



Washington State Department of Early Learning

Customer Satisfaction Questionnaire – ECEAP Families

Child's Name: _____

ECEAP Site: _____

Name of Contractor: _____

My family participated in the Mobility Mentoring "Bridge" Pilot during the 2016-17 school year.
(Yes/No)

I participated in the Families Moving Forward Parent Education Training that ECEAP offered.
(Yes/No)

I was involved in ECEAP in the following ways (mark all that apply):

- Volunteering in my child's classroom
- Attending parent meetings
- Policy Council
- Health Advisory Committee
- Community outreach
- None of the above

Comments:

How did ECEAP let you know about events, education opportunities, health tips, Kindergarten readiness, etc. (mark all that apply)?

- Newsletters**
- In person**
- Phone calls or e-mails**
- Flyers**
- Social media**
- None of the above**

Comments:

Using a scale of 1=for Strongly Disagree to 5= Strongly Agree, please rate the following:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/a
	1	2	3	4	5	
My child's teacher and I talked about my child's progress						
My child's teacher and I set educational goals for my child						
My child's teacher worked with me when I had concerns about my child or my child's classroom						
My child's classroom provided learning opportunities in our family's home language						
ECEAP Staff helped me access medical services so my child's health care needs were met						
After working with family support staff, I was more able to identify my family needs						
My family developed goals for important issues in our lives						
I have people I can talk to and know where to go for help if needed						
I know how much money I need to make to be economically stable						
I set financial goals with ECEAP family support staff this year.						
I plan to keep working on my financial goals.						
After ECEAP's support this year, it is easier for me to slow down and think my problems through to a solution.						

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/a
	1	2	3	4	5	
ECEAP staff respected my family beliefs, culture, language and child rearing practices						
The support I received from ECEAP made the transition to kindergarten easier						

Do you have any additional comments you would like to add?