

# Family Focus Learning Center

2015-2016 School Year Parent Survey

## General Program Questions

1.) The hours that the center operates meet my child care needs:

\_\_\_ Strongly Agree \_\_\_ Agree \_\_\_ Neutral \_\_\_ Disagree \_\_\_ Strongly Disagree

If you disagree with this statement please provide information why: \_\_\_\_\_

\_\_\_\_\_

3.) I am comfortable with the staff, and feel they are responsive to mine and my child(ren)s needs.

\_\_\_ Strongly Agree \_\_\_ Agree \_\_\_ Neutral \_\_\_ Disagree \_\_\_ Strongly Disagree

Examples/Comments: \_\_\_\_\_

\_\_\_\_\_

5.) Problems or concerns are addressed and resolved in a timely matter.

\_\_\_ Strongly Agree \_\_\_ Agree \_\_\_ Neutral \_\_\_ Disagree \_\_\_ Strongly Disagree

Examples/Comments: \_\_\_\_\_

\_\_\_\_\_

## Equipment

6.) The equipment is sufficient to care for the amount of children enrolled in the program & in good working order.

\_\_\_ Strongly Agree \_\_\_ Agree \_\_\_ Neutral \_\_\_ Disagree \_\_\_ Strongly Disagree

Suggestions for additional equipment you would like for us to provide: \_\_\_\_\_

\_\_\_\_\_

7.) There is enough variety in equipment available.

\_\_\_ Strongly Agree \_\_\_ Agree \_\_\_ Neutral \_\_\_ Disagree \_\_\_ Strongly Disagree

Comments: \_\_\_\_\_

\_\_\_\_\_

## Atmosphere/Programming

9.) My children enjoy attending the program.

\_\_\_ Strongly Agree \_\_\_ Agree \_\_\_ Neutral \_\_\_ Disagree \_\_\_ Strongly Disagree

Please talk with your children and ask them what they like & what they do not like and provide us with additional information: \_\_\_\_\_

---

10.) The program follows a consistent Schedule and follows through on lesson plans

\_\_\_ Strongly Agree \_\_\_ Agree \_\_\_ Neutral \_\_\_ Disagree \_\_\_ Strongly Disagree

Comments: \_\_\_\_\_

---

## Communication

The staff keep an open line of communication with me.

\_\_\_ Strongly Agree \_\_\_ Agree \_\_\_ Neutral \_\_\_ Disagree \_\_\_ Strongly Disagree

Comments: \_\_\_\_\_

---

I am aware that I have a parent Mailbox where written communication is provided.

\_\_\_ Strongly Agree \_\_\_ Agree \_\_\_ Neutral \_\_\_ Disagree \_\_\_ Strongly Disagree

Comments: \_\_\_\_\_

---

I read the Newsletters provided by the center

\_\_\_ Strongly Agree \_\_\_ Agree \_\_\_ Neutral \_\_\_ Disagree \_\_\_ Strongly Disagree

Comments: \_\_\_\_\_

---

## Financial

### 11.) The fees are reasonable.

\_\_\_ Strongly Agree \_\_\_ Agree \_\_\_ Neutral \_\_\_ Disagree \_\_\_ Strongly Disagree \_\_\_ Does not apply for me

Comments: \_\_\_\_\_  
\_\_\_\_\_

### 10.) Financial policies are reasonable.

\_\_\_ Strongly Agree \_\_\_ Agree \_\_\_ Neutral \_\_\_ Disagree \_\_\_ Strongly Disagree

Comments: \_\_\_\_\_  
\_\_\_\_\_

### 11.) Staff offer receipts when payment is taken.

\_\_\_ Strongly Agree \_\_\_ Agree \_\_\_ Neutral \_\_\_ Disagree \_\_\_ Strongly Disagree

Comments: \_\_\_\_\_

## Title XX Assistance (only to be completed if you have title XX)

### 12.) Staff offer to aid in Title XX paperwork.

\_\_\_ Strongly Agree \_\_\_ Agree \_\_\_ Neutral \_\_\_ Disagree \_\_\_ Strongly Disagree \_\_\_ Does not apply for me

Comments: \_\_\_\_\_  
\_\_\_\_\_

### 13.) Staff offer to submit Title XX paperwork.

\_\_\_ Strongly Agree \_\_\_ Agree \_\_\_ Neutral \_\_\_ Disagree \_\_\_ Strongly Disagree \_\_\_ Does not apply for me

Comments: \_\_\_\_\_  
\_\_\_\_\_

### 14.) Staff answer questions I have regarding Title XX or offer to find the answer.

\_\_\_ Strongly Agree \_\_\_ Agree \_\_\_ Neutral \_\_\_ Disagree \_\_\_ Strongly Disagree \_\_\_ Does not apply for me

Comments: \_\_\_\_\_  
\_\_\_\_\_

# Website & Social Media Evaluation

## Website

[www.familyfocuslc.com](http://www.familyfocuslc.com), Facebook, Google +

Have you visited our web-site?  Yes  No

If you answered yes please answer the following questions

Area	Yes	No
Did you find the web site easy to navigate?		
Did you find the site informational?		
Was the site well organized?		
Did you like the appearance of the web-site?		

What information would you like to see available on the web site? \_\_\_\_\_

\_\_\_\_\_

Do you have any suggestions regarding the website? \_\_\_\_\_

\_\_\_\_\_

## Facebook

Have you visited our Facebook page?  Yes  No

Did you like the content provided on our Facebook page?  Yes  No

Do you have any comments/suggestions regarding our Facebook page? \_\_\_\_\_

\_\_\_\_\_

## GOOGLE +

Have you visited our Google+ page?  Yes  No

Did you like the content provided on our Google + page?  Yes  No

Do you have any suggestions regarding our Google+ page? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Staff**

**Staff are professional & helpful?**

\_\_\_ Strongly Agree \_\_\_ Agree \_\_\_ Neutral \_\_\_ Disagree \_\_\_ Strongly Disagree

Please provide example or explain your answer: \_\_\_\_\_

**Staff have a genuine interest in my child's wellbeing?**

\_\_\_ Strongly Agree \_\_\_ Agree \_\_\_ Neutral \_\_\_ Disagree \_\_\_ Strongly Disagree

Please explain your answer: \_\_\_\_\_

**Staff are consistent and provide a stable, welcoming environment for my child(ren)?**

\_\_\_ Strongly Agree \_\_\_ Agree \_\_\_ Neutral \_\_\_ Disagree \_\_\_ Strongly Disagree

Please provide example or explain your answer: \_\_\_\_\_

**We greatly appreciate you providing us feedback and want to provide you with an excellent program. Please provide us with anything you would like to see us change or do better:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Thank you for taking the time to fill this out!**

**Name (Optional)** \_\_\_\_\_

**Can we use your comments as a parent testimonial on our web page and marketing materials?**

\_\_\_ Yes \_\_\_ No