

**Emlen, Arthur (1997c): Quality of Care From a Parent's
Point of View: Questionnaire on Child Care,
[www.teleport.com/~emlenart/open_res/
survey.html](http://www.teleport.com/~emlenart/open_res/survey.html)**

Specimen cover letter for present-tense version of questionnaire for current arrangements to be sent
or given to parents
by Child Care Resource and Referral Agencies

November, 1997

Dear Parent:

This survey looks at quality of child care from a parent's point of view. The results will tell us what parents are up against in trying to find care in their community. What we learn from you will help our agencies to improve services to you and others in your area.

The survey is being mailed to parents who contacted the Child Care Resource and Referral Agency in your area.

Your name is not on the questionnaire. Your reply will remain anonymous and confidential. We will compile the comments and statistical results, and no information that might identify you will appear in any report. Your survey will not be shared with anyone.

The survey should take about 15 minutes of your time. Please mail it back to us in the enclosed post paid envelope. We need your reply!

Thanks for your help in this effort! If you have questions about the survey or would like information on the results, please call me at xxx-xxx-xxxx or write, fax, or email me.

Sincerely,

Quality of Care

From a Parent's Point of View:

A Questionnaire About Child Care

from

The . . .

(A present-tense version for current arrangements)

Please return completed questionnaire in pre-paid envelope to:

**If you have any questions about the survey,
please contact . . . at above address or call (xxx) xxx-xxxx**

This research is supported by:

- The . . . ;
- The Child Care Bureau, Administration for Children and Families,
U. S. Department of Health and Human Services; and
- Portland State University.

The questionnaire was developed by Arthur C. Emlen, Ph.D., Professor Emeritus, Portland State University
(fax: 503-725-4180; email: emlenart@teleport.com), and the Oregon Child Care Research Partnership.

See <http://www.teleport.com/~emlenart/plans.html> **From a Parent's Point of View: A Questionnaire About Child Care**

a. How many children do you have living at home? _____

b. Please circle their ages (If you have more than one child the same age, circle again on the next lines.)

Baby 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21+

Baby 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21+

Baby 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21+

c. All together, what is the total number of children and adults in your household? _____

d. After you consulted the "resource and referral" agency, did you end up using care you were referred to?

___ Yes, I used a referral given me ___ No, I made a different arrangement ___ No, I didn't change the care

e. How old is the child for whom you were given a child-care referral? _____

(If you called about more than one child, please answer about the youngest.)

f. Is this child a boy or a girl? ___ boy ___ girl

(If there is more than one child in this arrangement, please answer about the youngest.)

g. What kind of child-care arrangement did you make?

- ___ 1. grandparent
- ___ 2. older brother or sister of your child
- ___ 3. other family member or relative who lives with you or comes in
- ___ 4. an unrelated person who lives with you or comes in
- ___ 5. the home of a relative
- ___ 6. the home of a non-relative or neighbor (family day care)
- ___ 7. a child-care center, pre-school, or Head Start center
- ___ 8. schoolage child care or group activity program
- ___ 9. other child-care arrangement _____
- ___ 10. no care arrangement other than myself, spouse, or partner

h. Is it "paid care"? That is, do you or anyone else pay for any of the cost of this care (all of some of

it?

(This would include your co-pay or payment vouchers by an agency or company.)

On the last page of this questionnaire, we have left plenty of room for your comments. If you have any worries, concerns, or complaints about the arrangement you are answering these questions about, we want to hear about them. The word "caregiver" in this study applies to the Circle "?" for Don't know provider, teacher, nanny, sitter, or other person or "NA" for Does not apply to me who was most directly involved in your child's care.

Caregiver's warmth and interest in your child Circle one:

1. My caregiver is happy to see my child.	Never Rarely Sometimes Often Always ? NA
2. The caregiver is warm and affectionate toward my child.	Never Rarely Sometimes Often Always ? NA
3. My child is treated with respect.	Never Rarely Sometimes Often Always ? NA
4. The caregiver takes an interest in my child.	Never Rarely Sometimes Often Always ? NA
5. My child gets a lot of individual attention.	Never Rarely Sometimes Often Always ? NA
6. The caregiver seems happy and content.	Never Rarely Sometimes Often Always ? NA

Rich environment and activities for your child Circle one:

7. There are lots of creative activities going on.	Never Rarely Sometimes Often Always ? NA
8. It's an interesting place for my child.	Never Rarely Sometimes Often Always ? NA
9. There are plenty of toys, books, pictures, and music for my child.	Never Rarely Sometimes Often Always ? NA
10. In care, my child has many natural learning experiences.	Never Rarely Sometimes Often Always ? NA
11. The caregiver provides activities that are just right for my child.	Never Rarely Sometimes Often Always ? NA

Caregiver's skill Circle one:

