

Child Care Provider Survey

FY 2015



**Children's
Service Society**

Care About
Childcare

655 East 4500 South, Suite 200
Salt Lake City, UT 84107



Care About Childcare
a program of Children's Service Society

All Care About Childcare programs are funded
by the Federal Child Care Development Fund,
The Utah Department of Workforce Services
and the Office of Child Care



Care About Childcare (CAC) values child care provider opinions regarding the services we provide. We distribute a survey annually to help us understand the level of satisfaction of our customers, as well as assess the areas in which we can improve.

This survey is divided into 12 sections: the Quality Improvement Department (QI), QI Coaching Program, Referral Line Department (RL), RL Marketing Page, RL Quality Indicators, CAC Web Site, CSS Web Site, Resource Lending Library, Professional Development Department, CDA Program, Provider Appreciation Day and Community Partners. The questions were designed to elicit answers to help us evaluate our services from the providers' perspective including: our customer service on the phone, in person, and our procedures for offering our services.

This year our survey was created in a SurveyMonkey® format. The survey information, including instructions and the link to access it was emailed to 389 licensed family providers and licensed center directors in Salt Lake and Tooele Counties. We recommended the providers encourage all of their staff to participate in the survey. Our return rate was 50%, as 195 of the 389 who were contacted, participated in the survey.

This is a valued opportunity for CAC to look back, learn, and look forward to new and improved services. If you would like to see participant comments from this survey, please contact Encarni Gallardo at 801.326.4380. Thank you for your support.



Community Partners

We offer our community partners the opportunity to include questions that may pertain to child care providers in our annual survey. This year we received questions from the Utah Department of Health's Center for Health and Disease Prevention, Targeting Obesity in Preschool and Child Care Settings (TOP Star) program.



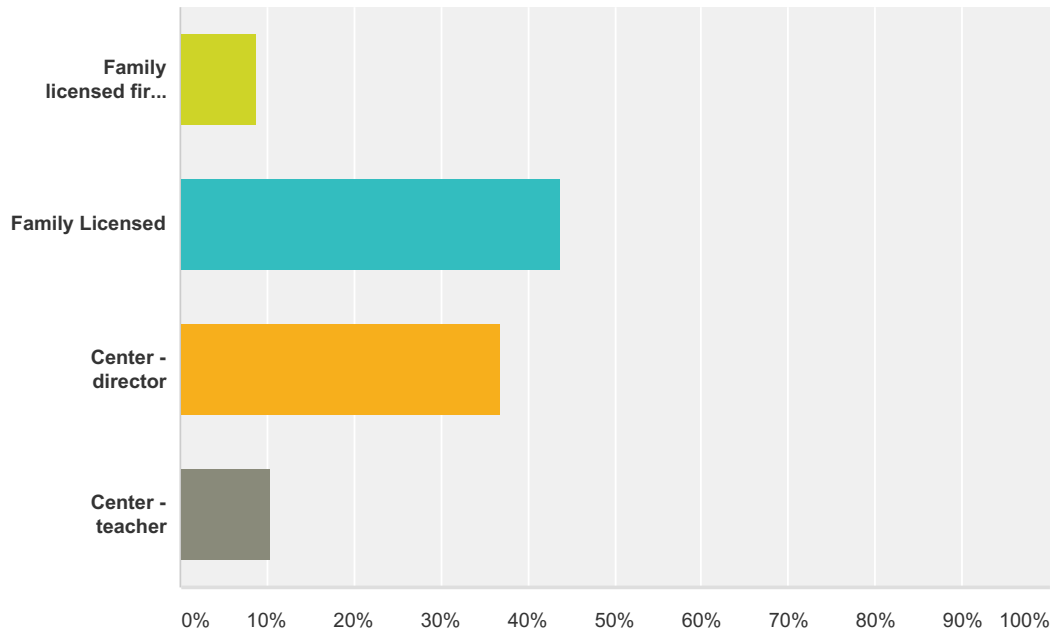
Feedback/Comments/Concerns regarding CAC services?
please contact 801.326.4380 or visit www.cssutah.org

TABLE OF CONTENTS

Participant Statistics (type of provider).....	1-2
Quality Improvement (QI)	3-24
QI Coaching Program.....	25-35
Referral Line (RL)	36-50
RL Marketing Page.....	51-61
RL Quality Indicator.....	62-67
CAC Web Site.....	68-74
CSS Web Site.....	75-82
Resource Lending Library.....	83-105
Professional Development.....	106-139
CDA Program.....	140-176
Provider Appreciation Day.....	177-184
Community Partners.....	185
Participant Statistics (personal info provided).....	186
Appendix: Explanation of Skipped Page Numbers.....	187

Q1 What type of child care provider are you?

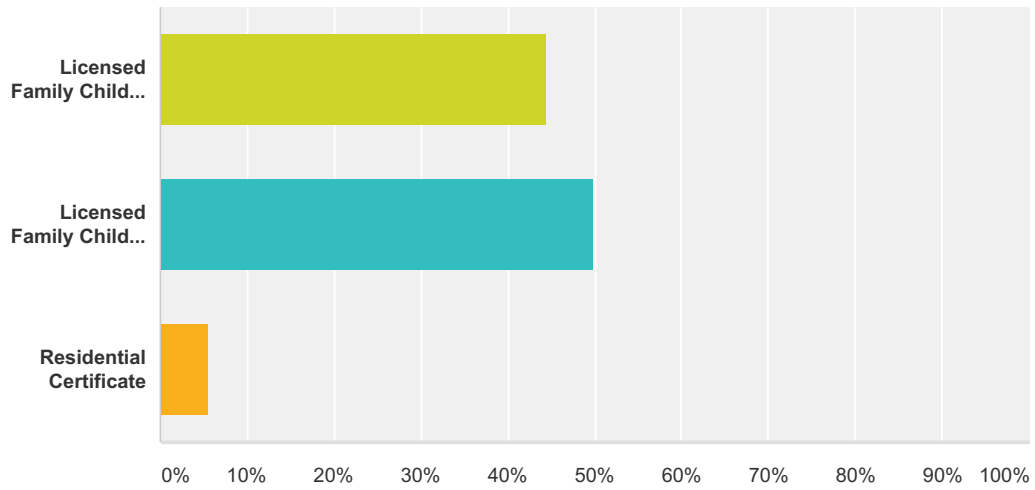
Answered: 192 Skipped: 3



Answer Choices	Responses	
Family licensed first year	8.85%	17
Family Licensed	43.75%	84
Center - director	36.98%	71
Center - teacher	10.42%	20
Total		192

Q2 Please indicate which type of family child care you provide in your home:

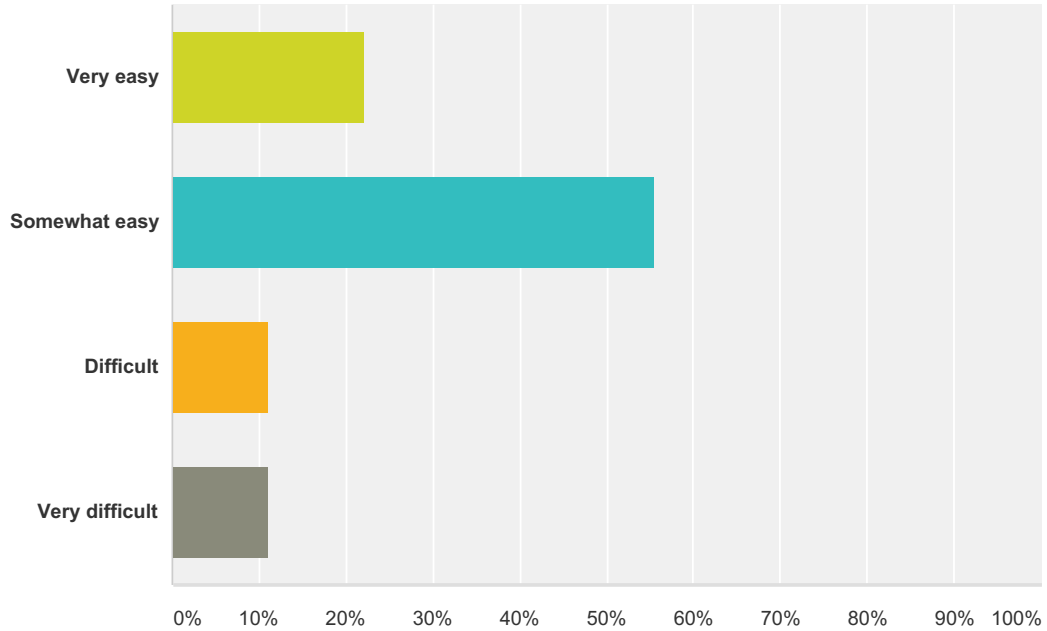
Answered: 18 Skipped: 177



Answer Choices	Responses
Licensed Family Child Care (1 to 8 children)	44.44% 8
Licensed Family Child Care (8 to 16 children)	50.00% 9
Residential Certificate	5.56% 1
Total	18

Q3 How would you rate the process of obtaining your Child Care License or Certificate?

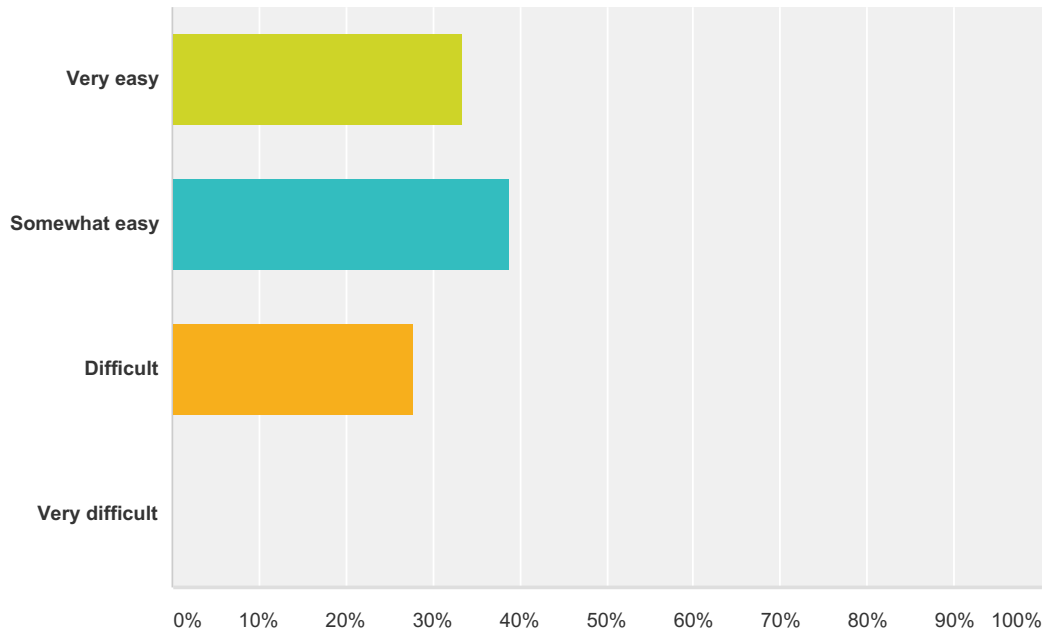
Answered: 18 Skipped: 177



Answer Choices	Responses
Very easy	22.22% 4
Somewhat easy	55.56% 10
Difficult	11.11% 2
Very difficult	11.11% 2
Total	18

Q4 How would you rate the process of obtaining your City Business License?

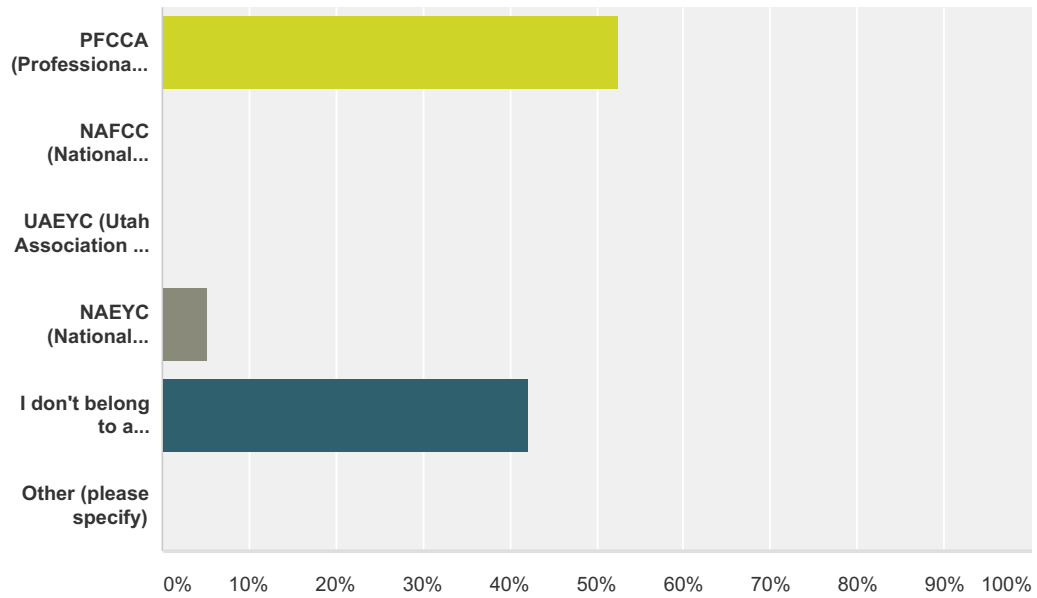
Answered: 18 Skipped: 177



Answer Choices	Responses	
Very easy	33.33%	6
Somewhat easy	38.89%	7
Difficult	27.78%	5
Very difficult	0.00%	0
Total		18

Q5 Are you a member of an early childhood professional organization?

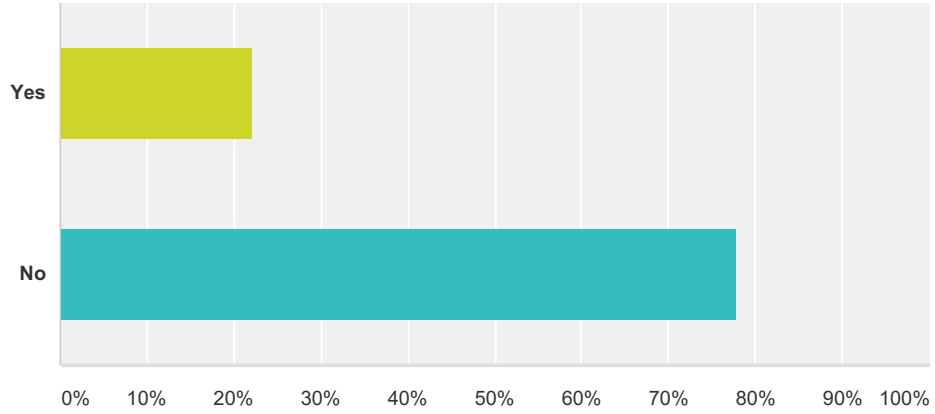
Answered: 19 Skipped: 176



Answer Choices	Responses
PFCCA (Professional Family Child Care Association)	52.63% 10
NAFCC (National Association for Family Child Care)	0.00% 0
UAEYC (Utah Association for the Education of Young Children)	0.00% 0
NAEYC (National Association for the Education of Young Children)	5.26% 1
I don't belong to a professional organization	42.11% 8
Other (please specify)	0.00% 0
Total Respondents: 19	

Q6 Have you attended a Professional Family Child Care Association (PFCCA) Chapter Support Group?

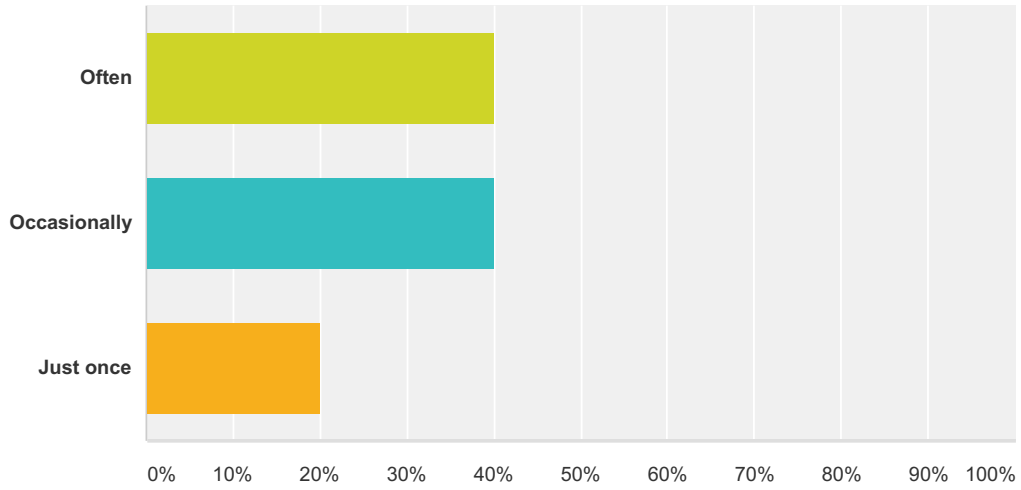
Answered: 18 Skipped: 177



Answer Choices	Responses	
Yes	22.22%	4
No	77.78%	14
Total		18

Q7 Please mark how often you attended:

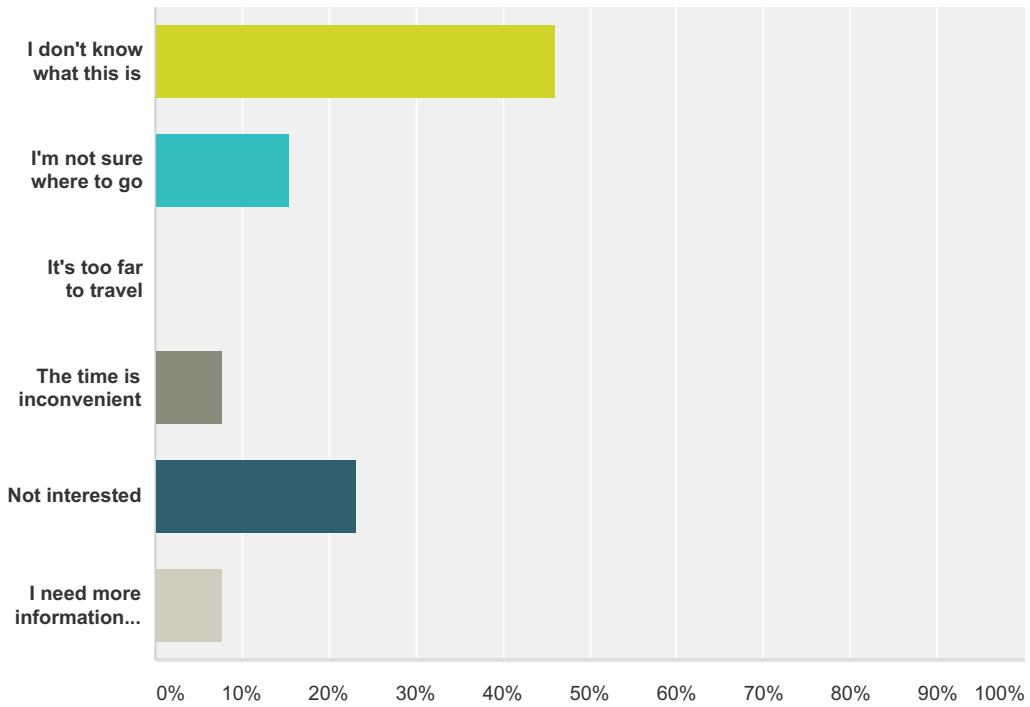
Answered: 5 Skipped: 190



Answer Choices	Responses
Often	40.00% 2
Occasionally	40.00% 2
Just once	20.00% 1
Total	5

Q8 Please mark the main reason for not attending:

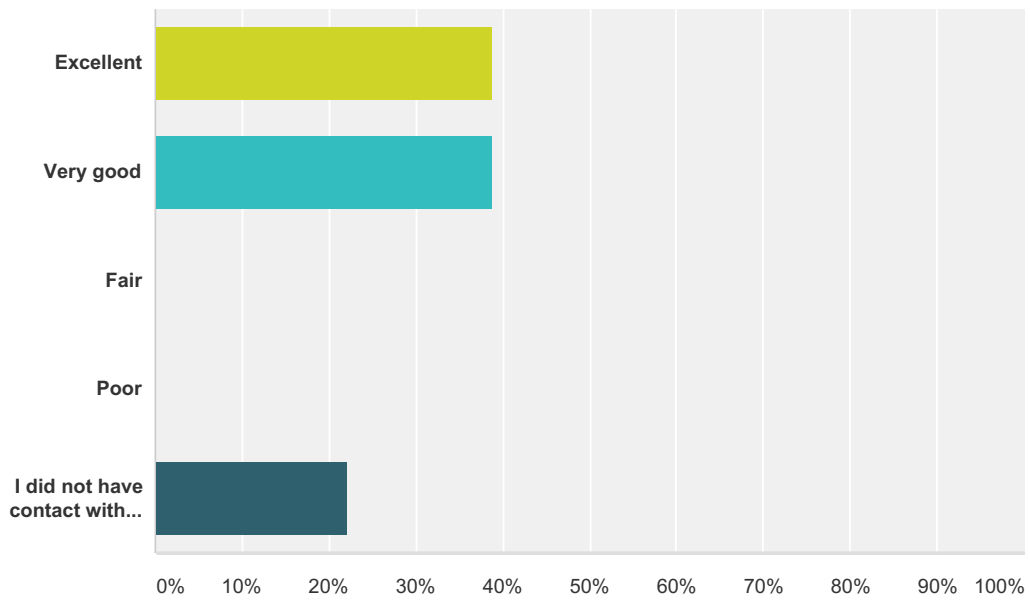
Answered: 13 Skipped: 182



Answer Choices	Responses
I don't know what this is	46.15% 6
I'm not sure where to go	15.38% 2
It's too far to travel	0.00% 0
The time is inconvenient	7.69% 1
Not interested	23.08% 3
I need more information about it	7.69% 1
Total	13

Q9 How would you rate your initial contact with the Quality Improvement Consultant?

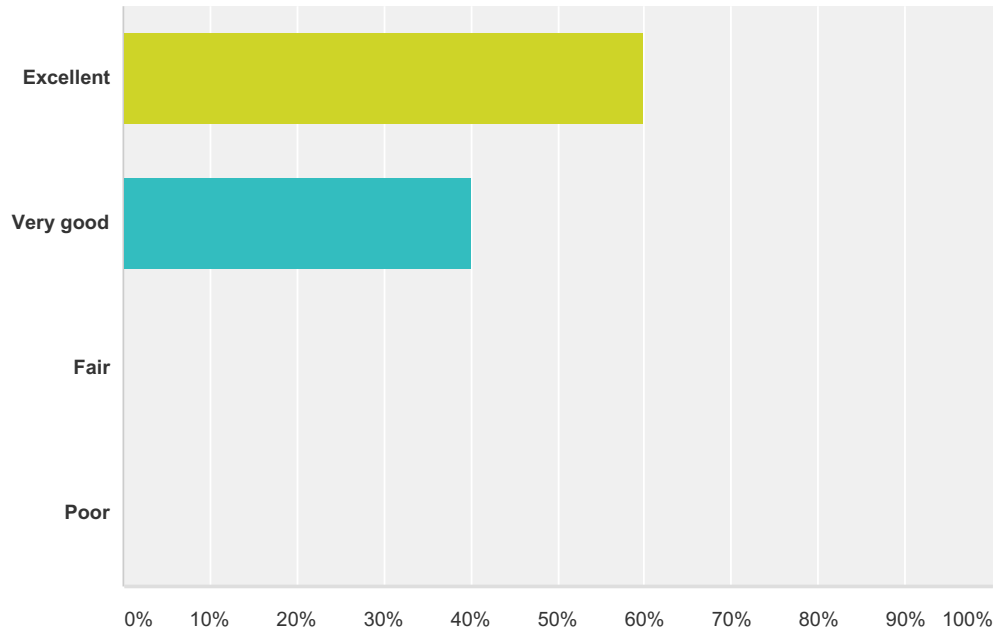
Answered: 18 Skipped: 177



Answer Choices	Responses
Excellent	38.89% 7
Very good	38.89% 7
Fair	0.00% 0
Poor	0.00% 0
I did not have contact with a Quality Improvement Consultant	22.22% 4
Total	18

Q10 How would you rate the Quality Improvement Consultant's knowledge of the programs offered by Care About Childcare for new child care providers?

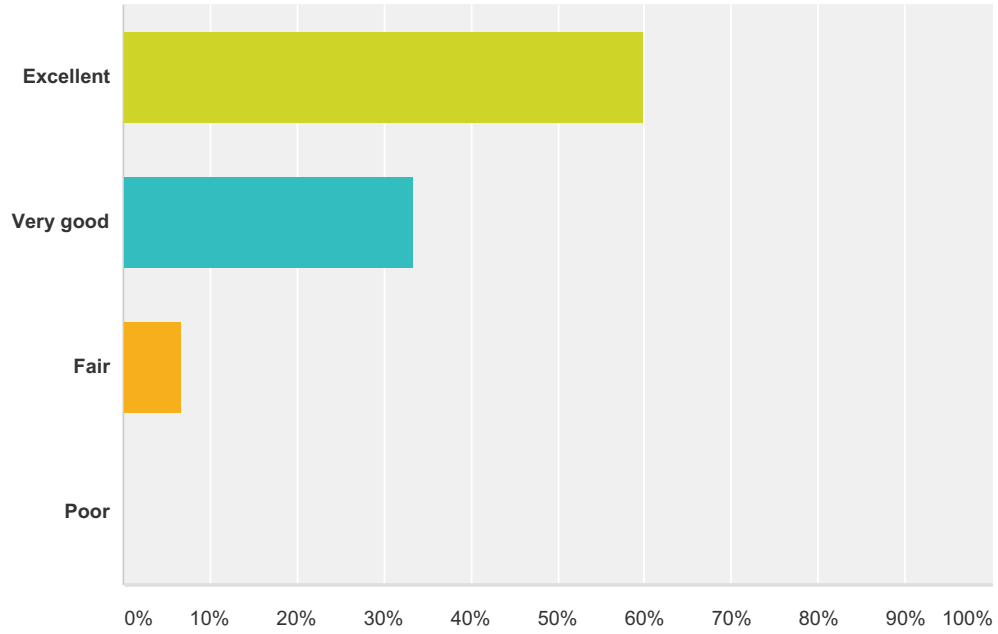
Answered: 15 Skipped: 180



Answer Choices	Responses	Count
Excellent	60.00%	9
Very good	40.00%	6
Fair	0.00%	0
Poor	0.00%	0
Total		15

Q11 What was her ability to answer your questions or refer you to someone who could?

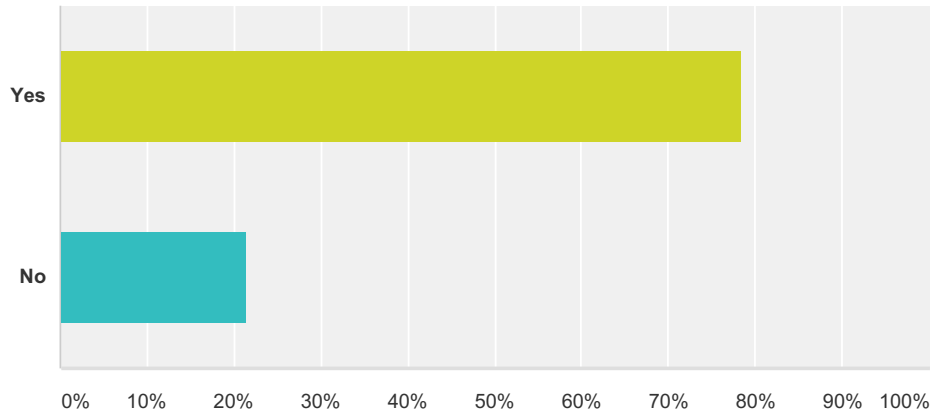
Answered: 15 Skipped: 180



Answer Choices	Responses
Excellent	60.00% 9
Very good	33.33% 5
Fair	6.67% 1
Poor	0.00% 0
Total	15

Q12 Upon receiving your license or residential certificate, did a Quality Improvement Consultant either visit you or mail you information on the services provided by CAC?

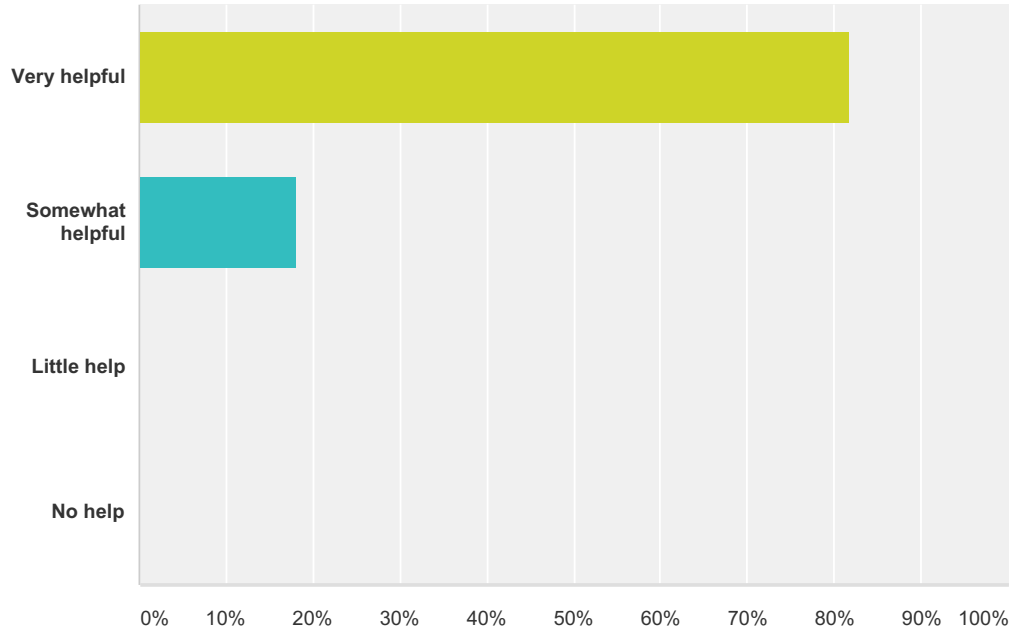
Answered: 14 Skipped: 181



Answer Choices	Responses
Yes	78.57% 11
No	21.43% 3
Total	14

Q13 If yes, was the information and assistance you received from a Quality Improvement Consultant helpful?

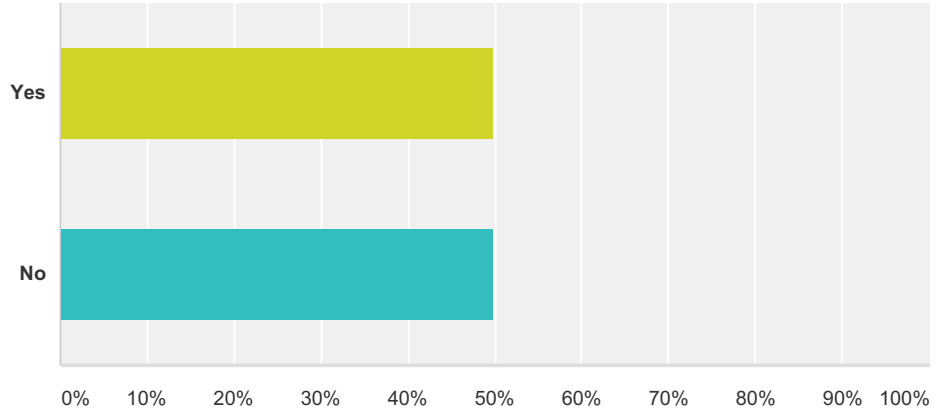
Answered: 11 Skipped: 184



Answer Choices	Responses
Very helpful	81.82% 9
Somewhat helpful	18.18% 2
Little help	0.00% 0
No help	0.00% 0
Total	11

Q14 Did you apply for the \$350 Start-Up Grant to reimburse you for the cost of becoming a licensed child care provider?

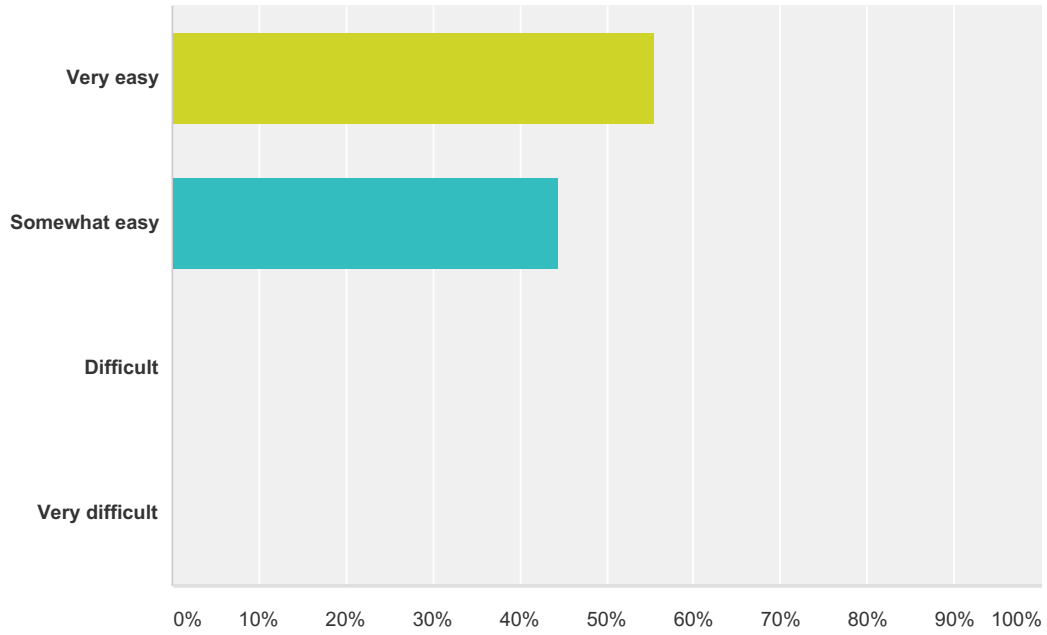
Answered: 18 Skipped: 177



Answer Choices	Responses	Count
Yes	50.00%	9
No	50.00%	9
Total		18

Q15 Please rate the process:

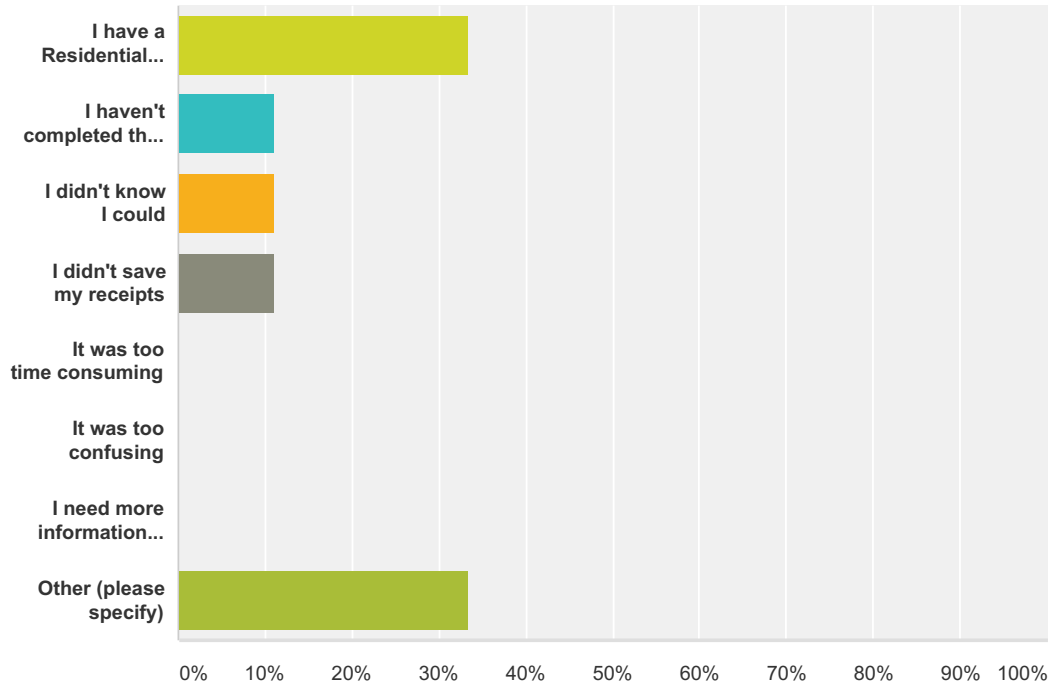
Answered: 9 Skipped: 186



Answer Choices	Responses
Very easy	55.56% 5
Somewhat easy	44.44% 4
Difficult	0.00% 0
Very difficult	0.00% 0
Total	9

Q16 Please explain why:

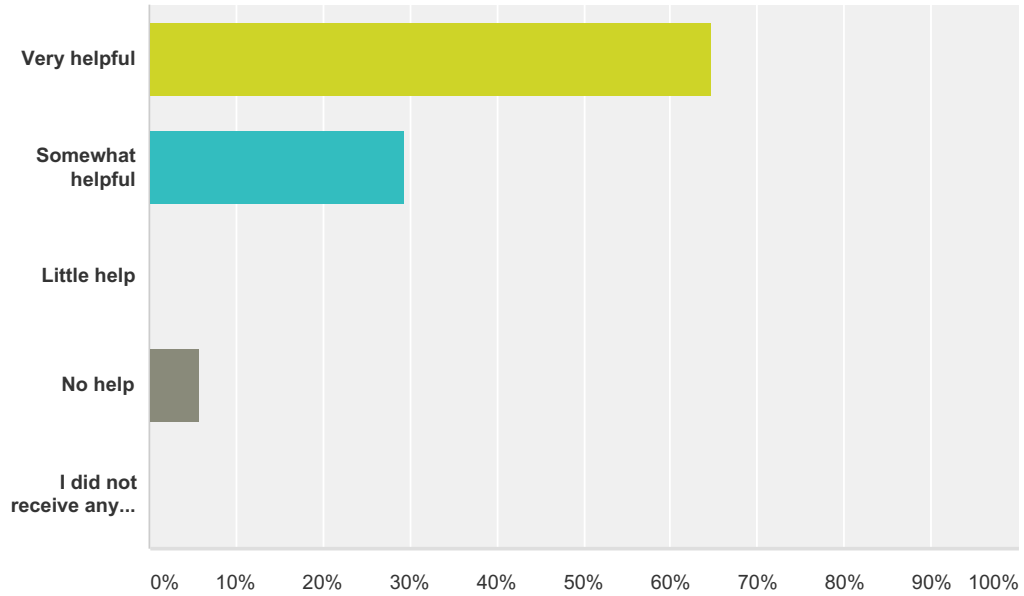
Answered: 9 Skipped: 186



Answer Choices	Responses
I have a Residential Certificate (grant is available only by switching to a license)	33.33% 3
I haven't completed the required Basic Child Care class	11.11% 1
I didn't know I could	11.11% 1
I didn't save my receipts	11.11% 1
It was too time consuming	0.00% 0
It was too confusing	0.00% 0
I need more information about it	0.00% 0
Other (please specify)	33.33% 3
Total	9

Q17 How helpful was the assistance you received from Care About Childcare during your first year of business?

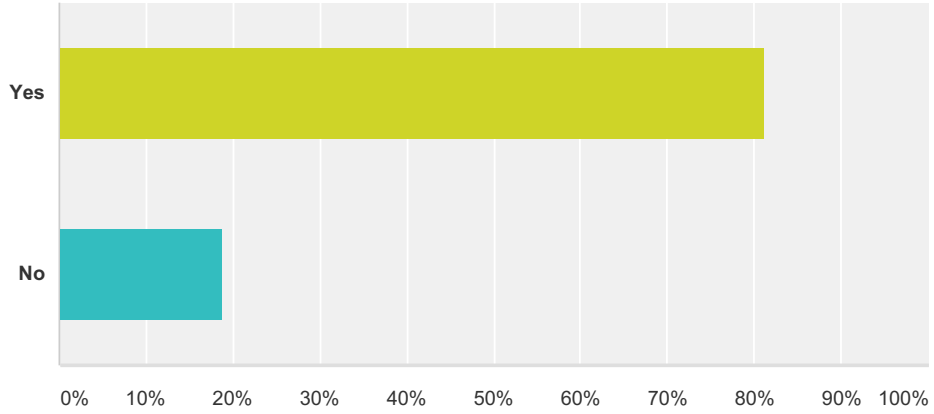
Answered: 17 Skipped: 178



Answer Choices	Responses	
Very helpful	64.71%	11
Somewhat helpful	29.41%	5
Little help	0.00%	0
No help	5.88%	1
I did not receive any assistance from a Quality Improvement Consultant	0.00%	0
Total		17

Q18 Have you attended the New Provider Training held at the Child Care Licensing Program?

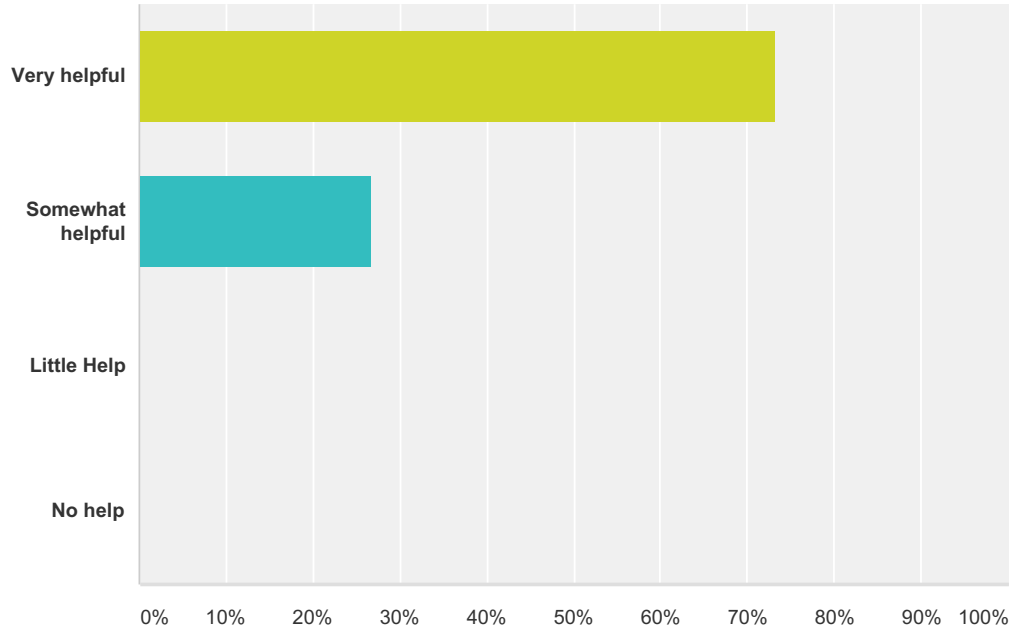
Answered: 16 Skipped: 179



Answer Choices	Responses
Yes	81.25% 13
No	18.75% 3
Total	16

Q19 Please rate the helpfulness of the information provided by the Quality Improvement Consultant about Care About Childcare @ Children's Service Society:

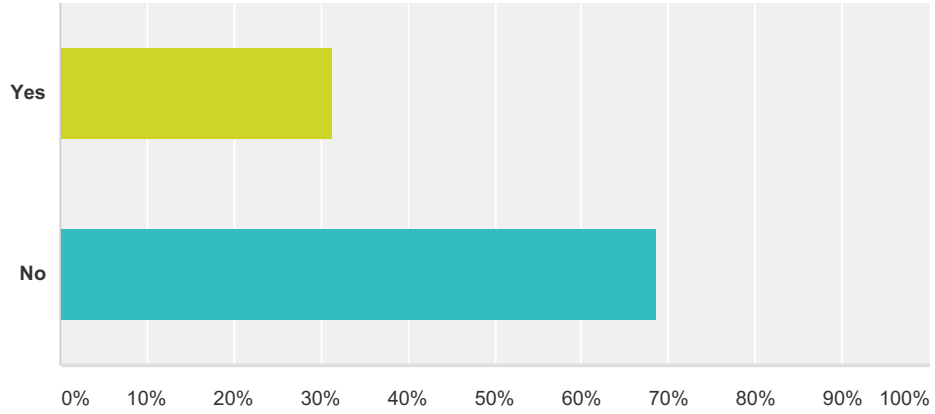
Answered: 15 Skipped: 180



Answer Choices	Responses	
Very helpful	73.33%	11
Somewhat helpful	26.67%	4
Little Help	0.00%	0
No help	0.00%	0
Total		15

Q20 Did a Quality Improvement Consultant provide help to you to write the policies and procedures required by Licensing?

