



Parent Survey System

The Center for Community Futures offers you a simple and effective system for surveying the parents of your Head Start program to measure perceptions of program quality.

Your Opinion Counts!					
<i>Dear Parents: The Head Start Program is committed to providing you and your family with quality services and facilities. Please take a moment to complete this survey to let us know what you think of our services. After you've completed the survey, just drop it in the mail. No postage is required. Your responses will be kept strictly confidential by an independent survey service. What you have to say is important to us. Your opinion counts; please respond today. Sincerely, Your Name, Your Title</i>					
Please fill in One circle for each question. ####	<u>Unaccep- table</u>	<u>Needs Improvement</u>	<u>Satis- factory</u>	<u>Excel- lent</u>	<u>N/A</u>
1. How easy was it for you and your family to enroll in the Head Start program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. How well do staff answer your questions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How well does Head Start meet your family's needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. What is the Head Start program's reputation in your community?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How would you describe communication between staff and parents?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. How do you rate Head Start's role in preparing your child for kindergarten?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. How well did parent meetings meet your needs and interests?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. What is your level of satisfaction with the Head Start program in general?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					

Sample Survey Card. The questions can be changed to suit your program's needs.

"The Parent Survey Report was useful. I think other Head Start programs would benefit from this service. It was helpful to us." – Sylvia Sellers, Community Action Head Start, Topeka, KS.

What do parents say about the quality of your Head Start Program? **It's easy to find out!**


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Overview of the Parent Survey System

The Parent Survey System is a concise survey system to measure Head Start parent perceptions of the quality of your program's services.

- You can choose survey questions from our prepared list, and/or you can write your own questions.
- Parents do not have to pay postage to reply; they use our business reply mail permit.
- All survey respondents are kept strictly confidential.
- Spanish translation is available upon request.
- Using an independent survey service encourages honest responses.
- You get a detailed report of the results, showing responses for each site you select and overall program findings.
- This is the most affordable system available to Head Start programs to accurately measure parent satisfaction.

We have performed this survey service since 1996. Since then, I have personally processed 24,086 surveys from Head Start parents in 17 different Head Start programs across the country. I look forward to working with your program, too! 

Subscription Costs

The cost of the Parent Survey System is a one-time only setup fee of \$295 (with no limit on the number of future surveys) plus a cost of \$1.97 per response card received. There is no charge for surveys not returned.

Typically, somewhere between 5% and 30% of the surveys you distribute will be returned. If you leave a pile on the counter, about 5% will be returned. If staff and volunteers distribute the surveys and explain the purpose and value of the survey, then the response rate will go up.

NOTE: Typically, at least one-third (33%) of the total number possible need to reply to have enough data for statistically valid results. We will work with you to identify the numbers needed from each location you select.

Parent Survey System Sign Up

To get started, fill in the information on the following pages as thoroughly as possible.

Your Name: _____

Head Start Director: _____

Program/Agency: _____

Address: _____

Phone: _____ Fax: _____

E-mail, if available: _____

YES. SIGN US UP as premier members. We want to know how our Head Start parents are perceiving our services.

Program Locations and Number Served

Please provide an estimate of the number of unduplicated parents you serve in each program site in one year for the locations (delegate agency, site, center, classroom) you choose to have surveyed. Use additional sheets if necessary. The numbers you provide above will equal the number of surveys we prepare.

Name of Delegate Agency/ Center/Site/Classroom:	Number of English-literate parents at this location:	Number of Spanish-literate parents at this location:
1)		
2)		
3)		
4)		
5)		
6)		
7)		
8)		
9)		
10)		
Overall Program:		

