

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 609-503-8237.*