12. The caregiver changes activities in response to my child's needs.	Never Rarely Sometimes Often Always ? NA
13. My caregiver knows a lot about children and their needs.	Never Rarely Sometimes Often Always ? NA
14. My caregiver is open to new information and learning.	Never Rarely Sometimes Often Always ? NA

Your relationship with the caregiver Circle one:

15. My caregiver and I share information.	Never Rarely Sometimes Often Always ? NA
16. We've talked about how to deal with problems that might arise.	Never Rarely Sometimes Often Always ? NA
17. My caregiver is supportive of me as a parent.	Never Rarely Sometimes Often Always ? NA
18. My caregiver accepts the way I want to raise my child.	Never Rarely Sometimes Often Always ? NA
19. I'm free to drop in whenever I wish.	Never Rarely Sometimes Often Always ? NA
20. I feel welcomed by the caregiver.	Never Rarely Sometimes Often Always ? NA

How your child feels Circle one:

21. My child feels safe and secure.	Never Rarely Sometimes Often Always ? NA
22. My child has been happy in this arrangement.	Never Rarely Sometimes Often Always ? NA
23. My child has been irritable since being in this arrangement.	Never Rarely Sometimes Often Always ? NA
24. My child feels accepted by the caregiver.	Never Rarely Sometimes Often Always ? NA
25. My child likes the caregiver.	Never Rarely Sometimes Often Always ? NA
26. My child feels isolated and alone in care.	Never Rarely Sometimes Often Always ? NA

Risks to health, safety, and well-being Circle one:

27. My child is safe with this caregiver.	Never Rarely Sometimes Often Always ? NA
28. There are too many children being cared for at the same time.	Never Rarely Sometimes Often Always ? NA
29. The caregiver needs more help with the children.	Never Rarely Sometimes Often Always ? NA
30. The caregiver gets impatient with my child.	Never Rarely Sometimes Often Always ? NA
31. The children seem out of control.	Never Rarely Sometimes Often Always ? NA
32. The conditions are unsanitary.	Never Rarely Sometimes Often Always ? NA
33. The children watch too much TV.	Never Rarely Sometimes Often Always ? NA
34. It's a health place for my child.	Never Rarely Sometimes Often Always ? NA

35. I worry about bad things happening to my child in care.	Never Rarely Sometimes Often Always ? NA
36. Dangerous things are kept out of reach.	Never Rarely Sometimes Often Always ? NA

All things considered Circle one:

37. The care I have is just what my child needs.	No Mixed Feelings Yes
38. If I had it to do over, I would choose this care again.	No Mixed Feelings Yes
39. All things considered, how would you grade the quality of the care your child is in?	A+ Perfect A Excellent B Good C Fair D Poor E Bad F Awful

Now for some questions about things that quality of care may depend on.

Continuity of care Circle one:

C1. My child has been in a familiar place with people he (she) knows.	Usually Sometimes Rarely
C2. My child has had stability in her (his) child-care relationships.	Usually Sometimes Rarely
C3. There has been too much turnover in my child's caregivers.	Usually Sometimes Rarely
C4. How many months has your child been in this current arrangement?	_____ months

About your child's special needs Circle one:

N1. My child needs more attention than most children.	No Yes
N2. My child's special needs require a lot of extra effort.	No Yes
N3. My caregiver feels that my child's special needs are quite demanding.	No Yes
N4. I've had caregivers who quit or let my child go because of behavioral problems.	No Yes
N5. My child can be quite difficult to handle.	No Yes
N6. My child has a physical or developmental disability that requires special attention.	No Yes
N7. My child has a health care need that requires extra attention.	No Yes

N8. My child has an emotional or behavioral problem that requires special attention.	No Yes
N9. My child has a learning disability that requires specialized approaches.	No Yes

The flexibility you have in your situation from work, family, and caregiver Circle one:

F1. I work a regular day shift.	Never Rarely Sometimes Often Always ? NA
F2. My schedule makes it easy to be on time.	Never Rarely Sometimes Often Always ? NA
F3. Our work schedule keeps changing.	Never Rarely Sometimes Often Always ? NA
F4. My shift and work schedule cause extra stress for me and my child.	Never Rarely Sometimes Often Always ? NA
F5. Where I work it's difficult to deal with child-care problems during working hours.	Never Rarely Sometimes Often Always ? NA
F6. My life is hectic.	Never Rarely Sometimes Often Always ? NA
F7. I find it difficult to balance work and family.	Never Rarely Sometimes Often Always ? NA
F8. In my work schedule I have enough flexibility to handle family needs.	Never Rarely Sometimes Often Always ? NA
F9. I have good backup care arrangements in case of emergency.	Never Rarely Sometimes Often Always ? NA
F10. My caregiver understands my job and what goes on for me at work.	Never Rarely Sometimes Often Always ? NA
F11. My caregiver is willing to work with me about my schedule.	Never Rarely Sometimes Often Always ? NA
F12. I rely on my caregiver to be flexible about my hours.	Never Rarely Sometimes Often Always ? NA
F13. I can count on my caregiver when I can't be there.	Never Rarely Sometimes Often Always ? NA
F14. I have someone I can share home and care responsibilities with.	Never Rarely Sometimes Often Always ? NA
F15. I'm on my own in raising my child.	Never Rarely Sometimes Often Always ? NA
F16. Are you employed?	No Yes, full time Yes, part time
F17. Do you have a spouse or partner who is employed?	1. No spouse or partner. 2. Spouse or partner who is employed full time. 3. Spouse of partner who is employed part time. 4. Spouse or partner is not employed.

