

Date _____

Customer Satisfaction Survey

Thank you for taking a moment to share your experience when doing business with Child Care Connection. *(Please circle each of your responses)*

1. *I find the staff at Child Care Connection to be:*

Extremely helpful Very helpful Helpful Somewhat helpful Not helpful

2. *Coming into Child Care Connection is:*

A pleasant experience A satisfactory experience A frustrating experience

3. *When calling Child Care Connection and leaving a message, I find that staff typically:*

Respond the same day Respond by the next day Do not respond at all

4. *I find Child Care Connection to be* _____

5. *I have visited Child Care Connection:*

First visit Less than five times More than 5 times Multiple times annually

6. *Comments:* _____

Please tell us about you.

I am a:

- Parent of a child looking for child care
- Parent applying for help to pay for child care
- Parent receiving help to pay for child care
- Family child care provider
- Interested in becoming a family child care provider
- Child care center director or administrator
- Other _____

You may choose to give us your name and contact information if you would like to be contacted regarding this survey. Yes, please contact me. No, do not contact me.

Name: _____ Phone: _____

Address: _____

Please place your completed survey in the survey box located in our reception area or fax it to Child Care Connection at 609/989-8060.