



Play Centers, Inc.
1517 York Road
Lutherville, Maryland 21093-5611
Federal Tax I.D. # 52-1259566
Phone: 410.296.4880 / Fax: 410.296.0803 / Website: www.playcenters.org

Providing quality childcare and education is the ultimate goal of Play Centers, Inc. and we would like to know how we are doing. We are requesting your feedback on the operation of the center and the performance of our staff. We have provided a space at the bottom for any suggestions and/or comments you may have. Please take a few moments to complete this survey and, in the interest of confidentiality, either bring or mail directly to: Play Centers, Inc., 1517 York Road, Lutherville, MD, 21093-5611, or return it in a sealed envelope to the center. Please put "Attention: Diane Mellott" on the envelope. You may also send it, via email, to Diane Mellott, Executive Director, at DMellott@playcenters.org.

Center Location: _____ **(this information is required)**

Outstanding Satisfactory Needs Improvement

Operation of the Center

- | | | | |
|---|--------------------------|--------------------------|--------------------------|
| 1. The facility is safe and clean. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The facility is well-equipped with a wide variety of materials. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. The equipment is in good condition. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. The program is developmentally appropriate and provides a balance of structured activities and self-selected choices, as well as quiet and active options. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. My child is benefiting educationally and socially from this program. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. The drop-off and pick-up procedures work well. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. The hours of operation are sufficient. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Parents are welcome visitors at all times. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. The monthly newsletter is a good source of information. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Staff

- | | | | |
|--|--------------------------|--------------------------|--------------------------|
| 10. The staff greet parents and children in a friendly manner. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. The staff are attentive to the children's needs. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



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	Outstanding	Satisfactory	Needs Improvement
12. The staff interact well with the children.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. The staff communicate with parents about their child's day-to-day activities (bulletin boards, posted signs, logs, telephone calls).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. I feel that the staff have a positive attitude toward me and my child.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Center Director and Administrative Team

15. The Center Director is accessible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. The Center Director is approachable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. The Center Director communicates and resolves issues, effectively and in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. The Center Director is effective, overall.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. The Administrative Team (Program Coordinator, Accounts Receivable Department, etc.) communicates and resolves issues effectively and in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. I am satisfied with the care and opportunities offered in this program.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please feel free to write any comments on what you like about the program or any suggestions for improvement you may have.

Thank you for taking the time to complete this survey. Your input is valuable to us as we continue the process of ensuring that our programs meet the needs of our children and families.

Signature (optional)

____/____/____
Date