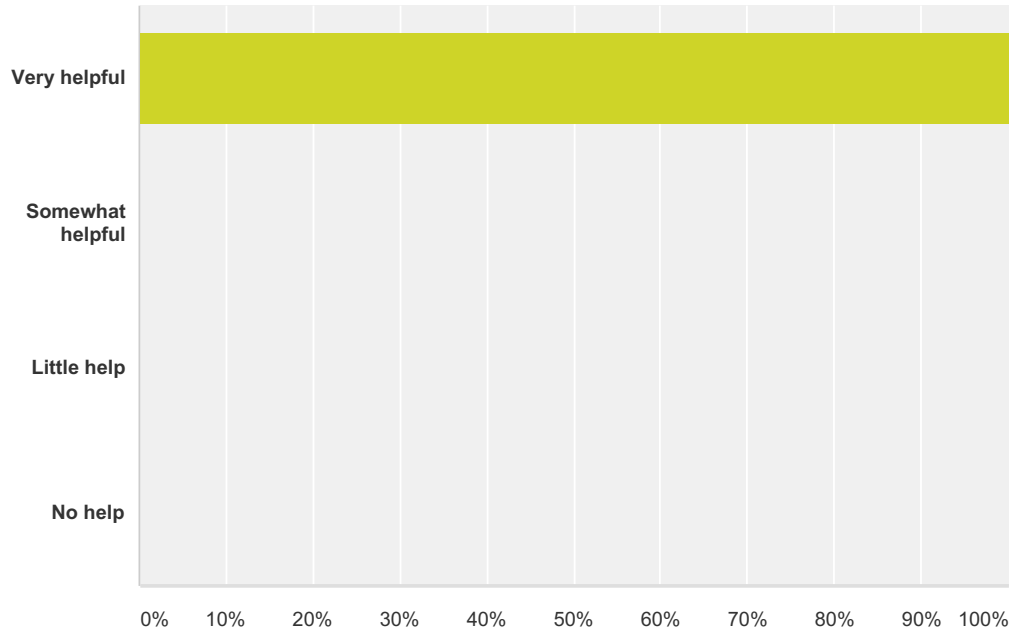
Answered: 16 Skipped: 179



Answer Choices	Responses	
Yes	31.25%	5
No	68.75%	11
Total		16

Q21 How helpful was this assistance?

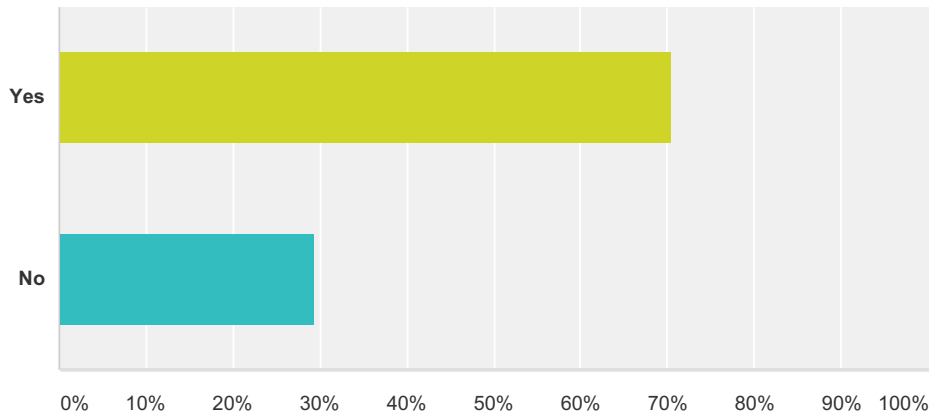
Answered: 6 Skipped: 189



Answer Choices	Responses	
Very helpful	100.00%	6
Somewhat helpful	0.00%	0
Little help	0.00%	0
No help	0.00%	0
Total		6

Q22 Have you attended the initial Basic Child Care training class for new providers?

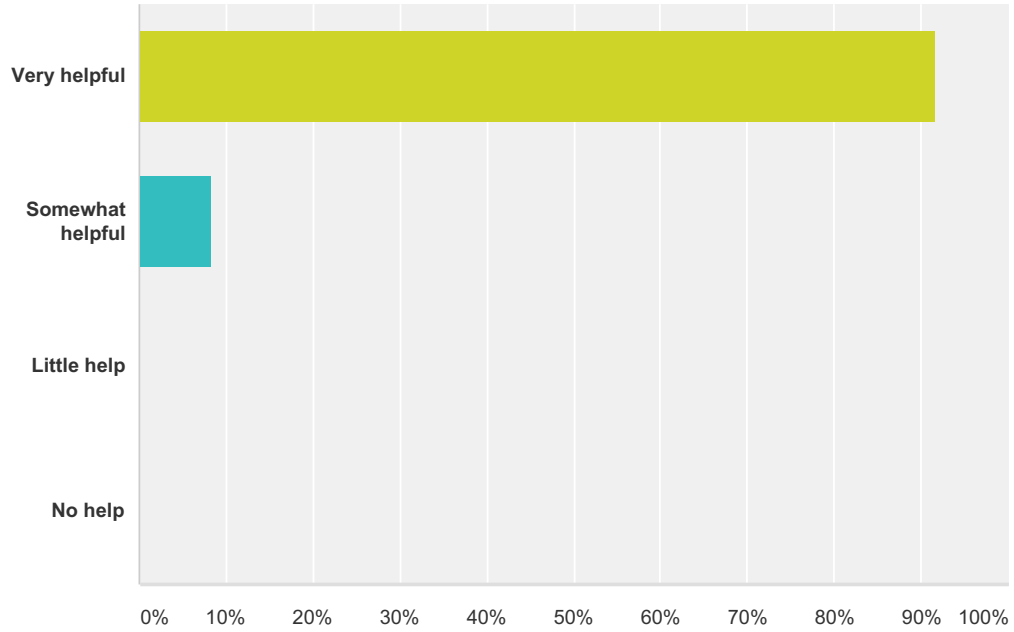
Answered: 17 Skipped: 178



Answer Choices	Responses	
Yes	70.59%	12
No	29.41%	5
Total		17

Q23 Did this training help you gain new skills and information that will better prepare you to care for children more effectively?

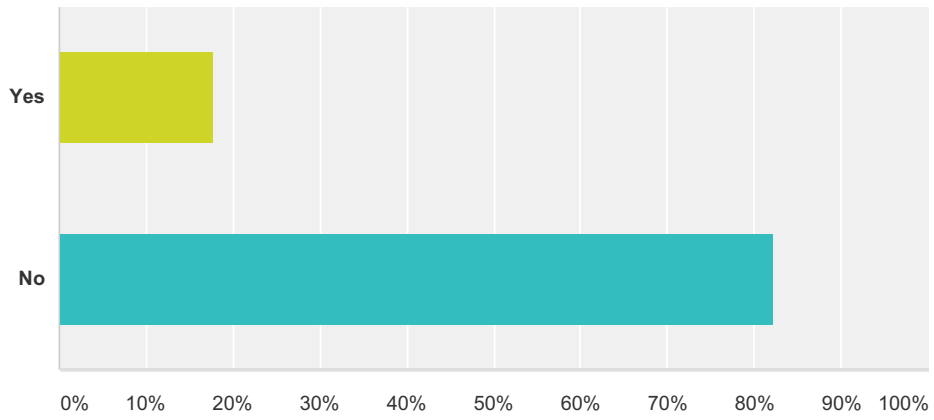
Answered: 12 Skipped: 183



Answer Choices	Responses
Very helpful	91.67% 11
Somewhat helpful	8.33% 1
Little help	0.00% 0
No help	0.00% 0
Total	12

Q24 Have you attended an Exploring Creative Curriculum class?

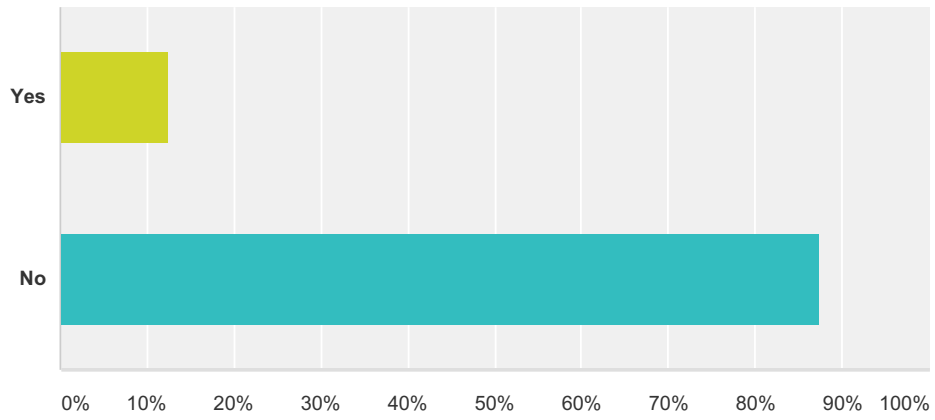
Answered: 17 Skipped: 178



Answer Choices	Responses	
Yes	17.65%	3
No	82.35%	14
Total		17

Q25 Have you participated in the Child Care Provider Coaching Program?

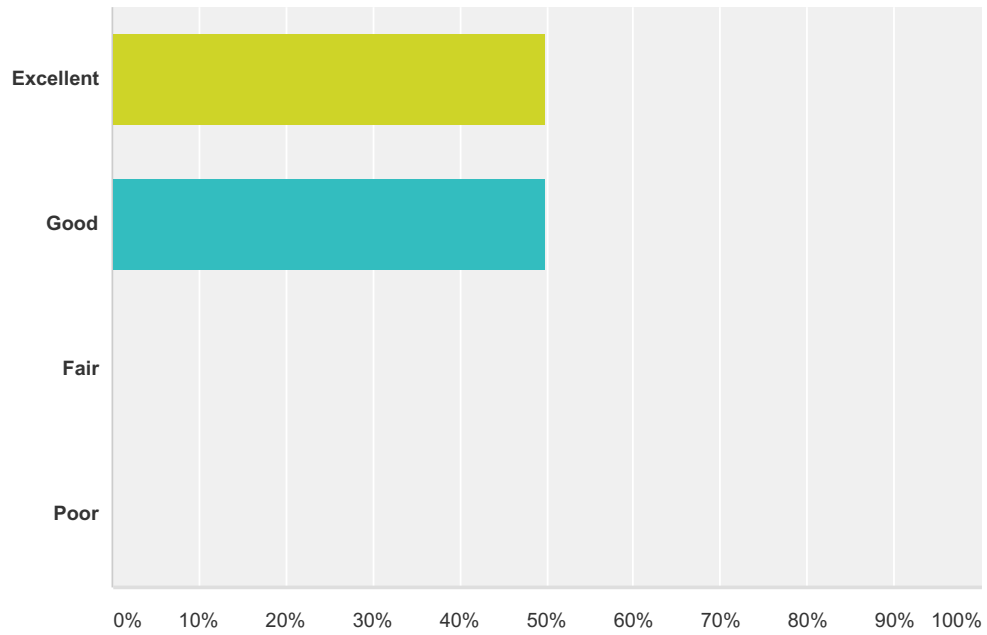
Answered: 16 Skipped: 179



Answer Choices	Responses	
Yes	12.50%	2
No	87.50%	14
Total		16

Q26 How would you rate your experience in this program?

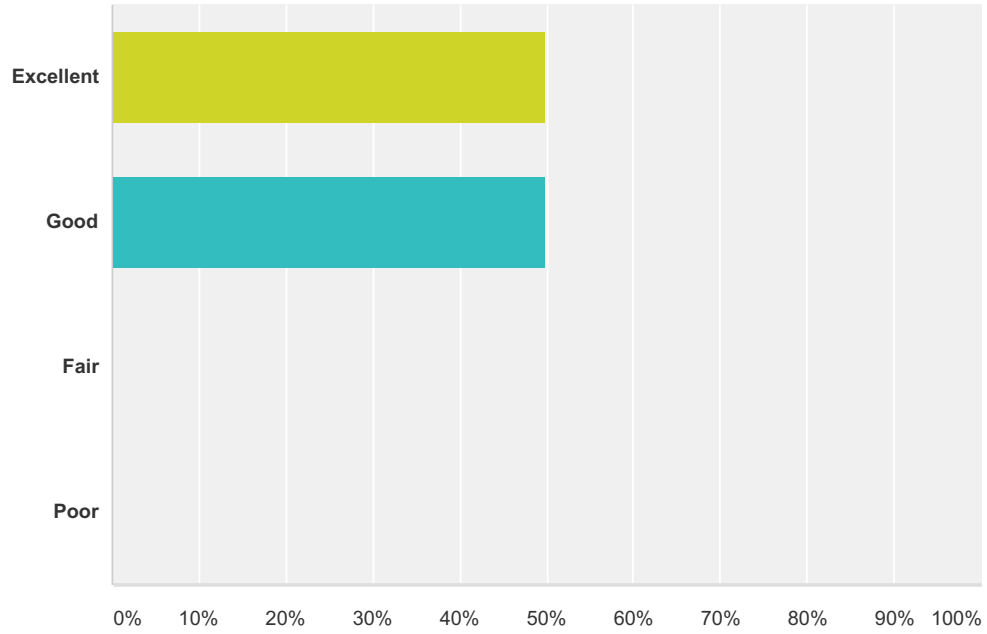
Answered: 2 Skipped: 193



Answer Choices	Responses	Count
Excellent	50.00%	1
Good	50.00%	1
Fair	0.00%	0
Poor	0.00%	0
Total		2

Q27 How would you rate the Coach's knowledge and ability to help you in your program?

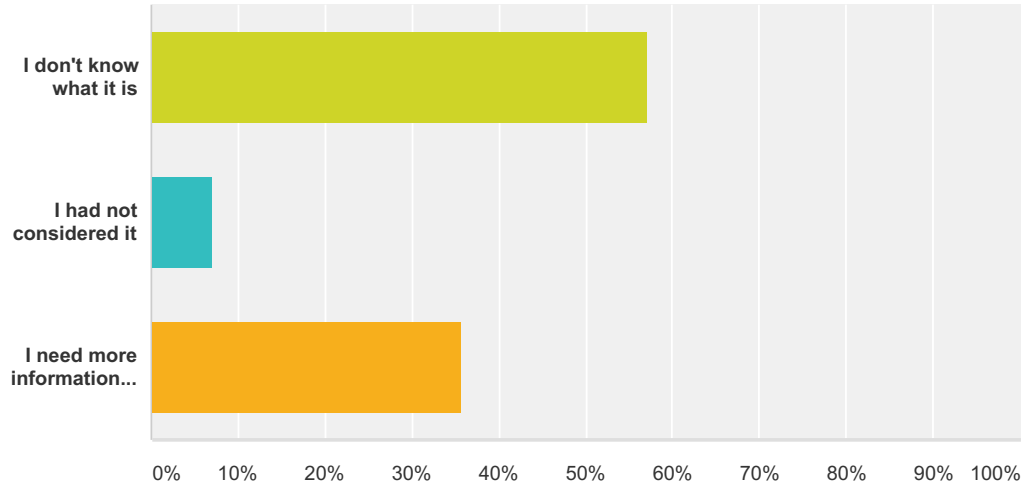
Answered: 2 Skipped: 193



Answer Choices	Responses
Excellent	50.00% 1
Good	50.00% 1
Fair	0.00% 0
Poor	0.00% 0
Total	2

Q29 What are your reasons for not participating in the Child Care Provider Coaching Program?

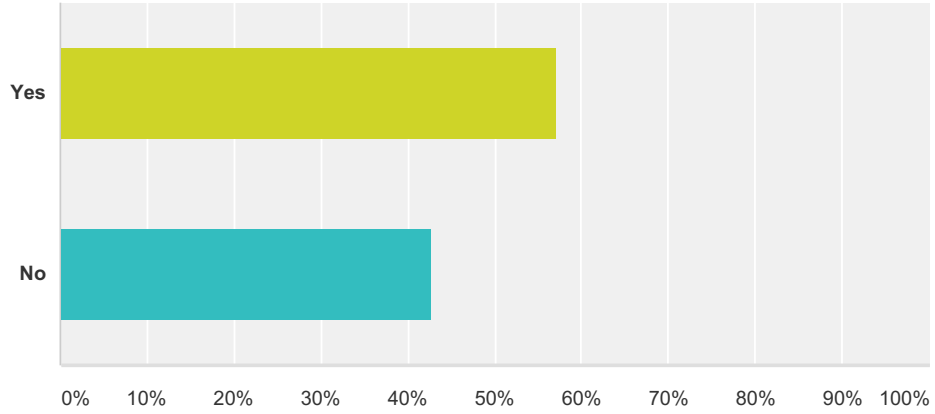
Answered: 14 Skipped: 181



Answer Choices	Responses
I don't know what it is	57.14% 8
I had not considered it	7.14% 1
I need more information about it	35.71% 5
Total	14

Q30 Would you be interested in having a coach contact you with more information regarding the program?

Answered: 14 Skipped: 181



Answer Choices	Responses	
Yes	57.14%	8
No	42.86%	6
Total		14

Q32 Have you received a PC Kit?

Answered: 0 Skipped: 195

! No matching responses.

Answer Choices	Responses
Yes	0.00% 0
No	0.00% 0
Total	0

Q33 How easy did you find the process of the PC Kit?

Answered: 0 Skipped: 195

! No matching responses.

Answer Choices	Responses
Very easy	0.00% 0
Somewhat easy	0.00% 0
Difficult	0.00% 0
Very difficult	0.00% 0
Total	0

Q34 How would you rate the materials received with the PC Kit?

Answered: 0 Skipped: 195

! No matching responses.

Answer Choices	Responses
Excellent	0.00% 0
Good	0.00% 0
Fair	0.00% 0
Poor	0.00% 0
Total	0

Q35 Why have you not received a PC Kit?

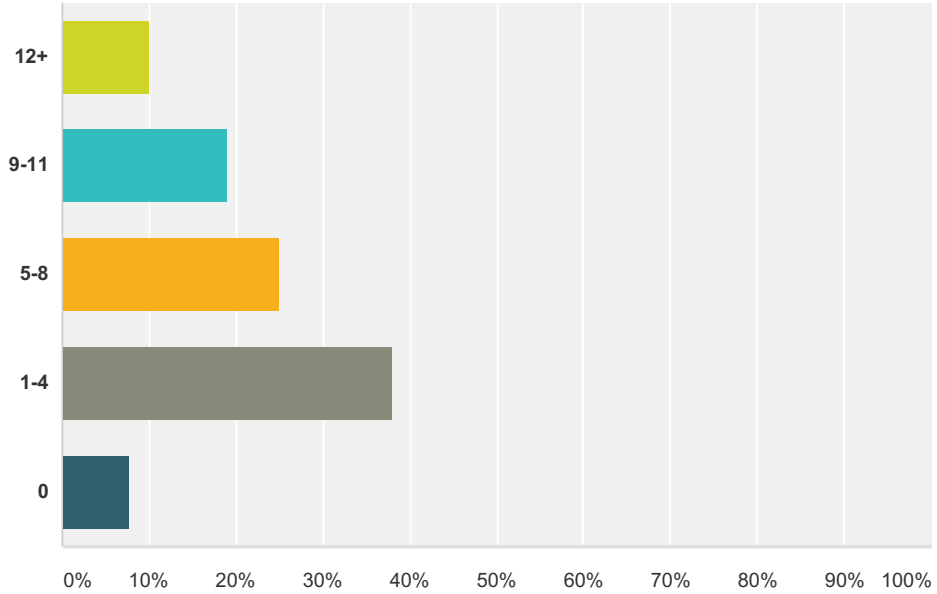
Answered: 0 Skipped: 195

! No matching responses.

Answer Choices	Responses
I am still in process with the coaching program	0.00% 0
I need more information	0.00% 0
Other (please specify)	0.00% 0
Total	0

Q36 How many times have you updated your rates and vacancy information in the past year?

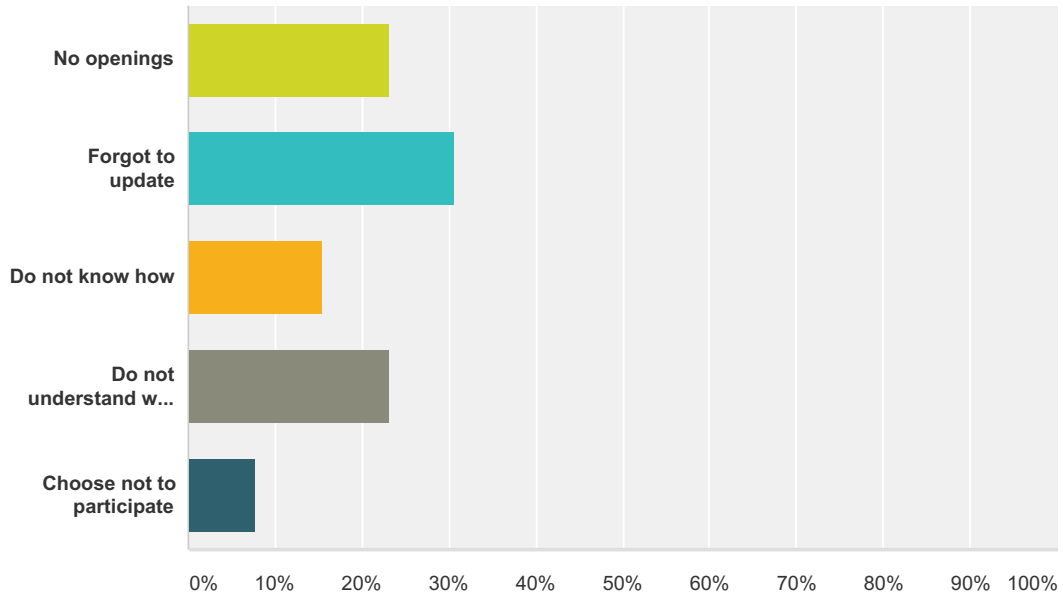
Answered: 168 Skipped: 27



Answer Choices	Responses	
12+	10.12%	17
9-11	19.05%	32
5-8	25.00%	42
1-4	38.10%	64
0	7.74%	13
Total		168

Q37 Why?

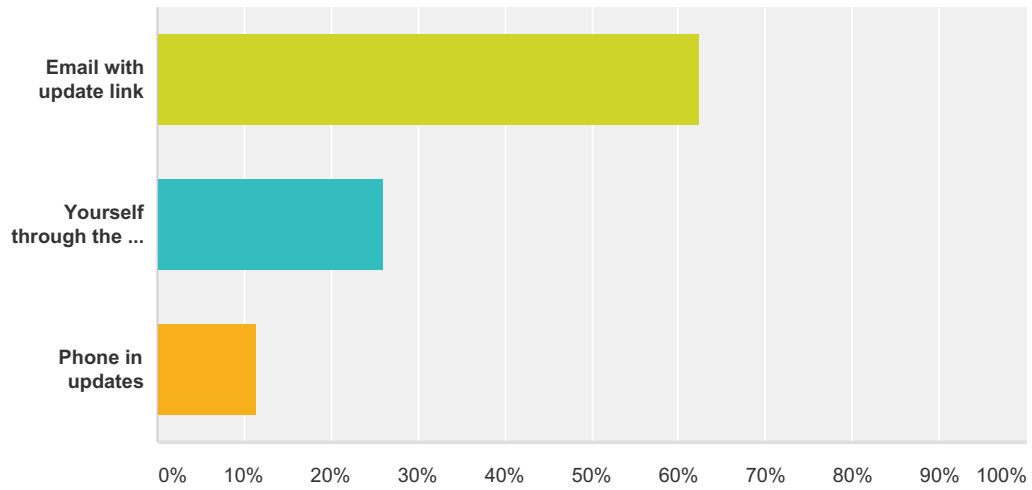
Answered: 13 Skipped: 182



Answer Choices	Responses
No openings	23.08% 3
Forgot to update	30.77% 4
Do not know how	15.38% 2
Do not understand why it is important	23.08% 3
Choose not to participate	7.69% 1
Total	13

Q38 How do you usually update your rates and vacancies?

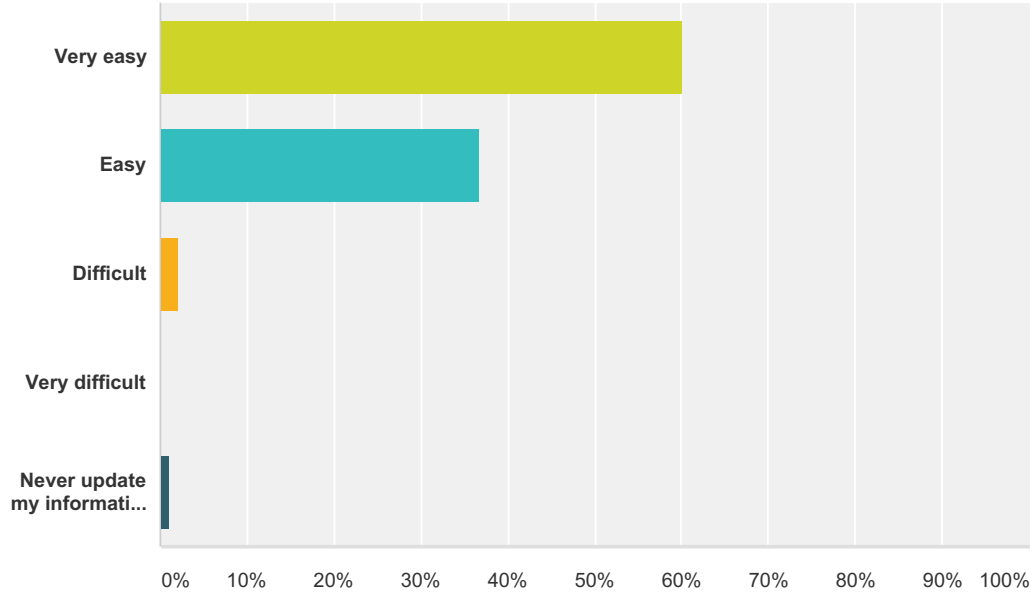
Answered: 157 Skipped: 38



Answer Choices	Responses
Email with update link	62.42% 98
Yourself through the CAC website	26.11% 41
Phone in updates	11.46% 18
Total	157

Q39 Please rate the ease of updating your rates and vacancy information through the link we email you.

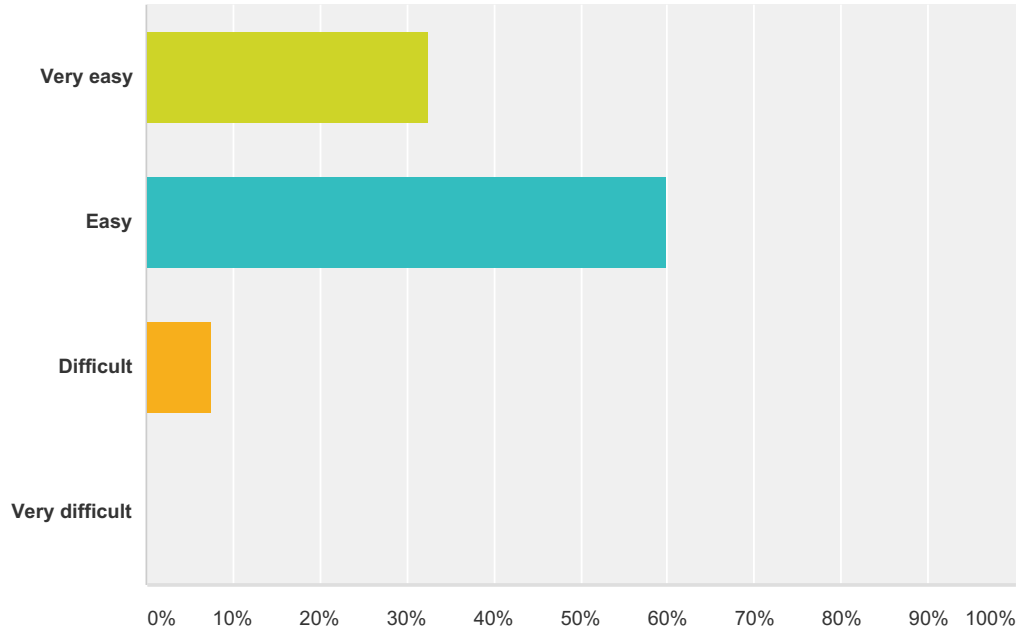
Answered: 98 Skipped: 97



Answer Choices	Responses	
Very easy	60.20%	59
Easy	36.73%	36
Difficult	2.04%	2
Very difficult	0.00%	0
Never update my information through the link	1.02%	1
Total		98

Q40 Please rate the use of updating your rates and vacancy information through the CAC website.

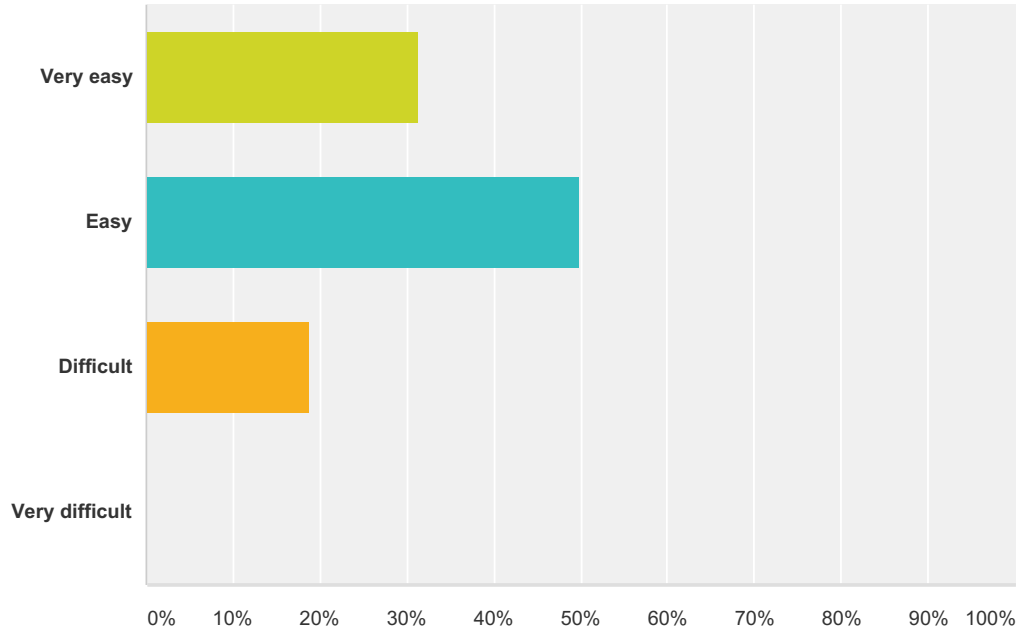
Answered: 40 Skipped: 155



Answer Choices	Responses	
Very easy	32.50%	13
Easy	60.00%	24
Difficult	7.50%	3
Very difficult	0.00%	0
Total		40

Q41 Please rate the use of updating your rates and vacancy information with a Referral Specialist by phone.

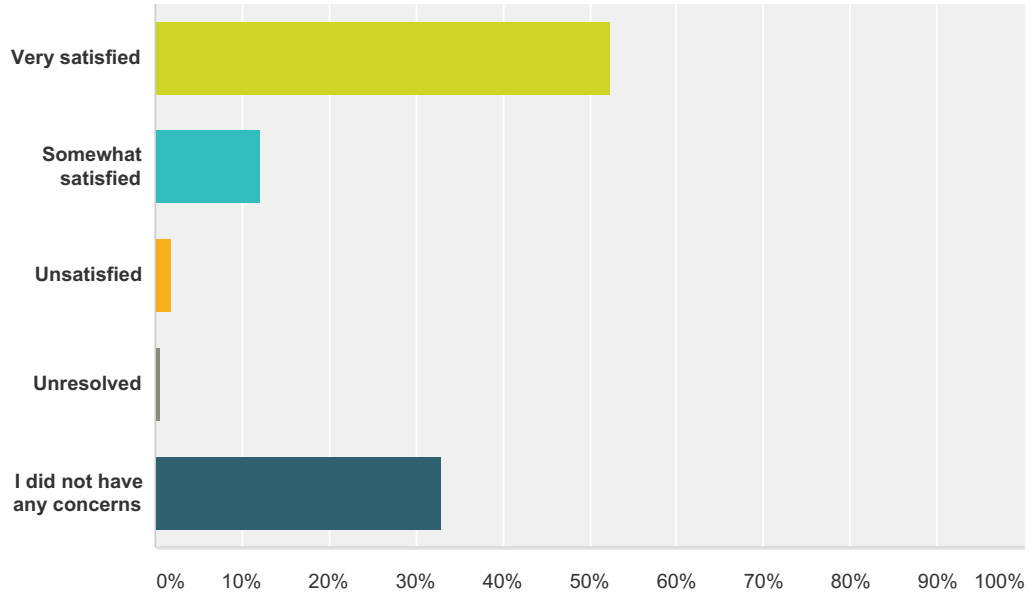
Answered: 16 Skipped: 179



Answer Choices	Responses
Very easy	31.25% 5
Easy	50.00% 8
Difficult	18.75% 3
Very difficult	0.00% 0
Total	16

Q42 We make every effort to make the process of connecting parents with providers go smoothly. If you had any questions or concerns were they resolved to your satisfaction?

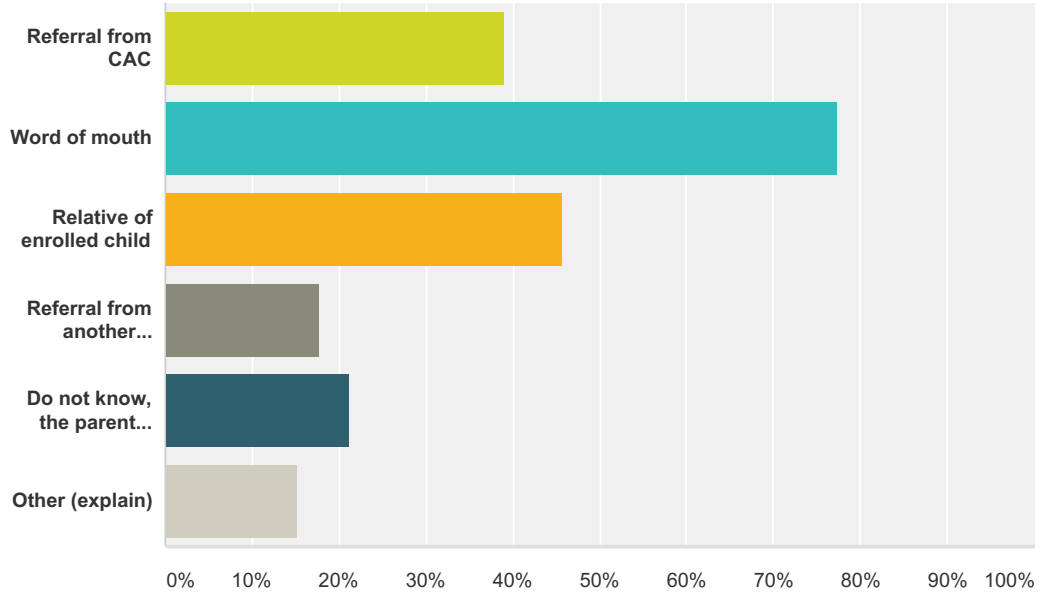
Answered: 164 Skipped: 31



Answer Choices	Responses	
Very satisfied	52.44%	86
Somewhat satisfied	12.20%	20
Unsatisfied	1.83%	3
Unresolved	0.61%	1
I did not have any concerns	32.93%	54
Total		164

**Q43 In the last year, when you had vacancies to fill, how did you fill them?
Mark all that apply.**

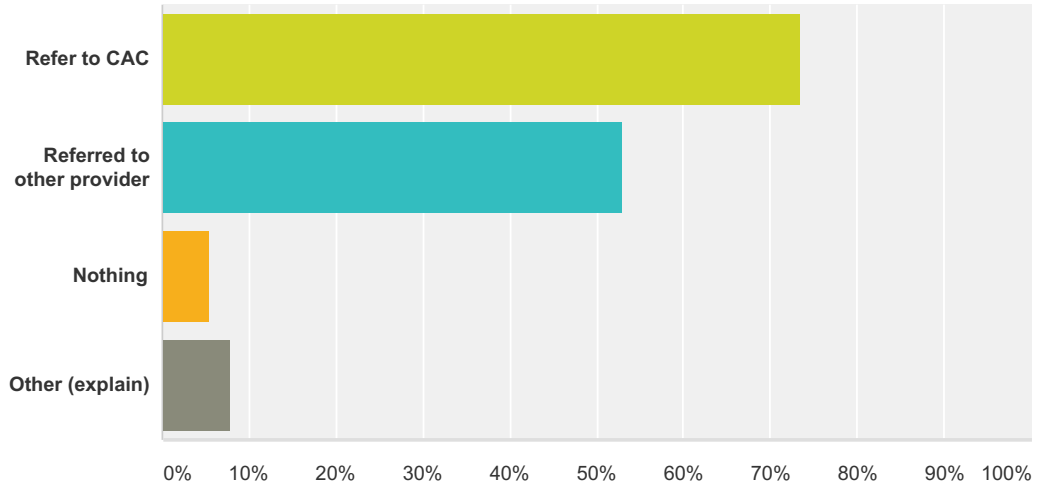
Answered: 164 Skipped: 31



Answer Choices	Responses	
Referral from CAC	39.02%	64
Word of mouth	77.44%	127
Relative of enrolled child	45.73%	75
Referral from another provider	17.68%	29
Do not know, the parent found me	21.34%	35
Other (explain)	15.24%	25
Total Respondents: 164		

Q44 If a parent has come to you looking for child care and you were unable to meet their needs, what did you do to help them?

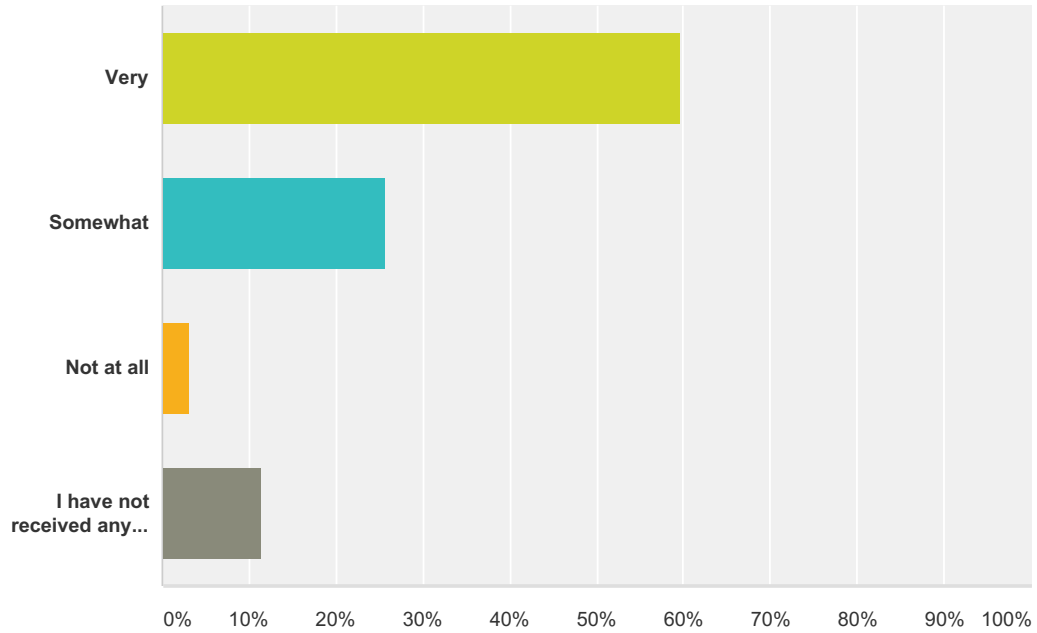
Answered: 166 Skipped: 29



Answer Choices	Responses
Refer to CAC	73.49% 122
Referred to other provider	53.01% 88
Nothing	5.42% 9
Other (explain)	7.83% 13
Total Respondents: 166	

Q45 We send an incentive to those providers that update their information with us two of every three months in the quarter. Please rate how useful you found the materials and newsletter.

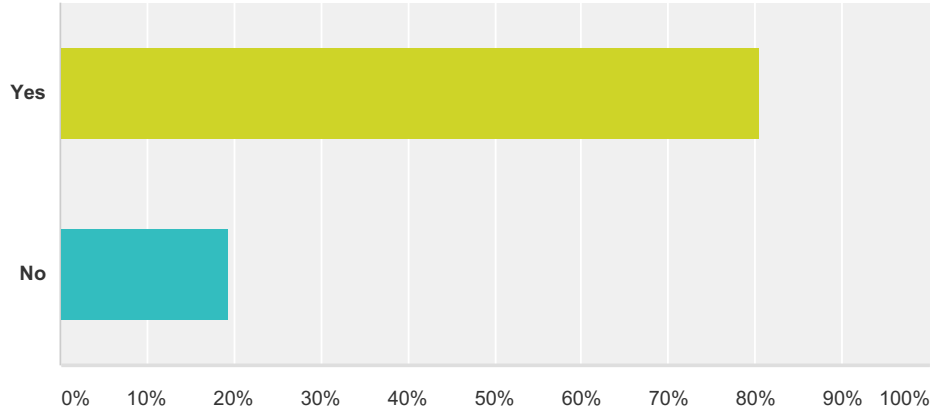
Answered: 164 Skipped: 31



Answer Choices	Responses	Count
Very	59.76%	98
Somewhat	25.61%	42
Not at all	3.05%	5
I have not received any incentives	11.59%	19
Total		164

Q46 Have you accessed your username & password on the Care About Childcare website?

