

**ARMY CHILD DEVELOPMENT SERVICES  
PARENT SATISFACTION SURVEY  
CHILD DEVELOPMENT CENTER PROGRAMS**

Directions: Please Complete in Ink

**I. FOR EACH STATEMENT CHECK YES, NO, OR DK – DON'T KNOW**

- |  |                              |                             |                             |
|--|------------------------------|-----------------------------|-----------------------------|
| 1. I can visit the center at any time of day.  | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DK |
| 2. The staff shares information with me about my child's activities.   | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DK |
| 3. The center serves nutritious snacks and meals.  | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DK |
| 4. Enrollment in the USDA Food Program is an advantage for my child.   | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DK |
| 5. The staff has told me of actions taken to reduce the possibility of child abuse.  | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DK |
| 6. My child usually likes to come to this center.  | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DK |
| 7. My child likes the staff persons assigned to his/her room.  | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DK |
| 8. I know the staff member who is the main person responsible for the care of my child.  | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DK |
| 9. I satisfied with the physical condition of the building where the center is located.  | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DK |
| 10. I have discussed my role in the parent staff partnership for care of my child.   | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DK |
| 11. I have good communication with my child's caregiving staff.  | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DK |
| 12. I have good communication with center staff as a whole.  | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DK |
| 13. Program assistants caring for my child have received training which helps them perform their job well.                                     | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DK |
| 14. The adults who care for my child like working with children.   | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DK |
| 15. The activity room staff like my child.   | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DK |
| 16. During parent conferences, caregiving staff give me a good understanding of their program and my child's current strengths and weaknesses. | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> DK |

**II. LISTED BELOW ARE SEVERAL STATEMENTS WHICH YOU MAY OR MAY NOT THINK DESCRIBE THE CHILD DEVELOPMENT CENTER PROGRAM. PLEASE TELL US HOW YOU AGREE OR DISAGREE WITH THE STATEMENTS BY USING THE SCALE TO THE RIGHT OF EACH STATEMENT.**

- |   | Agree Strongly             | Agree Somewhat             | Disagree Somewhat          | Disagree Strongly          |
|---|----------------------------|----------------------------|----------------------------|----------------------------|
| 1. The center is a safe place for my child.                               | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 2. The center has convenient hours.                                       | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 3. The child care in the center is affordable.                            | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 4. I like the way the center is helping my child learn.                   | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| 5. The staff helps me understand how my child is developing and learning. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

	Agree Strongly	Agree Somewhat	Disagree Somewhat	Disagree Strongly
6. I like the way the staff guides my child's behavior.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
7. My child receives good care at this center.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
8. The staff is responsive, polite, and courteous to me.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
9. I would change child care arrangements if I could find another alternative.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
10. The staff makes arrival/departure times easy for me and my child.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
11. The staff shares information about helping my child.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
12. The staff encourages me to participate in activities at the center.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
13. The caregiving staff working with my child has been stable this year.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
14. This center experiences little staff turn-over.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
15. I am a welcome visitor to the center at all times.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
16. Staff are able to assist me with any special problems I have with my child.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

**III. WHICH ITEMS ARE IMPORTANT TO YOU IN SELECTING A CENTER FOR YOUR CHILD? PLEASE RANK IN IMPORTANCE WITH 1 = MOST IMPORTANT, 2 = MORE IMPORTANT, DOWN TO 9 = LEAST IMPORTANT.**

- |                             |                                      |
|-----------------------------|--------------------------------------|
| a. _____ trained staff      | g. _____ safe, clean center building |
| b. _____ staff credentials  | h. _____ location near work          |
| c. _____ reasonable fees    | i. other (specify:) _____            |
| d. _____ hours of operation | _____                                |
| e. _____ quality care       | _____                                |
| f. _____ nutritious meal    | _____                                |

**IV. PLEASE CHECK THE SIX MOST IMPORTANT OR INTERESTING WAYS TO ENCOURAGE PARENT INVOLVEMENT.**

- |                                   |   |
|-----------------------------------|---|
| a. _____ open house               | h. _____ pot luck supper                        |
| b. _____ parent newsletter        | i. _____ holiday parties                        |
| c. _____ notes sent home          | j. _____ small group breakfasts                 |
| d. _____ parent conferences       | k. _____ lunch visits                           |
| e. _____ child presentations      | l. _____ Month of the Military Child Activities |
| f. _____ parent discussion groups | m. _____ field trips                            |
| g. _____ informal daily feedback  | n. _____ parent education opportunities         |

**V. THE NUMBER OF CHILDREN IN MY CHILD'S ROOM IS:**

\_\_\_\_\_ just right                      \_\_\_\_\_ too many                      \_\_\_\_\_ could be more

**VI. WHAT THIS CENTER DOES BEST IS (SPECIFY:)**

---



---



---

**VII. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICES YOU HAVE RECEIVED FROM THE CENTER? (CHECK ONE RESPONSE)**

- Extremely satisfied       Somewhat satisfied       Somewhat dissatisfied       Extremely dissatisfied

**VIII. PLEASE COMMENT ON YOUR EXPERIENCE IN USING ARMY CHILD DEVELOPMENT CENTERS:**

---

---

---

**IX. PLEASE COMMENT ABOUT YOUR EXPERIENCE WITH ARMY CHILD DEVELOPMENT SERVICES:**

---

---

---

**PLEASE COMPLETE EACH LINE OF THE FOLLOWING QUESTIONS BY CHECKING ONE ANSWER: AGREE, DISAGREE, OR DK – DON'T KNOW.**

I feel it is important for the Army ACS program to:

- |  |                                |                                   |                             |
|--|--------------------------------|-----------------------------------|-----------------------------|
| a. Provide a consistent plan of activities individualized to meet my child's needs.                                | <input type="checkbox"/> Agree | <input type="checkbox"/> Disagree | <input type="checkbox"/> DK |
| b. Use play as the way to promote child learning.  | <input type="checkbox"/> Agree | <input type="checkbox"/> Disagree | <input type="checkbox"/> DK |
| c. Help the physical development of my child by planning activities which build my child's muscles.                | <input type="checkbox"/> Agree | <input type="checkbox"/> Disagree | <input type="checkbox"/> DK |
| d. Aid my child's social and emotional development by providing helpful behavior management and group interaction. | <input type="checkbox"/> Agree | <input type="checkbox"/> Disagree | <input type="checkbox"/> DK |
| e. Help my child's emotional development by promoting a strong self image.   | <input type="checkbox"/> Agree | <input type="checkbox"/> Disagree | <input type="checkbox"/> DK |