

PARENT SATISFACTION SURVEY AND COVER LETTER¹

*(Adapted with Permission from
Cornell Cooperative Extension, Monroe County, NY)*

Use the survey on the next page as a written or telephone survey, depending on the needs and preferences of parents in your program. If your program and program parents have access to the Internet, post the survey form on your **Web Site** or send it as an email. Post an envelope where parents can deposit completed surveys.

Dear Parent:

Each year we survey parents in our program to learn how well they are satisfied with program services. Please take a few minutes to share your thoughts and feelings about your child's school-age program. Your comments will help us make improvements to the existing program and make plans for new program initiatives if needed.

The survey is confidential and does not require your signature. Please return the form to our office by_____. You may deposit the completed survey in the form provided on the **Parent Bulletin Board**, or if you prefer, you may mail or email it to the program.

Thank you for sharing your input and suggestions.

See next page for Questions and Survey Format

¹ Excerpted from Roberta Newman. *Building Relationships with Parents and Families in School-Age Programs, 2nd Edition, Revised*. New Albany, OH: School-Age NOTES. Pages 107 – 108.

End of Year (or Semi Annual) Parent Satisfaction Survey

Please indicate below which sessions your child attended.

____ before school ____ after school ____ holiday program ____ summer

Please rate the following questions as they relate to your child's participation in the program. For each item, circle the number that most closely represents your feeling or opinion based on the following rating scale:

| | | | | |
|----------------|---|----|---|------------------|
| very satisfied | | OK | | very unsatisfied |
| 1 | 2 | 3 | 4 | 5 |

- | | | | | | | |
|----|--|---|---|---|---|---|
| 1. | How would you rate <u>your</u> satisfaction with the program? | 1 | 2 | 3 | 4 | 5 |
| 2. | How would you rate <u>your child's</u> satisfaction with the program staff? | 1 | 2 | 3 | 4 | 5 |
| 3. | How would you rate Health and Safety Conditions? | 1 | 2 | 3 | 4 | 5 |
| 4. | How would you rate Quality of Learning Experiences? | 1 | 2 | 3 | 4 | 5 |
| 5. | How would you rate Quality of Recreational Activities? | 1 | 2 | 3 | 4 | 5 |
| 6. | How would you rate Convenience of Location? | 1 | 2 | 3 | 4 | 5 |
| 7. | How would you rate Hours of Operation? | 1 | 2 | 3 | 4 | 5 |
| 8. | How would you rate Cost of the Program? | 1 | 2 | 3 | 4 | 5 |
| 9. | How would you rate the Program's Relationships with Parents? | 1 | 2 | 3 | 4 | 5 |

Please comment on the following questions:

10. What are the **best things** about the program?

11. How can we **improve** the program?

12. What **additional programs and services** for parents and families would you like to see offered by the program?

Other Comments?