

Western Carolina University
 Assessment Summary Form
Student Affairs Division

Name of Unit/Area: Kneedler Child Development Center

Name of Person(s) Conducting Assessment Activity: Eddie Wells, Center Director

Other Partners Involved in Activity: none

Semester & Year of Assessment Activity: Fall 2006

Objectives for Assessment Activity:

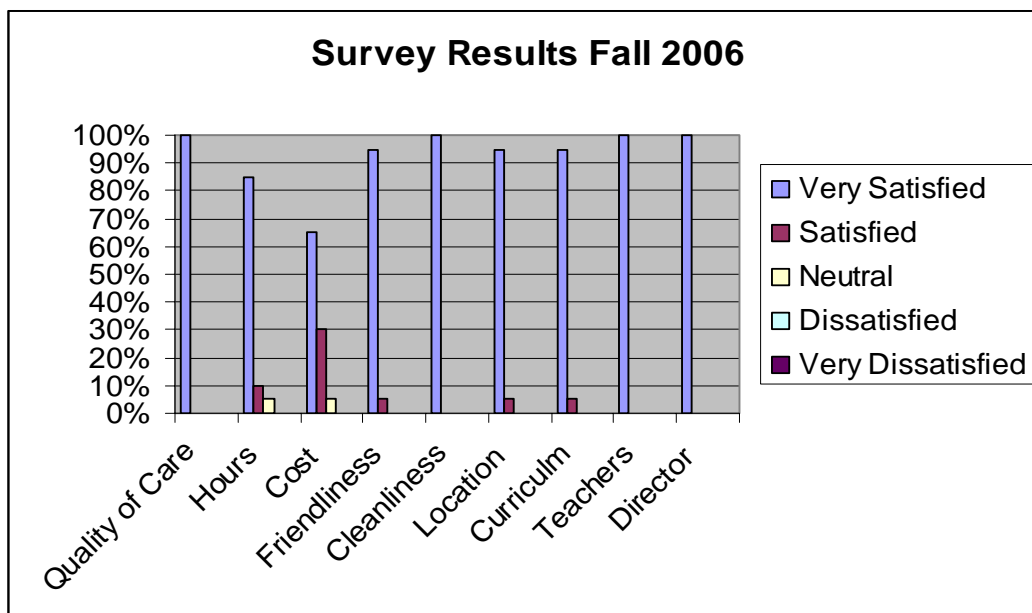
1. Determine Participants Satisfaction in regards to:
 - Quality of Care
 - Hours of Operation
 - Cost of Child Care
 - Friendliness of Staff
 - Cleanliness of Facility
 - Location of Facility
 - Curriculum
 - Classroom Teachers
 - Director of Center
2. Determine if services of center helped faculty/staff continue working at WCU.
3. Determine if services of center helped students to stay at WCU.
4. Determine participants overall level of satisfaction with the quality of services the families received at the center.

Nature of Assessment Activity: Parent Surveys (20 Surveys Collected from Parents)

Highlights of Significant Findings from Assessment and Comparison to Criteria for Success Established by Area:

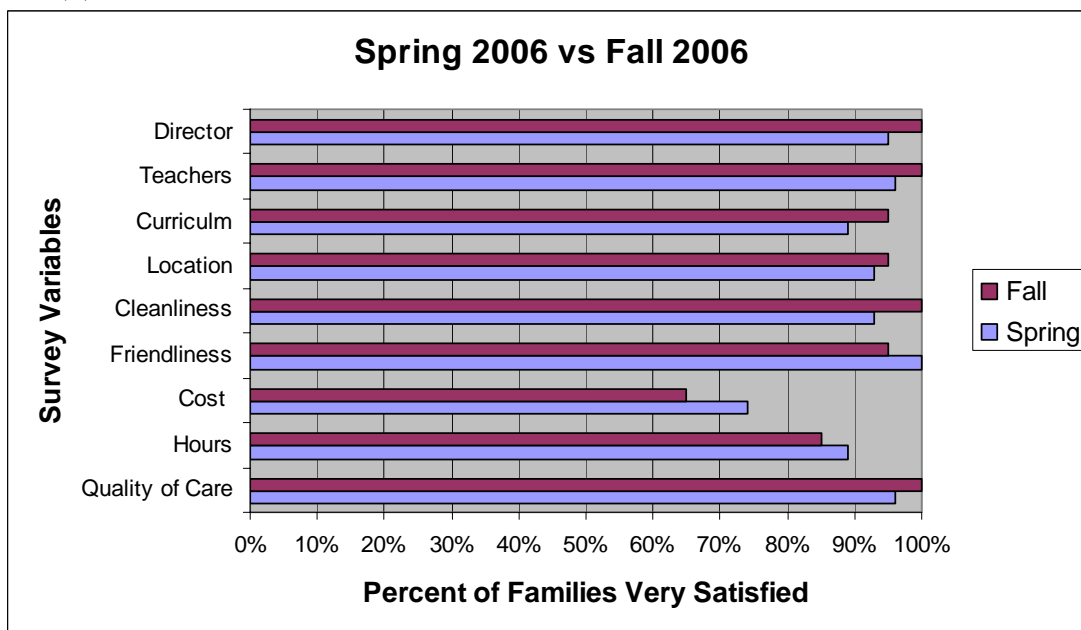
Results from Satisfaction Survey:

Survey Variables	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>
Quality of Care	100%				
Hours	85%	10%	5%		
Cost	65%	30%	5%		
Friendliness	95%	5%			
Cleanliness	100%				
Location	95%	5%			
Curriculum	95%	5%			
Teachers	100%				
Director	100%				



- 100% of faculty/staff members who completed survey believe that our services helped them continue working at WCU.
- 100% of students who completed survey believe that our services helped them continue their education at WCU.
- Overall level of satisfaction with the quality of services the families received at the center.
 - 100% participants rated their overall level of satisfaction as excellent

Program Improvements: Specific Use of Findings in Area(s) and Key Changes Made in Area(s):



- Maintained areas with high satisfaction and areas in which goals were exceeded.
- Worked to improve in all areas
- Increase in subsidy market rates increased the cost for families receiving services resulting in a decline in the overall percentage of families very satisfied with the cost of the program.
- Professional development workshops and trainings for teachers helped increase the overall percentage of families very satisfied with teachers by 4%.
- Five-Star accreditation helped increase the overall percentage of families very satisfied with the quality of care to 100%.
- Curriculum increased from 89% very satisfied in Spring 2006 to 95% very satisfied in Fall 2006.
- Cleanliness increased from 93% very satisfied in Spring 2006 to 100% very satisfied in Fall 2006.
- Quality of care increase from 96% very satisfied in Spring 2006 to 100% very satisfied in Fall 2006.
- Center Director increased from 96% very satisfied in Spring 2006 to 100% very satisfied in Fall 2006.
- Overall Level of satisfaction with the quality of services increased from 89% excellent in Spring 2006 to 100% excellent in Fall 2006.