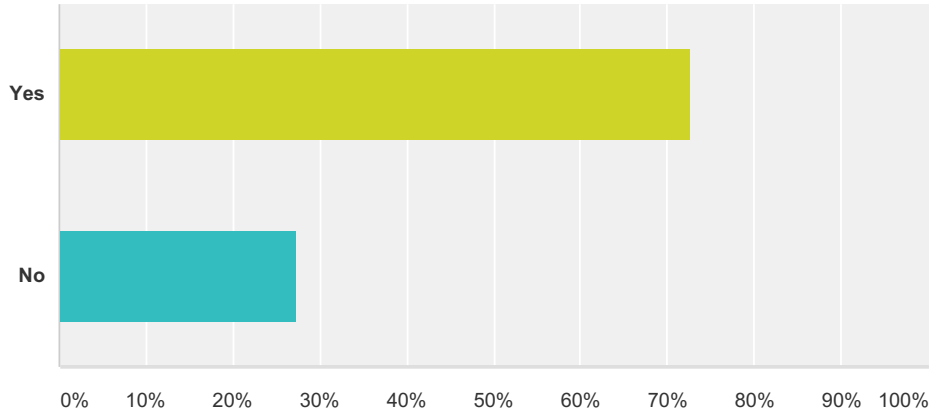
Answered: 164 Skipped: 31



Answer Choices	Responses
Yes	80.49% 132
No	19.51% 32
Total	164

Q47 Did you know that you can now update your program's vacancies yourself, as well as other information on the Care About Childcare (CAC) website?

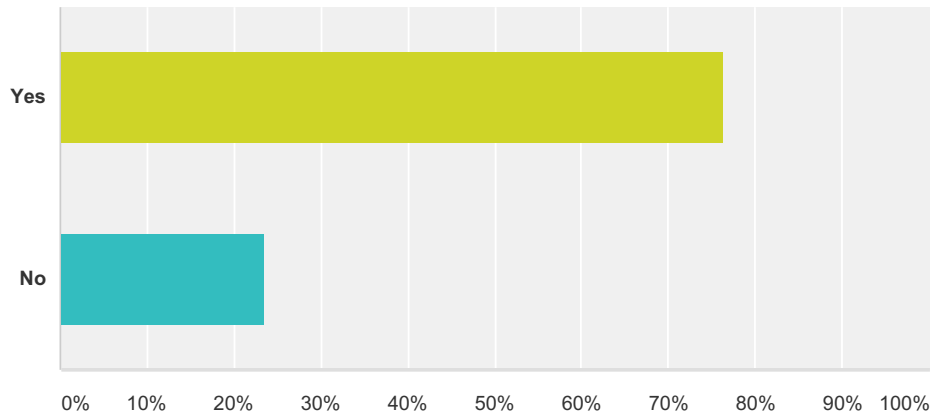
Answered: 164 Skipped: 31



Answer Choices	Responses
Yes	72.56% 119
No	27.44% 45
Total	164

Q48 Have you updated your program's information through the CAC website?

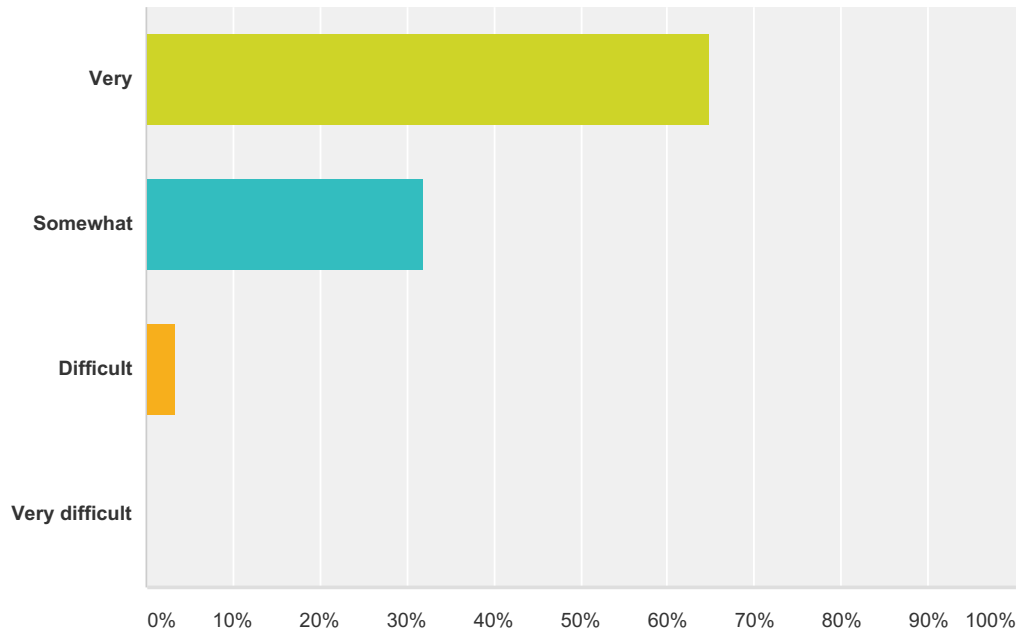
Answered: 119 Skipped: 76



Answer Choices	Responses	
Yes	76.47%	91
No	23.53%	28
Total		119

Q49 When updating your facility information how easy was it to do?

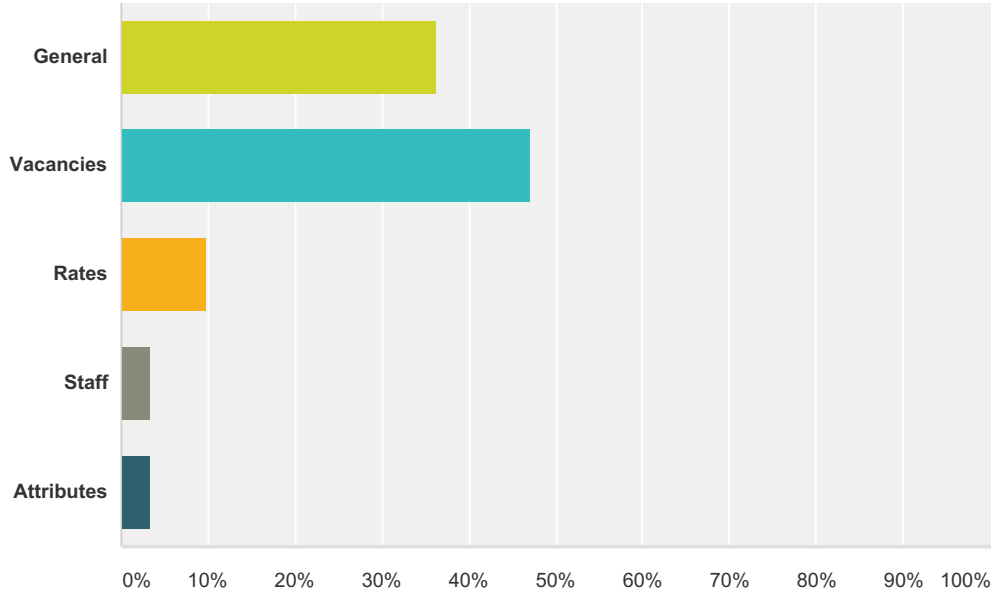
Answered: 91 Skipped: 104



Answer Choices	Responses	
Very	64.84%	59
Somewhat	31.87%	29
Difficult	3.30%	3
Very difficult	0.00%	0
Total		91

Q50 When using the CAC website, in the facility section, what information do you most frequently update?

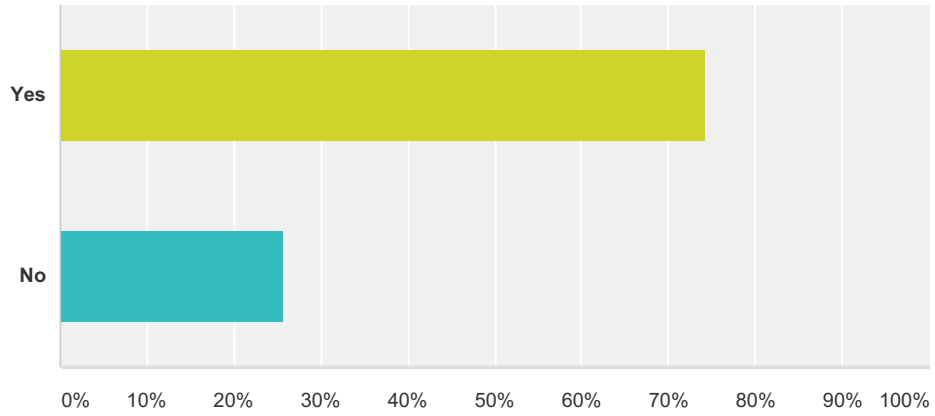
Answered: 91 Skipped: 104



Answer Choices	Responses
General	36.26% 33
Vacancies	47.25% 43
Rates	9.89% 9
Staff	3.30% 3
Attributes	3.30% 3
Total	91

**Q51 Have you heard about the Care About
Childcare/Provider Marking Page that is
available to you as a free marketing tool?**

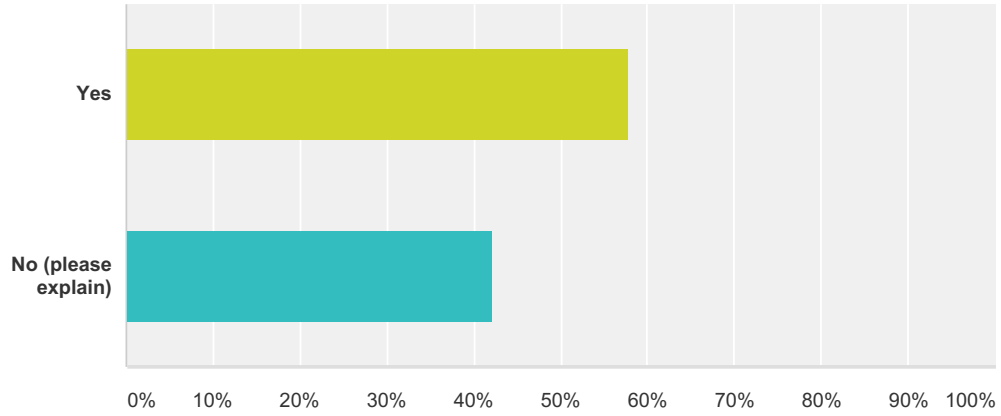
Answered: 164 Skipped: 31



Answer Choices	Responses	
Yes	74.39%	122
No	25.61%	42
Total		164

Q52 Have you had the opportunity to upload photos and useful information about your child care program on our marketing page?

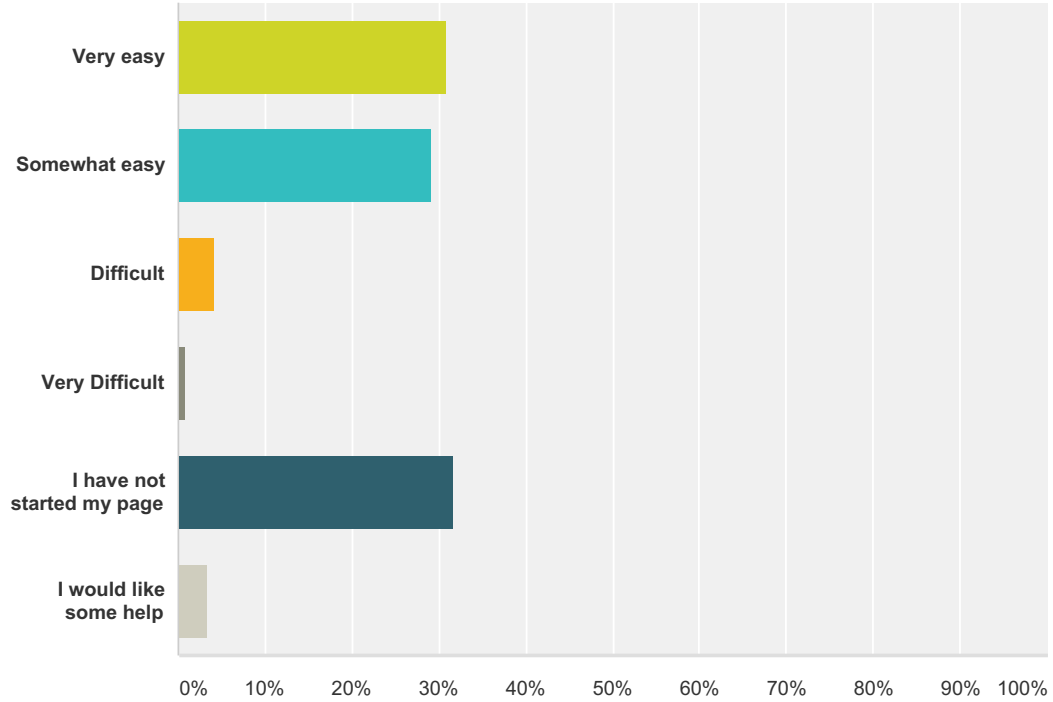
Answered: 121 Skipped: 74



Answer Choices	Responses
Yes	57.85% 70
No (please explain)	42.15% 51
Total	121

Q53 When starting your marketing page, how easy was it to upload and enter the information?

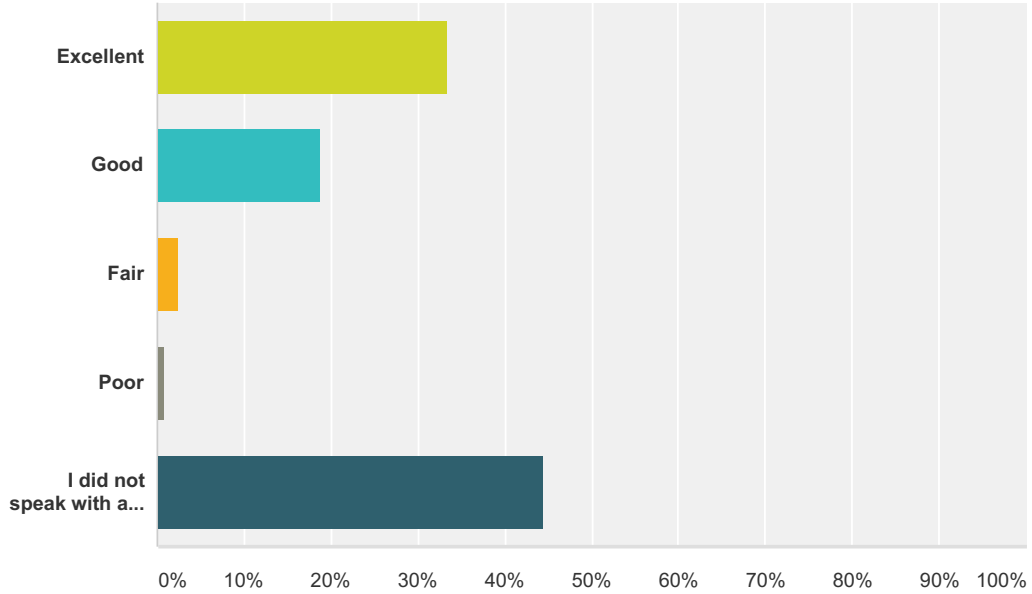
Answered: 120 Skipped: 75



Answer Choices	Responses
Very easy	30.83% 37
Somewhat easy	29.17% 35
Difficult	4.17% 5
Very Difficult	0.83% 1
I have not started my page	31.67% 38
I would like some help	3.33% 4
Total	120

Q54 How helpful was the CAC Representative in assisting you with starting your marketing page?

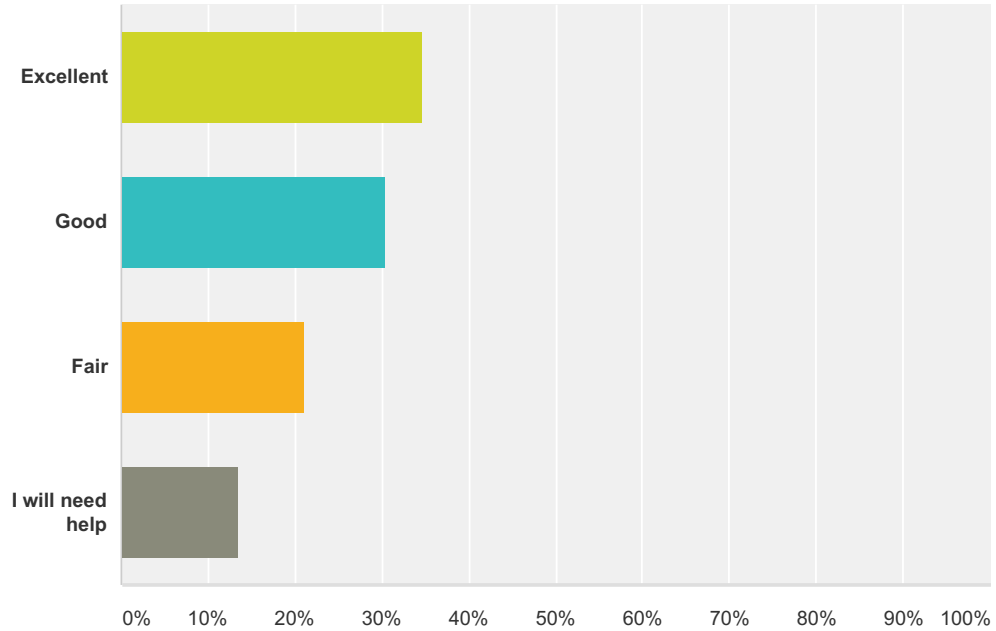
Answered: 117 Skipped: 78



Answer Choices	Responses	Count
Excellent	33.33%	39
Good	18.80%	22
Fair	2.56%	3
Poor	0.85%	1
I did not speak with a CAC Representative	44.44%	52
Total		117

Q55 How comfortable do you feel with your computer skills to keep your marketing page updated?

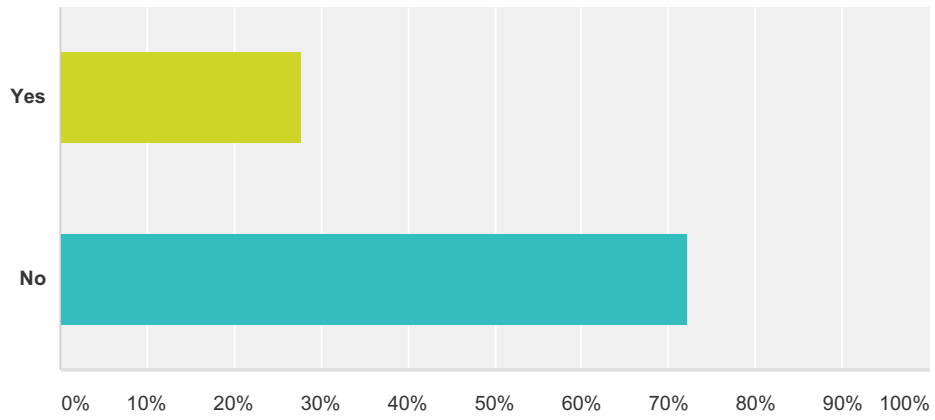
Answered: 118 Skipped: 77



Answer Choices	Responses
Excellent	34.75% 41
Good	30.51% 36
Fair	21.19% 25
I will need help	13.56% 16
Total	118

Q56 Do you currently have a website that you would like added to our database?

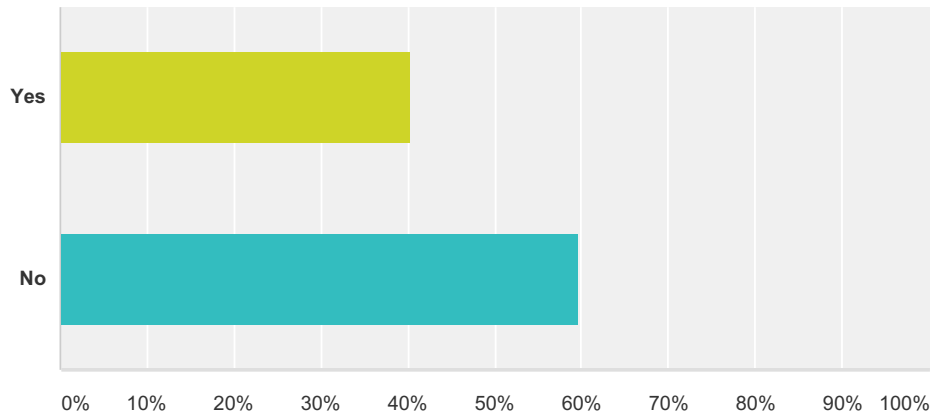
Answered: 119 Skipped: 76



Answer Choices	Responses	
Yes	27.73%	33
No	72.27%	86
Total		119

Q58 Would you be interested in having a business website?

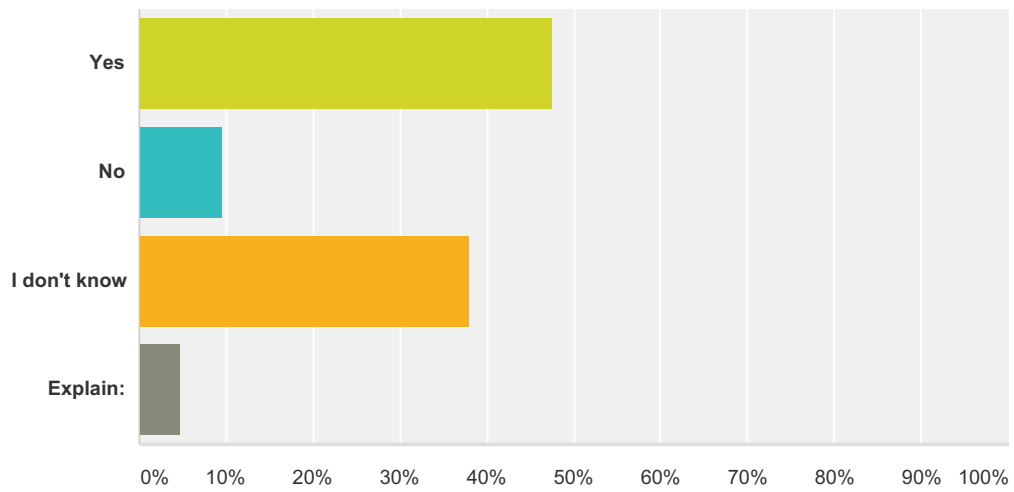
Answered: 87 Skipped: 108



Answer Choices	Responses	
Yes	40.23%	35
No	59.77%	52
Total		87

Q59 Would you consider creating one in the future?

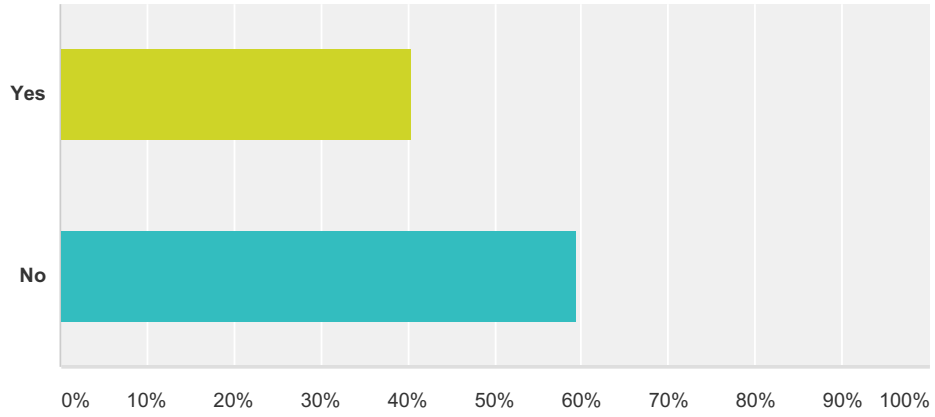
Answered: 42 Skipped: 153



Answer Choices	Responses
Yes	47.62% 20
No	9.52% 4
I don't know	38.10% 16
Explain:	4.76% 2
Total	42

Q60 Would you like a CAC Specialist to help you create a page?

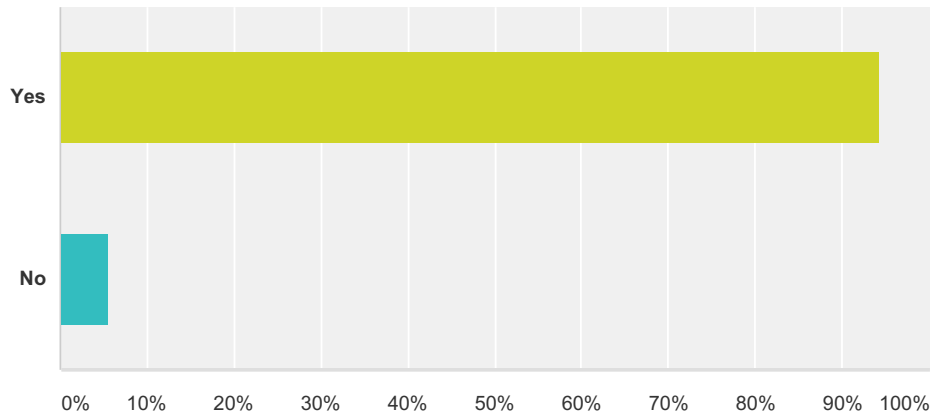
Answered: 42 Skipped: 153



Answer Choices	Responses
Yes	40.48% 17
No	59.52% 25
Total	42

Q62 Have you been licensed for more than 6 months?

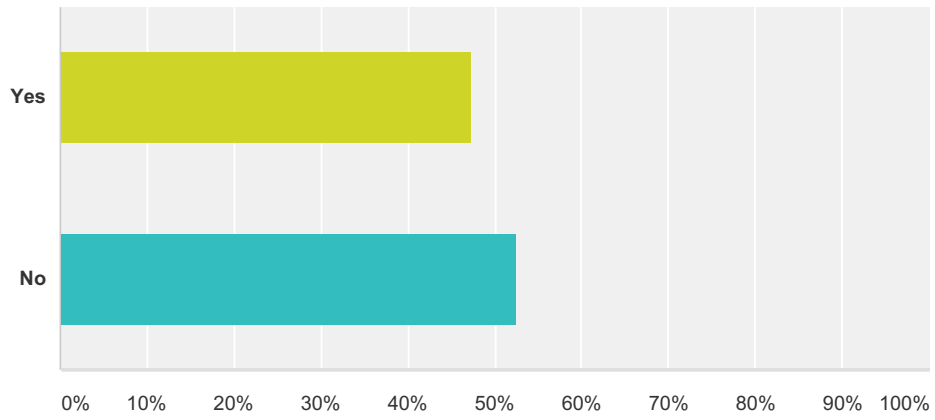
Answered: 159 Skipped: 36



Answer Choices	Responses
Yes	94.34% 150
No	5.66% 9
Total	159

Q63 Have you uploaded criteria under the Quality Indicators?

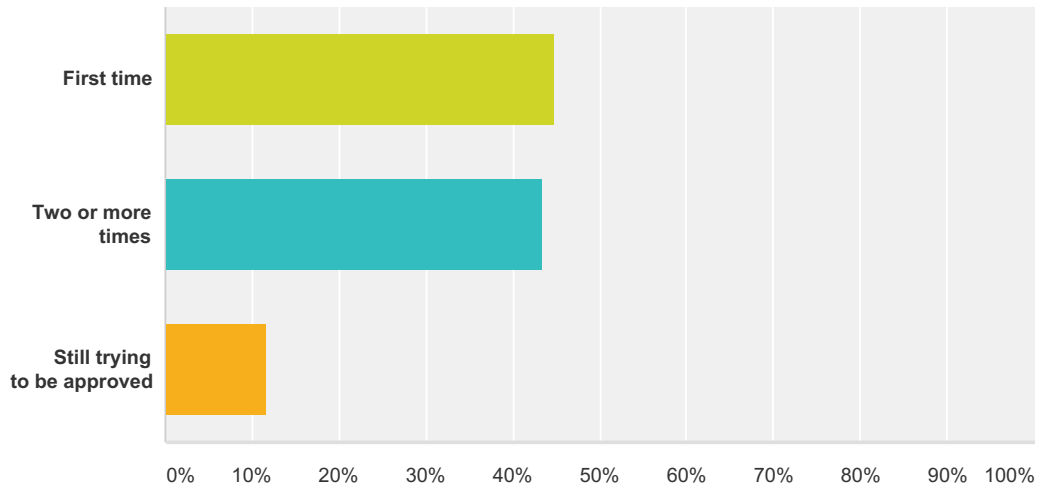
Answered: 152 Skipped: 43



Answer Choices	Responses	
Yes	47.37%	72
No	52.63%	80
Total		152

Q64 When submitting criteria is it typically approved when submitted the first time?

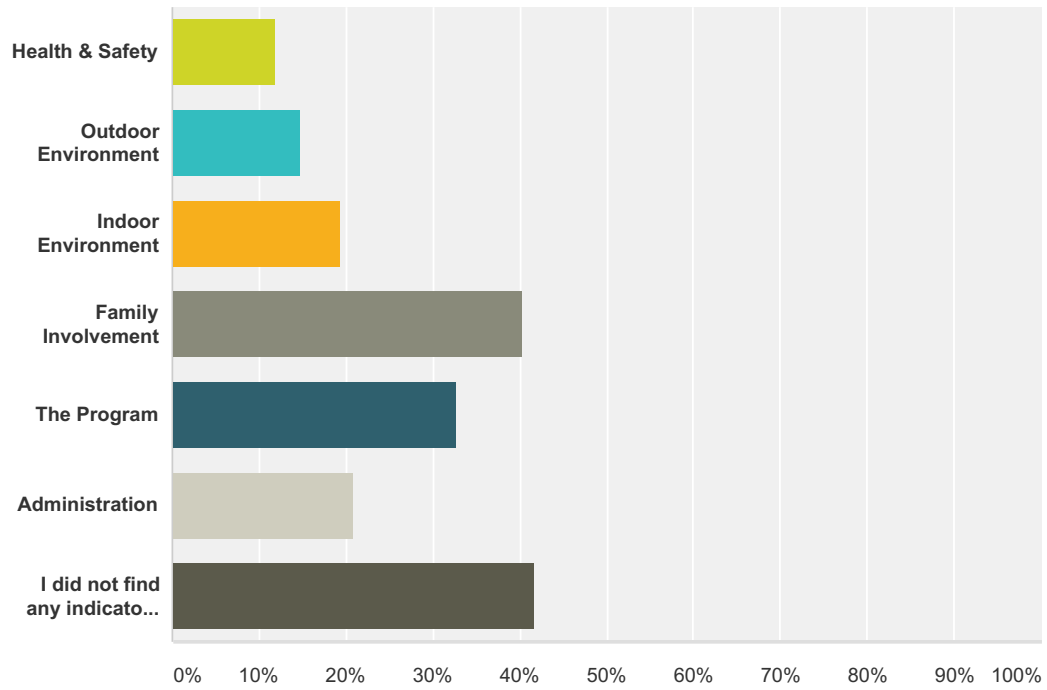
Answered: 69 Skipped: 126



Answer Choices	Responses
First time	44.93% 31
Two or more times	43.48% 30
Still trying to be approved	11.59% 8
Total	69

Q65 What Indicators do you find most difficult? (Check all that apply.)

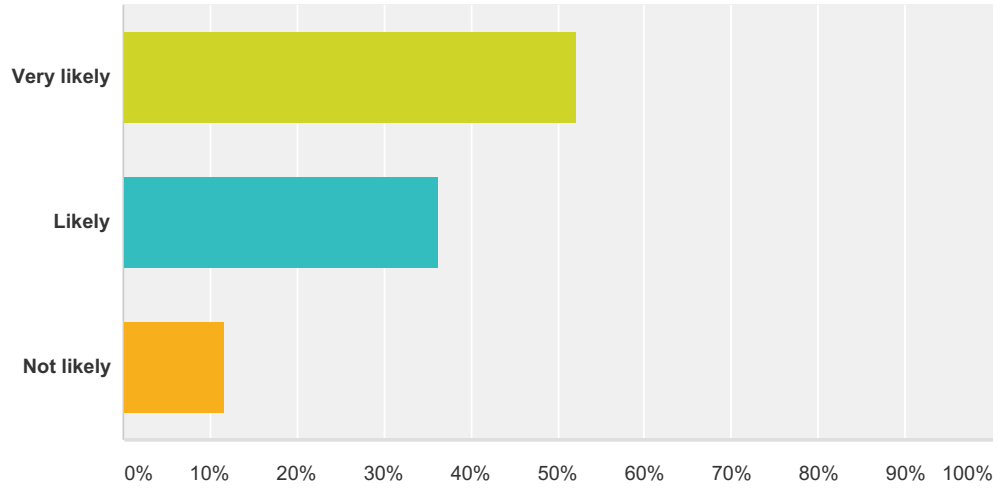
Answered: 67 Skipped: 128



Answer Choices	Responses
Health & Safety	11.94% 8
Outdoor Environment	14.93% 10
Indoor Environment	19.40% 13
Family Involvement	40.30% 27
The Program	32.84% 22
Administration	20.90% 14
I did not find any indicators to be difficult	41.79% 28
Total Respondents: 67	

Q66 How likely are you to continue in the Care About Child Care Quality Indicator Program in the future?

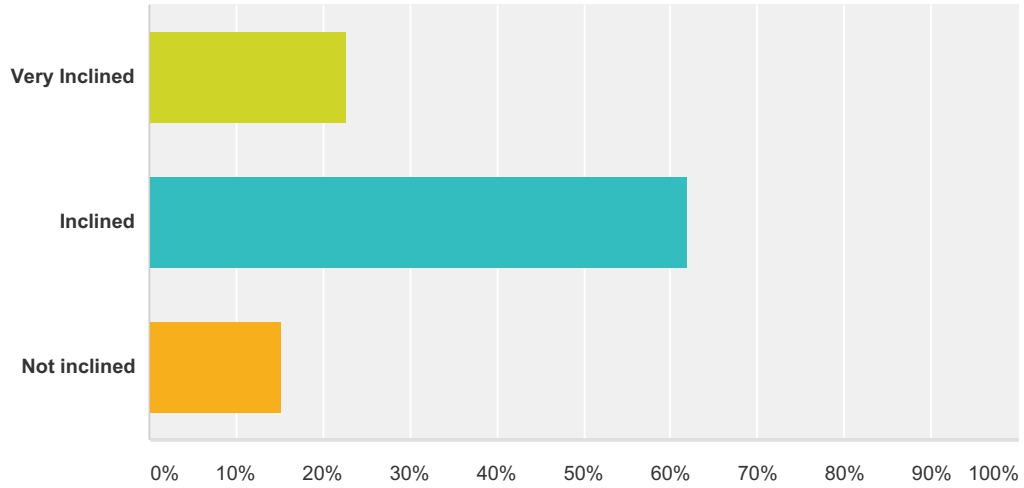
Answered: 69 Skipped: 126



Answer Choices	Responses	Count
Very likely	52.17%	36
Likely	36.23%	25
Not likely	11.59%	8
Total		69

Q67 How inclined are you to participate in the Care About Childcare Quality Indicator Program in the future?

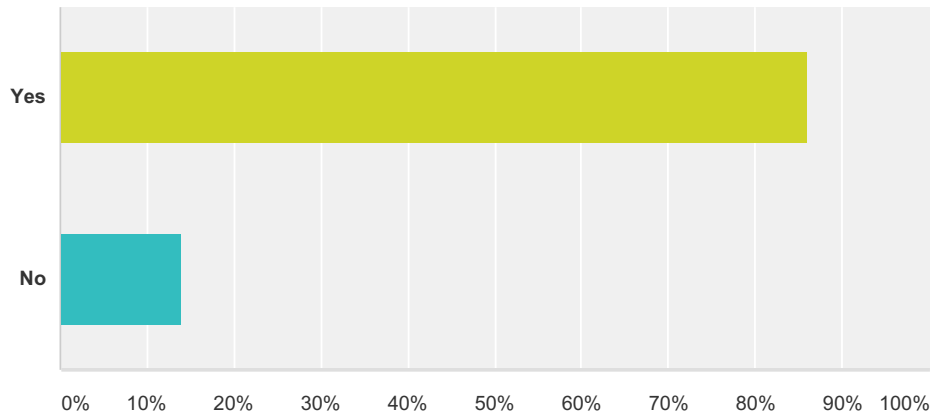
Answered: 79 Skipped: 116



Answer Choices	Responses	Count
Very Inclined	22.78%	18
Inclined	62.03%	49
Not inclined	15.19%	12
Total		79

Q68 Have you visited the CAC website at careaboutchildcare.utah.gov?

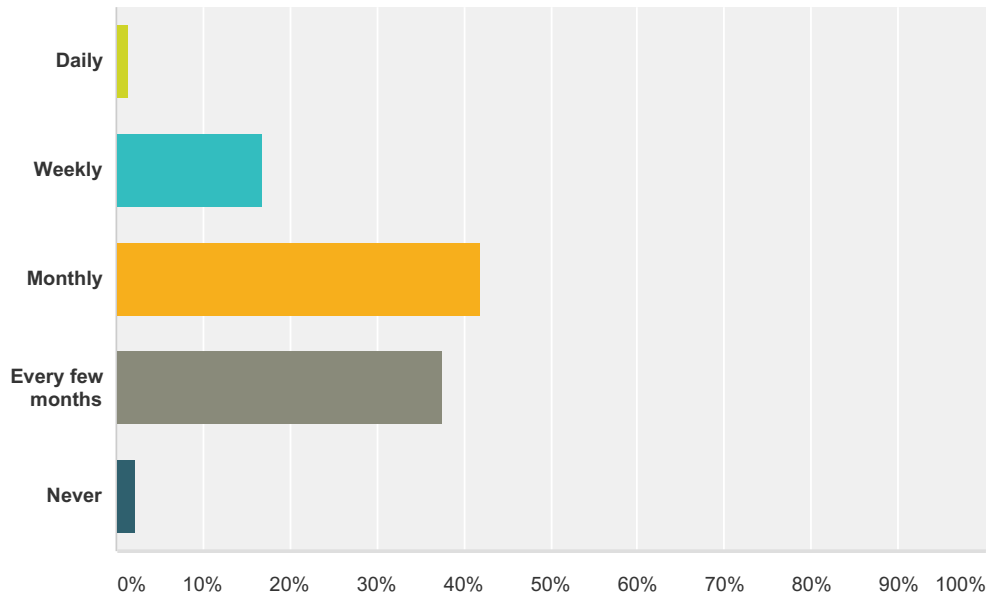
Answered: 157 Skipped: 38



Answer Choices	Responses	
Yes	85.99%	135
No	14.01%	22
Total		157

Q69 How often do you visit the careaboutchildcare.utah.gov website?

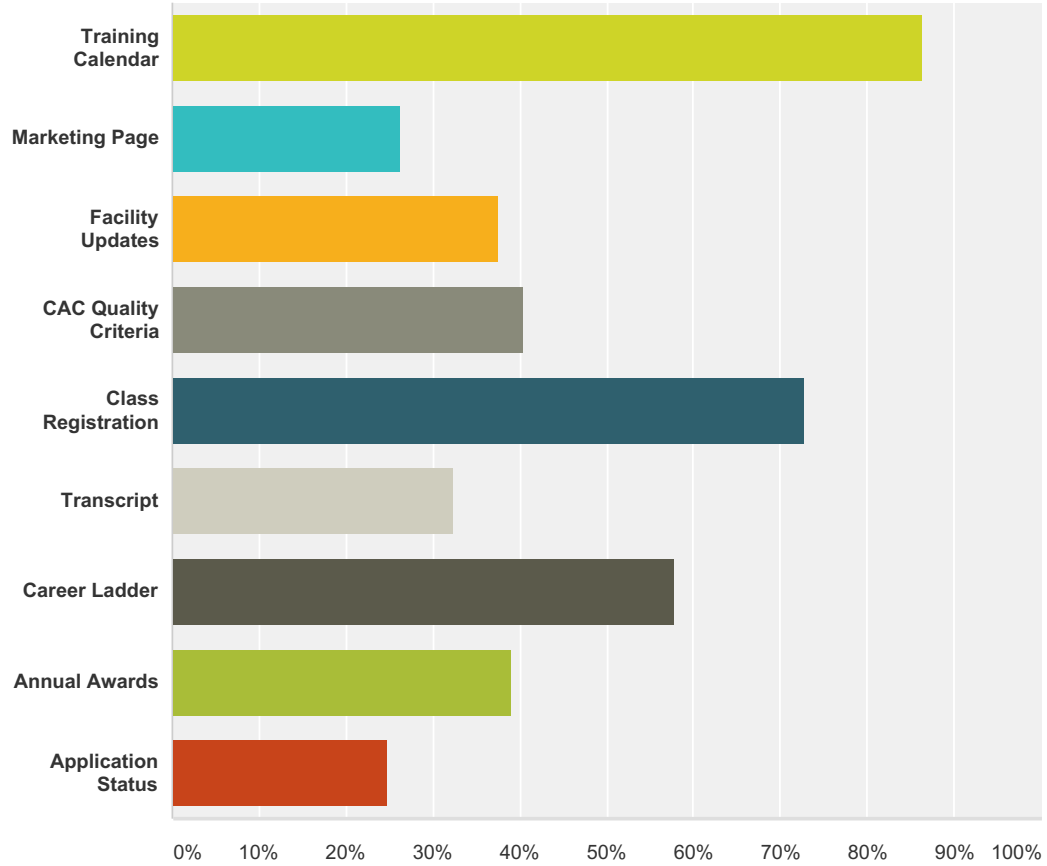
Answered: 136 Skipped: 59



Answer Choices	Responses	Count
Daily	1.47%	2
Weekly	16.91%	23
Monthly	41.91%	57
Every few months	37.50%	51
Never	2.21%	3
Total		136

Q70 When using the website what information are you looking for? (Please mark all that apply)

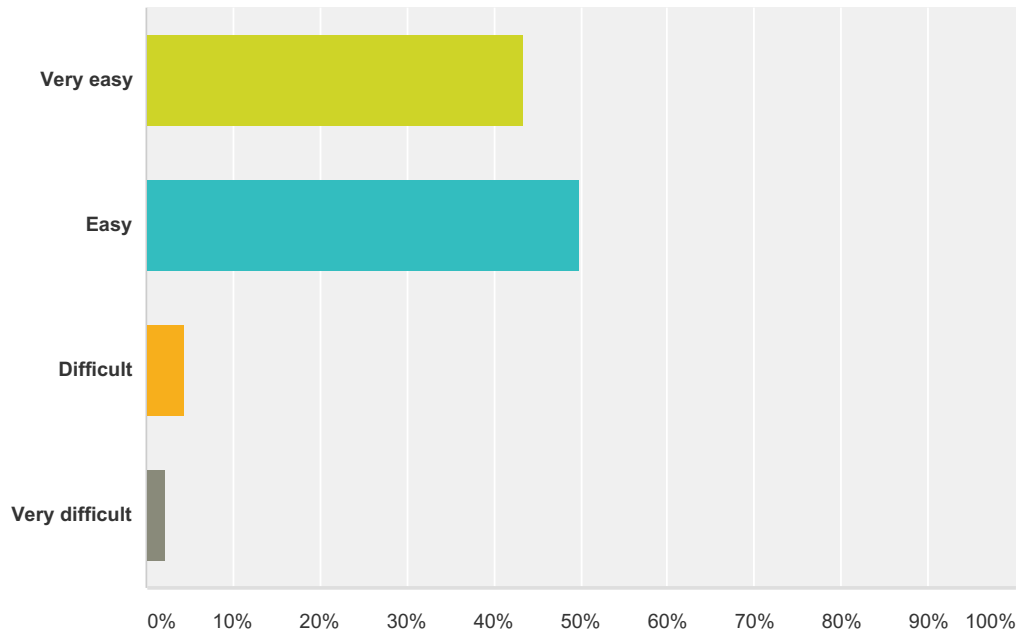
Answered: 133 Skipped: 62



Answer Choices	Responses	Count
Training Calendar	86.47%	115
Marketing Page	26.32%	35
Facility Updates	37.59%	50
CAC Quality Criteria	40.60%	54
Class Registration	72.93%	97
Transcript	32.33%	43
Career Ladder	57.89%	77
Annual Awards	39.10%	52
Application Status	24.81%	33
Total Respondents: 133		

Q71 How easy is it to navigate the website?

