

Welcome

The Town of Cochrane is inviting families with children to participate in a survey about your experiences with child care centres that your child(ren) attends, attended, or is waiting to attend.

This brief survey should take about 5 minutes to complete.

Your answers will help us understand how well services are performing and how they could be improved in the future.

All of your responses will be anonymized and treated confidentially.

Your focus

1. Please select all of the following that apply to you:

- I have a child in care currently
- I previously had a child in care
- I will have a child in care in future
- Other (please specify)

2. What is the name of the child care centre you would like to provide feedback on? Please note that if you would like to provide feedback on more than one centre, we ask that you kindly re-take the survey.

- The Cochrane Child Care Centre
- Garde D'enfants de Cochrane
- Other (please specify)

Child care experience

3. On a scale of 1 to 5, how satisfied are you with the quality of child care services provided?
(1 = very dissatisfied and 5 = very satisfied)

1 = Very
dissatisfied 2 =
Dissatisfied 3 = Neutral 4 = Satisfied 5 = Very
satisfied Don't know

Quality of child care
services

If you would like to comment on why you answered the way you did, please do so here:

4. How would you rate the communication between the child care staff and yourself
regarding your child's progress?

- Very poor
- Poor
- Neither good nor bad
- Good
- Excellent
- Don't know

If you would like to comment on why you answered the way you did, please do so here:

5. How effectively does the child care centre respond to any feedback or concerns you raise?

- Very poorly
- Poorly
- Neither good nor bad
- Good
- Excellent
- Don't know

If you would like to comment on why you answered the way you did, please do so here:

6. How would you rate the quality and variety of educational and recreational activities offered to your child?

- Very poor
- Poor
- Neither good nor bad
- Good
- Excellent
- Don't know

If you would like to comment on why you answered the way you did, please do so here:

7. How would you rate the ease of accessing child care services (i.e., signing up to attend services)?

- Very difficult
- Difficult
- Neither difficult nor easy
- Easy
- Very easy
- Don't know

If you would like to comment on why you answered the way you did, please do so here:

8. What improvements, if any, would you suggest about the child care services provided?

Additional comments

9. Please use the space below to share any additional comments you have about the child care you are receiving / or child care in the Town of Cochrane more generally.

Thank you!

Your answers will help improve the Town of Cochrane's child care services. We appreciate your feedback.