

Campus Children's Center

8/12/2009

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1) What is the area's current method for tracking client data (e.g. who is using the services)? If this is not currently being tracked what is your proposed plan for doing so (e.g. how and when)?

Currently, we use the ProCare data system, which tracks how many of the parents are faculty/staff, how many are students, and whether they are low-, mid-, or high- income are determined by the Infant/Child Federal Food Program poverty standards. We also track how many children are in each family and how old the children are.

Our waiting list is tracked by Excel spreadsheet. It indicates whether the families already have a child enrolled, whether the parents are faculty/staff or student, the age of the child, how long they have been on the waiting list, and if they have ever declined care (while electing to remain on the waiting list).

2) What is the area's current method for tracking client satisfaction and/or needs? If this is not currently being tracked what is your proposed plan for doing so (e.g. how and when)?

We have initiated quarterly parent satisfaction surveys that include questions about the overall quality of care, if parents feel children's needs are being met, if their own are, how we can better integrate the Center into campus life as a whole, as well as demographic information. By the end of Fall Quarter, we will be conducting the surveys electronically and will have consulted with the Institutional Research and Assessment Department to ensure that our surveys are ideally worded.

This fall, we will establish a Parent Advisory Committee to facilitate dialog between the Children's Center and the parents.

3) What is the area's current method for utilizing and integrating data that is currently being collected? If this is not currently being done what is your proposed plan for doing so (e.g. how and when)?

Surveys are reviewed by the Director and the information is shared with staff and supervisors. Survey data is examined for common themes, such as parents seeking care earlier in the morning or later at night. Information is also used as a component in staff Performance Development Plans and curriculum development.