

Appendix A

Family Survey and Family Survey Score sheet

The Family Survey is a valuable tool for programs to receive feedback from families about a variety of program quality issues, particularly those in Standard 1: Collaborative Family Partnerships.

The survey may be distributed to families and the results used to make program improvements prior to applying for OPQ.

Family Survey

Your child's classroom/teacher: _____ Date: _____

Your name: (optional): _____

We value your input to help us to make program changes to better meet the needs of the children and families we serve. Please rank the following statements on a scale of 1 to 5, with 1 being your least agreement and 5 being your highest agreement.

Based on your experience, please circle your level of agreement with the following statements:

	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree
1. My child's teacher knows and cares about my child and responds to her/his individual needs.	1	2	3	4	5
2. I feel comfortable and at ease leaving my child each day.	1	2	3	4	5
3. My child and I are greeted during arrival and departure.	1	2	3	4	5
4. My child's teacher listens to me, respects me as a parent, and supports us as a family.	1	2	3	4	5
5. I know who to go to with my concerns and feel confident that my concerns will be addressed respectfully and promptly.	1	2	3	4	5
6. My child's teacher keeps me sufficiently informed about how my child's day went and if any significant things happened.	1	2	3	4	5
7. Program policies are clear, fair and consistently enforced.	1	2	3	4	5
8. I have received program orientation information in a way that is accessible to me. Examples of this information includes: Program Policies, Parent Handbook, Child Medical Information form, Child Care Contract, Enrollment form, etc.	1	2	3	4	5
9. The program provides information about scheduled activities or program news at least monthly.	1	2	3	4	5
10. The program communicates with me about my child's progress towards educational goals.	1	2	3	4	5
11. The curriculum meets my child's needs and is fun for my child.	1	2	3	4	5
12. The program atmosphere is warm and nurturing.	1	2	3	4	5
13. My child is happy and safe here.	1	2	3	4	5
14. I feel welcome to observe and participate in activities at any time.	1	2	3	4	5
15. My child's growth and development have been supported and stimulated by his/her participation in this program.	1	2	3	4	5
16. The staff are knowledgeable and enthusiastic about working here.	1	2	3	4	5
17. The foods served are nutritious and varied.	1	2	3	4	5
18. Indoor spaces are clean and appealing and meet the needs of the children.	1	2	3	4	5
19. Supplies and equipment are adequate and kept in good condition.	1	2	3	4	5
20. The program encourages our family to share our culture, interests, abilities and customs.	1	2	3	4	5
21. If my child should have additional needs, the program staff would be able to provide that support and provide us information to access community resources.	1	2	3	4	5
22. The program makes information available about education opportunities (e.g. community classes on parenting skills, child development, etc.)	1	2	3	4	5
23. The program's philosophy has been made available to me.	1	2	3	4	5
24. I am comfortable recommending this program to friends.	1	2	3	4	5
25. I feel comfortable approaching the Director with any concerns.	1	2	3	4	5

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY.
YOUR INPUT IS IMPORTANT TO US.

OPQ Family Survey Score Sheet

The OPQ Family Survey Score Sheet has been developed in conjunction with the OPQ Family Survey to assist child care and education programs going through the process to become an Oregon Program of Quality. You will need to survey the families in your program at the beginning of the OPQ application process and then compile the results on the score sheet. For easy reference, the questions that provide direct evidence for a specific OPQ criteria are indicated on the score sheet and the question numbers are also cross-referenced in the portfolio. If you choose to add additional pages of questions for your own information or another survey in addition to the OPQ Family Survey, you will not need to report those results for the OPQ process.

A copy of this score sheet will be submitted with your OPQ portfolio. All questions which can be used for OPQ evidence must achieve a minimum average score of 4.0 (out of 5). Programs must also achieve a minimum 50% return rate.

To calculate the return rate: First, write the number of families in your program/surveys sent in the appropriate space. That number is “S”. Then count the number of surveys completed and write that number in “N”. Divide “N” by the number of surveys sent “S” and that is your return rate.

To calculate average score for each question: Count and write the total number of responses in each response column (a). *(it may be helpful to use a copy of this form as a rough draft and make hash marks to count the responses)*. Next, multiply the number of responses in each column by the number value of the response and write the product in the shaded row below (b). Add the numbers in the shaded row together to get the total and write it in the last shaded box on the right (c). Divide that number by “N” to get the average score (d).

