



# Family Satisfaction Survey

**Directions:** Use this survey to better understand how satisfied families are with the services, supports and overall program that your organization provides. Adapt this survey to fit your program.

Thank you for taking the time to complete this survey about your child's 21<sup>st</sup> CCLC program. All responses will be kept confidential.

1. How many children do you have attending the 21<sup>st</sup> CCLC program?

- 1
- 2
- 3
- More than 3

2. At which of the following sites does your child (or children) CURRENTLY attend the 21<sup>st</sup> CCLC program? Choose all that apply.

- ABC Elementary School
- XYZ Elementary School
- ABC Middle School

3. In what grade level(s), are your children? Choose all that apply:

- |  |   |
|--|---|
| <input type="checkbox"/> PK              | <input type="checkbox"/> 6 <sup>th</sup>  |
| <input type="checkbox"/> K               | <input type="checkbox"/> 7 <sup>th</sup>  |
| <input type="checkbox"/> 1 <sup>st</sup> | <input type="checkbox"/> 8 <sup>th</sup>  |
| <input type="checkbox"/> 2 <sup>nd</sup> | <input type="checkbox"/> 9 <sup>th</sup>  |
| <input type="checkbox"/> 3 <sup>rd</sup> | <input type="checkbox"/> 10 <sup>th</sup> |
| <input type="checkbox"/> 4 <sup>th</sup> | <input type="checkbox"/> 11 <sup>th</sup> |
| <input type="checkbox"/> 5 <sup>th</sup> | <input type="checkbox"/> 12 <sup>th</sup> |

4. How many years has your child (or children) attended the 21<sup>st</sup> CCLC after-school program?

- 1
- 2
- 3
- More than 3

5. How many days a week does your child (or children) CURRENTLY attend the 21<sup>st</sup> CCLC program?

- Once a week
- Twice a week
- Three times a week
- Four times a week
- Every day





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6. Aside from the 21<sup>st</sup> CCLC program, which of the following programs or activities is your child CURRENTLY involved in afterschool or on weekends?

- Academic enrichment program
- Church group
- Dance
- Martial Arts
- Music
- Special interest club (e.g. sewing club)
- Sports team (e.g. soccer)
- Other \_\_\_\_\_

7. How satisfied are you with the 21<sup>st</sup> CCLC program your child attends?

- Very Satisfied
- Satisfied
- In the middle
- Not very satisfied
- Not satisfied at all

8. How satisfied are you with your child’s 21<sup>st</sup> CCLC program as it pertains to the following areas related to student services and engagement? Place an X in the box that indicates your level of satisfaction with each program component.

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
Academic support				
Extracurricular activities				
Help with homework				
Opportunity for physical activity				
Safety and care				
Snacks				
Social environment				
Special events				
Transportation services				





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9. Which of the following activities is your child most interested in? Choose all that apply.

- Art
- Chess
- Computers
- Cooking
- Dance
- Math
- Music
- STEM
- Reading/ Writing
- Social Studies
- Sports
- Other \_\_\_\_\_

10. How satisfied are you with your child’s 21<sup>st</sup> CCLC program as it pertains to the following areas related to family services and engagement? Place an X in the box that indicates your level of satisfaction with each program component.

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
Availability of staff and administration				
Communication of important information				
Connection to community resources				
Cultural sensitivity towards families				
Family events and activities sponsored by the program				
Hours of operation				
Opportunities for families to become involved				

11. Which of the following forms of communication do you receive from the 21<sup>st</sup> CCLC program? Choose all that apply.

- Flyers
- Emails
- Social media messages
- Newsletters
- Phone calls/ voicemails
- Text messages
- Other \_\_\_\_\_





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12. Why did you decide to enroll your child in the 21<sup>st</sup> CCLC program? (Choose all that apply)

- I have childcare needs that the program satisfies
- I received a flyer or other advertisement about the program
- My child has friends or family members in the program
- My child wanted to be in the program
- My child was in the program last year
- Recommendation made by another parent
- Recommendation made by my child’s teacher or school administrator
- The program is free
- Other \_\_\_\_\_

13. Place an X in the box that corresponds with your level of agreement with each statement.

	Strongly disagree	Disagree	Agree	Strongly agree
I would like the opportunity to become more involved with the 21 <sup>st</sup> CCLC program.				
I am more informed about my child’s educational progress in school because of the 21 <sup>st</sup> CCLC program.				
The 21 <sup>st</sup> CCLC program does a good job of communicating with parents and keeping us informed.				
The 21 <sup>st</sup> CCLC program helps my child succeed academically.				
My child enjoys being part of the 21 <sup>st</sup> CCLC program.				
I feel welcome at my child’s 21 <sup>st</sup> CCLC program site.				
Families can benefit from the 21 <sup>st</sup> CCLC program as much as students can.				





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14. What recommendations or other feedback can you provide that would help improve our 21<sup>st</sup> CCLC program?

15. May we contact you for follow-up regarding your responses? If so, please provide your name and best form of contact below.

Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Preferred Email Address: \_\_\_\_\_

***Thank you for completing this survey.***