F18. Are you enrolled in school, training, or an educational program?	No Yes, full time Yes, part time
F19. Is your spouse or partner in school, training, or an education program?	No Yes, full time Yes, part time
F20. In your family, who takes responsibility for child-care arrangements?	1. I do completely. 2. Mostly I do. 3. Equally shared with spouse or other. 4. Mostly spouse or other does. 5. Spouse or other does completely?
F21, 22. What is your age and sex?	age sex (M or F)

The choices you've had Circle one:

O1. I've had difficulty finding the child care I want.	No Somewhat Yes
O2. There are good choices for child care where I live.	No Somewhat Yes
O3. In my neighborhood, child care is hard to find.	No Somewhat Yes
O4. When I made this arrangement, I had more than one option.	No Somewhat Yes
O5. In choosing child care, I've felt I had to take whatever I could get.	No Somewhat Yes
O6. I found a caregiver who shares my values.	No Somewhat Yes
O7. I like the way my caregiver views the world.	No Somewhat Yes
O8. My caregiver and I see eye to eye on most things.	No Somewhat Yes
O9. What is the ZIP code where you live?	
O10. How far from home is your child-care arrangement?	1. It's in my home. 2. Next door or across the street 3. 1 or 2 blocks 4. Quarter of a mile 5. Half a mile 6. 1 mile 7. 2 miles 8. 4 miles 9. 8 miles 10. 16 miles 11. Over 16 miles
O11. How far is your child care from where you work? (Use the same scale, with 1 for "It's at my work site.")	
O12. My child care is too far from home.	No Somewhat Yes
O13. Transportation is a big problem for me.	No Somewhat Yes
O14. Getting to work is a long commute.	No Somewhat Yes

Affordability Circle one:

A1. I have difficulty paying for child care.	No Somewhat Yes
A2. I would be willing to pay more than I do for the care I have.	No Somewhat Yes
A3. I worry about making ends meet.	No Somewhat Yes
A4. The cost of child care has prevented me from getting the kind I want.	No Somewhat Yes
A5. I have some choice about whether to work or how much.	No Somewhat Yes
A6. I can (or could) afford to work part time.	No Somewhat Yes
A7. About how much is your total yearly household income before taxes? 1. Under \$5000 4. \$15,000-19,999 7. \$30,000-34,999 2. \$5,000-9,999 5. \$20,000-24,999 8. \$35,000-39,999 3. \$10,000-14,999 6. \$25,000-29,999 9. \$40,000-44,999	10. \$45,000-54,999 13. \$75,000-84,999 11. \$55,000-64,999 14. \$85,000-99,999 12. \$65,000-74,999 15. \$100,000 or above
A8. How much does your family spend monthly on child care (all kids)?	\$ _____
A9. Does a government agency pay any of your child-care expenses?	No Yes
A10. Do you claim a federal income tax credit for any child-care expenses?	No Yes
A11. Do you receive or qualify for the Earned Income Credit?	No Yes ?
A12. Do you use a plan through an employer that allows you to purchase child care with before-tax dollars?	No Yes
A13. Does your employer pay for any of your child-care expenses?	No Yes
A14. Does spouse or partner's employer pay for any child-care expenses?	No Yes
A15. Are your child-care expenses reduced because of a discount, bargain rate, sliding scale, scholarship, or general program subsidy by a church, child-care provider, employer, or agency?	No Yes

Finally, your comments:

1) Can you please describe anything about your care that has been or is a source of

worry or concern to you.

2) Is this child-care arrangement the best one you've ever had?

___ Yes ___ No ___ It's the only one

If yes, could you tell us why. What's special about it?

If no, could you please tell us why not. What's been difficult about it?

3) When parents are uneasy about a child-care arrangement, sometimes they don't quite know what to do about it. Has this ever happened to you? And do you have any suggestions for other parents about what to do?

Thank you very much for giving us your views!

Please return your completed survey in the pre-paid envelope we enclosed.

If you have any questions about the survey, please contact us: . . .