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

1. 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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. 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 |  |  |  |  |

1. 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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. 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
* 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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. 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 21st CCLC program. |  |  |  |  |
| I am more informed about my child’s educational progress in school because of the 21st CCLC program. |  |  |  |  |
| The 21st CCLC program does a good job of communicating with parents and keeping us informed. |  |  |  |  |
| The 21st CCLC program helps my child succeed academically. |  |  |  |  |
| My child enjoys being part of the 21st CCLC program. |  |  |  |  |
| I feel welcome at my child’s 21st CCLC program site. |  |  |  |  |
| Families can benefit from the 21st CCLC program as much as students can. |  |  |  |  |

1. What recommendations or other feedback can you provide that would help improve our 21st CCLC program?
2. 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.***