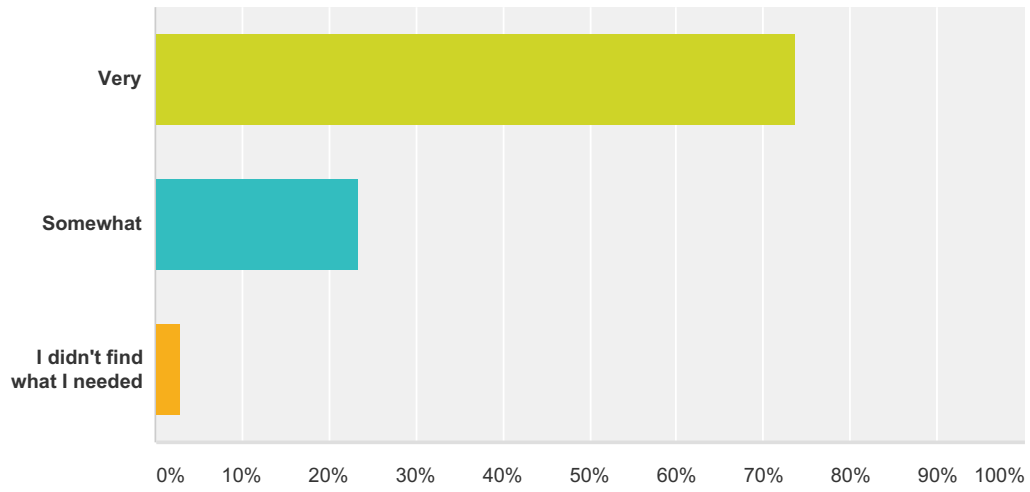
Answered: 136 Skipped: 59



Answer Choices	Responses
Very easy	43.38% 59
Easy	50.00% 68
Difficult	4.41% 6
Very difficult	2.21% 3
Total	136

Q72 How useful do you find the information on the website?

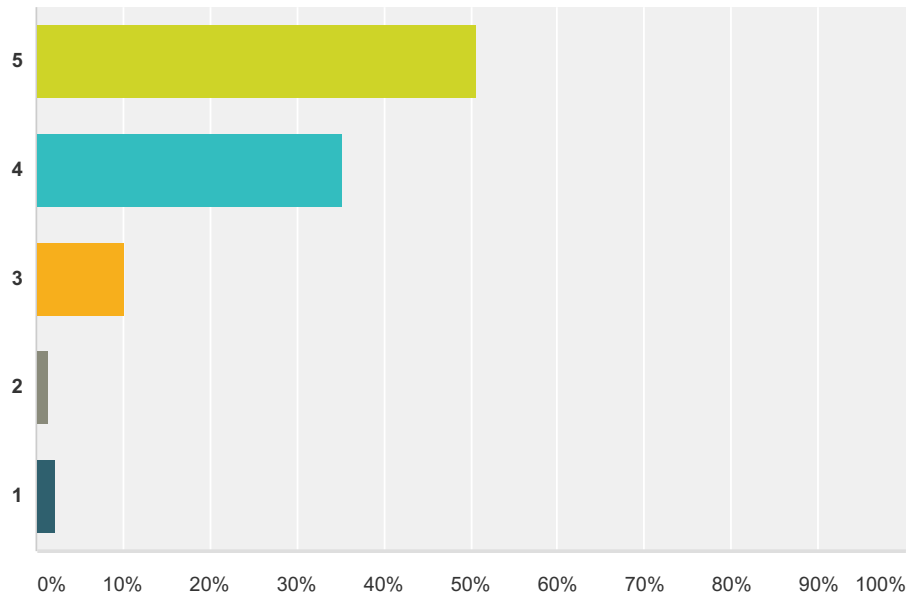
Answered: 137 Skipped: 58



Answer Choices	Responses
Very	73.72% 101
Somewhat	23.36% 32
I didn't find what I needed	2.92% 4
Total	137

Q73 Rate the website appearance, with 5 being high and 1 being low.

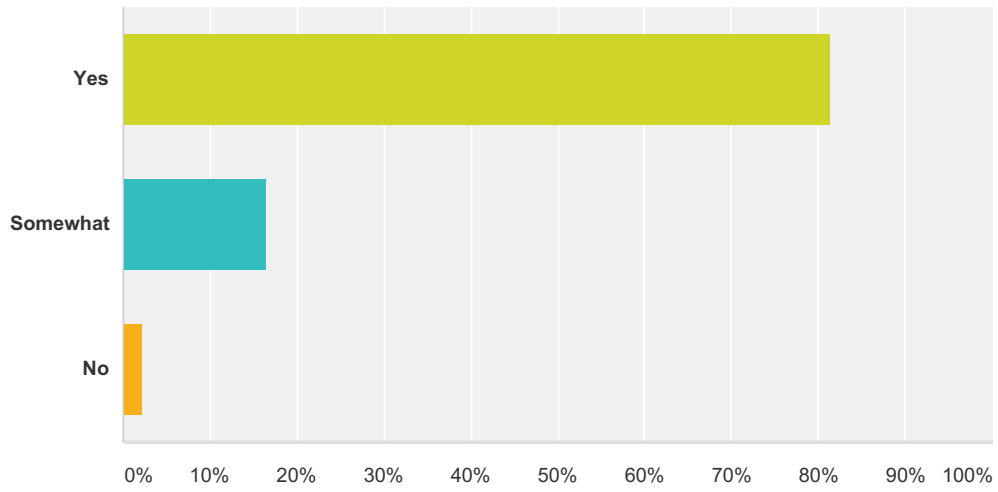
Answered: 136 Skipped: 59



Answer Choices	Responses	
5	50.74%	69
4	35.29%	48
3	10.29%	14
2	1.47%	2
1	2.21%	3
Total		136

Q74 Do you find our information to be current and accurate?

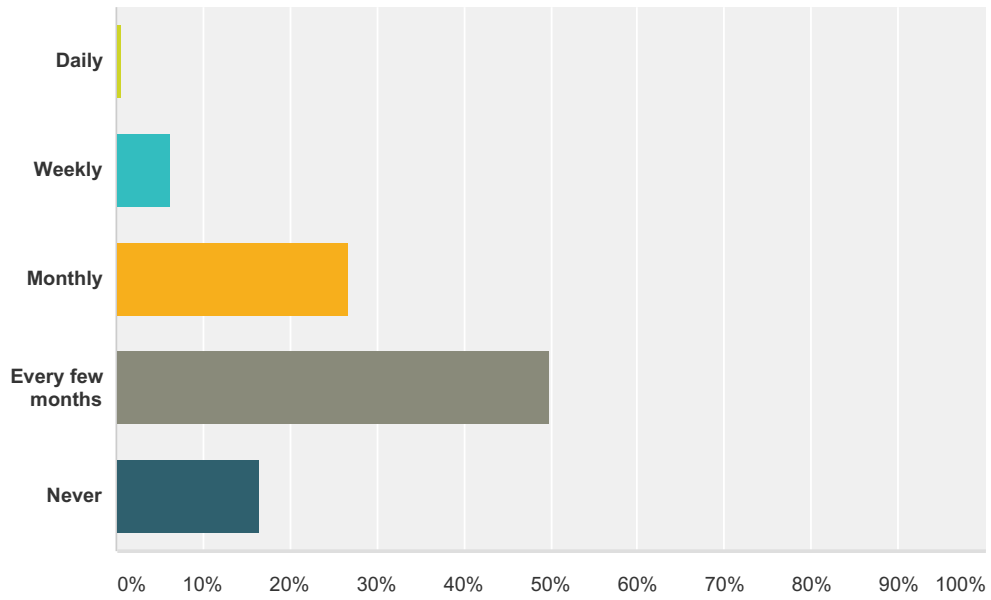
Answered: 134 Skipped: 61



Answer Choices	Responses
Yes	81.34% 109
Somewhat	16.42% 22
No	2.24% 3
Total	134

Q75 How often do you visit the Children's Service Society website, www.cssutah.org.

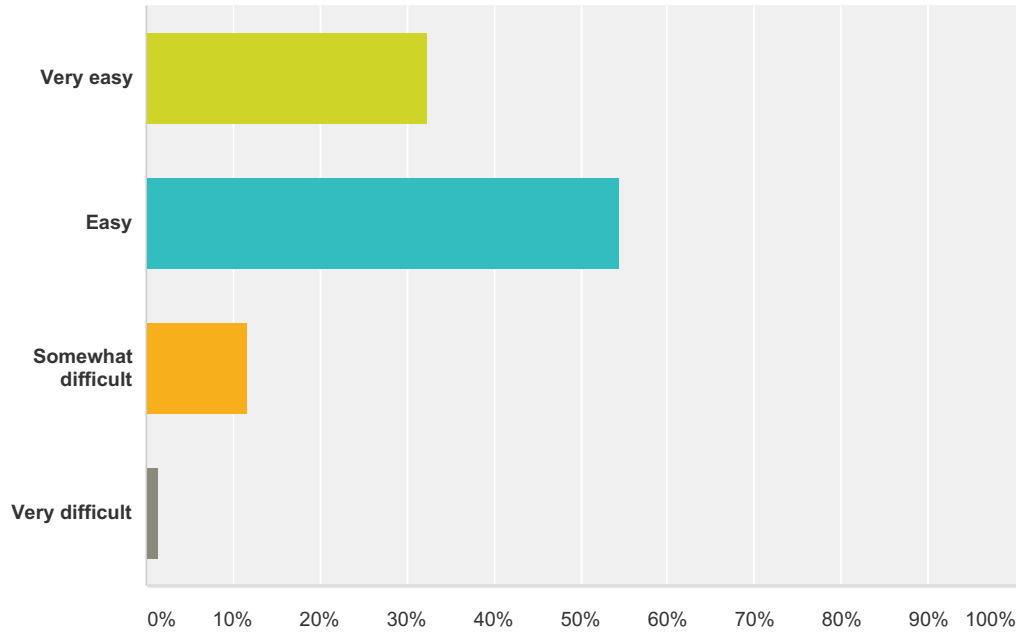
Answered: 176 Skipped: 19



Answer Choices	Responses
Daily	0.57% 1
Weekly	6.25% 11
Monthly	26.70% 47
Every few months	50.00% 88
Never	16.48% 29
Total	176

Q76 How easy is the website to navigate?

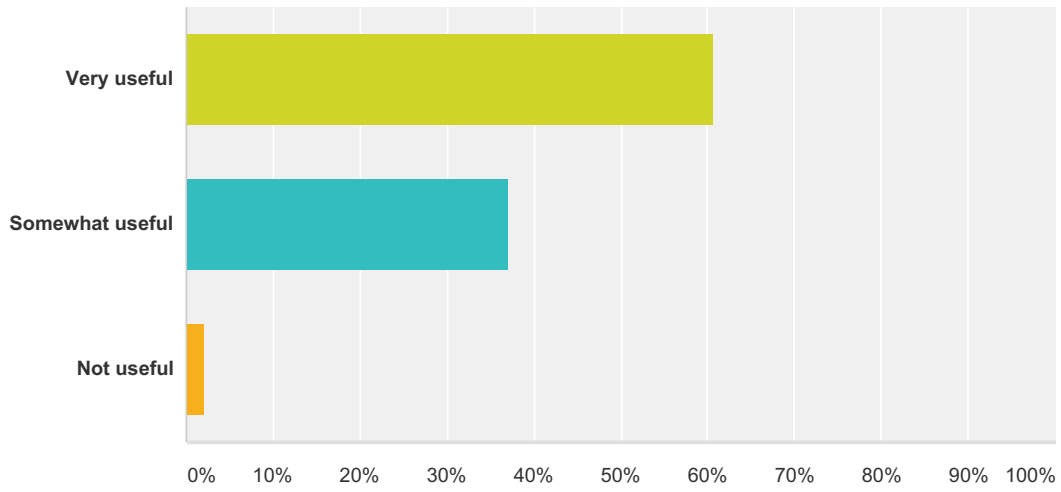
Answered: 145 Skipped: 50



Answer Choices	Responses
Very easy	32.41% 47
Easy	54.48% 79
Somewhat difficult	11.72% 17
Very difficult	1.38% 2
Total	145

Q77 How useful do you find the information on the website?

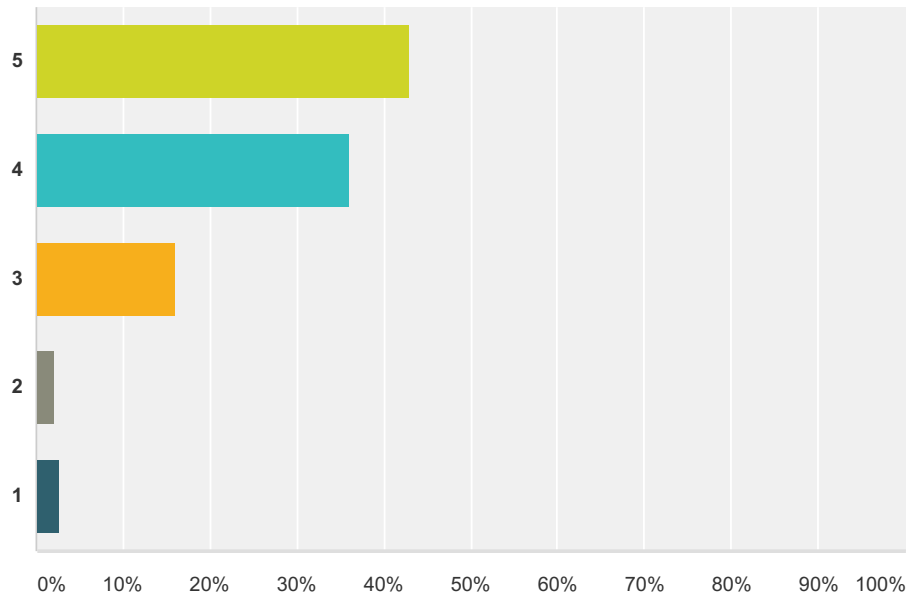
Answered: 143 Skipped: 52



Answer Choices	Responses
Very useful	60.84% 87
Somewhat useful	37.06% 53
Not useful	2.10% 3
Total	143

Q78 Rate the website appearance, with 5 being high and 1 being low.

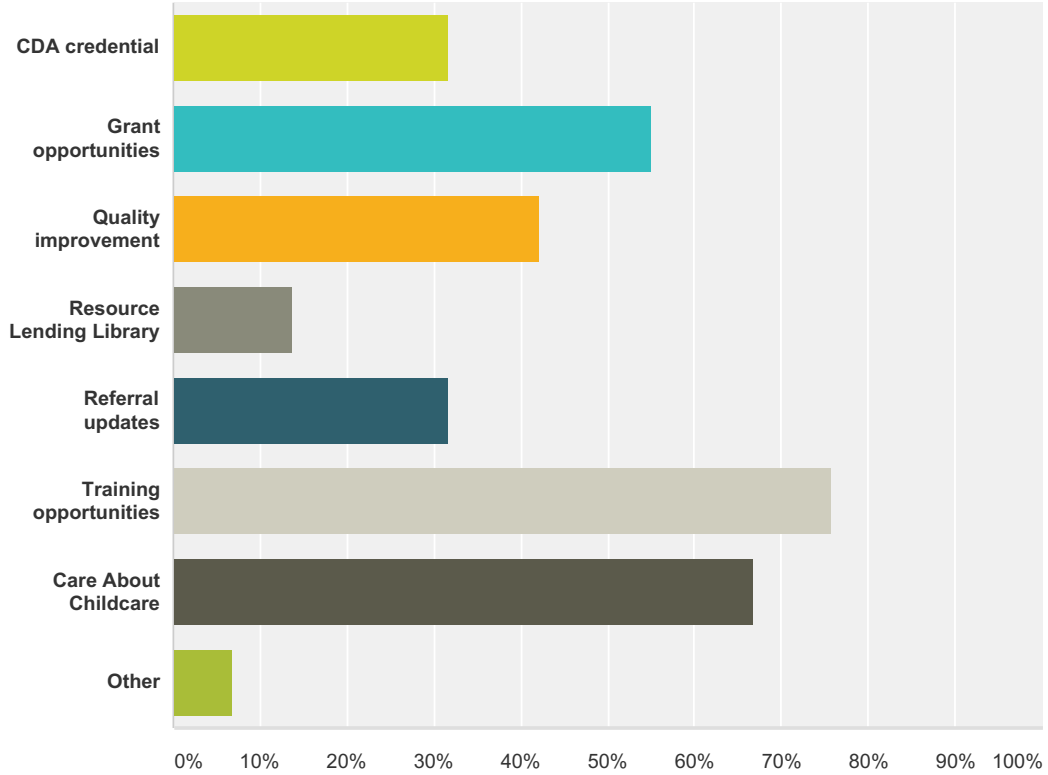
Answered: 144 Skipped: 51



Answer Choices	Responses	
5	43.06%	62
4	36.11%	52
3	15.97%	23
2	2.08%	3
1	2.78%	4
Total		144

Q79 When using our website what information are you looking for? Please mark all that apply.

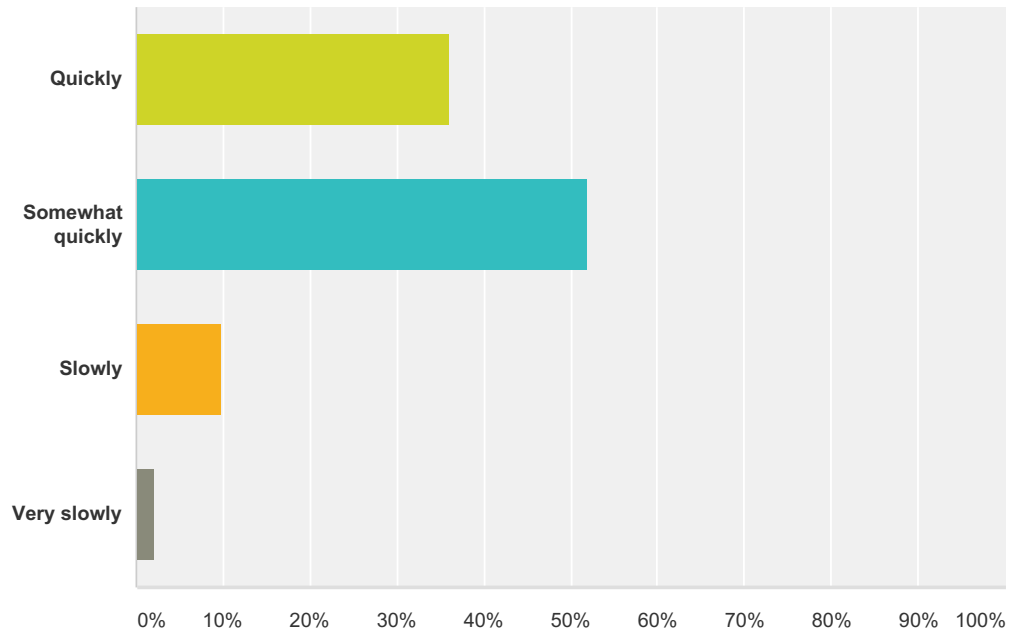
Answered: 145 Skipped: 50



Answer Choices	Responses
CDA credential	31.72% 46
Grant opportunities	55.17% 80
Quality improvement	42.07% 61
Resource Lending Library	13.79% 20
Referral updates	31.72% 46
Training opportunities	75.86% 110
Care About Childcare	66.90% 97
Other	6.90% 10
Total Respondents: 145	

Q80 How quickly do you find the information you are looking for?

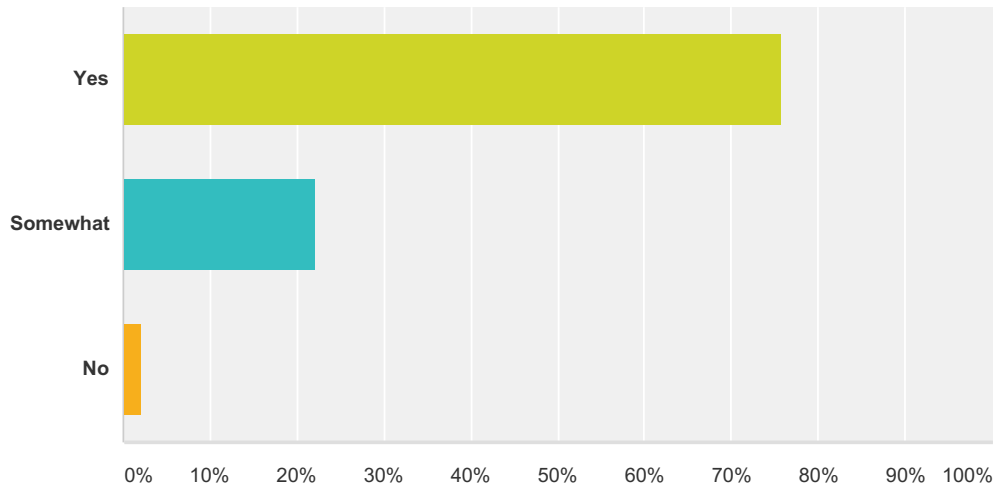
Answered: 144 Skipped: 51



Answer Choices	Responses	
Quickly	36.11%	52
Somewhat quickly	52.08%	75
Slowly	9.72%	14
Very slowly	2.08%	3
Total		144

Q81 Did you find the information on the website to be current and accurate?

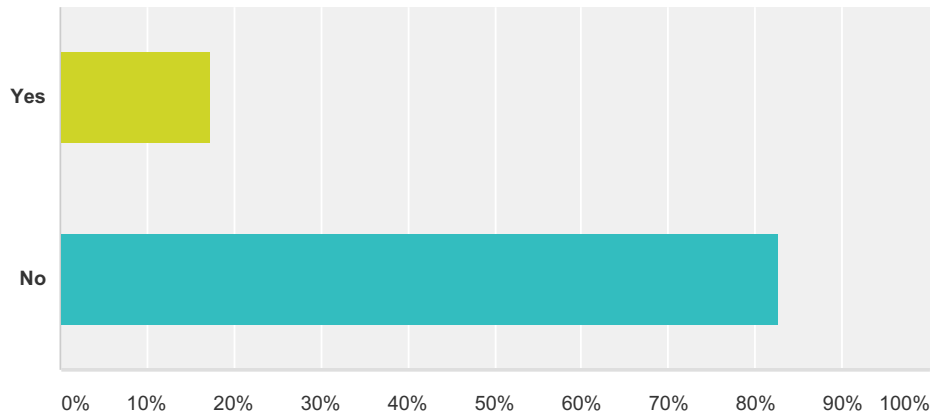
Answered: 140 Skipped: 55



Answer Choices	Responses
Yes	75.71% 106
Somewhat	22.14% 31
No	2.14% 3
Total	140

Q83 Are you a member of the Resource Lending Library?

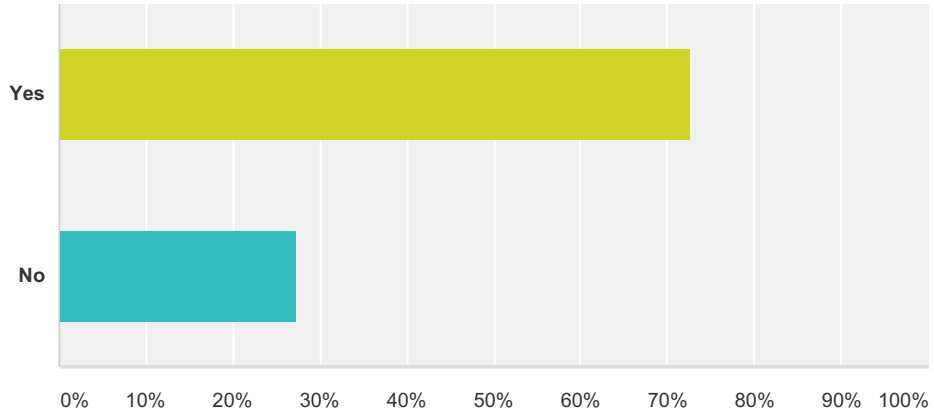
Answered: 178 Skipped: 17



Answer Choices	Responses	
Yes	17.42%	31
No	82.58%	147
Total		178

Q84 Do you plan on renewing your membership?

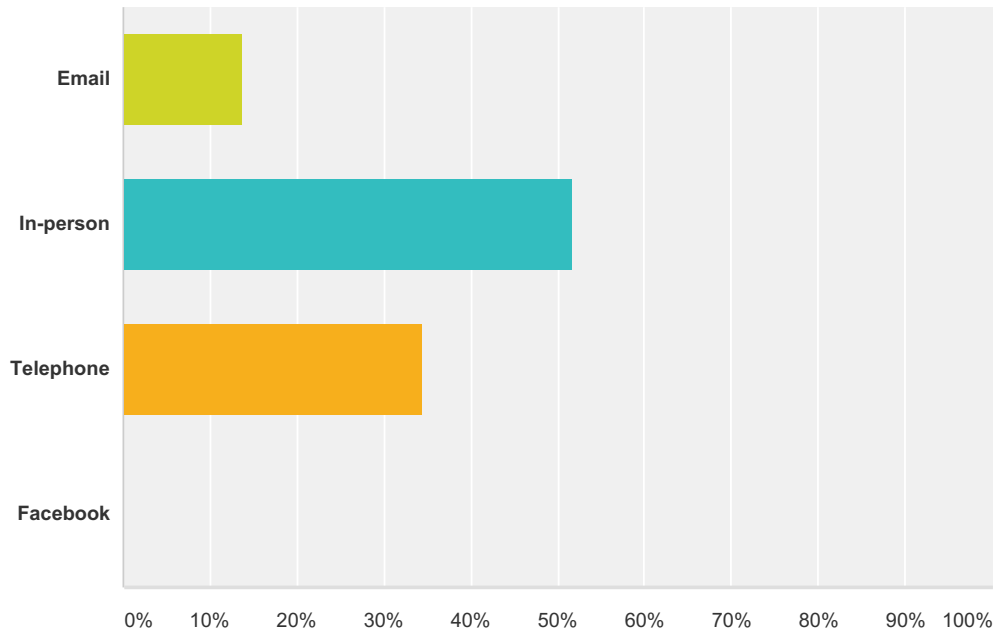
Answered: 33 Skipped: 162



Answer Choices	Responses
Yes	72.73% 24
No	27.27% 9
Total	33

Q85 How do you typically contact the Lending Library Specialist?

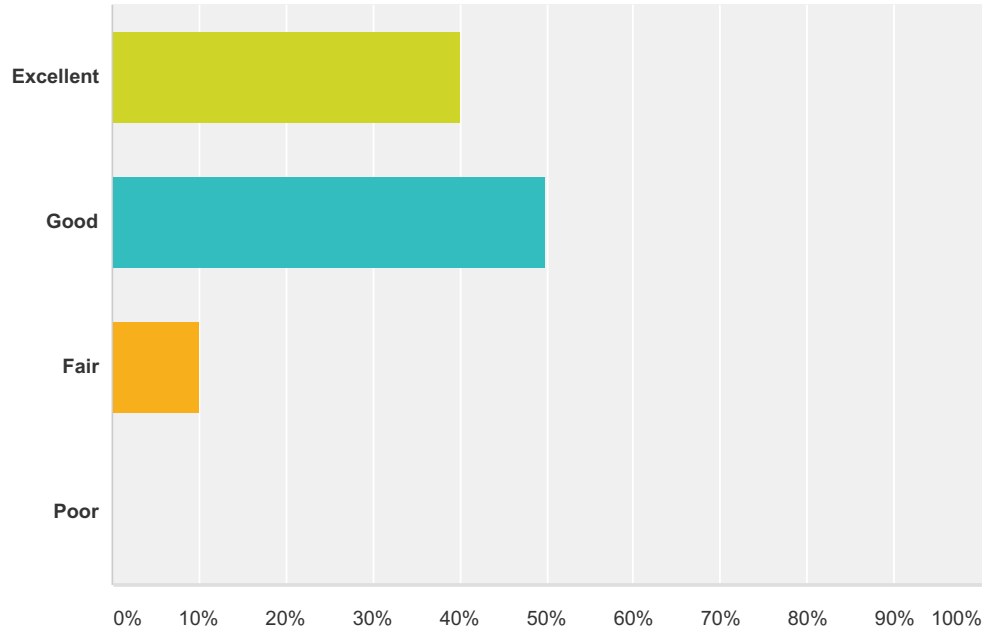
Answered: 29 Skipped: 166



Answer Choices	Responses
Email	13.79% 4
In-person	51.72% 15
Telephone	34.48% 10
Facebook	0.00% 0
Total	29

Q86 Please rate the helpfulness of your telephone conversation with the Lending Library Specialist:

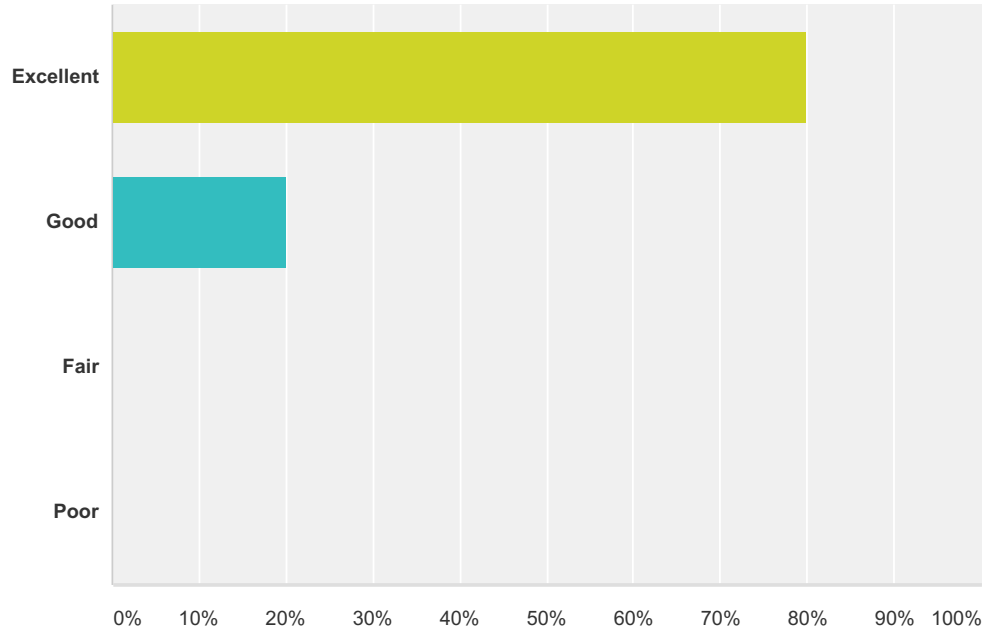
Answered: 10 Skipped: 185



Answer Choices	Responses	
Excellent	40.00%	4
Good	50.00%	5
Fair	10.00%	1
Poor	0.00%	0
Total		10

Q87 Please rate the helpfulness of your in-person conversation with the Lending Library Specialist:

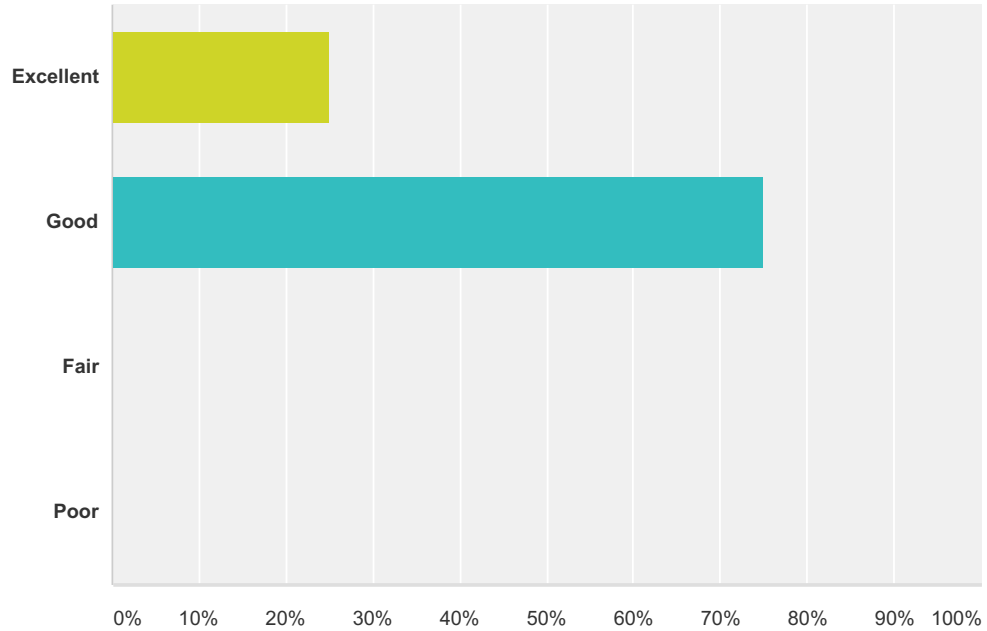
Answered: 15 Skipped: 180



Answer Choices	Responses	
Excellent	80.00%	12
Good	20.00%	3
Fair	0.00%	0
Poor	0.00%	0
Total		15

Q88 Please rate the helpfulness of your email conversation with the Lending Library Specialist:

Answered: 4 Skipped: 191



Answer Choices	Responses
Excellent	25.00% 1
Good	75.00% 3
Fair	0.00% 0
Poor	0.00% 0
Total	4

Q89 Please rate the helpfulness of your Facebook conversation with the Lending Library Specialist:

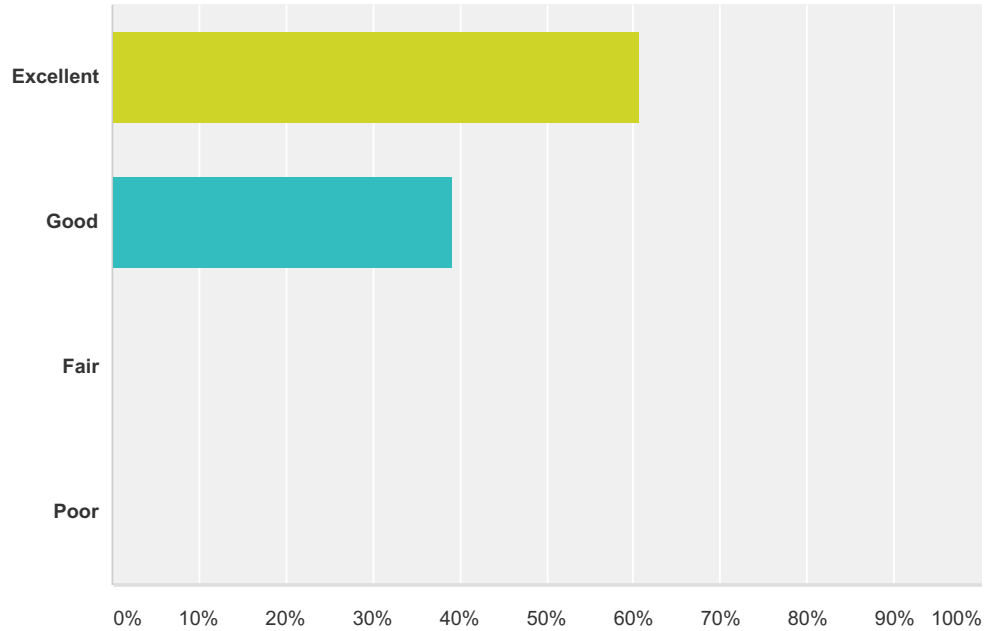
Answered: 0 Skipped: 195

! No matching responses.

Answer Choices	Responses
Excellent	0.00% 0
Good	0.00% 0
Fair	0.00% 0
Poor	0.00% 0
Total	0

Q90 How would you rate the Lending Library representative's knowledge of the program?

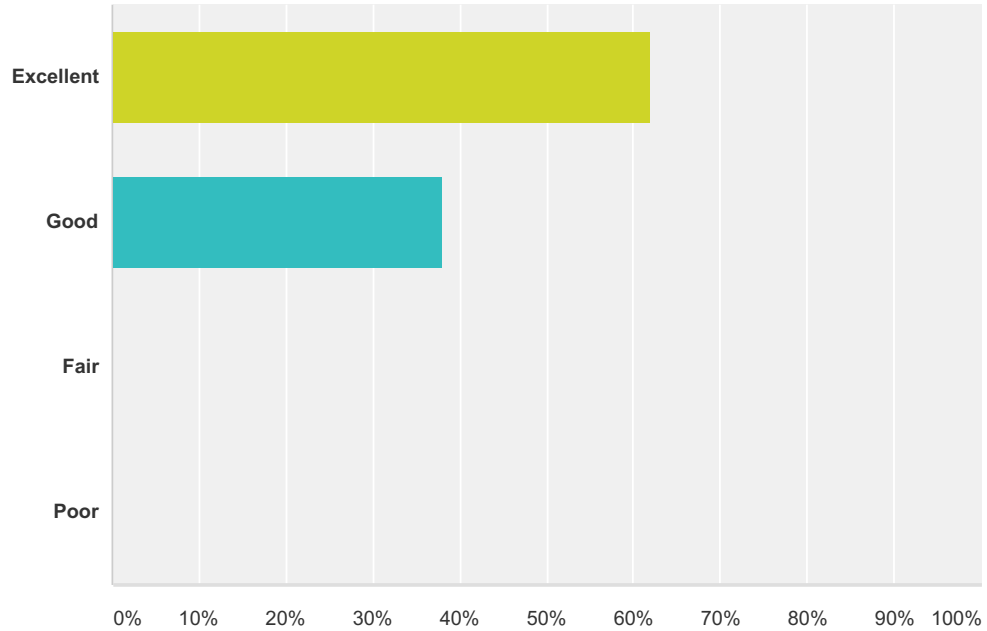
Answered: 28 Skipped: 167



Answer Choices	Responses	
Excellent	60.71%	17
Good	39.29%	11
Fair	0.00%	0
Poor	0.00%	0
Total		28

Q91 Was the assistance you received during your visit to the Lending Library professional?

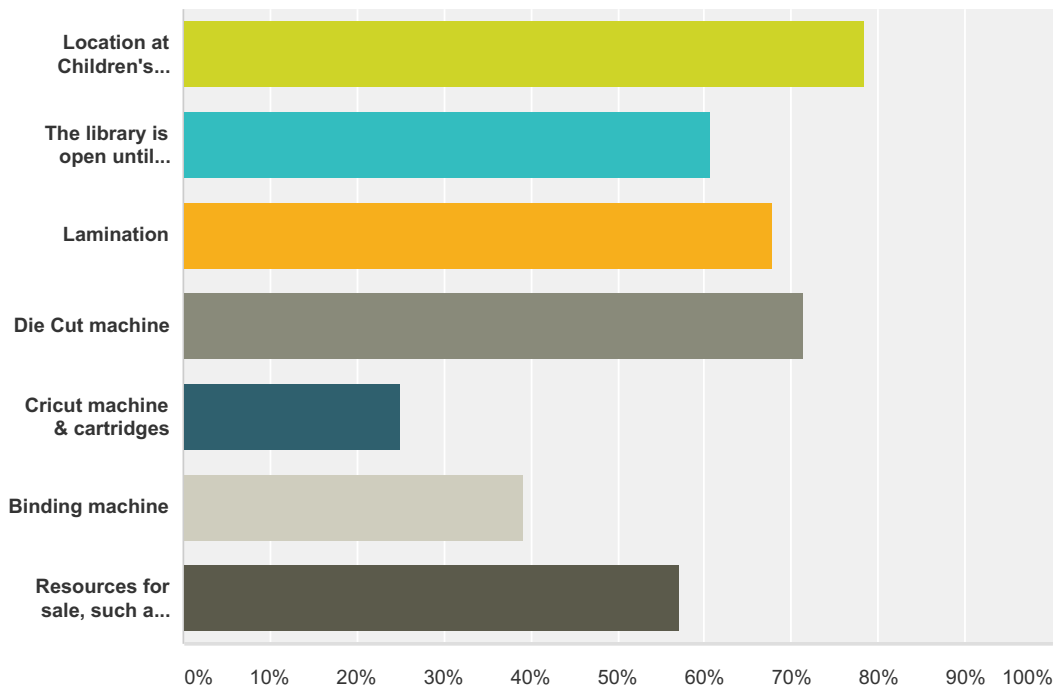
Answered: 29 Skipped: 166



Answer Choices	Responses	
Excellent	62.07%	18
Good	37.93%	11
Fair	0.00%	0
Poor	0.00%	0
Total		29

Q92 Which Lending Library services are you aware of? (Please mark all that apply.)