Example:

Number of families in program/surveys sent (S): 37

Number returned (N): 29

Return rate = 78% *(29 ÷ 37 = .78)*

	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree		Avg Score
1. My child's teacher knows and cares about my child and responds to her/his individual needs.	1	2	3	4	5		
# of responses (a)	0	1	2	8	18	TOTAL	(d)
(b)	0	2	6	32	90	(c) 130	4.48

Note: 130 ÷ 29 = 4.48

OPQ Family Survey Score sheet

Program Name: _____ Date administered: _____

Number of families in program/surveys sent (S): _____ Number returned (N) = _____

Return rate = _____ (N ÷ S)

	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree		
1. My child's teacher knows and cares about my child and responds to her/his individual needs.	1	2	3	4	5	TOTAL	Avg Score
# of responses:							
2. I feel comfortable and at ease leaving my child each day.	1	2	3	4	5	TOTAL	Avg Score
# of responses:							
3. My child and I are greeted during arrival and departure (OPQ evidence 1.2.1)	1	2	3	4	5	TOTAL	Avg Score
# of responses:							
4. My child's teacher listens to me, respects me as a parent, and supports us as a family.	1	2	3	4	5	TOTAL	Avg Score
# of responses:							
5. I know who to go to with my concerns and feel confident that my concerns will be addressed respectfully and promptly.	1	2	3	4	5	TOTAL	Avg Score
# of responses:							
6. My child's teacher keeps me sufficiently informed about how my child's day went and if any significant things happened.	1	2	3	4	5	TOTAL	Avg Score
# of responses:							
7. Program policies are clear, fair and consistently enforced.	1	2	3	4	5	TOTAL	Avg Score
# of responses:							
8. I have received program orientation information in a way that is accessible to me. Examples of this information includes: Program Policies, Parent Handbook, Child Medical Information form, Child Care Contract, Enrollment form, etc. (OPQ 1.2.2)	1	2	3	4	5	TOTAL	Avg Score
# of responses:							

	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree		
9. The program provides information about scheduled activities or program news at least monthly. (OPQ 1.2.3)	1	2	3	4	5	TOTAL	Avg Score
# of responses:							
	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree		
10. The program communicates with me about my child's progress towards educational goals. (OPQ 1.2.4)	1	2	3	4	5	TOTAL	Avg Score
# of responses:							
	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree		
11. The curriculum meets my child's needs and is fun for my child.	1	2	3	4	5	TOTAL	Avg Score
# of responses:							
	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree		
12. The program atmosphere is warm and nurturing.	1	2	3	4	5	TOTAL	Avg Score
# of responses:							
	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree		
13. My child is happy and safe here.	1	2	3	4	5	TOTAL	Avg Score
# of responses:							
	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree		
14. I feel welcome to observe and participate in activities at any time. (OPQ 1.3.1)	1	2	3	4	5	TOTAL	Avg Score
# of responses:							
	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree		
15. My child's growth and development have been supported and stimulated by his/her participation in this program.	1	2	3	4	5	TOTAL	Avg Score
# of responses:							
	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree		
16. The staff are knowledgeable and enthusiastic about working here.	1	2	3	4	5	TOTAL	Avg Score
# of responses:							
	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree		
17. The foods served are nutritious and varied.	1	2	3	4	5	TOTAL	Avg Score
# of responses:							
	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree		
18. Indoor spaces are clean and appealing and meet the needs of the children.	1	2	3	4	5	TOTAL	Avg Score
# of responses:							

	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree			
19. Supplies and equipment are adequate and kept in good condition.	1	2	3	4	5	TOTAL	Avg Score	
# of responses:								
	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree			
20. The program encourages our family to share our culture, interests, abilities and customs. (OPQ 1.3.2)	1	2	3	4	5	TOTAL	Avg Score	
# of responses:								
	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree			
21. If my child should have additional needs, the program staff would be able to provide that support and provide us information to access community resources. (OPQ1.4.1)	1	2	3	4	5	TOTAL	Avg Score	
# of responses:								
	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree			
22. The program makes information available about education opportunities (e.g, community classes on parenting skills, child development, etc.) (OPQ 1.4.2)	1	2	3	4	5	TOTAL	Avg Score	
# of responses:								
	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree			
23. The program's philosophy has been made available to me. (OPQ 2.1.1)	1	2	3	4	5	TOTAL	Avg Score	
# of responses:								
	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree			
24. I am comfortable recommending this program to friends.	1	2	3	4	5	TOTAL	Avg Score	
# of responses:								
	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree			
25. I feel comfortable approaching the Director with any concerns.	1	2	3	4	5	TOTAL	Avg Score	
# of responses:								