

Parent Survey

Surrey Early Speech and Language Program

June 2016



Dear Families:

Please help us improve our services by answering the following questions. Kindly return the completed survey to us in the enclosed stamped, self-addressed envelope **by July 31, 2016**. Your feedback is important and welcome at any time, particularly if you have a worry or concern. Thank you!

Win a \$50 Chapters Gift Card!*

If you would like to enter a draw for a \$50 Chapters Gift Card, please include your name at the end of the survey.

Please rank the following questions in terms of: how **satisfied** you are with each item and how **important** it is for you. Also, please feel free to comment on the questions. Use the back of the sheet if needed.

- A. We recognize that there is a lengthy wait time to receiving your first 1-to-1 appointment with one of our Speech-Language Pathologists. We are open to comments that you would like to share about the wait time.

Comments: _____

- B. About the service I receive (or received) at Surrey Early Speech and Language Program (SESLP):
[Service may include or have included parent workshops, groups and/or 1-to-1 appointments]

1. SESLP Staff treat me with respect and listen to my opinion regarding my child's service.

Satisfaction						Importance					
1	2	3	4	5	N/A	1	2	3	4	5	N/A
lowest			highest			lowest			highest		

Comments: _____

2. Staff include me in service for my child at SESLP.

Satisfaction						Importance					
1	2	3	4	5	N/A	1	2	3	4	5	N/A
lowest			highest			lowest			highest		

Comments: _____

3. Because of the service I receive at SESLP, I understand more and feel more confident in helping my child develop their communication abilities.

Satisfaction						Importance					
1	2	3	4	5	N/A	1	2	3	4	5	N/A
lowest			highest			lowest			highest		

Comments: _____

4. I am satisfied with how quickly service was offered after I returned my Parent Questionnaire and consent forms to SESLP. This includes any workshops and groups prior to start of individual sessions.

Satisfaction						Importance					
1	2	3	4	5	N/A	1	2	3	4	5	N/A
lowest				highest		lowest				highest	

Comments: _____

5. Since my first one-to-one meeting with the therapist, I am happy with how often I've had contact with her.

Satisfaction						Importance					
1	2	3	4	5	N/A	1	2	3	4	5	N/A
lowest				highest		lowest				highest	

Comments: _____

6. **If you are from a cultural minority group, please answer this question:** SESLP staff are culturally sensitive and adapt services to meet the needs of my child/family.

Satisfaction						Importance					
1	2	3	4	5	N/A	1	2	3	4	5	N/A
lowest				highest		lowest				highest	

Optional: Please specify the cultural group you identify with: _____

Comments: _____

C. About the resources offered by Surrey Early Speech and Language Program

7. The SESLP website is interesting and helpful.
 yes no N/A I have never visited the SESLP website (www.seslp.org)

Comments: _____

D. About connecting with other families:

8. Because of my involvement with SESLP, I have more contact with other parents like me: yes no N/A

Comments: _____

9. The opportunity to connect with other parents is important to me:

Satisfaction						Importance					
1	2	3	4	5	N/A	1	2	3	4	5	N/A
lowest				highest		lowest				highest	

Comments: _____

E. Overall Evaluation

10. I found the services at SESLP easy to access.

Satisfaction						Importance					
1	2	3	4	5	N/A	1	2	3	4	5	N/A
lowest				highest		lowest				highest	

Comments: _____

11. I am satisfied with the overall quality of services provided by SESLP.

Satisfaction						Importance					
1	2	3	4	5	N/A	1	2	3	4	5	N/A
lowest				highest		lowest				highest	

Comments: _____

12. I would like to make the following additional comments about any of the questions above:

F. About my family: (completion of this section is optional)

13. I would like to be contacted by your Executive Director, to further elaborate my comments within this survey.

yes no

14. Personal information (needed if you answered “yes” to the previous question)

Name: _____ Phone: _____ Email: _____

Please include your name if you wish to participate in the draw for a \$50 Chapters Gift Card

**** Please complete one survey only- whether online or on paper****

Thank You for completing the Survey!