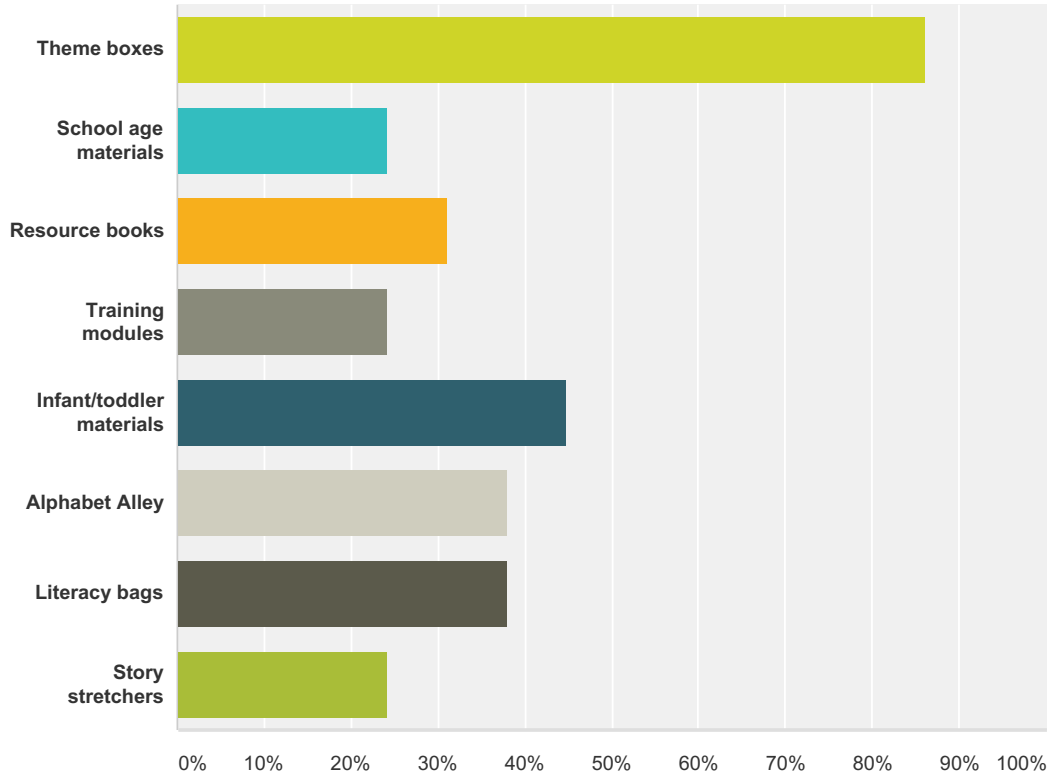
Answered: 28 Skipped: 167



Answer Choices	Responses
Location at Children's Service Society	78.57% 22
The library is open until 7:00pm once a month for STAR Night	60.71% 17
Lamination	67.86% 19
Die Cut machine	71.43% 20
Cricut machine & cartridges	25.00% 7
Binding machine	39.29% 11
Resources for sale, such as: books, First Aid kits, Wet Spills kits, etc.	57.14% 16
Total Respondents: 28	

Q93 From the list of items available for check out, which have you used? (Please mark all that apply.)

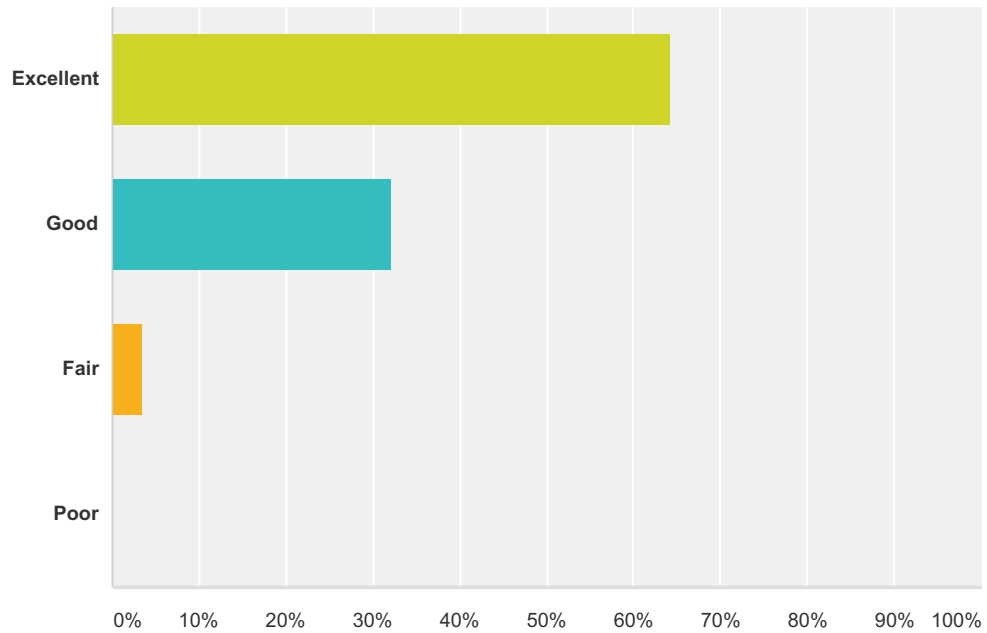
Answered: 29 Skipped: 166



Answer Choices	Responses
Theme boxes	86.21% 25
School age materials	24.14% 7
Resource books	31.03% 9
Training modules	24.14% 7
Infant/toddler materials	44.83% 13
Alphabet Alley	37.93% 11
Literacy bags	37.93% 11
Story stretchers	24.14% 7
Total Respondents: 29	

Q94 How helpful were the materials you checked out?

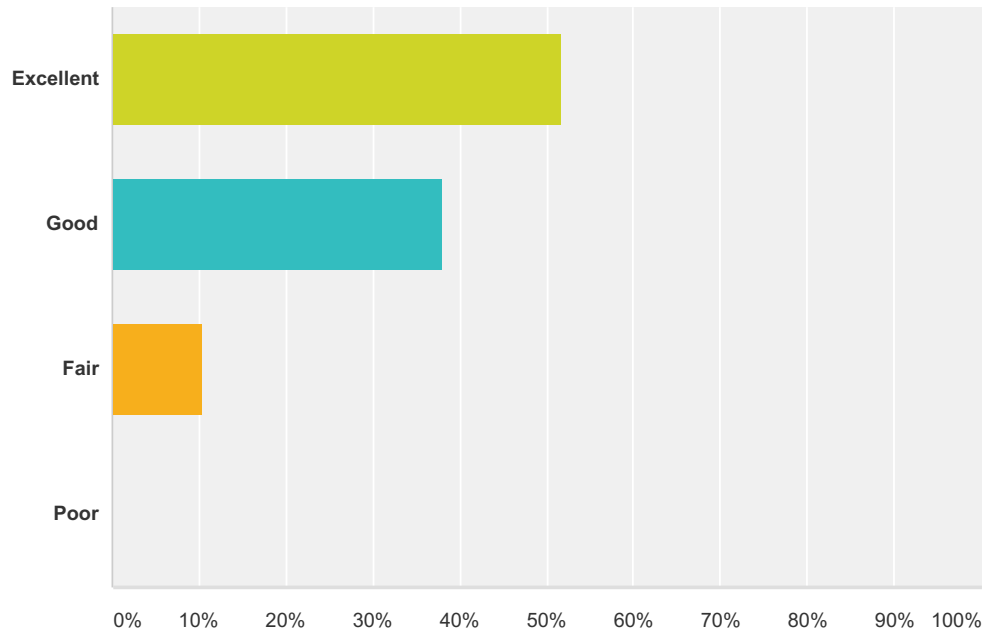
Answered: 28 Skipped: 167



Answer Choices	Responses
Excellent	64.29% 18
Good	32.14% 9
Fair	3.57% 1
Poor	0.00% 0
Total	28

Q95 How would you rate the accessibility of the materials?

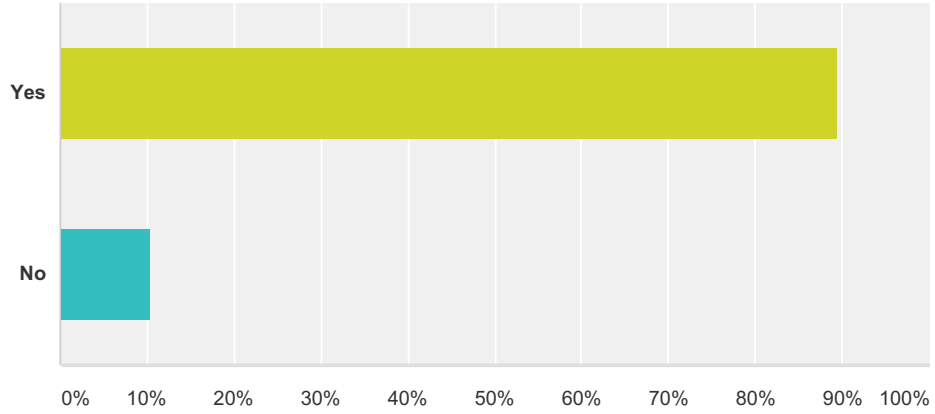
Answered: 29 Skipped: 166



Answer Choices	Responses
Excellent	51.72% 15
Good	37.93% 11
Fair	10.34% 3
Poor	0.00% 0
Total	29

Q96 Were the themes and items you wanted to check out available in the library when you needed them?

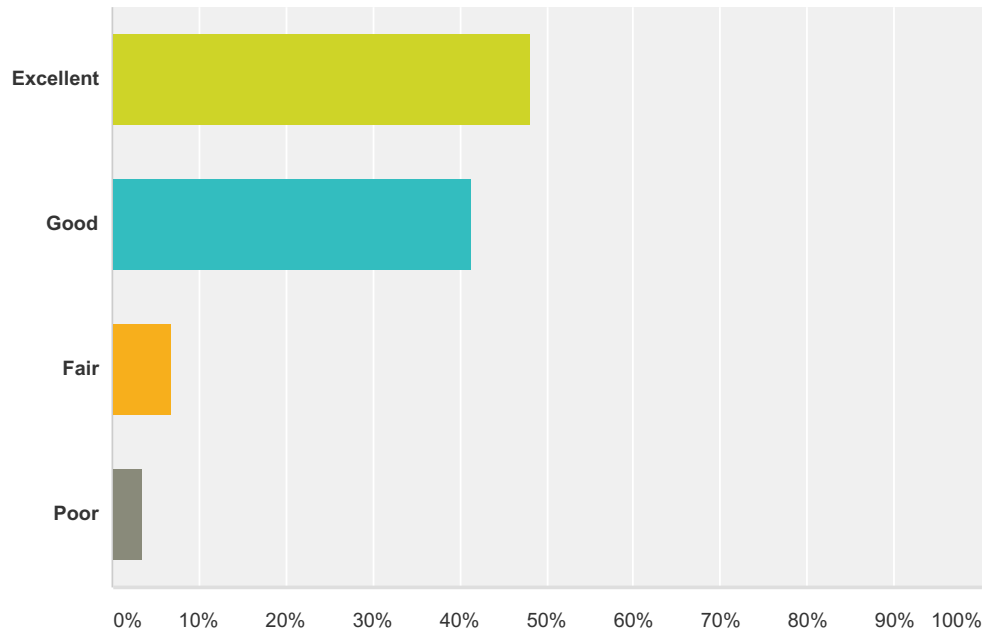
Answered: 29 Skipped: 166



Answer Choices	Responses	
Yes	89.66%	26
No	10.34%	3
Total		29

Q97 How would you rate the condition of the materials? (Clean, in good repair, etc.)

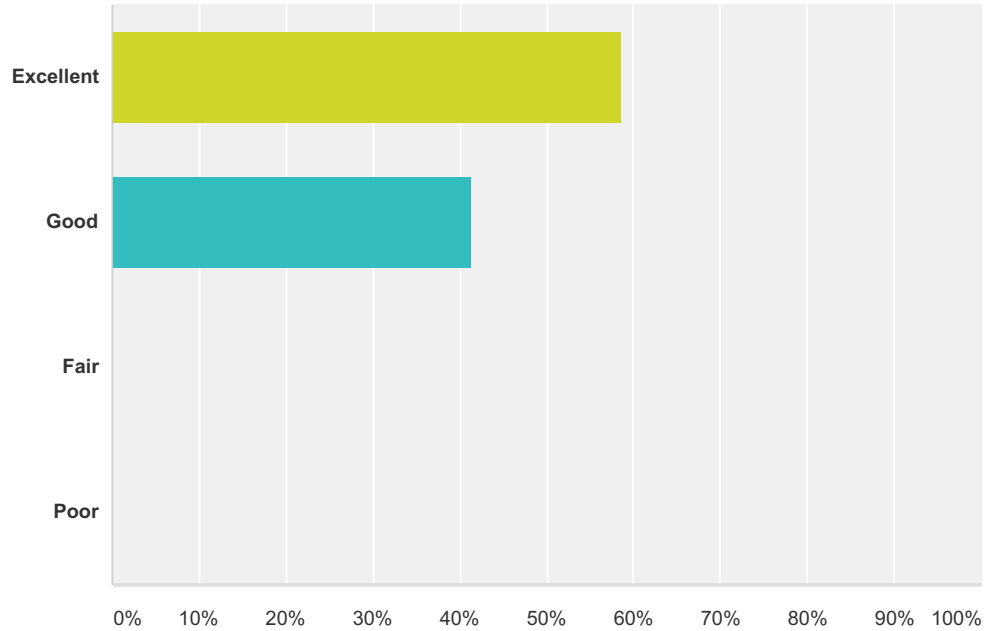
Answered: 29 Skipped: 166



Answer Choices	Responses	
Excellent	48.28%	14
Good	41.38%	12
Fair	6.90%	2
Poor	3.45%	1
Total		29

Q98 How would you rate the variety of materials? (Areas of development, age appropriateness, etc.)

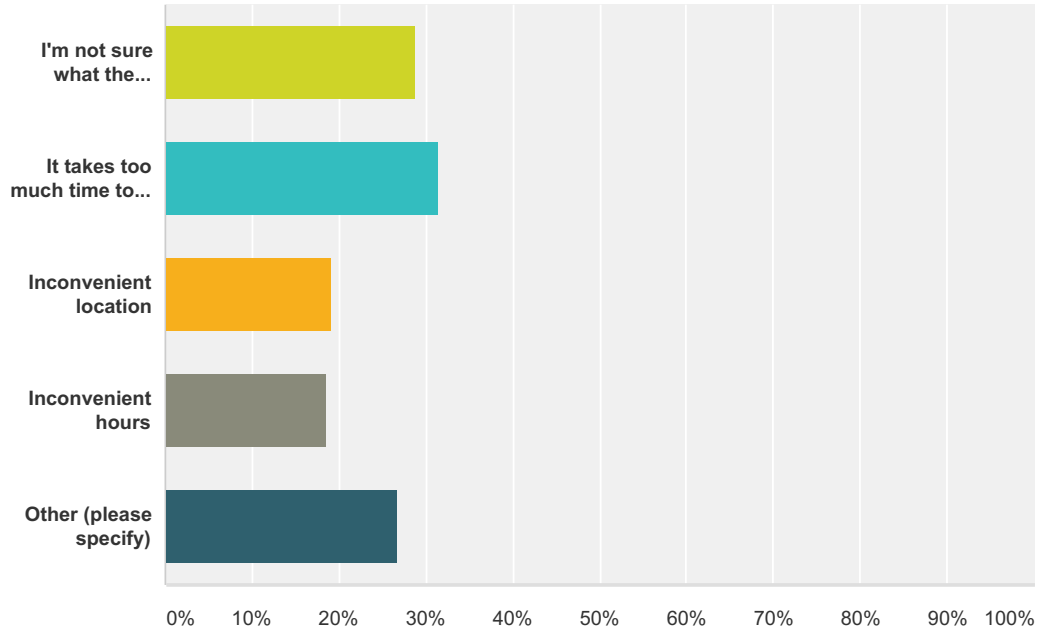
Answered: 29 Skipped: 166



Answer Choices	Responses	
Excellent	58.62%	17
Good	41.38%	12
Fair	0.00%	0
Poor	0.00%	0
Total		29

Q99 Why have you not become a member of the Lending Library? (Please mark all that apply.)

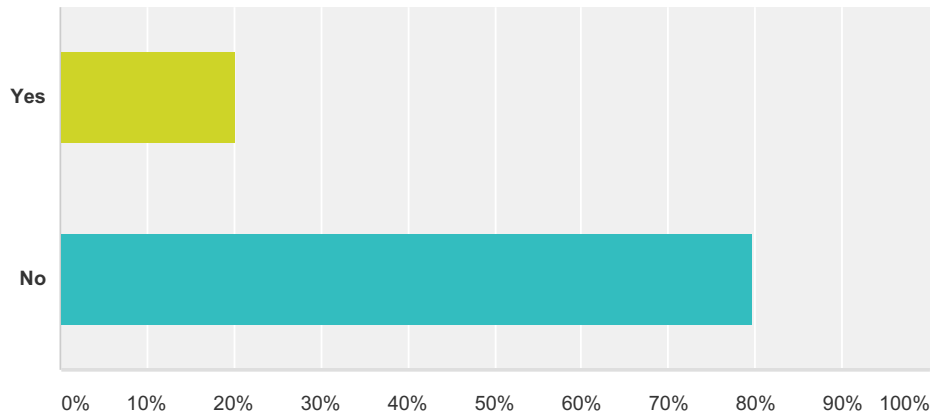
Answered: 146 Skipped: 49



Answer Choices	Responses
I'm not sure what the benefits are	28.77% 42
It takes too much time to travel to the library	31.51% 46
Inconvenient location	19.18% 28
Inconvenient hours	18.49% 27
Other (please specify)	26.71% 39
Total Respondents: 146	

Q100 Have you ever attended a STAR Night?

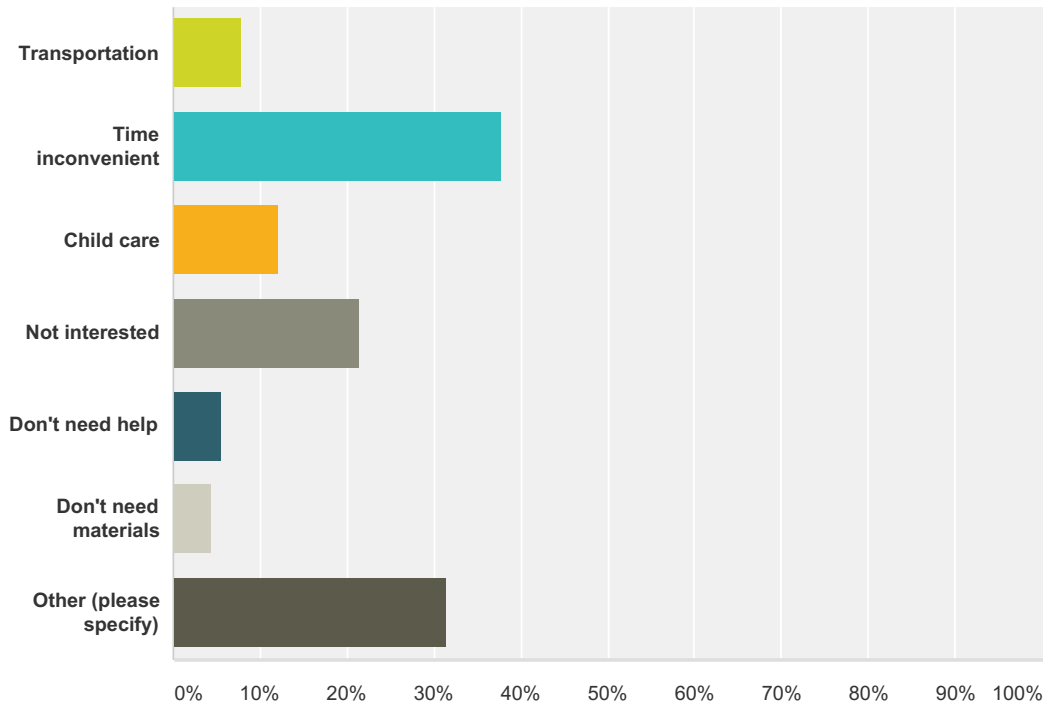
Answered: 177 Skipped: 18



Answer Choices	Responses
Yes	20.34% 36
No	79.66% 141
Total	177

Q101 Why not? (Please check all that apply.)

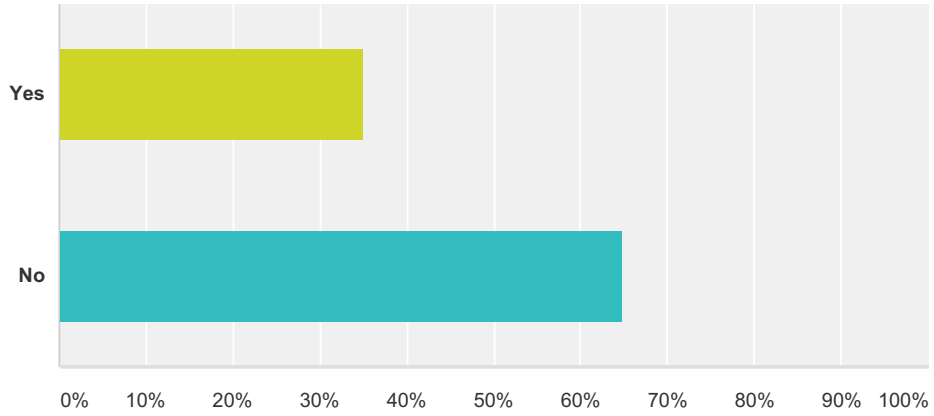
Answered: 140 Skipped: 55



Answer Choices	Responses
Transportation	7.86% 11
Time inconvenient	37.86% 53
Child care	12.14% 17
Not interested	21.43% 30
Don't need help	5.71% 8
Don't need materials	4.29% 6
Other (please specify)	31.43% 44
Total Respondents: 140	

Q102 Did you know there is a "Resource Store" available during STAR Night where craft supplies and materials can be purchased inexpensively?

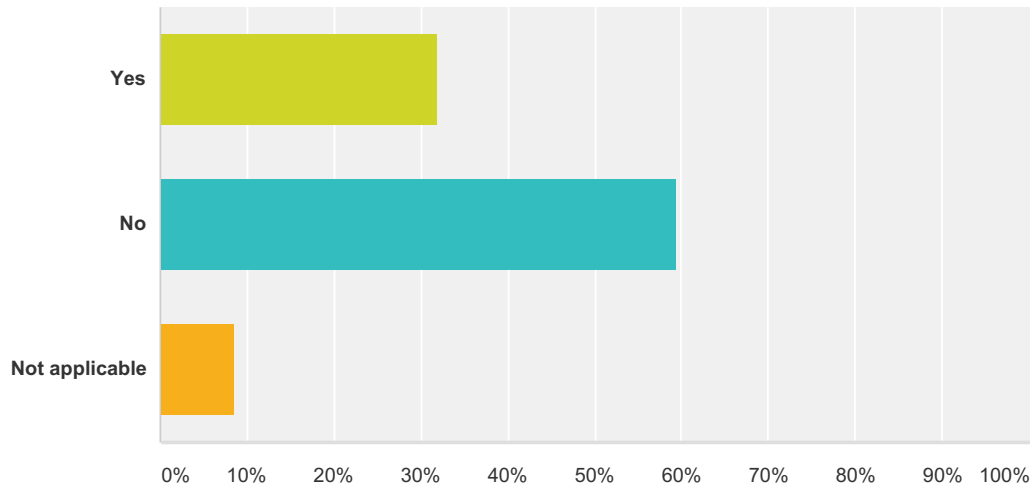
Answered: 174 Skipped: 21



Answer Choices	Responses
Yes	35.06% 61
No	64.94% 113
Total	174

Q103 Did you know there is "Computer Assistance" available during STAR Night for those who need help and/or do not have access to computers and need assistance to upload their documents for their CAC criteria?

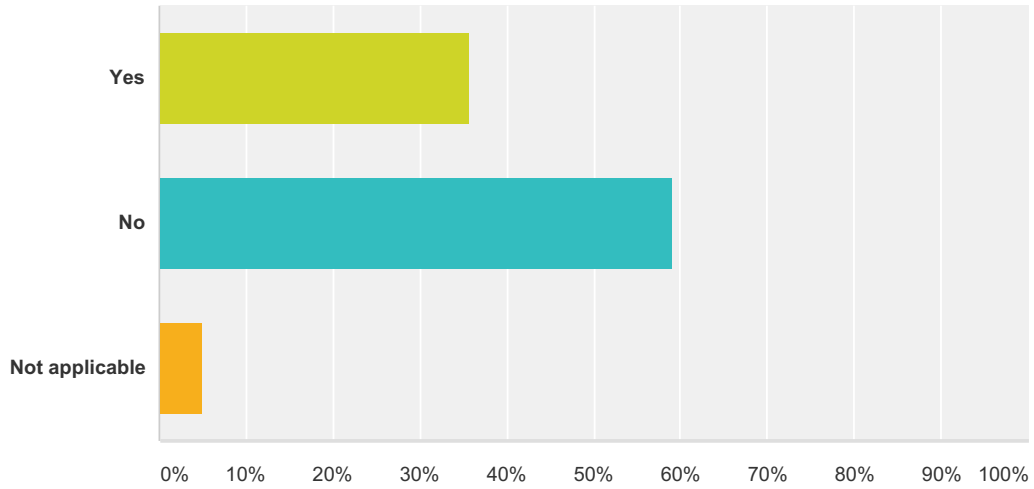
Answered: 175 Skipped: 20



Answer Choices	Responses	
Yes	32.00%	56
No	59.43%	104
Not applicable	8.57%	15
Total		175

Q104 Did you know there is "Support & Training" available during STAR Night where you can learn about Care About Childcare criteria and receive detailed training in different topics each month?

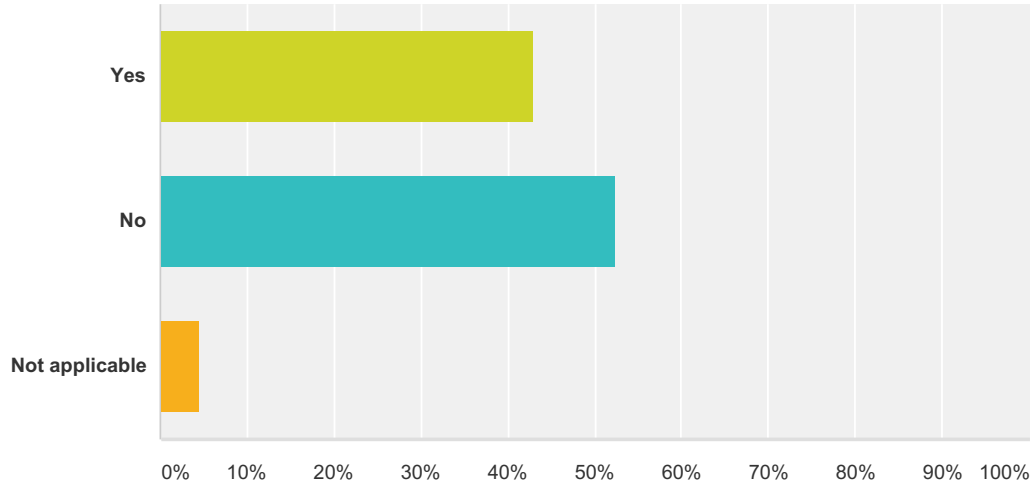
Answered: 176 Skipped: 19



Answer Choices	Responses
Yes	35.80% 63
No	59.09% 104
Not applicable	5.11% 9
Total	176

Q105 Did you know the Lending Library is available during STAR Night where members can use resources and check out materials?

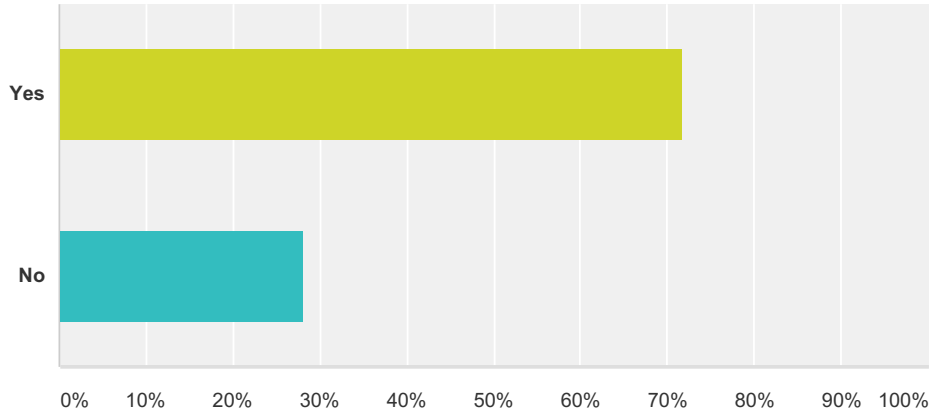
Answered: 174 Skipped: 21



Answer Choices	Responses
Yes	43.10% 75
No	52.30% 91
Not applicable	4.60% 8
Total	174

Q106 Have you accessed CAC@CSS training information on the Children's Service Society website (www.cssutah.org)?

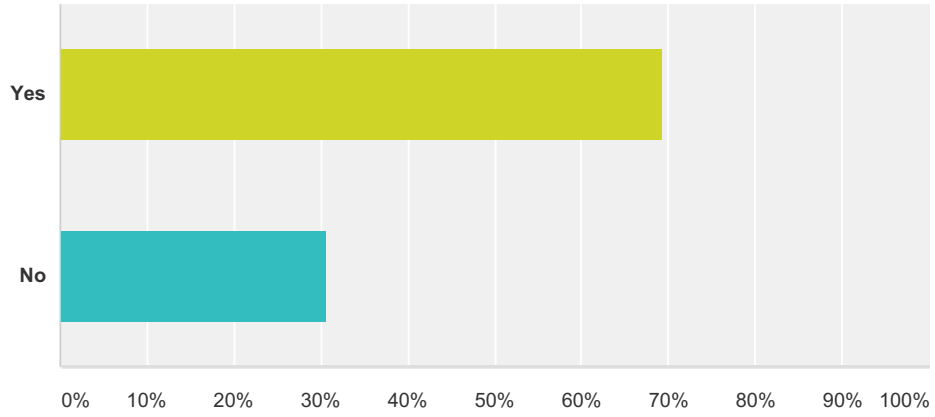
Answered: 177 Skipped: 18



Answer Choices	Responses
Yes	71.75% 127
No	28.25% 50
Total	177

Q107 Have you called the CAC office for assistance?

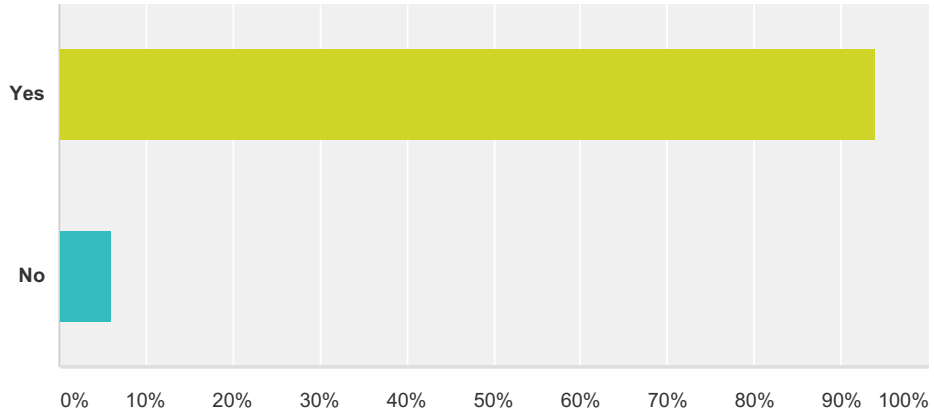
Answered: 176 Skipped: 19



Answer Choices	Responses
Yes	69.32% 122
No	30.68% 54
Total	176

Q108 Was the CAC Professional Development Department office staff able to answer all of your training questions or refer you to someone who could?

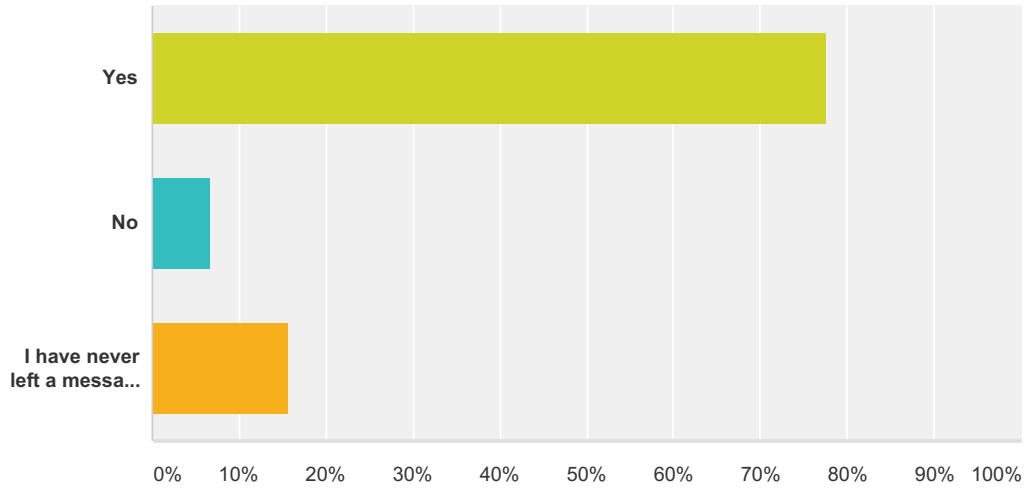
Answered: 117 Skipped: 78



Answer Choices	Responses
Yes	94.02% 110
No	5.98% 7
Total	117

Q109 If you left a message for the CAC@CSS Professional Development Department was your phone call returned within a 24 hour period during a regular business work week (M-F 8:30am-5:00pm) by a Professional Development Department representative?

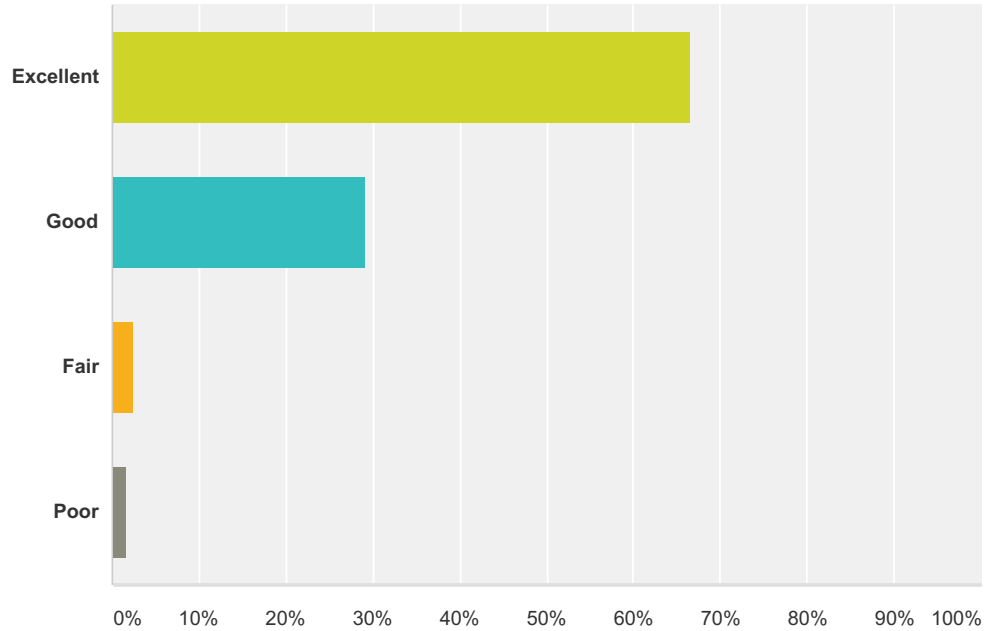
Answered: 121 Skipped: 74



Answer Choices	Responses
Yes	77.69% 94
No	6.61% 8
I have never left a message for the CAC@CSS Professional Development Department	15.70% 19
Total	121

Q110 How would you rate your contact on the telephone with the Professional Development Department representative?

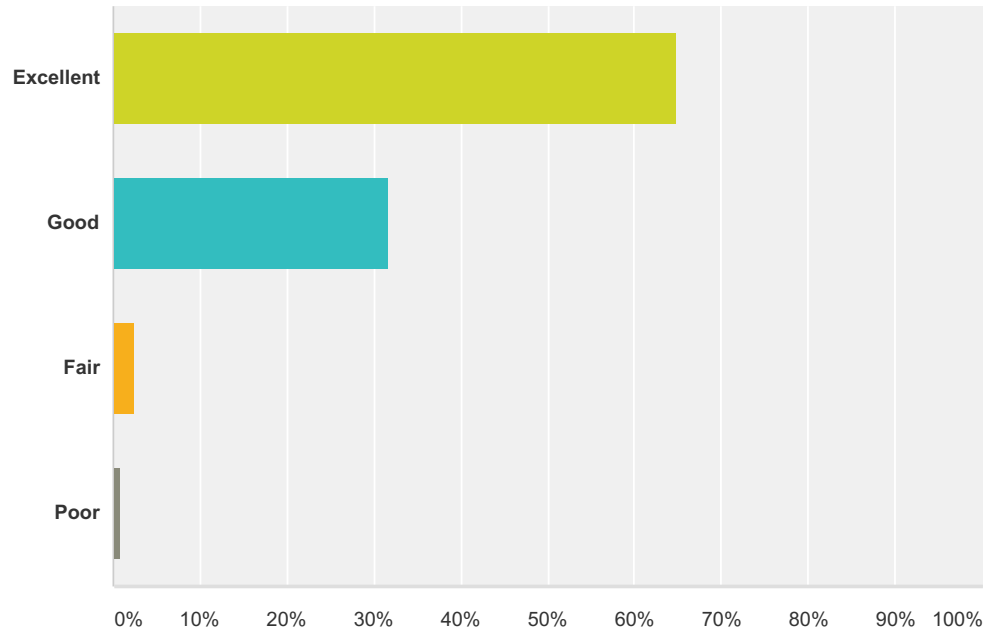
Answered: 120 Skipped: 75



Answer Choices	Responses
Excellent	66.67% 80
Good	29.17% 35
Fair	2.50% 3
Poor	1.67% 2
Total	120

Q111 How would you rate the Professional Development Department representative's knowledge of the program during your telephone conversation?

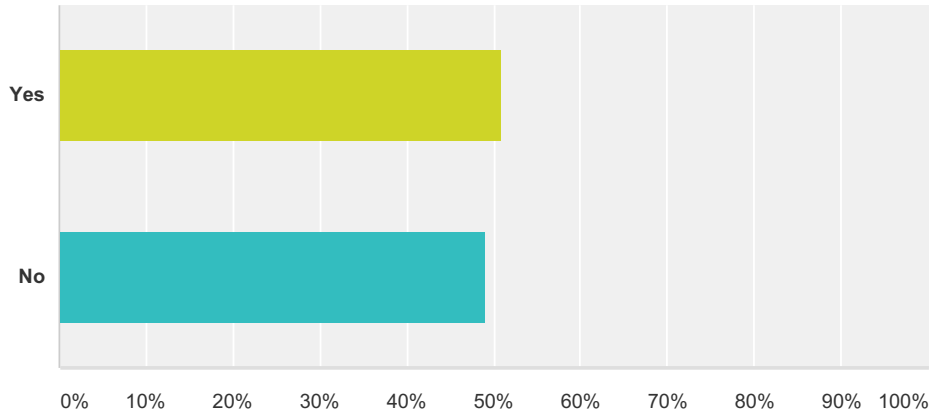
Answered: 120 Skipped: 75



Answer Choices	Responses
Excellent	65.00% 78
Good	31.67% 38
Fair	2.50% 3
Poor	0.83% 1
Total	120

Q112 Are you aware that there are online course equivalents for CAC@CSS classes offered through the National Association for Child Care Resource & Referral Agencies (NACCRRRA) on the www.cssutah.org website?

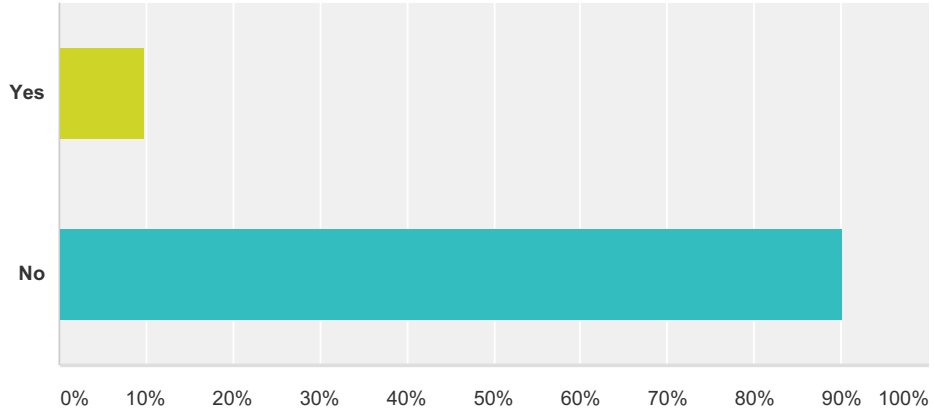
Answered: 175 Skipped: 20



Answer Choices	Responses	Count
Yes	50.86%	89
No	49.14%	86
Total		175

Q113 Have you taken online classes through NACCRRA on the www.cssutah.org website?

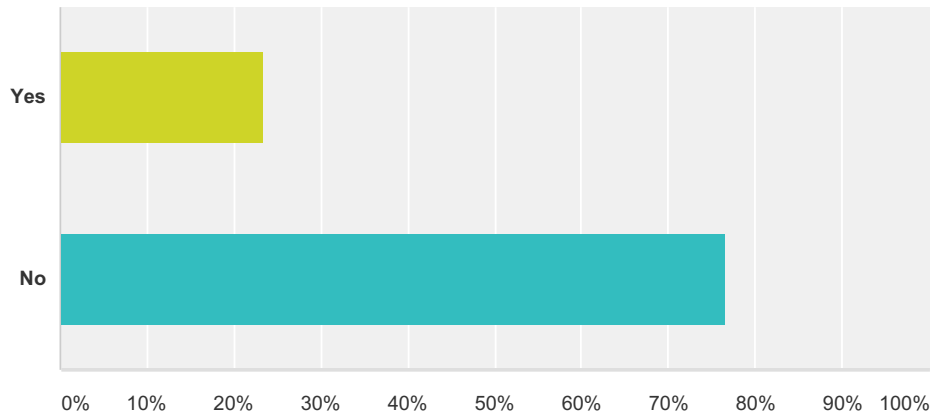
Answered: 174 Skipped: 21



Answer Choices	Responses	
Yes	9.77%	17
No	90.23%	157
Total		174

Q114 Have you taken classes online through another website?

