



Early Learning Coalition of Florida's Heartland, Inc.

“EARLY CARE SCHOLARSHIP PROGRAM” CUSTOMER SATISFACTION SURVEY

You are a VERY important person! Will you let us know how we did?

Today's Date: _____

County in which you received service:

- Charlotte Desoto Highlands Hardee

EARLY CARE SCHOLARSHIP PROGRAM (Parent)

How did you hear about the Early Care Scholarship Program?

- Phone Book Newsletter
 Mailing Another agency Internet
 Word of mouth

RATINGS

- Strongly Agree 5 Agree 4 Neutral 3 Disagree 2 Strongly Disagree 1 N/A

COMMENTS or SUGGESTIONS

Please use this space for additional responses. Use back of page if necessary.

1	I feel the Analyst valued my opinions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	From my choice of child care sites, I feel comfortable that my child is safe and placed in a supportive child care setting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	The procedures and policies of the program were clearly stated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	The Analyst answered all of my questions and possessed a thorough knowledge of the program.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	The office environment was neat and clean.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	I received the assistance I requested and the information was helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	I was offered an appointment time convenient with my schedule.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	My phone calls were answered quickly and my messages were returned.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	If I had a complaint, it was handled well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	The Analyst helped me find other community services (if needed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11	Overall, I am satisfied with the services I received.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	Do you find the Coalition Communicator helpful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

What do you like about the “Early Care Scholarship Program”?

What changes would you recommend?

OPTIONAL: Yes, I would like a School Readiness employee to contact me concerning the “Early Care Scholarship Program”.

Name	Phone Number	Best time to reach me
Name of Analyst	Date Returned	

