Very dissatisfied [Code = 1]

Not applicable [Code = 0]

Required answers: 1 Allowed answers: 1

NOT Q13='I have not contacted the Child Care Coordinating Office.'

Q15 How helpful was the child care selection process information you received from the office representative?

Extremely helpful [Code = 5]

Very helpful [Code = 4]

Moderately helpful [Code = 3]

Slightly helpful [Code = 2]

Not at all helpful [Code = 1]

Not applicable [Code = 0]

Required answers: 1 Allowed answers: 1

NOT Q13='I have not contacted the Child Care Coordinating Office.'

Q16 How helpful was the child care resource packet you received?

Extremely helpful [Code = 5]

Very helpful [Code = 4]

Moderately helpful [Code = 3]

Slightly helpful [Code = 2]

Not at all helpful [Code = 1]

I did not receive a child care resource packet. [Code = 6]

Required answers: 1 Allowed answers: 1

Q17 Did you feel that additional information/different type of information could have been provided to make your search for child care services more successful?

Yes (please explain) [Code = 1] [TextBox]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Q18 In what CCCO special programming has your child participated? (Check all that apply)

Parent Night Out [Code = 1]

Team Tots [Code = 2]

Finals Week Child Care [Code = 3]

Date Night Child Care [Code = 4]

My child has not participated in the programming. [Code = 5]

Required answers: 1 Allowed answers: 4

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How enjoyable were the following activities for your child?

Q19 Parent Night Out

Extremely enjoyable [Code = 5]

Very enjoyable [Code = 4]

Moderately enjoyable [Code = 3]

Slightly enjoyable [Code = 2]

Not at all enjoyable [Code = 1]

Required answers: 1 Allowed answers: 1

Q18='Parent Night Out'

Q20 Team Tots

Extremely enjoyable [Code = 5]

Very enjoyable [Code = 4]

Moderately enjoyable [Code = 3]

Slightly enjoyable [Code = 2]

Not at all enjoyable [Code = 1]

Required answers: 1 Allowed answers: 1

Q18='Team Tots'

Q21 Finals Week Child Care

Extremely enjoyable [Code = 5]

Very enjoyable [Code = 4]

Moderately enjoyable [Code = 3]

Slightly enjoyable [Code = 2]

Not at all enjoyable [Code = 1]

Required answers: 1 Allowed answers: 1

Q18='Finals Week Child Care'

Q22 Date Night Child Care

Extremely enjoyable [Code = 5]

Very enjoyable [Code = 4]

Moderately enjoyable [Code = 3]

Slightly enjoyable [Code = 2]

Not at all enjoyable [Code = 1]

Required answers: 1 Allowed answers: 1

Q18='Date Night Child Care'

Q23 Would you recommend the CCCO's services to a friend or colleague?

Definitely yes [Code = 4]

Probably yes [Code = 3]

Probably no [Code = 2]

Definitely no [Code = 1]

Required answers: 1 Allowed answers: 1

Q24 Do you have any additional comments or suggestions?

Yes (please explain) [Code = 1] [TextBox]

No [Code = 2]

Required answers: 1 Allowed answers: 1

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