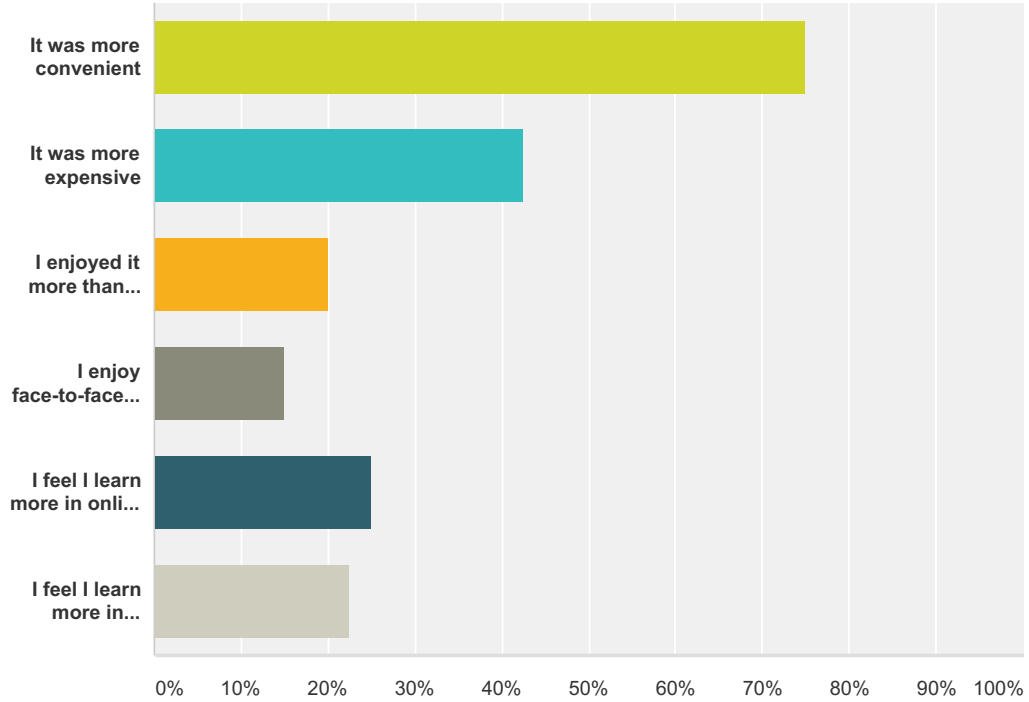
Answered: 175 Skipped: 20



Answer Choices	Responses
Yes	23.43% 41
No	76.57% 134
Total	175

Q115 Please tell us about your experience with taking classes online by checking all that apply.

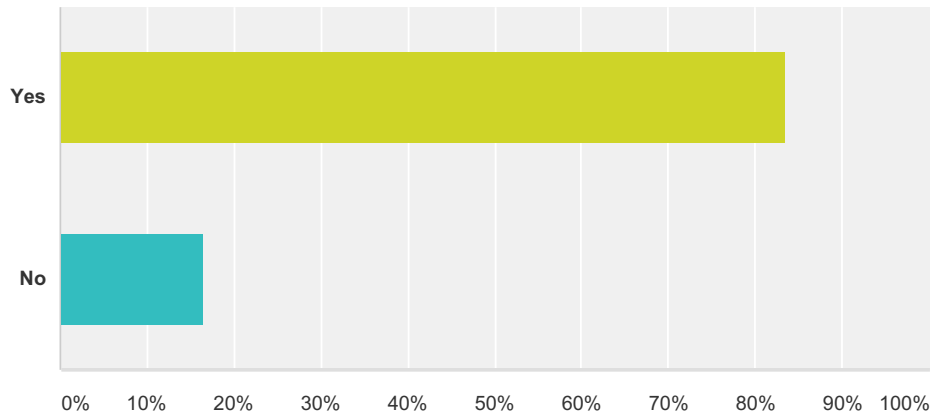
Answered: 40 Skipped: 155



Answer Choices	Responses
It was more convenient	75.00% 30
It was more expensive	42.50% 17
I enjoyed it more than face-to-face training	20.00% 8
I enjoy face-to-face training more	15.00% 6
I feel I learn more in online training	25.00% 10
I feel I learn more in face-to-face training	22.50% 9
Total Respondents: 40	

Q116 Are you willing to take classes online?

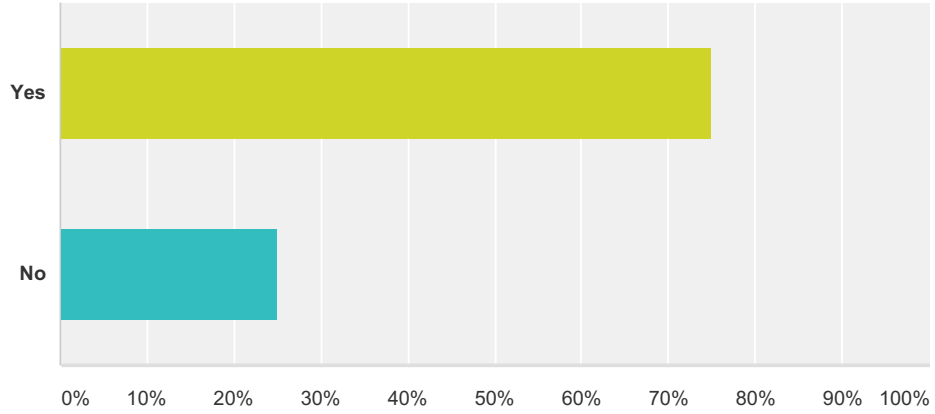
Answered: 134 Skipped: 61



Answer Choices	Responses
Yes	83.58% 112
No	16.42% 22
Total	134

Q117 Have you accessed your username & password and training information on the Care About Childcare website?

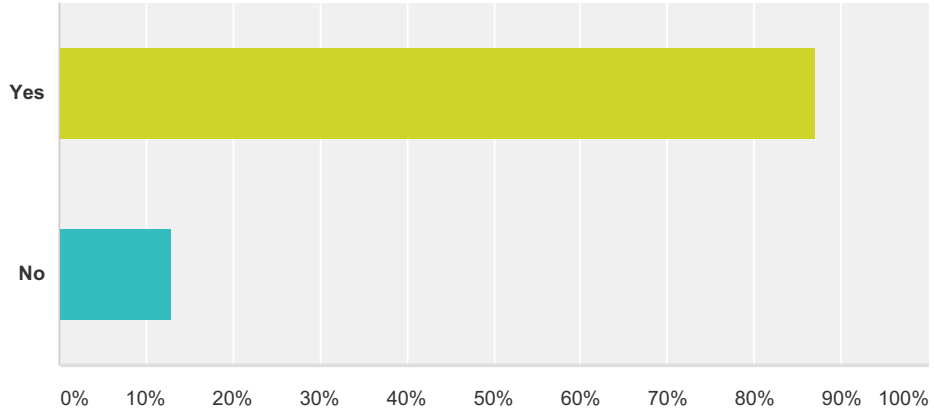
Answered: 175 Skipped: 20



Answer Choices	Responses	
Yes	74.86%	131
No	25.14%	44
Total		175

Q118 Have you accessed your personal training history on the Care About Childcare website?

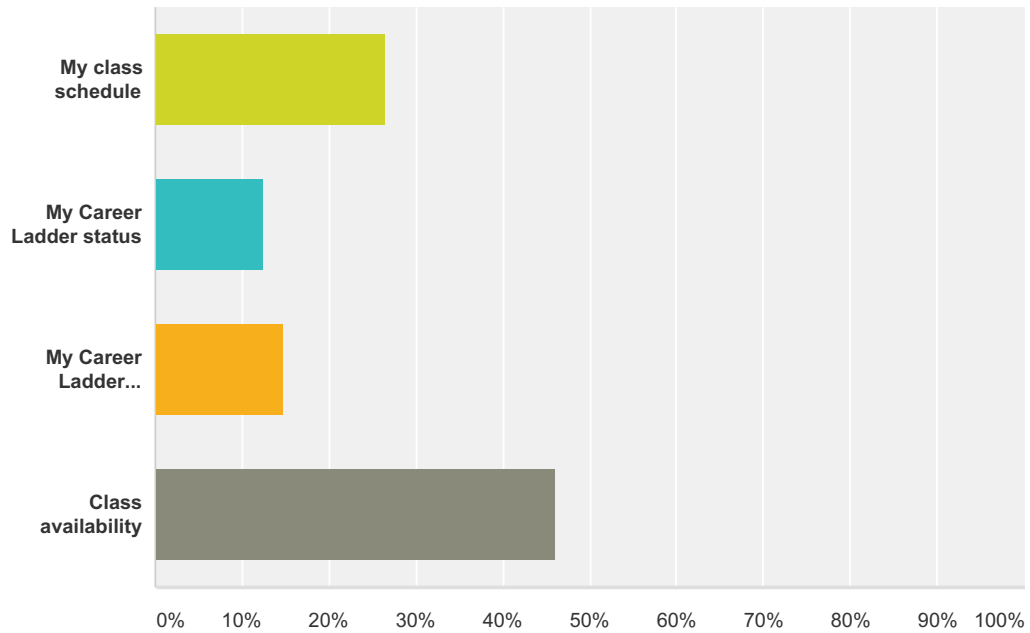
Answered: 131 Skipped: 64



Answer Choices	Responses	
Yes	87.02%	114
No	12.98%	17
Total		131

Q119 What do you use the most on the Care About Childcare website?

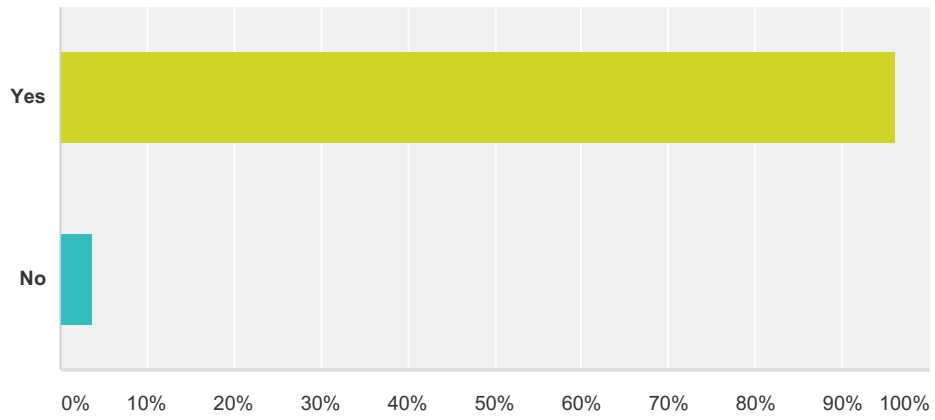
Answered: 128 Skipped: 67



Answer Choices	Responses	
My class schedule	26.56%	34
My Career Ladder status	12.50%	16
My Career Ladder transcript	14.84%	19
Class availability	46.09%	59
Total		128

Q120 Do you think the Care About Childcare website is user friendly?

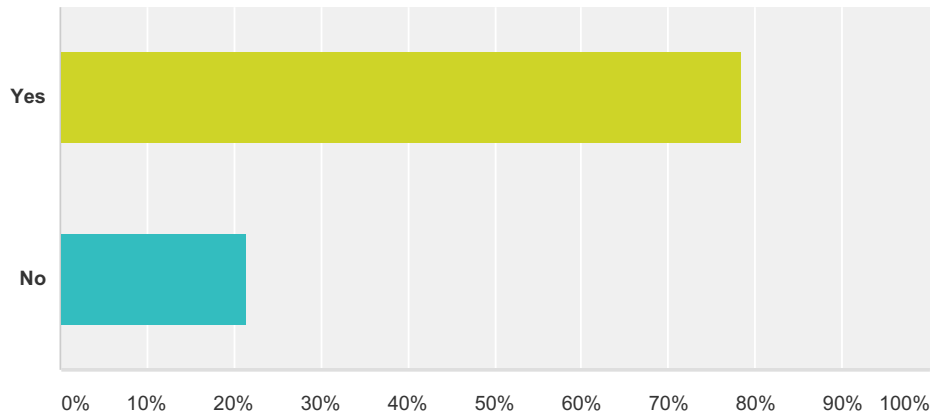
Answered: 130 Skipped: 65



Answer Choices	Responses
Yes	96.15% 125
No	3.85% 5
Total	130

Q121 Do you enroll in classes through the Care About Childcare website?

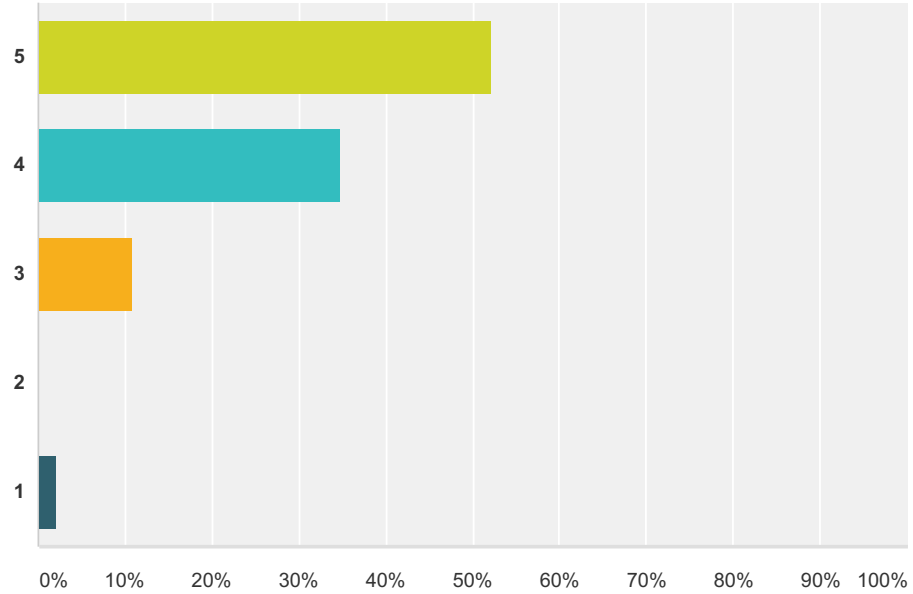
Answered: 130 Skipped: 65



Answer Choices	Responses
Yes	78.46% 102
No	21.54% 28
Total	130

Q122 Rate the process for online enrollment with 5 being user friendly and 1 not being user friendly.

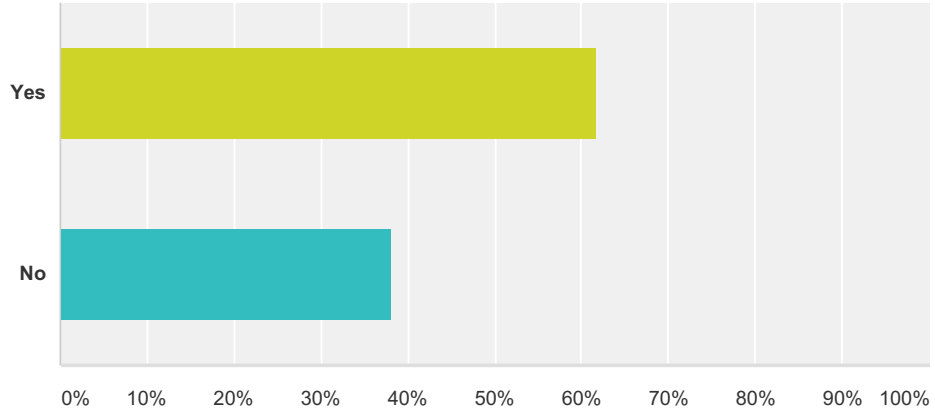
Answered: 92 Skipped: 103



Answer Choices	Responses	
5	52.17%	48
4	34.78%	32
3	10.87%	10
2	0.00%	0
1	2.17%	2
Total		92

Q123 Do you and/or your staff participate in the Professional Development Award system?

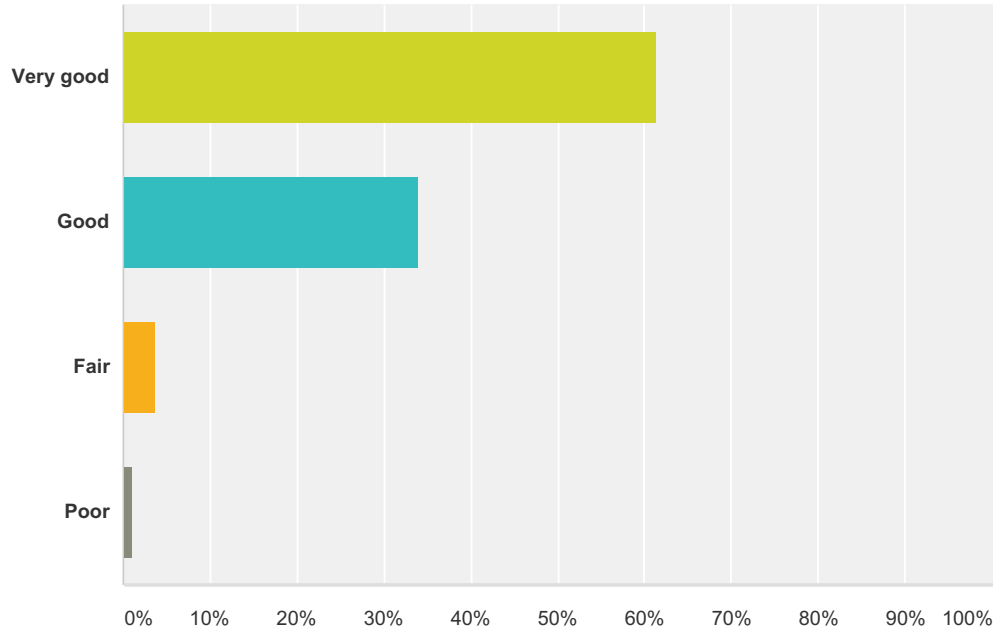
Answered: 175 Skipped: 20



Answer Choices	Responses
Yes	61.71% 108
No	38.29% 67
Total	175

Q124 How would you rate the Career Ladder training experience overall - for yourself and/or the staff you employ?

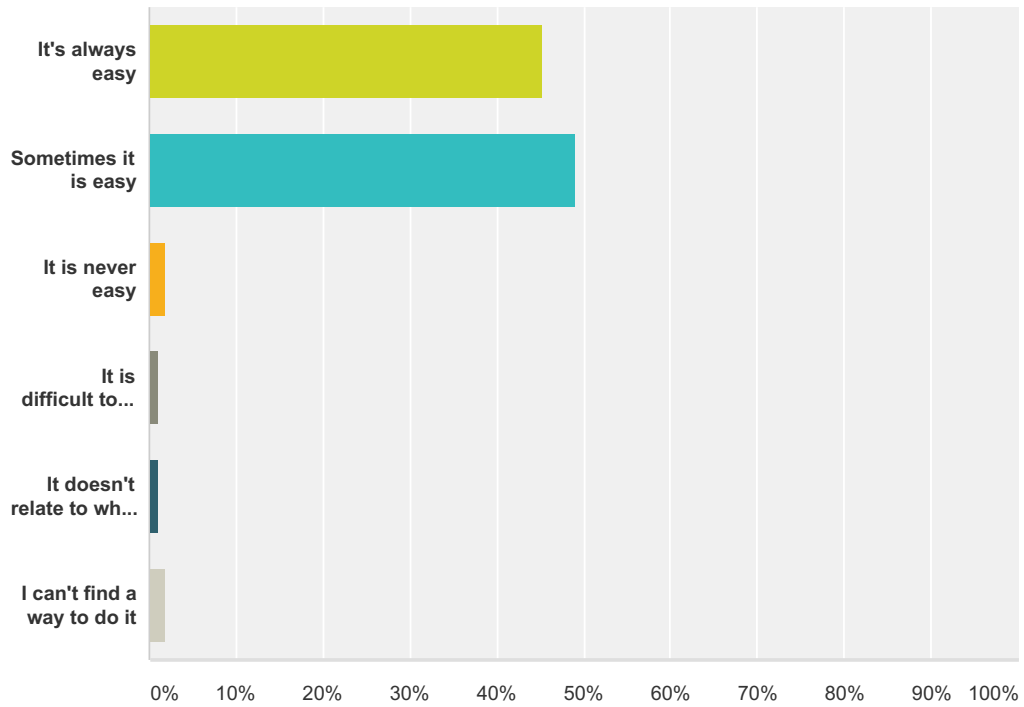
Answered: 106 Skipped: 89



Answer Choices	Responses	
Very good	61.32%	65
Good	33.96%	36
Fair	3.77%	4
Poor	0.94%	1
Total		106

Q125 How easy is it to implement what you have learned in class?

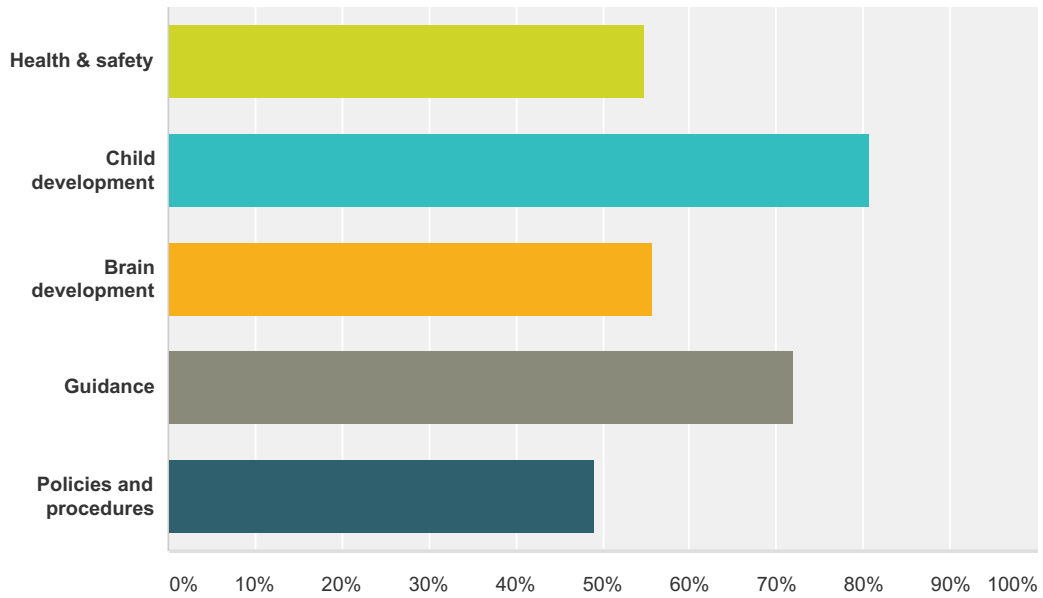
Answered: 106 Skipped: 89



Answer Choices	Responses
It's always easy	45.28% 48
Sometimes it is easy	49.06% 52
It is never easy	1.89% 2
It is difficult to understand how to implement	0.94% 1
It doesn't relate to what I do	0.94% 1
I can't find a way to do it	1.89% 2
Total	106

Q126 What topics have been most useful to you? (Mark all that apply.)

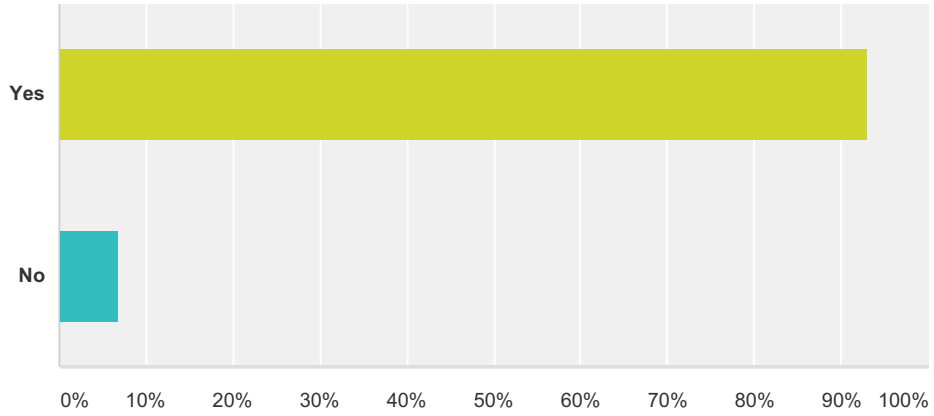
Answered: 104 Skipped: 91



Answer Choices	Responses
Health & safety	54.81% 57
Child development	80.77% 84
Brain development	55.77% 58
Guidance	72.12% 75
Policies and procedures	49.04% 51
Total Respondents: 104	

Q127 Do you and/or your staff feel the CAC@CSS instructors are skilled and knowledgeable in their presentation of information and materials?

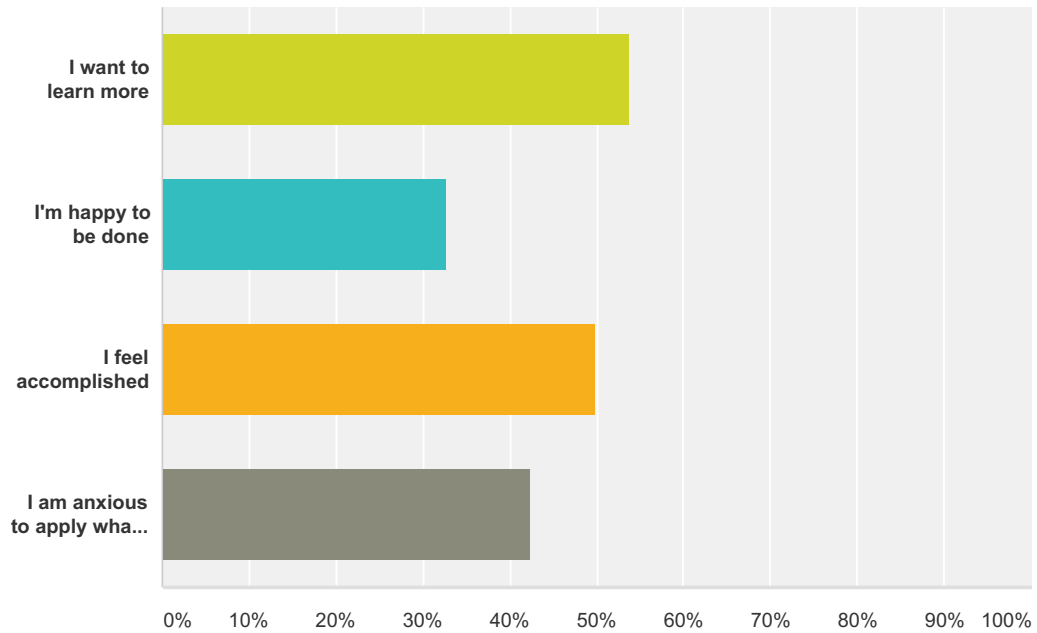
Answered: 102 Skipped: 93



Answer Choices	Responses
Yes	93.14% 95
No	6.86% 7
Total	102

Q128 How do you feel after class? (Check all that apply.)

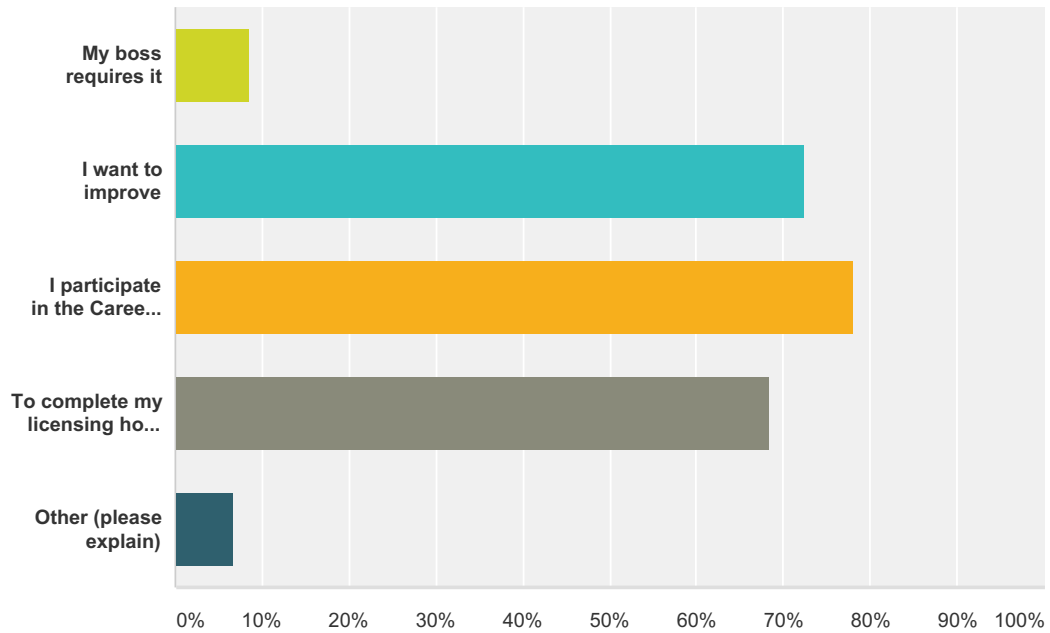
Answered: 104 Skipped: 91



Answer Choices	Responses
I want to learn more	53.85% 56
I'm happy to be done	32.69% 34
I feel accomplished	50.00% 52
I am anxious to apply what I've learned	42.31% 44
Total Respondents: 104	

Q129 Why do you attend CAC classes? (Check all that apply.)

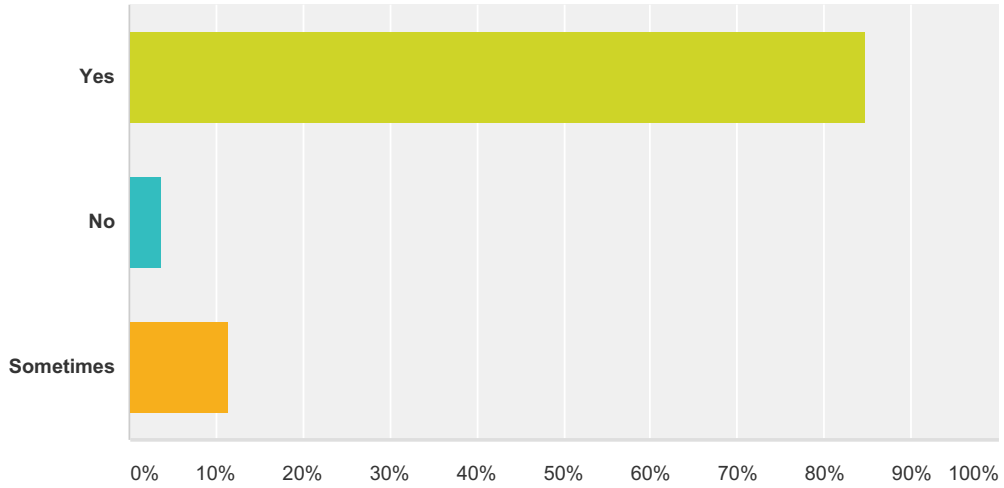
Answered: 105 Skipped: 90



Answer Choices	Responses
My boss requires it	8.57% 9
I want to improve	72.38% 76
I participate in the Career Ladder program	78.10% 82
To complete my licensing hours requirement	68.57% 72
Other (please explain)	6.67% 7
Total Respondents: 105	

Q130 Has training (professional development) made a difference in your daily job?

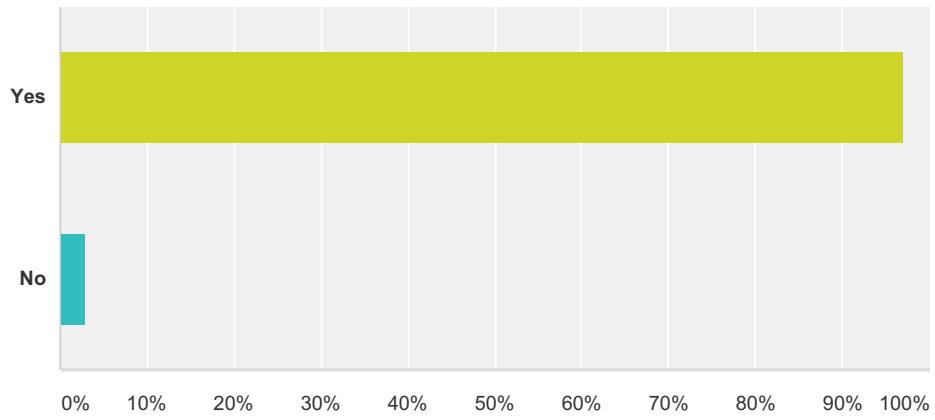
Answered: 105 Skipped: 90



Answer Choices	Responses
Yes	84.76% 89
No	3.81% 4
Sometimes	11.43% 12
Total	105

Q131 Do you feel the children benefit from the training you have completed?

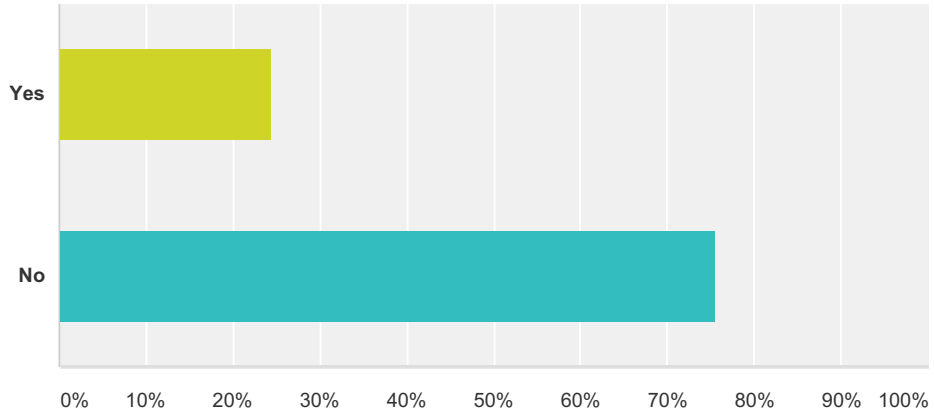
Answered: 105 Skipped: 90



Answer Choices	Responses
Yes	97.14% 102
No	2.86% 3
Total	105

Q133 Have you enrolled in any of the community based classes offered by CAC? (TOP Star, Growing Up Wild, ASQ-3, ASQ-SE)

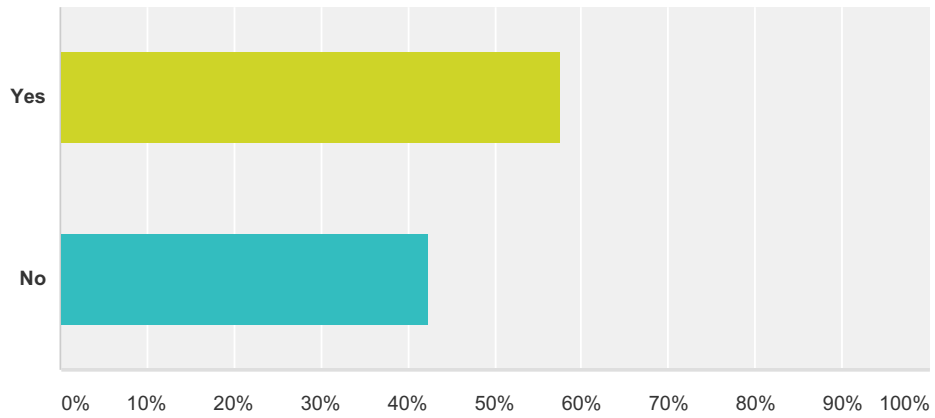
Answered: 106 Skipped: 89



Answer Choices	Responses	
Yes	24.53%	26
No	75.47%	80
Total		106

Q135 Do you and/or your staff register for fewer classes than you have in the past?

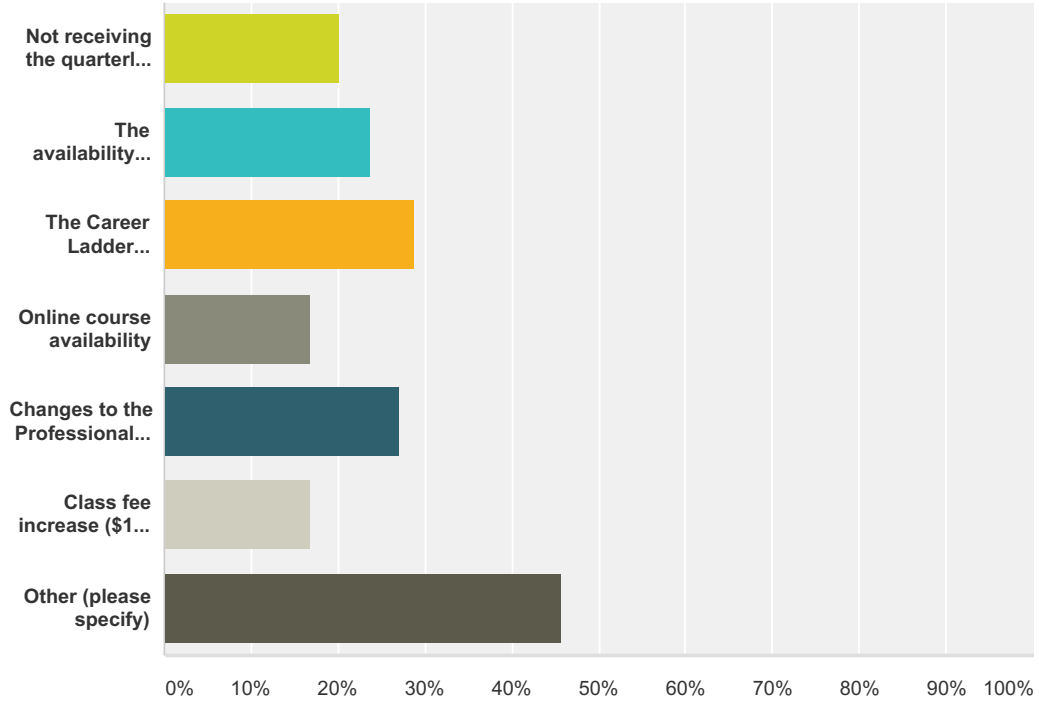
Answered: 106 Skipped: 89



Answer Choices	Responses	
Yes	57.55%	61
No	42.45%	45
Total		106

Q136 Please check all the factors that have affected the number of classes you and/or your staff registered for in the last year?

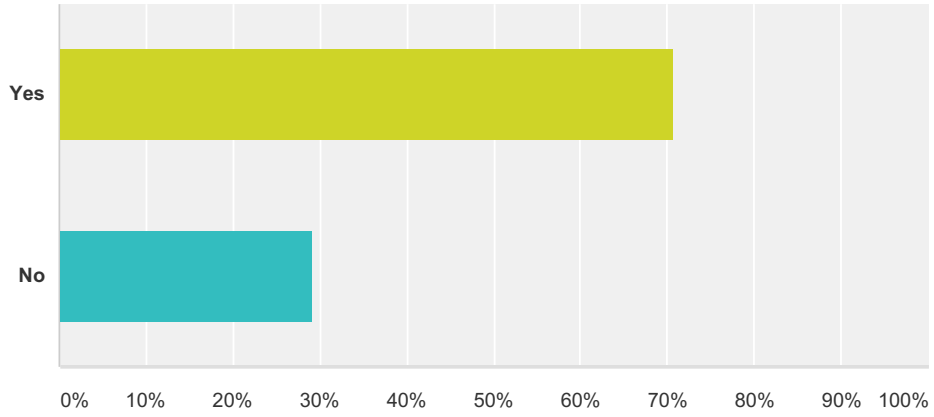
Answered: 59 Skipped: 136



Answer Choices	Responses
Not receiving the quarterly provider newsletter in the mail	20.34% 12
The availability of grants	23.73% 14
The Career Ladder requirement for a CDA or equivalent to achieve a Level 4	28.81% 17
Online course availability	16.95% 10
Changes to the Professional Development Award	27.12% 16
Class fee increase (\$16 for a ten hour class)	16.95% 10
Other (please specify)	45.76% 27
Total Respondents: 59	

Q137 Do you read/use the online newsletter that we email quarterly?

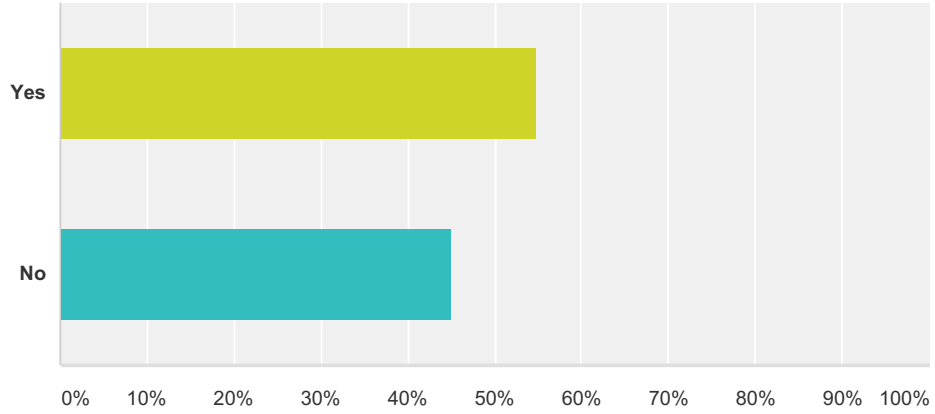
Answered: 171 Skipped: 24



Answer Choices	Responses	
Yes	70.76%	121
No	29.24%	50
Total		171

Q138 If you are not receiving the newsletter would you like the newsletter emailed to you?

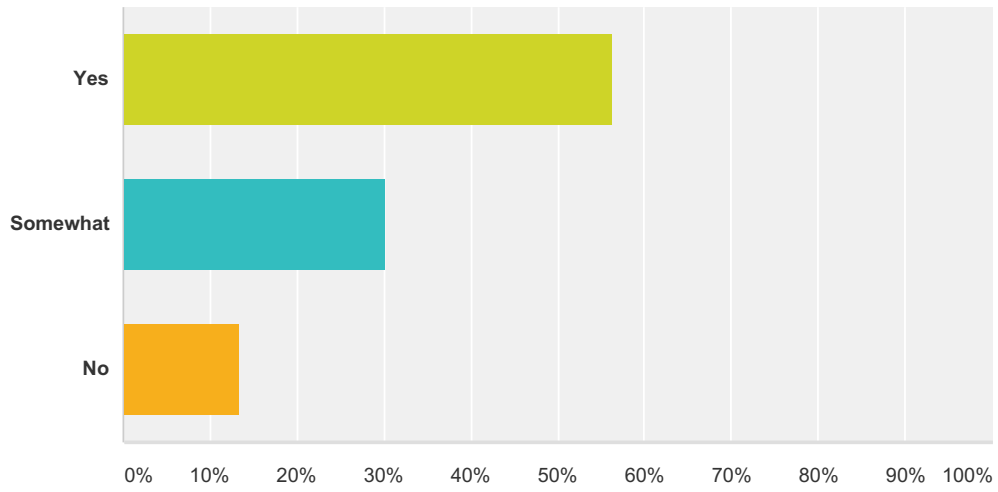
Answered: 51 Skipped: 144



Answer Choices	Responses
Yes	54.90% 28
No	45.10% 23
Total	51

Q140 Are you familiar with the CDA credential?

