

Customer Satisfaction Questionnaire – ECEAP Contractors

Contractor Name: _____

Name of the person completing this survey: _____

I find the following meetings and communication supports helpful:

Reminders and Links	Yes	No	Comments:
DEL/Contractor Monthly Calls	Yes	No	Comments:
Steering Committee Calls	Yes	No	Comments:
Director Meetings and Webinars	Yes	No	Comments:
Other	Yes	No	Comments:

Using a scale of 1=for Dissatisfied to 5=Very Satisfied, how satisfied are you and your staff with response times and technical assistance from:

	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	N/a	Comments
	1	2	3	4	5		
DEL ECEAP Pre-K Specialist							
ELMS Support							
DEL Contracts Office							
MERIT Help Desk							
WELS Help Desk							
Other:							

Using a scale of 1=for Dissatisfied to 5=Very Satisfied, how satisfied are you with the trainings provided by DEL ECEAP?

	Dissatisfied	Somewhat Satisfied	Neutral	Satisfied	Very Satisfied	N/a	Comments
	1	2	3	4	5		
New Directors Online Webinars							
ECEAP Coaching Webinar							
ELMS Administrator							
TS GOLD							
Creative Curriculum							
Eligibility and Enrollment online training							
Eligibility and Enrollment in person training							
Families Moving Forward							

Trainings were offered at convenient times or were easily accessible:

- Yes
- No

Comments:

Using a scale of 1=for Dissatisfied to 5=Very Satisfied, how satisfied are you with the monitoring feedback provided to you by DEL ECEAP staff?

	Dissatisfied	Somewhat Satisfied	Neutral	Satisfied	Very Satisfied	N/a	Comments
	1	2	3	4	5		
On-site monitoring visits							
Desk top monitoring feedback on Monthly contractor calls including ELMS data entry and Teaching Strategies							
Fiscal review							

Is there anything else you would like to share?