

Western Carolina University
 Assessment Summary Form
Student Affairs Division

Name of Unit/Area: Kneeder Child Development Center

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

Semester & Year of Assessment Activity: Spring 2007

Objectives for Assessment Activity:

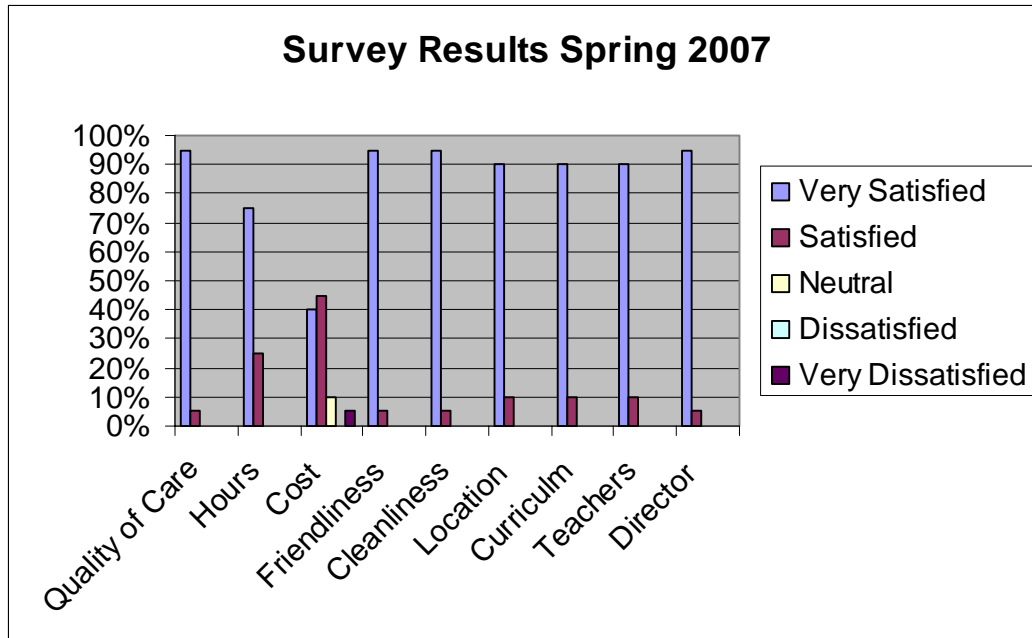
1. Determine Participants Satisfaction in regards to:
 - Quality of Care
 - Hours of Operation
 - Cost of Child Care
 - Friendliness of Staff
 - Cleanliness of Facility
 - Location of Facility
 - Curriculum
 - Classroom Teachers
 - Director of Center
2. Determine if services of center helped faculty/staff 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	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Quality of Care	(19 out of 20)	(1 out of 20)			
Hours	(15 out of 20)	(5 out of 20)			
Cost	(8 out of 20)	(9 out of 20)	(2 out of 20)		(1 out of 20)
Friendliness	(19 out of 20)	(19 out of 20)			
Cleanliness	(19 out of 20)	(1 out of 20)			
Location	(18 out of 20)	(2 out of 20)			
Curriculum	(18 out of 20)	(2 out of 20)			
Teachers	(18 out of 20)	(2 out of 20)			
Director	(19 out of 20)	(1 out of 20)			



- 100% of faculty/staff members believe that our services helped them continue working at WCU.
- 100% of students 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.
 - 19 out of 20 participants rated their overall level of satisfaction as excellent
 - 1 out of 20 participants rated their overall level of satisfaction as good

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

- Maintained areas with high satisfaction in which goals were exceeded.
- Professional development trainings and workshops the teachers attended during the year helped maintain a high level of satisfaction for the teachers.
- Maintaining a five star license accreditation from the NC Division of Child Development and the addition of new materials in the classrooms helped to sustain a high level of satisfaction in the quality of care.
- The increase of subsidy market rates and the amount of private paying families resulted in a low satisfaction area in costs for services.
- The incorporation of a new reward system for use of the family lending library at the center along with the high quality of parent trainings helped maintain a high level of satisfaction with the quality of services received.
- Encourage all parents to apply to receive assistance through NC Subsidy Program and the Federal Head Start Program to help pay for cost of services.
- Continue to maintain a high level of satisfaction in all areas.

Timeline for Implementing Program Improvements: Ongoing