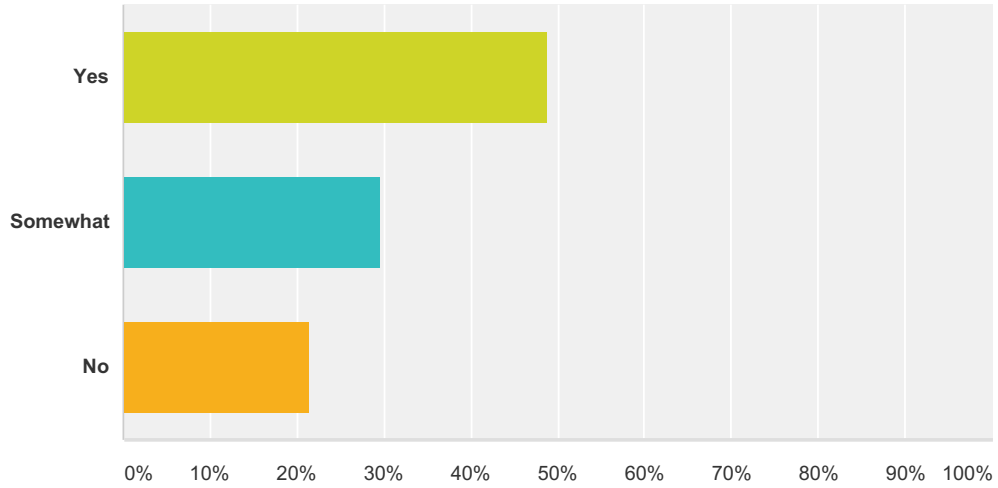
Answered: 172 Skipped: 23



Answer Choices	Responses
Yes	56.40% 97
Somewhat	30.23% 52
No	13.37% 23
Total	172

Q141 Do you understand what the process of preparing to apply for and obtaining a CDA credential consists of?

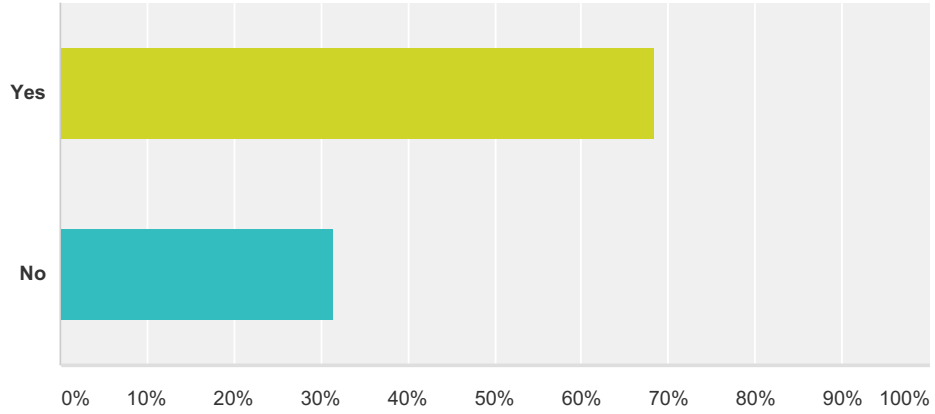
Answered: 172 Skipped: 23



Answer Choices	Responses	
Yes	48.84%	84
Somewhat	29.65%	51
No	21.51%	37
Total		172

Q142 Are you aware there is free support to assist providers through the process of preparing to apply for their CDA credential?

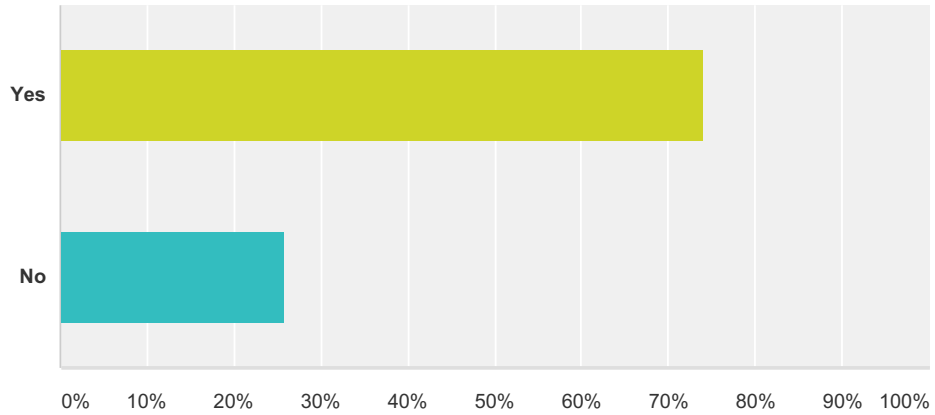
Answered: 171 Skipped: 24



Answer Choices	Responses
Yes	68.42% 117
No	31.58% 54
Total	171

Q143 Are you aware that having a CDA credential is one way of showing demonstrated competency within the field, and therefore qualifies providers to apply for Level 4 on the Professional Development Award system?

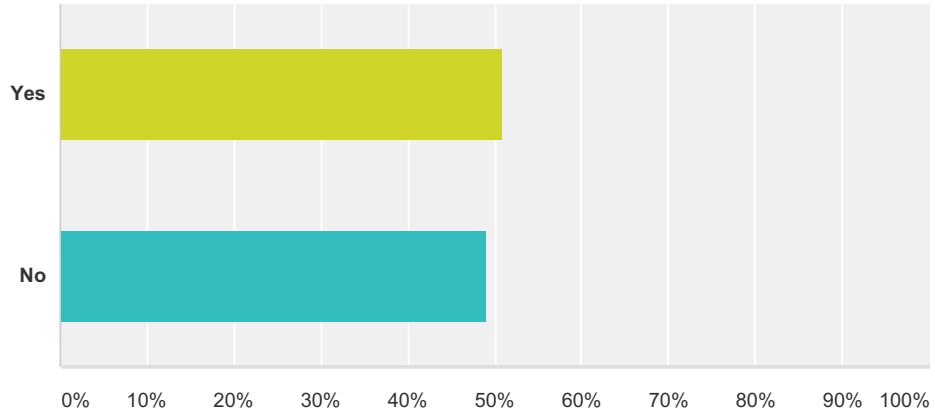
Answered: 170 Skipped: 25



Answer Choices	Responses	
Yes	74.12%	126
No	25.88%	44
Total		170

Q144 Are you aware that the materials and supplies required to complete the process of obtaining a CDA credential can be provided to providers at no cost?

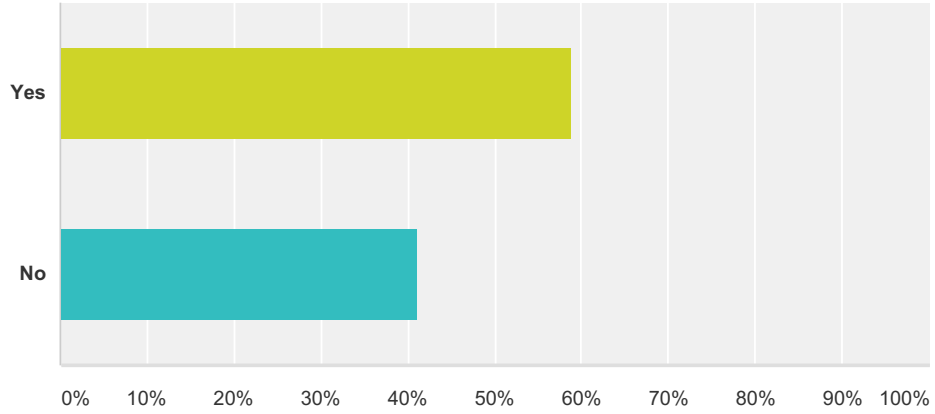
Answered: 169 Skipped: 26



Answer Choices	Responses	
Yes	50.89%	86
No	49.11%	83
Total		169

Q145 Are you aware there is a scholarship to help offset the cost of applying for the CDA?

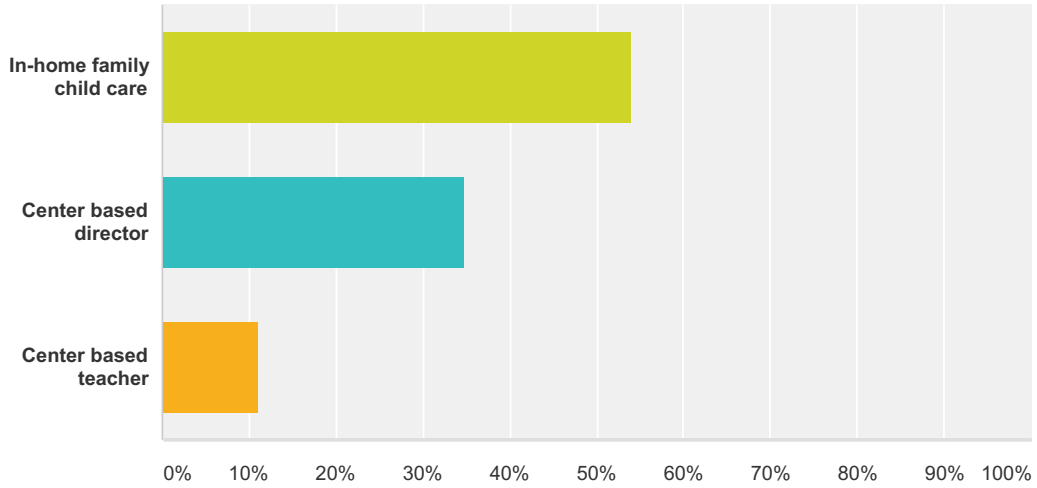
Answered: 170 Skipped: 25



Answer Choices	Responses	
Yes	58.82%	100
No	41.18%	70
Total		170

Q146 The next section of questions are specific to the type of care provided. Which type of care do you provide?

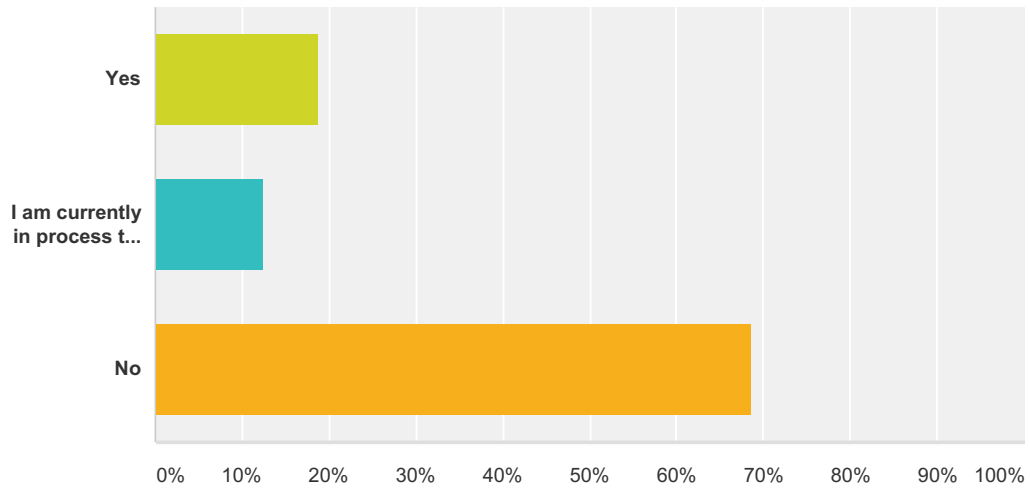
Answered: 172 Skipped: 23



Answer Choices	Responses	Count
In-home family child care	54.07%	93
Center based director	34.88%	60
Center based teacher	11.05%	19
Total		172

Q147 Do you have a current CDA credential?

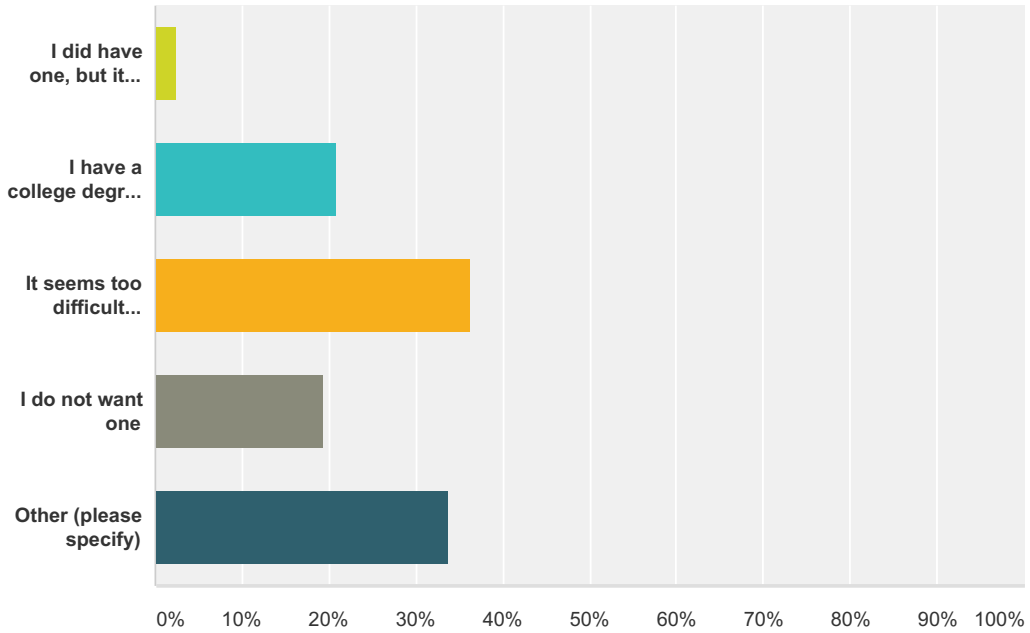
Answered: 112 Skipped: 83



Answer Choices	Responses
Yes	18.75% 21
I am currently in process to prepare to apply for it	12.50% 14
No	68.75% 77
Total	112

Q148 If no, why not? (Check all that apply.)

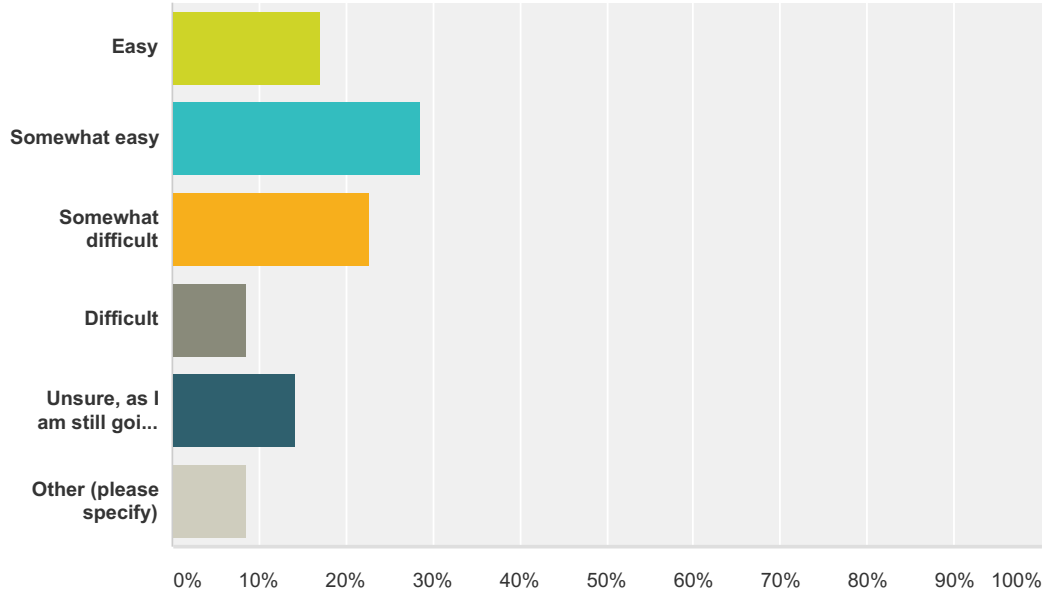
Answered: 77 Skipped: 118



Answer Choices	Responses
I did have one, but it expired	2.60% 2
I have a college degree and/or another similar credential	20.78% 16
It seems too difficult and/or confusing	36.36% 28
I do not want one	19.48% 15
Other (please specify)	33.77% 26
Total Respondents: 77	

Q149 How would you rate the overall difficulty of the process of preparing to apply for your CDA credential?

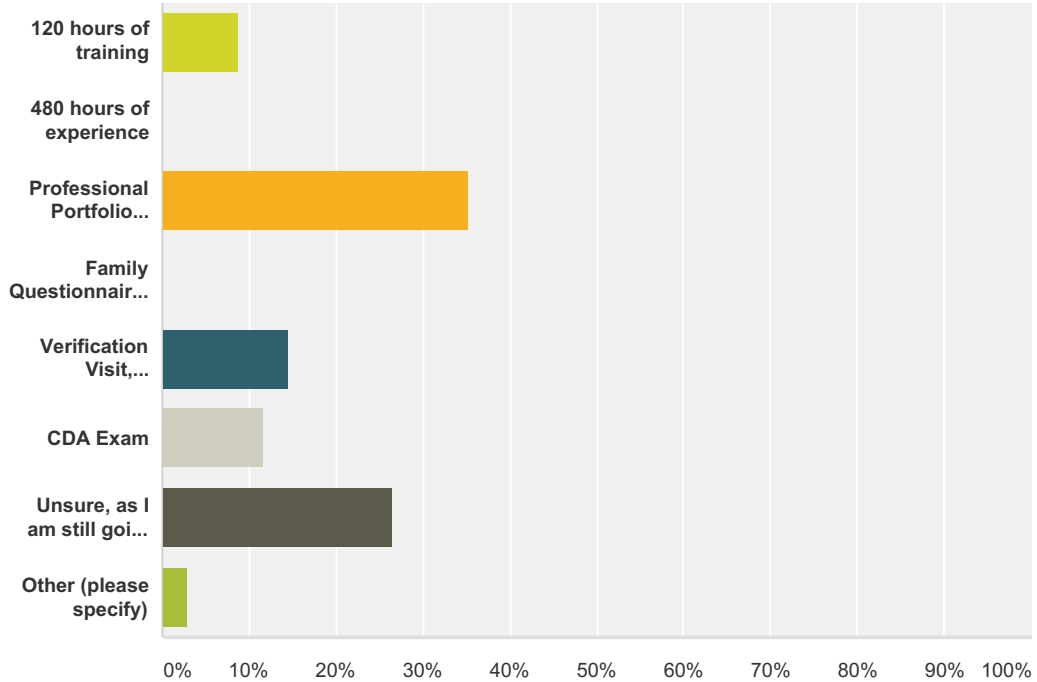
Answered: 35 Skipped: 160



Answer Choices	Responses
Easy	17.14% 6
Somewhat easy	28.57% 10
Somewhat difficult	22.86% 8
Difficult	8.57% 3
Unsure, as I am still going through the initial process	14.29% 5
Other (please specify)	8.57% 3
Total	35

Q150 What would you rate as the most difficult aspect of the CDA credentialing process?

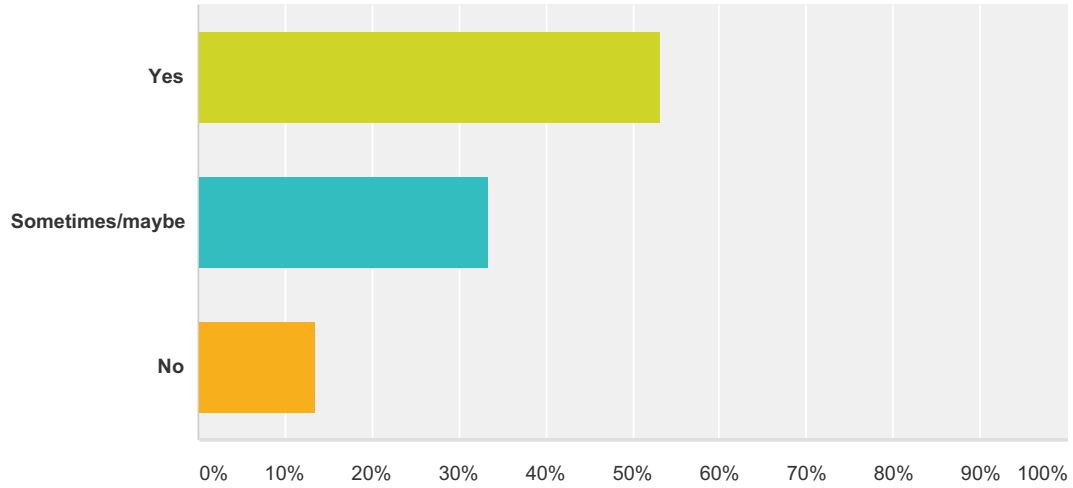
Answered: 34 Skipped: 161



Answer Choices	Responses
120 hours of training	8.82% 3
480 hours of experience	0.00% 0
Professional Portfolio (formerly Professional Resource File)	35.29% 12
Family Questionnaires (formerly Parent Opinion Questionnaires)	0.00% 0
Verification Visit, including the observation	14.71% 5
CDA Exam	11.76% 4
Unsure, as I am still going through the initial process	26.47% 9
Other (please specify)	2.94% 1
Total	34

Q151 Do you feel having a CDA credential makes or can make a difference in your daily job?

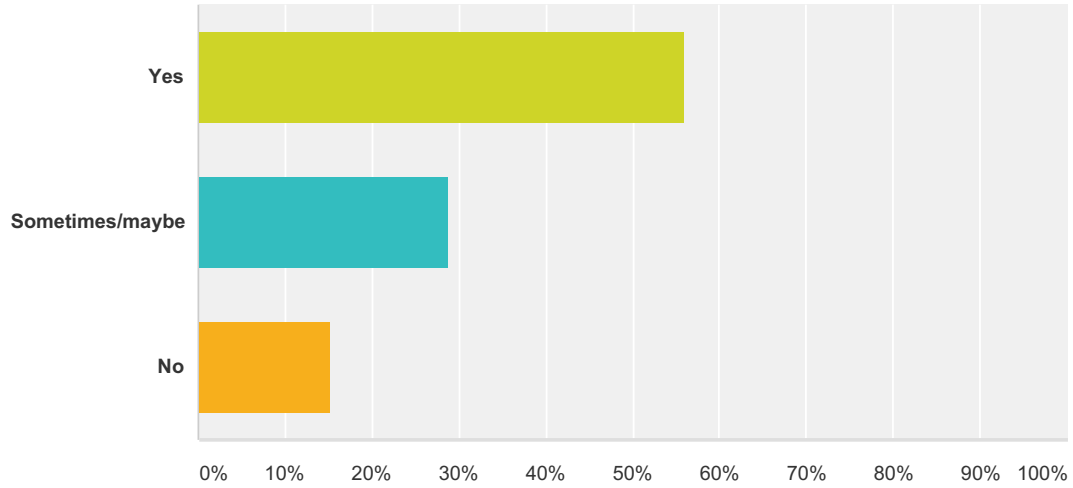
Answered: 111 Skipped: 84



Answer Choices	Responses	
Yes	53.15%	59
Sometimes/maybe	33.33%	37
No	13.51%	15
Total		111

Q152 Do you feel the children and their families benefit or could benefit from you having a CDA credential?

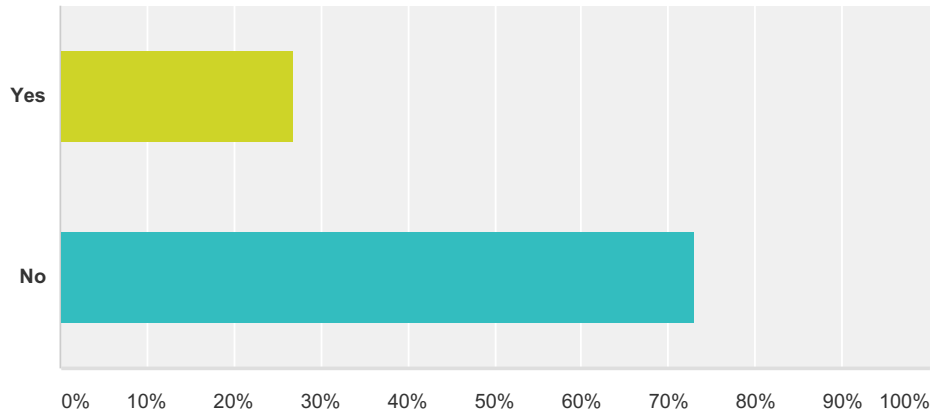
Answered: 111 Skipped: 84



Answer Choices	Responses
Yes	55.86% 62
Sometimes/maybe	28.83% 32
No	15.32% 17
Total	111

Q153 Did you in the past, or are you currently, utilizing the support of the CDA Consultant Program to help you through the process of applying for your CDA credential?

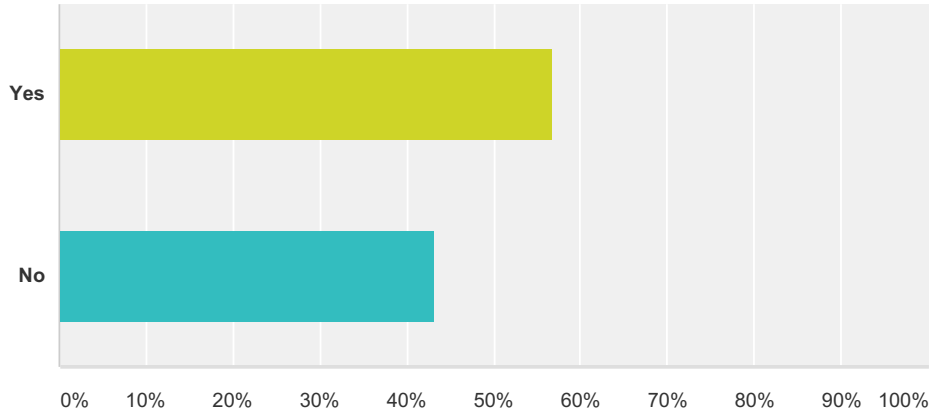
Answered: 111 Skipped: 84



Answer Choices	Responses
Yes	27.03% 30
No	72.97% 81
Total	111

Q154 Would you be interested in the free support available to assist you through the process of preparing to apply for the CDA credential?

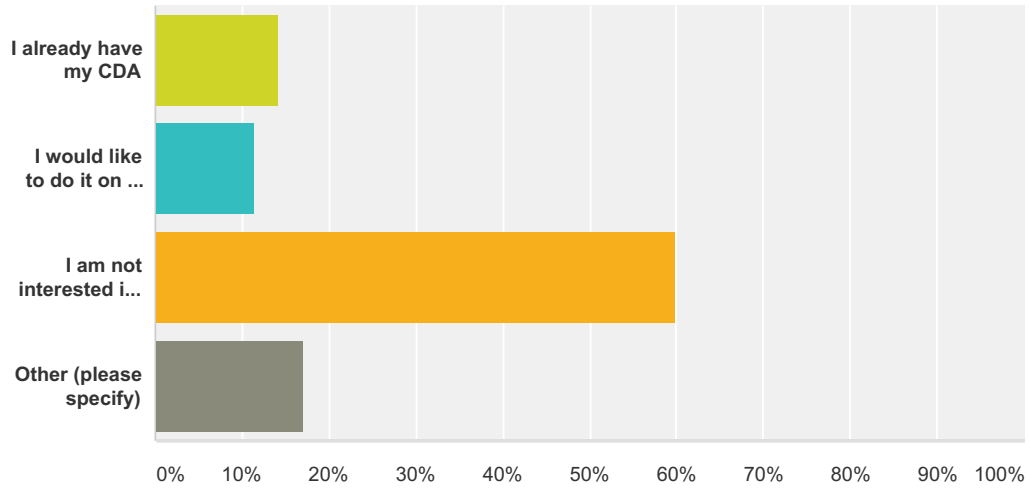
Answered: 81 Skipped: 114



Answer Choices	Responses	
Yes	56.79%	46
No	43.21%	35
Total		81

Q155 If no, why not? (Check all that apply.)

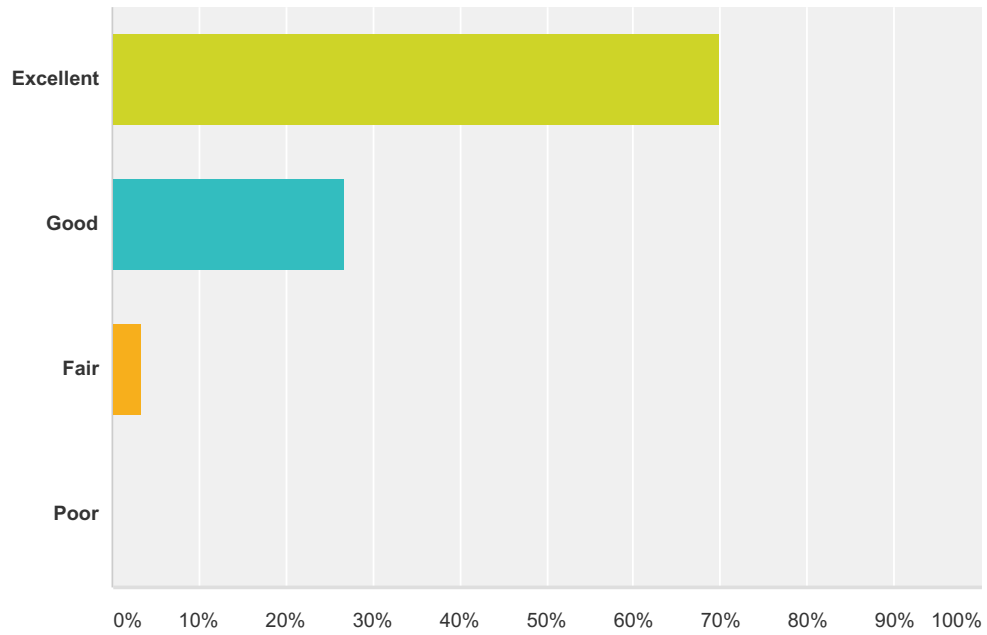
Answered: 35 Skipped: 160



Answer Choices	Responses	
I already have my CDA	14.29%	5
I would like to do it on my own, or have support from co-workers, friends, peers, etc.	11.43%	4
I am not interested in obtaining my CDA	60.00%	21
Other (please specify)	17.14%	6
Total Respondents: 35		

Q156 How would you rate your experience in this program?

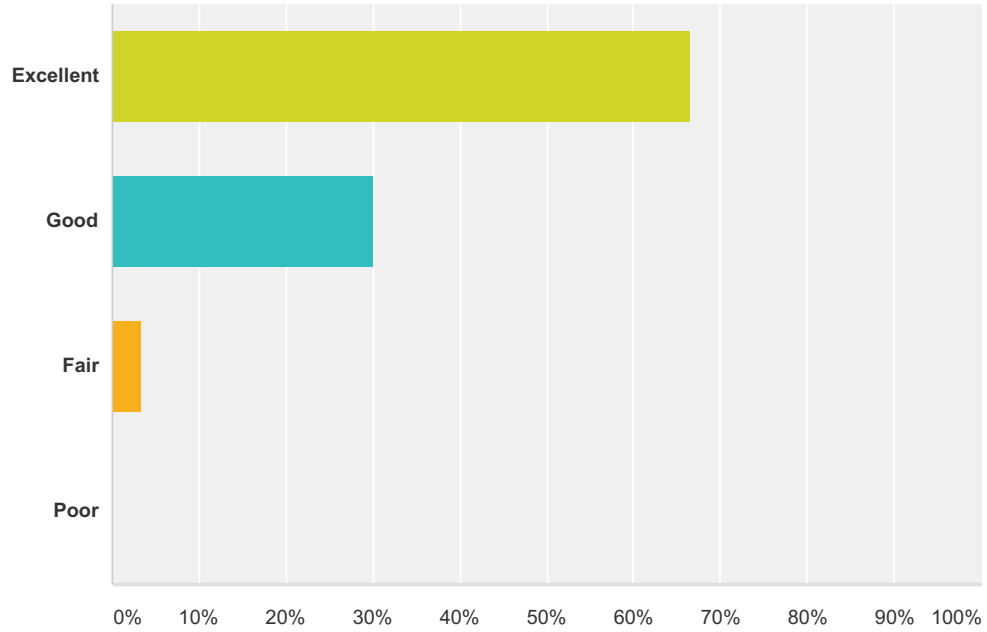
Answered: 30 Skipped: 165



Answer Choices	Responses	Count
Excellent	70.00%	21
Good	26.67%	8
Fair	3.33%	1
Poor	0.00%	0
Total		30

Q157 How would you rate the CDA Consultant's knowledge and ability to help you through the process of preparing to apply for your CDA credential?

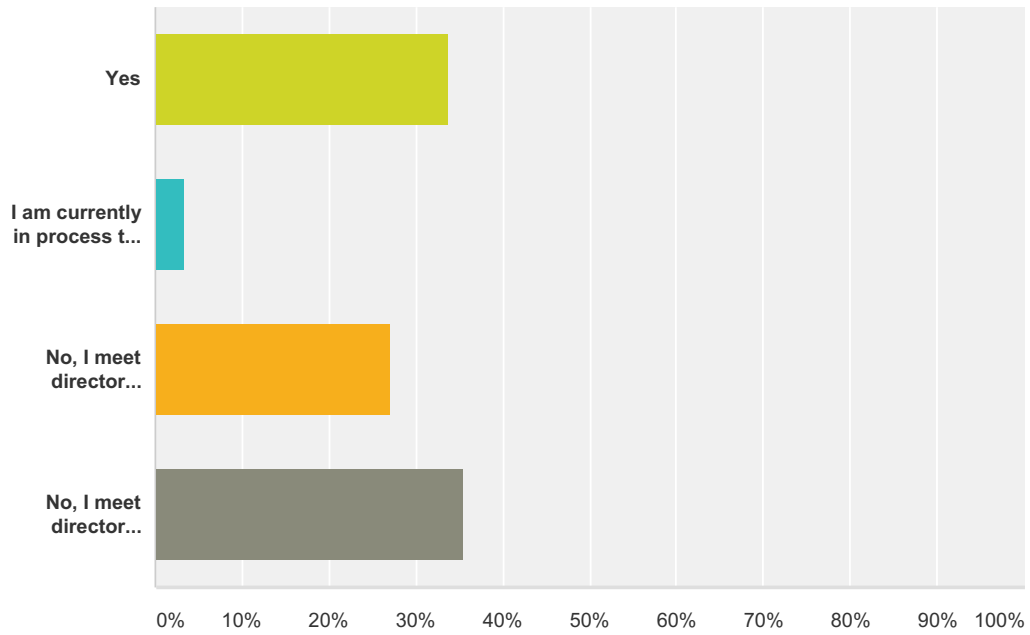
Answered: 30 Skipped: 165



Answer Choices	Responses
Excellent	66.67% 20
Good	30.00% 9
Fair	3.33% 1
Poor	0.00% 0
Total	30

Q159 Do you have a current CDA credential?

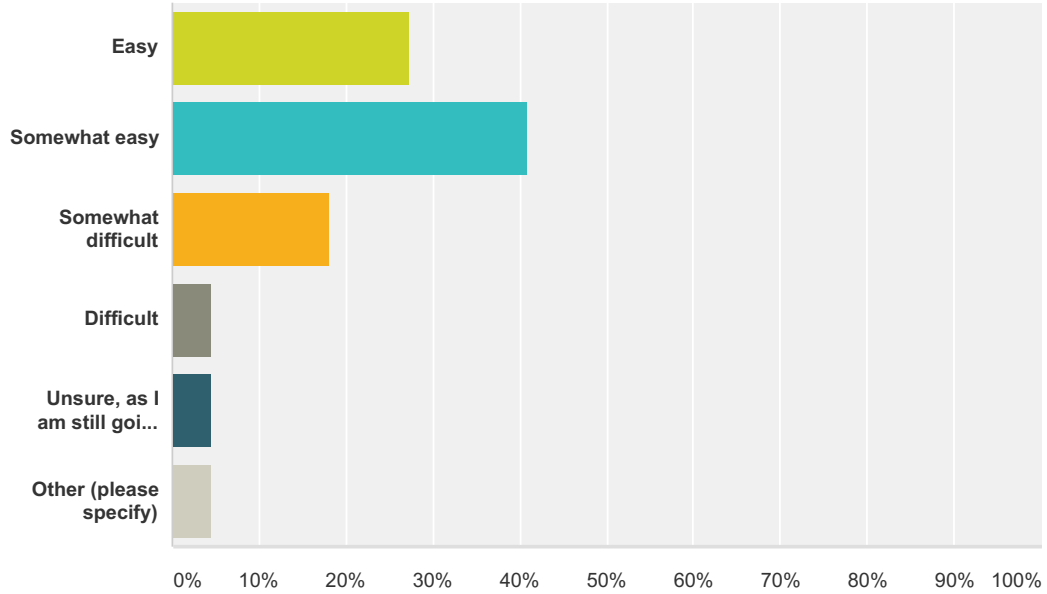
Answered: 59 Skipped: 136



Answer Choices	Responses	
Yes	33.90%	20
I am currently in process to apply for it	3.39%	2
No, I meet director qualifications with the NAC and six additional CAC@CSS classes	27.12%	16
No, I meet director qualifications with a college degree and/or other similar credential	35.59%	21
Total		59

Q160 How would you rate the overall difficulty of the process of preparing to apply for your CDA credential?

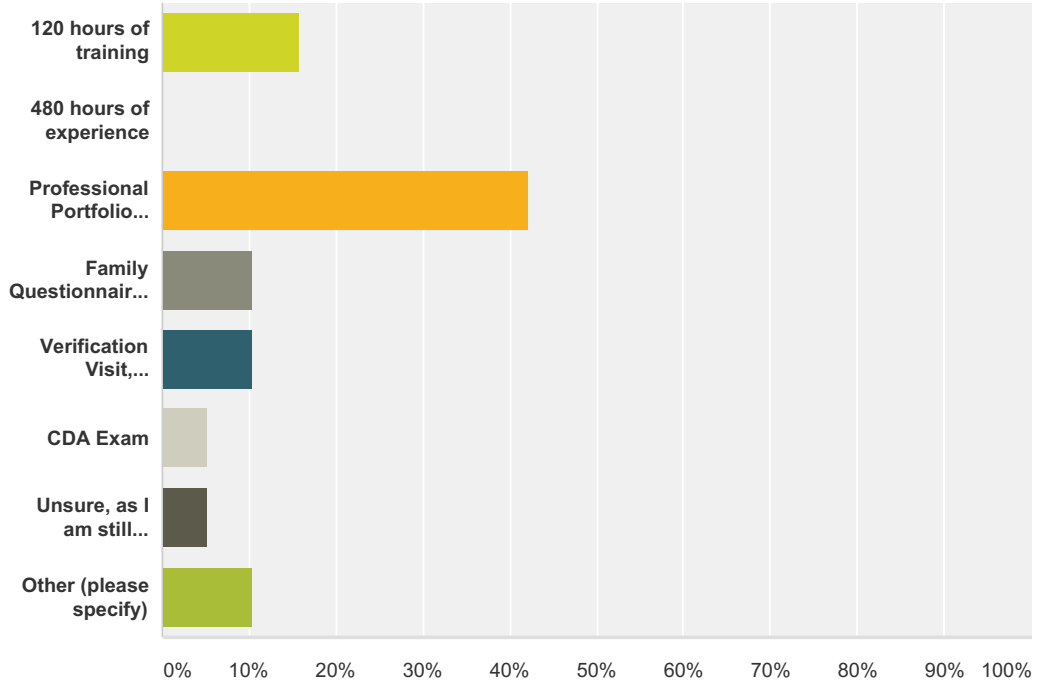
Answered: 22 Skipped: 173



Answer Choices	Responses
Easy	27.27% 6
Somewhat easy	40.91% 9
Somewhat difficult	18.18% 4
Difficult	4.55% 1
Unsure, as I am still going through the initial process	4.55% 1
Other (please specify)	4.55% 1
Total	22

Q161 What would you rate as the most difficult aspect of the CDA credentialing process?

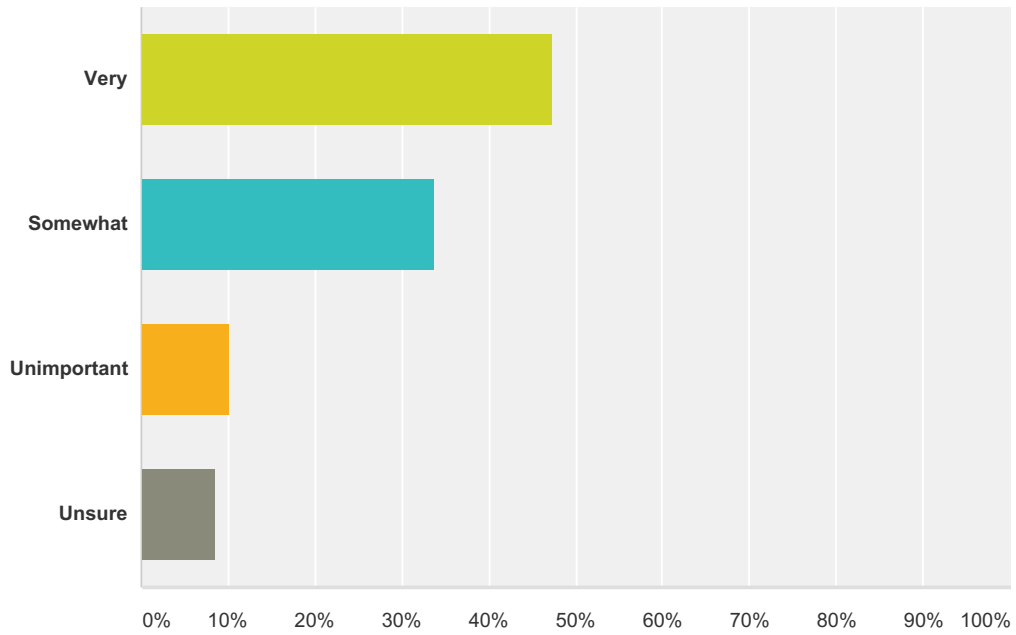
Answered: 19 Skipped: 176



Answer Choices	Responses
120 hours of training	15.79% 3
480 hours of experience	0.00% 0
Professional Portfolio (formerly Professional Resource File)	42.11% 8
Family Questionnaires (formerly Parent Opinion Questionnaire)	10.53% 2
Verification Visit, including the observation	10.53% 2
CDA Exam	5.26% 1
Unsure, as I am still through the initial process	5.26% 1
Other (please specify)	10.53% 2
Total	19

Q162 How important is it that your staff obtains their CDA credentials?

