

Child Care Coordinating Office Client Satisfaction Survey Su 09-Sp 10

Brief description of project:

This survey looked at client demographics and their satisfaction with services provided by the Child Care Coordinating Office.

Response rate: 25.0% (30 of 120)

Respondent Demographics: 37% University students, 37% staff, 17% faculty, 10% other

Administration type: StudentVoice e-mail

Summary of Key Findings:

- Survey results revealed that the majority, 72% of respondents, had very young children from infancy through preschool age. Approximately 15% of respondents indicated that they were planning to have children in the future or had adoptions pending.
- The survey indicates that over half of the respondents (54%) require full-time care (more than 30 hours per week) for their child/children. Twenty-eight percent of respondents needed part-time care (less than 30 hours per week). Additionally, half of the respondents (50%) required child care on or near the University campus.
- The majority of respondents, 55% of the respondents indicated that they became aware of the CCCO through the University website. 88% of respondents sought out information on the website. Of the 88%, 86% were able to easily find the information they needed.
- Of the respondents who used the website listings, 40% indicated that they selected providers from the listings sent by the CCCO or posted on their website. Sixty percent did not select providers from CCCO listings. Of the 60% who did not use CCCO listings, 42% maintained that the cost of care of listed programs was too expensive.
- Respondents' degree of satisfaction with CCCO services indicated that 36% were very satisfied, 41% were moderately satisfied. Fourteen percent indicated that they were neither satisfied nor dissatisfied, 4% expressed moderate dissatisfaction and 5% of the respondents indicated that this question was not applicable to them.

Respondent Recommendations and Additional Comments

Twenty-eight percent of the participants provided enlightening recommendations and comments regarding the CCCO services and the University's child care system in general. A University staff respondent commented that there should be at least some type of discount for the services on or off campus. Affordability continues to be a primary concern for the majority of survey respondents. In

addition, many respondents found few choices when trying to access programs offering part-time services.

Actions Taken:

1. The CCCO Website was reviewed by an ad-hoc committee of faculty, staff and students. Key recommendations regarding website modifications and additions were implemented.
2. Financial aid and resource information has been revised and expanded on the website and in packet information that is mailed out.
3. Resource and referral counseling is being reviewed and modified.
4. Peer Institutional data on dependent care benefits is being reviewed and summarized by the President's Commission on Child Care. Special consideration is being given to cost/benefit analysis of increasing current levels of University support for child care services.
5. Program development considerations on increasing campus slots for infant/toddler care are being discussed with campus and community organizations.