



## New England Farm Workers' Council Customer Satisfaction Survey

You recently used the services of the New England Farm Workers' Council for help in finding child care and receiving information about possible help to pay for the care. We want to thank you for using our service. We would appreciate you taking a few minutes to give us feedback about our service. Our goal is to be as helpful as we can be in a family's search for child care and your responses to the following questions will help us make improvements in any way we can.

**Thank you for your time and feedback.**

(Optional) Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

1. **How satisfied were you that the staff person who talked with you appeared to understand your needs?**  
(Please circle one)    Very Satisfied    Satisfied    Not Satisfied    N/A if you used the online referral system
2. **How satisfied are you that your needs have been met as a result of your call (or visit) to our office or the use of our on-line child care search program?**  
(Please circle one)    Very Satisfied    Satisfied    Not Satisfied
3. **If you received referrals to child care programs, are you satisfied that the referrals offered options that meet your needs?**  
(Please circle one)    Very Satisfied    Satisfied    Not Satisfied
4. **Did you select child care from one of the referrals we gave you?**  
(Please circle one)    Yes    No    Have not chosen child care yet
5. **Were you satisfied with the information you received about how to choose the best child care program for your family?**  
(Please circle one)    Very Satisfied    Satisfied    Not Satisfied
6. **Did you receive referrals to other community services to meet your family's needs (other than child care)?**    (Please circle one)    Yes    No
  - 6A. **If you received referrals for other services, how satisfied are you that they will be helpful?**  
(Please circle one)    Very Satisfied    Satisfied    Not Satisfied
7. **Did you feel comfortable, welcomed and respected when talking with our staff?**  
(Please circle one)    Very Satisfied    Satisfied    Not Satisfied    N/A if you used the online referral system
8. **After you received our help, are you satisfied with the knowledge you've gained about quality care?**  
(Please circle one)    Very Satisfied    Satisfied    Not Satisfied
9. **After you received our help, are you satisfied with the knowledge you've gained about options to help you pay for child care?**  
(Please circle one)    Very Satisfied    Satisfied    Not Satisfied
10. **Please rate how satisfied you were with the overall services you received.**  
(Please circle one)    Very Satisfied    Satisfied    Not Satisfied

We appreciate you taking the time to complete and return the survey to us. If you have any concerns about the services that you received from us, please contact our director, Brenda Montgomery at 413.272.2302.

Springfield Office	(413) 272-2207	Fax (413) 746-9743
Greenfield Office	(413) 475-3656	Fax (413) 475-3152
Pittsfield Office	(413) 236-5890	Fax (413) 236-5894

New England Farm Workers' Council, Child Care Resource & Referral Agency of Western MA  
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