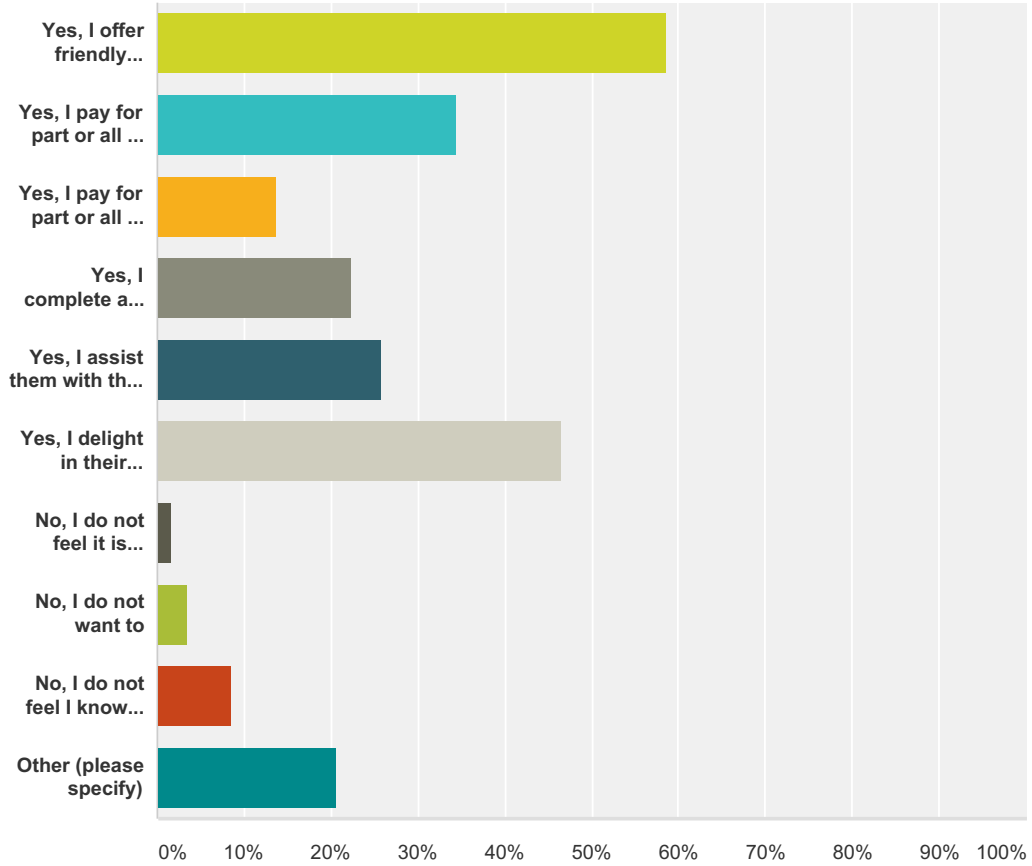
Answered: 59 Skipped: 136



Answer Choices	Responses	
Very	47.46%	28
Somewhat	33.90%	20
Unimportant	10.17%	6
Unsure	8.47%	5
Total		59

Q163 Do you encourage your staff to obtain their CDA credentials? (Check all that apply.)

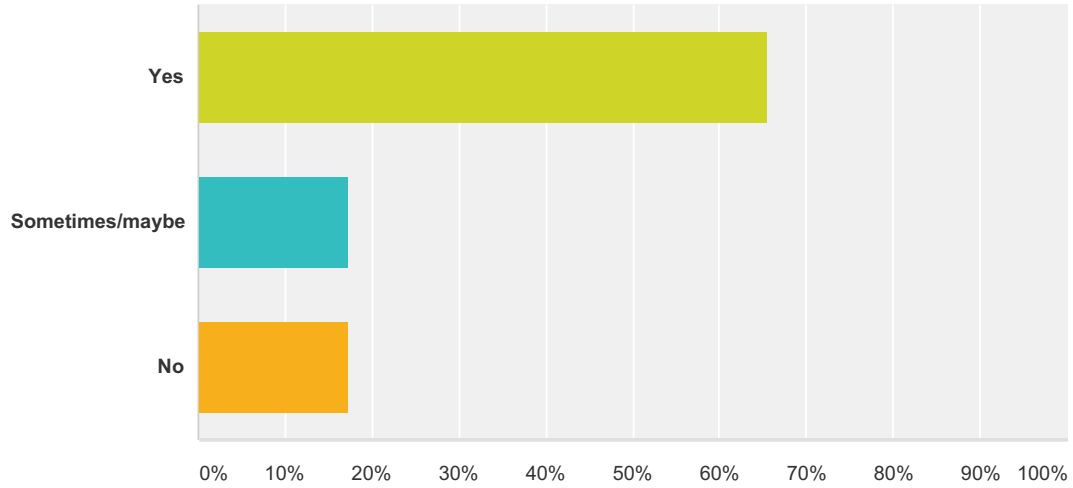
Answered: 58 Skipped: 137



Answer Choices	Responses
Yes, I offer friendly support and motivation through the process	58.62% 34
Yes, I pay for part or all of the classes they take to complete their training hours	34.48% 20
Yes, I pay for part or all of the \$425 application fee	13.79% 8
Yes, I complete a practice observation(s) for them if they request it	22.41% 13
Yes, I assist them with their Professional Portfolio(s)	25.86% 15
Yes, I delight in their success/happiness upon achieving it	46.55% 27
No, I do not feel it is necessary	1.72% 1
No, I do not want to	3.45% 2
No, I do not feel I know enough about it	8.62% 5
Other (please specify)	20.69% 12
Total Respondents: 58	

Q164 Do you feel having a CDA credential makes or could make a difference in your daily job?

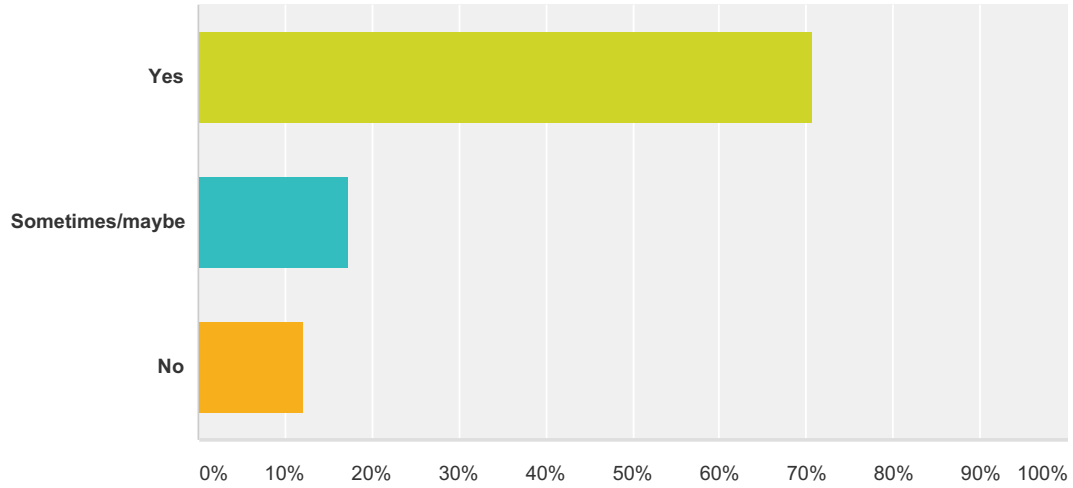
Answered: 58 Skipped: 137



Answer Choices	Responses	Count
Yes	65.52%	38
Sometimes/maybe	17.24%	10
No	17.24%	10
Total		58

Q165 Do you feel the children and their families benefit or could benefit from having a CDA credential?

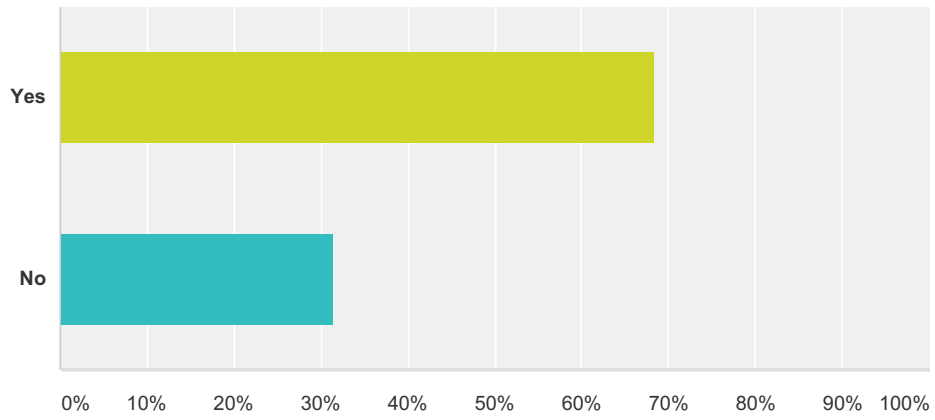
Answered: 58 Skipped: 137



Answer Choices	Responses	
Yes	70.69%	41
Sometimes/maybe	17.24%	10
No	12.07%	7
Total		58

Q166 Do you offer incentives to your staff for achieving their CDA credentials?

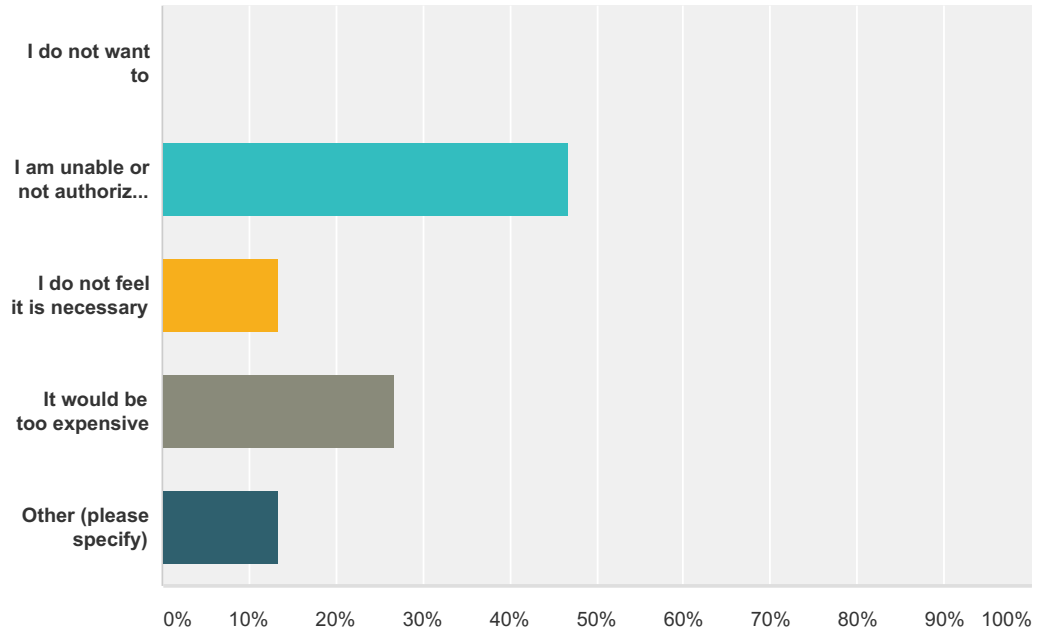
Answered: 57 Skipped: 138



Answer Choices	Responses	
Yes	68.42%	39
No	31.58%	18
Total		57

Q167 If no, why not? (Check all that apply.)

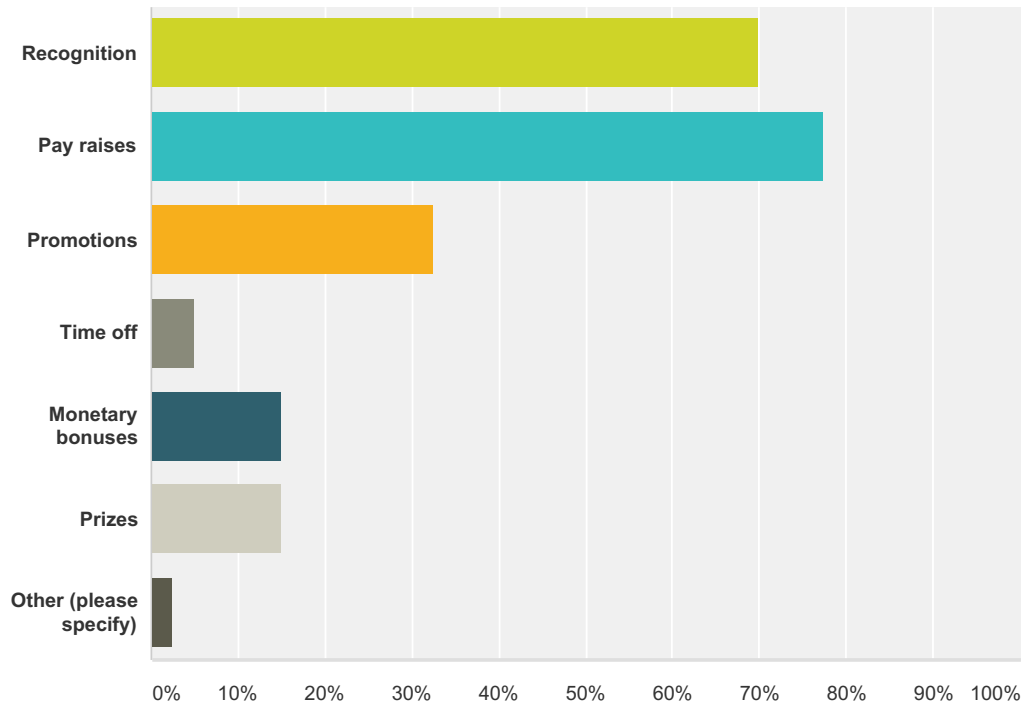
Answered: 15 Skipped: 180



Answer Choices	Responses
I do not want to	0.00% 0
I am unable or not authorized to make that decision	46.67% 7
I do not feel it is necessary	13.33% 2
It would be too expensive	26.67% 4
Other (please specify)	13.33% 2
Total Respondents: 15	

Q168 If yes, what type of incentives do you offer? (Check all that apply.)

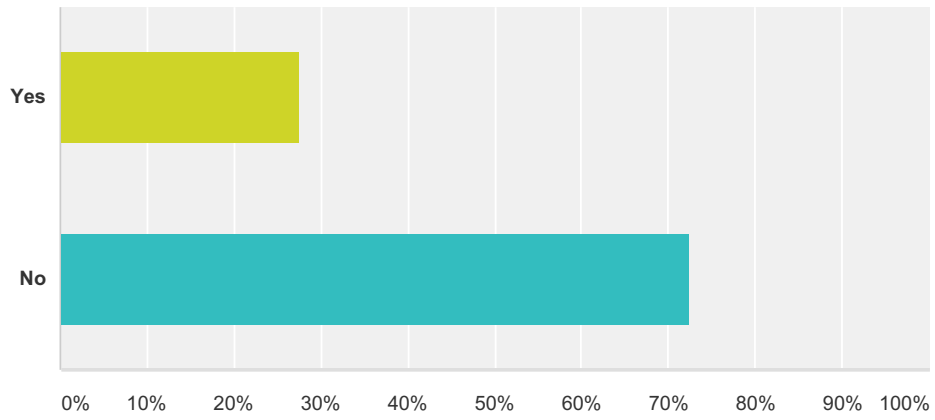
Answered: 40 Skipped: 155



Answer Choices	Responses	Count
Recognition	70.00%	28
Pay raises	77.50%	31
Promotions	32.50%	13
Time off	5.00%	2
Monetary bonuses	15.00%	6
Prizes	15.00%	6
Other (please specify)	2.50%	1
Total Respondents: 40		

Q169 Do you require lead caregivers to have their CDA credentials?

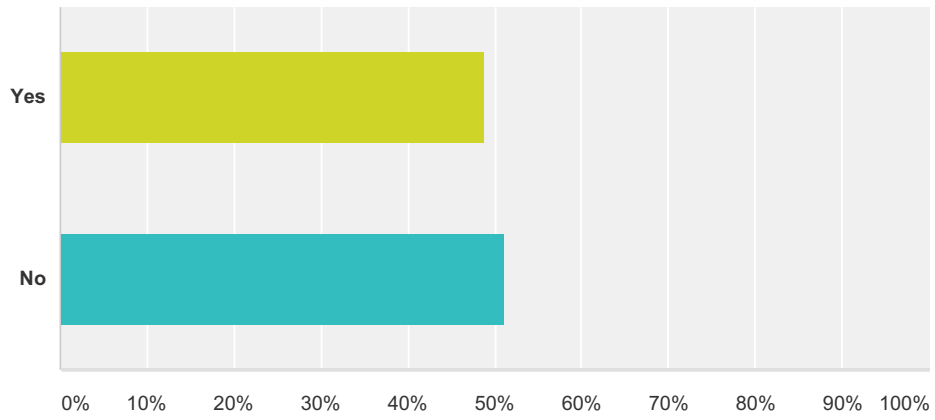
Answered: 58 Skipped: 137



Answer Choices	Responses	
Yes	27.59%	16
No	72.41%	42
Total		58

Q170 If no, would you consider requiring a CDA for any staff in the future?

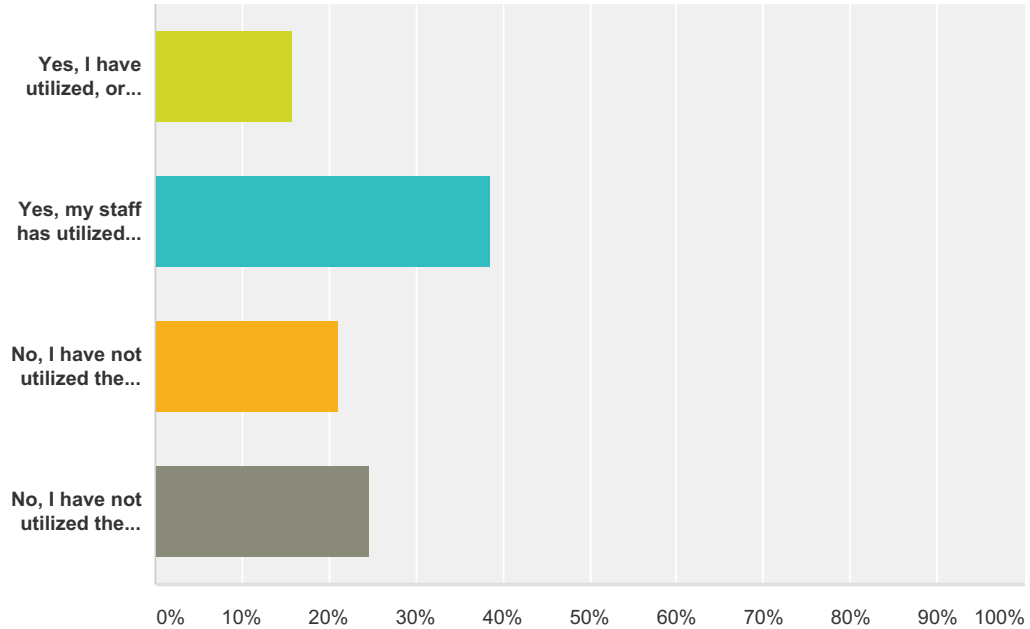
Answered: 41 Skipped: 154



Answer Choices	Responses	
Yes	48.78%	20
No	51.22%	21
Total		41

Q171 Have you or any of your staff utilized, or are currently utilizing, the support of the CDA Consultant Program through CAC@CSS to obtain a CDA credential?

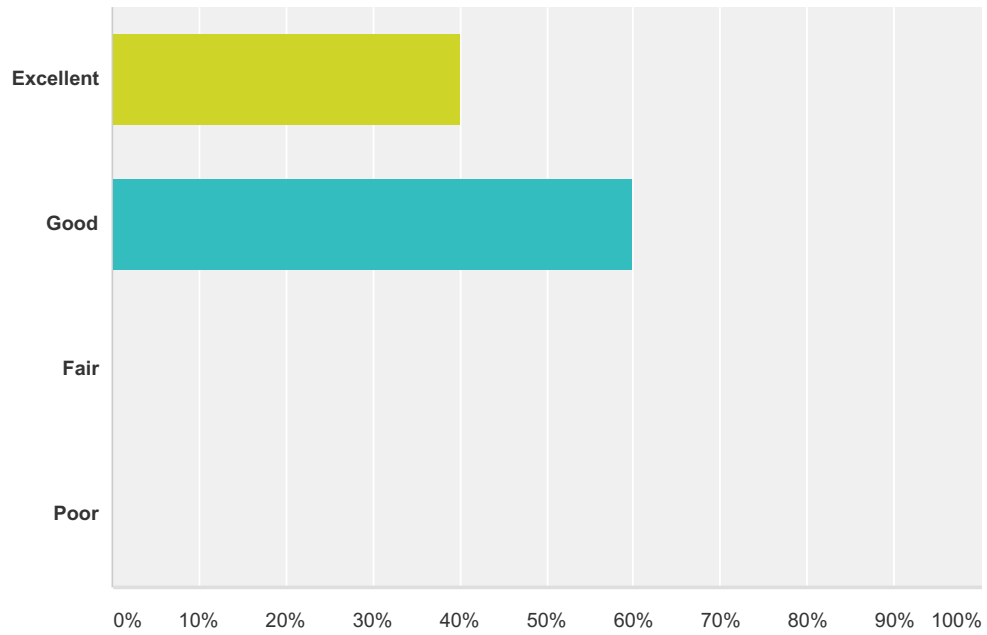
Answered: 57 Skipped: 138



Answer Choices	Responses	
Yes, I have utilized, or am currently utilizing, the support to obtain my CDA credential	15.79%	9
Yes, my staff has utilized, or is currently utilizing, the support to obtain their CDA credential(s)	38.60%	22
No, I have not utilized the support and neither has anyone on my staff	21.05%	12
No, I have not utilized the support and I am unsure if anyone on my staff has	24.56%	14
Total		57

Q172 How would you rate your experience in this program?

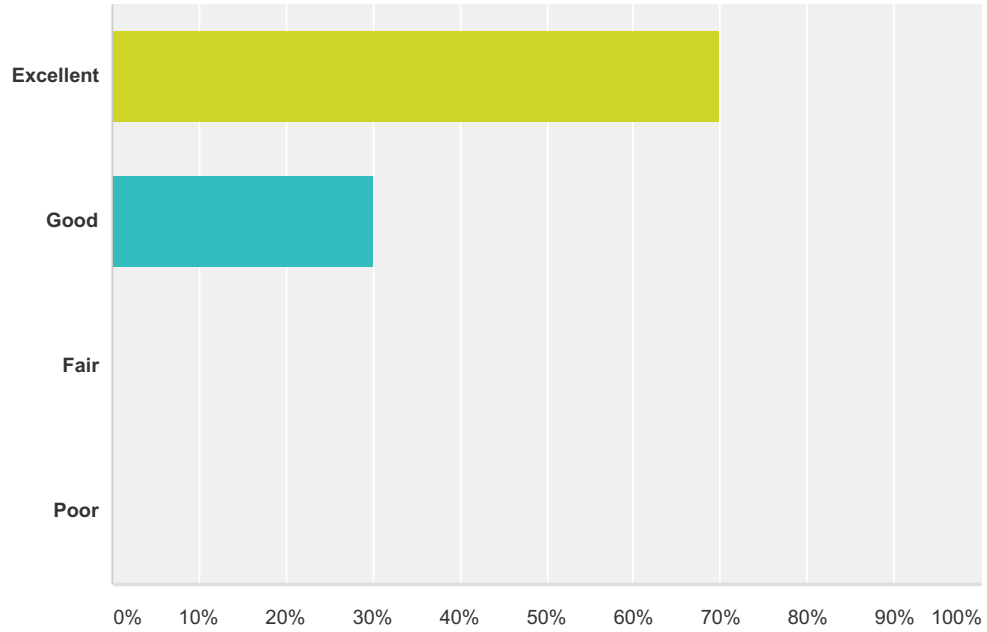
Answered: 10 Skipped: 185



Answer Choices	Responses	Count
Excellent	40.00%	4
Good	60.00%	6
Fair	0.00%	0
Poor	0.00%	0
Total		10

Q173 How would you rate the CDA Consultant's knowledge and ability to help you through the process of preparing to apply for your CDA credential?

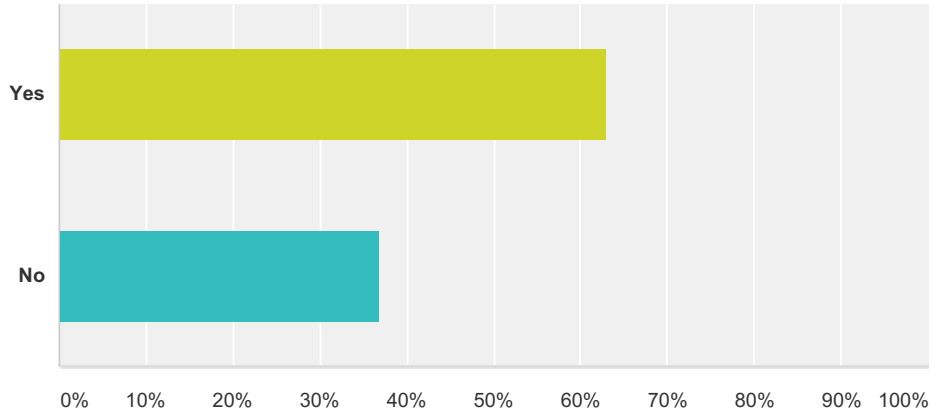
Answered: 10 Skipped: 185



Answer Choices	Responses
Excellent	70.00% 7
Good	30.00% 3
Fair	0.00% 0
Poor	0.00% 0
Total	10

Q175 Would you be interested in the free support to assist you or your staff through the process of preparing to apply for the CDA credential?

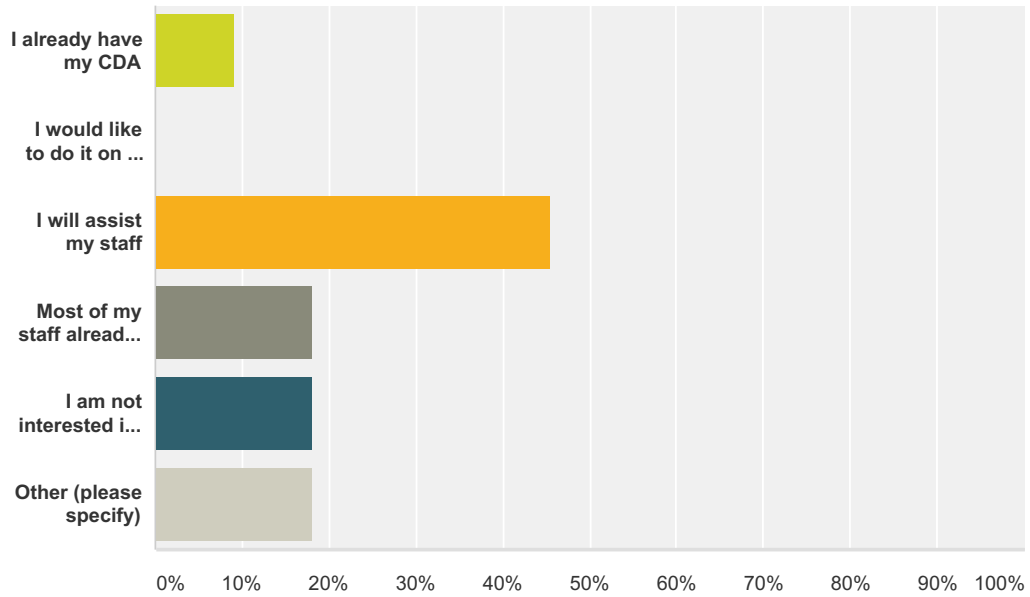
Answered: 27 Skipped: 168



Answer Choices	Responses
Yes	62.96% 17
No	37.04% 10
Total	27

Q176 If no, why not? (Check all that apply.)

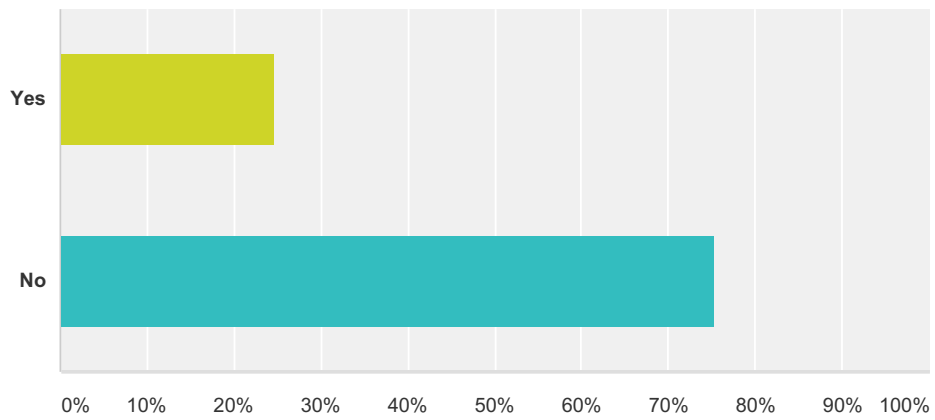
Answered: 11 Skipped: 184



Answer Choices	Responses
I already have my CDA	9.09% 1
I would like to do it on my own, or have support from co-workers, friends, peers, etc.	0.00% 0
I will assist my staff	45.45% 5
Most of my staff already have their CDA's, another similar credential, and/or degrees	18.18% 2
I am not interested in obtaining my CDA or having my staff obtain their CDA's	18.18% 2
Other (please specify)	18.18% 2
Total Respondents: 11	

Q177 Did you participate in CAC@CSS's Provider Appreciation Day event last year?

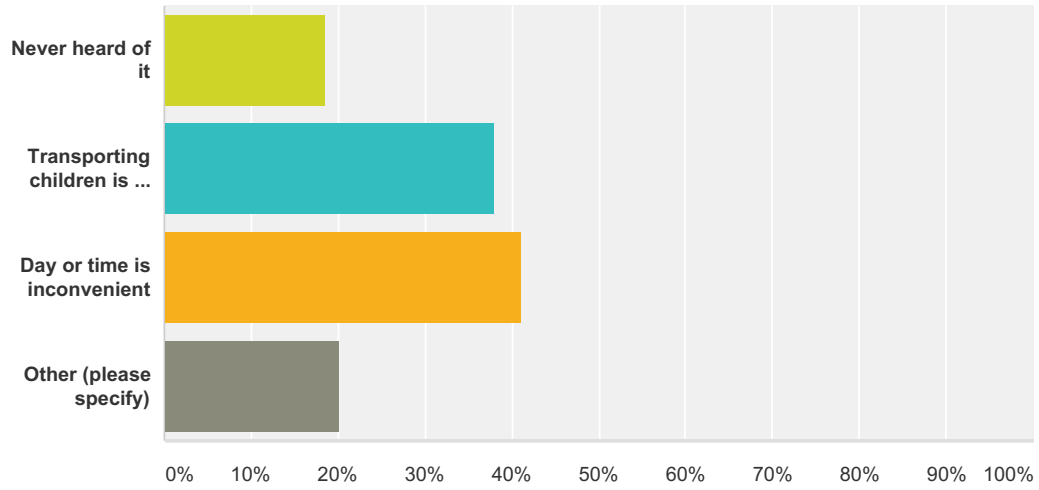
Answered: 170 Skipped: 25



Answer Choices	Responses
Yes	24.71% 42
No	75.29% 128
Total	170

Q178 If no, why not? (Check all that apply.)

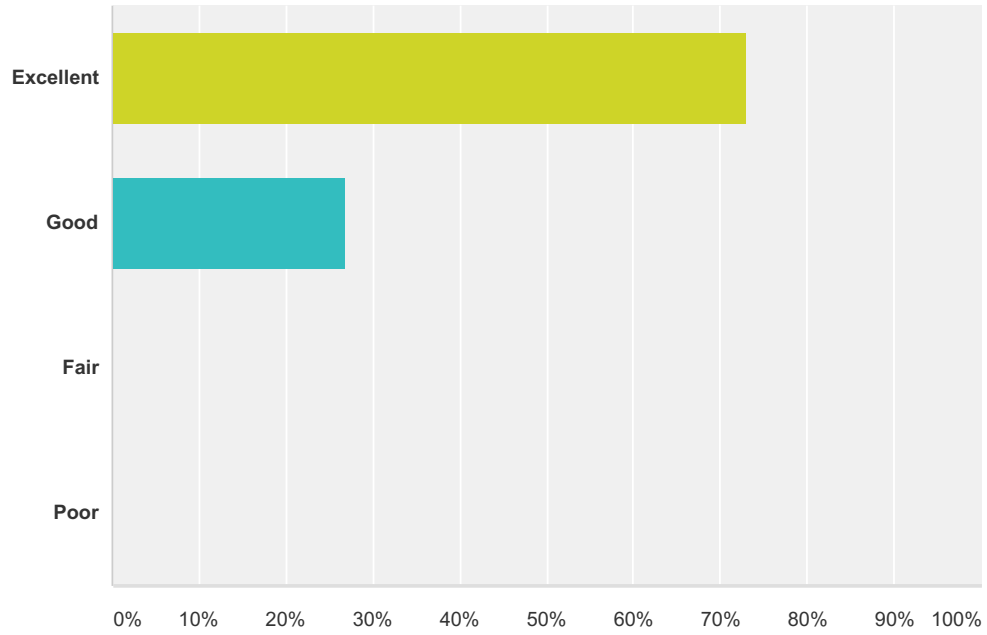
Answered: 129 Skipped: 66



Answer Choices	Responses	
Never heard of it	18.60%	24
Transporting children is too difficult	37.98%	49
Day or time is inconvenient	41.09%	53
Other (please specify)	20.16%	26
Total Respondents: 129		

Q179 How would you rate last year's event?

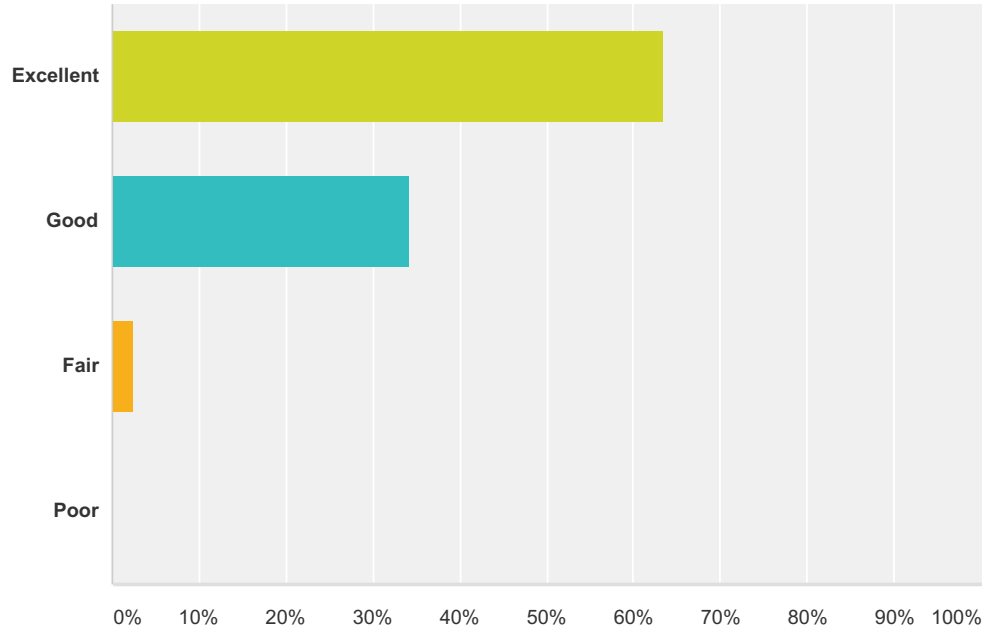
Answered: 41 Skipped: 154



Answer Choices	Responses	
Excellent	73.17%	30
Good	26.83%	11
Fair	0.00%	0
Poor	0.00%	0
Total		41

Q180 How would you rate the incentives (books, bag, and prizes) that were given to child care providers and children at last year's event?

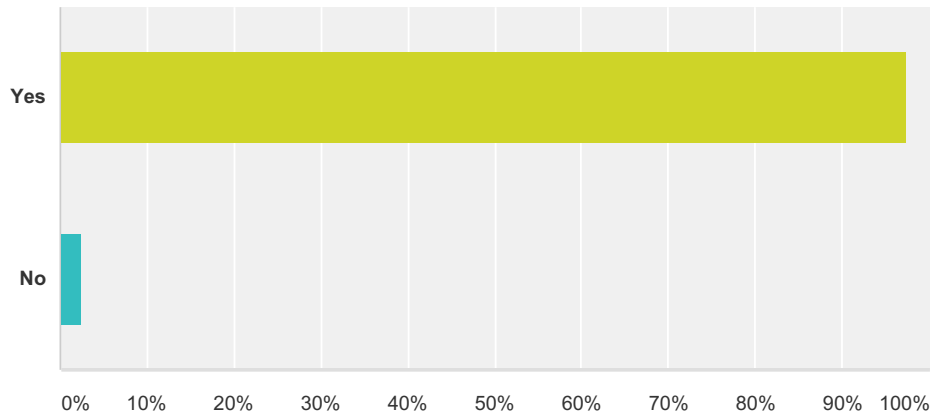
Answered: 41 Skipped: 154



Answer Choices	Responses
Excellent	63.41% 26
Good	34.15% 14
Fair	2.44% 1
Poor	0.00% 0
Total	41

Q181 Did you find the location enjoyable and interactive for you and your children?

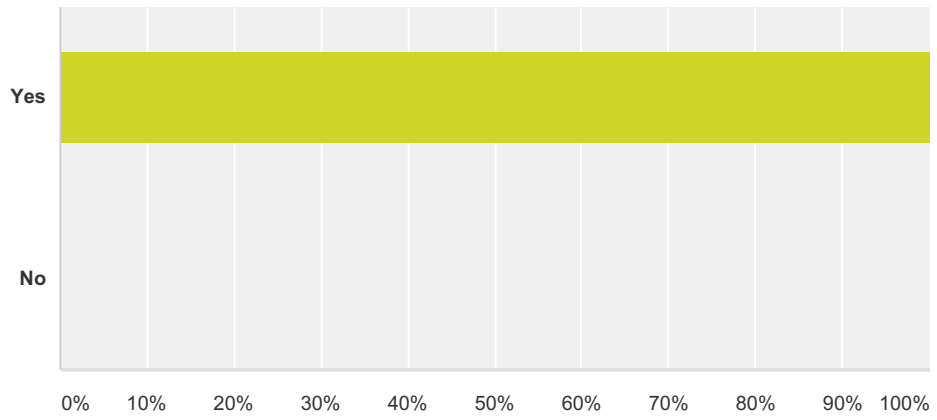
Answered: 41 Skipped: 154



Answer Choices	Responses
Yes	97.56% 40
No	2.44% 1
Total	41

Q182 Did you find the CAC@CSS staff helpful?

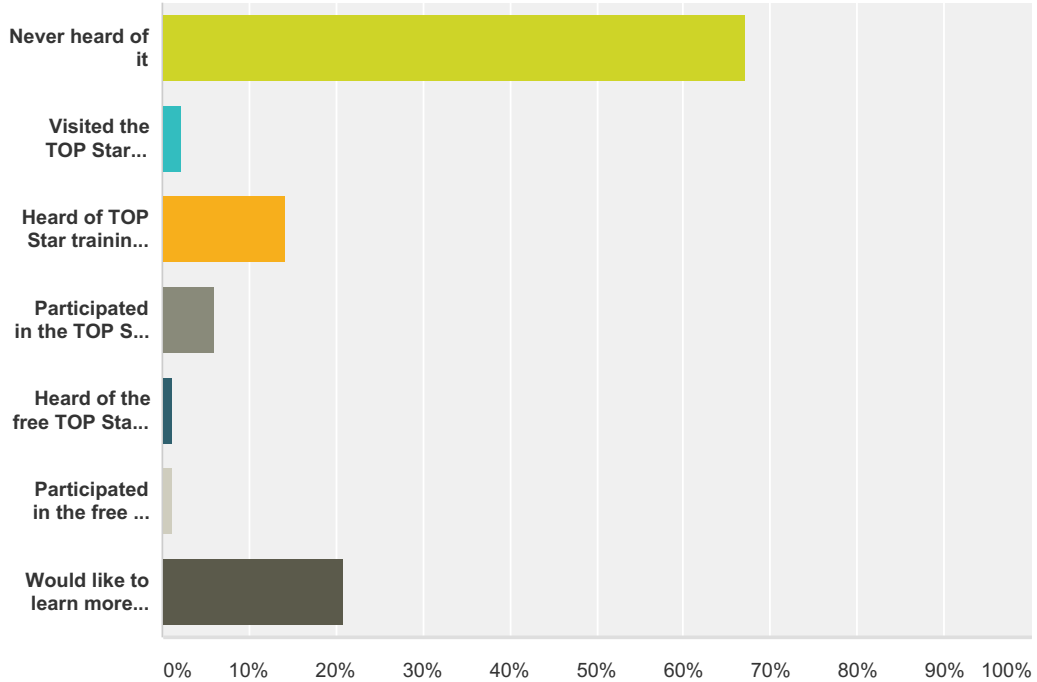
Answered: 41 Skipped: 154



Answer Choices	Responses
Yes	100.00% 41
No	0.00% 0
Total	41

Q185 How familiar are you with the TOP Star program to prevent obesity in childcare programs? (Check all that apply.)

Answered: 168 Skipped: 27



Answer Choices	Responses	
Never heard of it	67.26%	113
Visited the TOP Star website	2.38%	4
Heard of TOP Star training course	14.29%	24
Participated in the TOP Star training course	5.95%	10
Heard of the free TOP Star consultation and technical assistance program	1.19%	2
Participated in the free TOP Star consultation/technical assistance program	1.19%	2
Would like to learn more about TOP Star	20.83%	35
Total Respondents: 168		

Q186 Address

Answered: 164 Skipped: 31

Answer Choices	Responses	
Name	100.00%	164
Company	76.22%	125
Address	98.78%	162
Address 2	6.10%	10
City / Town	99.39%	163
State / Province	98.17%	161
ZIP / Postal Code	99.39%	163
Country	0.00%	0
Email	95.12%	156
Phone	97.56%	160

APPENDIX

This is a list of pages that were skipped and includes the questions from those pages. The pages were skipped because the answers to the questions are written comments and did not weight the percentages of the survey results. If you are interested in reading the written comments please contact 801.326.4380

Page 28: What additional feedback, if any, would you like to give regarding your experience participating in this program (QI Coaching)?

Page 31: If yes, please leave your name and contact information for a coach to contact you.

Page 57: If yes, please leave your name and your business website address.

Page 61: If yes, please leave your name and contact information for a CAC Specialist to help you create a page.

Page 82: What information would you like to see made available on the web site?

Page 139: If yes, please list your email address to receive the newsletter.

Page 183: If no, please explain how the staff wasn't helpful at the event.

Page 184: Please take a moment and share your thoughts about last year's event.