



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 21st CCLC program. All responses will be kept confidential.

1. How many children do you have attending the 21st CCLC program?

- 1
- 2
- 3
- More than 3

2. At which of the following sites does your child (or children) CURRENTLY attend the 21st 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:

- | | |
|-----------------|------------------|
| PK | 6 th |
| K | 7 th |
| 1 st | 8 th |
| 2 nd | 9 th |
| 3 rd | 10 th |
| 4 th | 11 th |
| 5 th | 12 th |

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

- 1
- 2
- 3
- More than 3

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

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

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



Family Satisfaction Survey

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 21st 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 21st 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				

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

Art

Chess



Family Satisfaction Survey

Computers
Cooking
Dance
Math
Music

STEM
Reading/ Writing
Social Studies
Sports
Other _____

10. How satisfied are you with your child's 21st 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 21st CCLC program?

Choose all that apply.

Flyers
Emails
Social media messages
Newsletters
Phone calls/ voicemails
Text messages
Other _____

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

I have childcare needs that the program satisfies
I received a flyer or other advertisement about the program



Family Satisfaction Survey

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 st CCLC program.				
I am more informed about my child's educational progress in school because of the 21 st CCLC program.				
The 21 st CCLC program does a good job of communicating with parents and keeping us informed.				
The 21 st CCLC program helps my child succeed academically.				
My child enjoys being part of the 21 st CCLC program.				
I feel welcome at my child's 21 st CCLC program site.				
Families can benefit from the 21 st CCLC program as much as students can.				



Family Satisfaction Survey

14. What recommendations or other feedback can you provide that would help improve our 21st 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.