



Evening & Morning Child Care Services (EMCCS) Parent/Guardian Satisfaction Questionnaire



Purpose: This voluntary questionnaire will be used to assess your thoughts and experiences related to the child care your family is receiving from EMCCS. Please be completely honest with your feedback—so we can improve. Unfortunately due to business size anonymity is impossible.

Directions: Please mark an ‘X’ in the box to the right of the statement that best describes your opinion. This questionnaire takes about 5 minutes to complete. Our appreciation for your time.

Questions:

[1] I am generally pleased with the appearance and cleanliness both outside and inside (classroom) areas:

Strongly agree [] Agree [] Neither agree nor disagree [] Disagree [] Strongly disagree []

[2] The website and marketing material claims are consistent with my expectations and experiences:

Strongly agree [] Agree [] Neither agree nor disagree [] Disagree [] Strongly disagree []

[3] My child is developing in positive ways that I believe are directly tied to their enrollment at EMCCS:

Strongly agree [] Agree [] Neither agree nor disagree [] Disagree [] Strongly disagree []

[4] The money spent and resources in place at EMCCS seem wasted, inadequate or uncompetitive:

Strongly agree [] Agree [] Neither agree nor disagree [] Disagree [] Strongly disagree []

[5] The staff seems well trained in age appropriate games, developmental activities, and technology:

Strongly agree [] Agree [] Neither agree nor disagree [] Disagree [] Strongly disagree []

[6] As a private pay client, I believe the costs are too high (public/government payers skip to question 7):

Strongly agree [] Agree [] Neither agree nor disagree [] Disagree [] Strongly disagree []

[7] I am unsatisfied with the food—meals, drinks and snacks served. There needs to be many adjustments potentially including more menu variety, higher quality and/or more attention to specialized diet:

Strongly agree [] Agree [] Neither agree nor disagree [] Disagree [] Strongly disagree []

[8] Place the following in order of importance. Mark ‘1’ as most important through ‘4’ as least important:

Learning/Curriculum [] Fun Activities [] Safety/Security [] Flexible Hours (e.g., 3rd shift) []

Comments/Improvement Recommendations: _____
