April 2015

SPØRGESKEMA

TIL FORÆLDRE TIL BØRN I DAGTILBUD (DAGINSTITUTION, DAGPLEJE

OG SÆRLIGE DAGTILBUD)

**OVERSÆTTELSE TIL ENGELSK**

Fra næste side er der en fuld oversættelse af det danske spørgeskema.

Det er valgfrit for kommunen, om de spørgsmål, der ikke står med fed skrift, medtages i undersøgelsen.

Dvs. følgende spørgsmål er valgfrie:

nr. 2, 5, 7-12, 14-19, 22-27, 28-31, 33-39, 40-43, 45-46, 48 og 54-55.

De danske spørgsmål kan identificeres i oversat form på baggrund af spørgsmålsnumrene.

QUESTIONNAIRE  
FOR PARENTS OF CHILDREN IN PRE-SCHOOL DAY CARE (DAY-CARE INSTITUTION, CHILDMINDER AND SPECIAL CHILDCARE)

WELCOME TO THE USER SATISFACTION SURVEY ON PRE-SCHOOL DAY CARE IN THE MUNICIPALITY OF XXX

**Guidance**

|  |  |  |
| --- | --- | --- |
| You can choose between x languages The questionnaire can be answered in Danish, xxx, xxx, xxx or xxx. To choose the language, click on the relevant flag at the bottom of this page.  What do I do? To start the questionnaire, click on the arrow in the bottom right-hand corner. Use the arrows at the bottom of each page to move backwards and forwards within the questionnaire.  What happens to my responses? Your responses will be stored at [Survey provider or Municipality of X], where they will be entered anonymously in a database. |  | How do I complete the questionnaire? The questionnaire concerns various aspects of your child's day care. Therefore it is important that you complete the questionnaire based on your own experience and views, and for the child whose name is stated in the form. Some of the questions may not be relevant for children in special childcare, for example questions about the choice of pre-school care.  Your anonymity is guaranteed! The survey is confidential. No one involved in caring for your child will have access to your responses. [Survey provider or Municipality of X] ensures that nobody will be able to identify your responses from the reports which are generated. |

When you have answered all the questions, you can print your response.

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

Thank you for participating in the survey.

Kind regards,

**Municipality of XXX**

**Social education**

The following questions concern the social education.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **HOW SATISFIED ARE YOU WITH:**  *Please cross one box in each row* | Very satisfied | Satisfied | Neither satisfied/ dissatisfied | Dissatisfied | Very dissatisfied | Don't know/not relevant |
|  |  |  |  |  |  |  |
| 1. Daily activities |  |  |  |  |  |  |
| 2. Activities outside the day-care institution, e.g. excursions to the woods |  |  |  |  |  |  |
| **3. The staff's efforts to develop your child's social skills (e.g. show consideration and understanding for others and participating in groups)** |  |  |  |  |  |  |
| 4. The staff's efforts to support your child's language development |  |  |  |  |  |  |
| 5. The staff's efforts to support your child's physical development and motor skills |  |  |  |  |  |  |
| 6. The staff's efforts to make your child feel confident and happy |  |  |  |  |  |  |
| 7. The staff's efforts to take your child's needs as their starting point |  |  |  |  |  |  |
| 8. The time the staff can devote to your child |  |  |  |  |  |  |
| 9. The staff's dedication |  |  |  |  |  |  |
| 10. The care shown by the staff for your child |  |  |  |  |  |  |
| 54. Staff efforts to make sure all children in the children’s group are thriving and developing |  |  |  |  |  |  |
| 11. The qualifications of the staff |  |  |  |  |  |  |
| 12. The staff's socio-educational efforts in relation to your child |  |  |  |  |  |  |

**Collaboration with the staff**

The following questions concern your collaboration with the staff.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **HOW SATISFIED ARE YOU WITH:**  *Please cross one box in each row* | Very satisfied | Satisfied | Neither satisfied/ dissatisfied | Dissatisfied | Very dissatisfied | Don't know/not relevant |
|  |  |  |  |  |  |  |
| 13. The dialogue and collaboration between you as a parent/parents and the staff |  |  |  |  |  |  |
| 14. Your involvement as a parent/parents in decisions concerning the day-care institution |  |  |  |  |  |  |
| 55. Your involvement as parent/parents in the daycare facility’s activities |  |  |  |  |  |  |
| 15. The sympathy shown by staff to your views |  |  |  |  |  |  |
| 16. The rate of turnover among staff looking after your child |  |  |  |  |  |  |
| 17. The manner in which you and your child are received when you drop off your child |  |  |  |  |  |  |
| 18. The way in which the staff say goodbye to you and your child when you collect your child |  |  |  |  |  |  |

**Inter-child relationships**

This part of the questionnaire concerns your satisfaction with the relationships between the children and the efforts of the staff.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **HOW SATISFIED ARE YOU WITH:**  *Please cross one box in each row* | Very satisfied | Satisfied | Neither satisfied/ dissatisfied | Dissatisfied | Very dissatisfied | Don't know/not relevant |
|  |  |  |  |  |  |  |
| 19. Your child's relationship with the other children |  |  |  |  |  |  |
| **20. The staff's efforts to limit teasing among the children** |  |  |  |  |  |  |
| **21. The staff's efforts to establish contact between your child and the other children** |  |  |  |  |  |  |
| 22. [Hvis barnet er +3 år/børnehave] The staff's efforts to enable the children to assume responsibility for themselves |  |  |  |  |  |  |

**The physical facilities**

The following questions concern the physical environment at the day-care institution.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **HOW SATISFIED ARE YOU WITH:**  *Please cross one box in each row* | Very satisfied | Satisfied | Neither satisfied/ dissatisfied | Dissatisfied | Very dissatisfied | Don't know/not relevant |
|  |  |  |  |  |  |  |
| 23. The opening hours |  |  |  |  |  |  |
| 24. The physical indoor environment (toys, rooms, furniture and equipment, space etc.) |  |  |  |  |  |  |
| 25. The outdoor facilities (playground etc.) |  |  |  |  |  |  |
| 26. Cleaning standards |  |  |  |  |  |  |
| 27. Indoor climate (e.g. temperature, air quality and odour) |  |  |  |  |  |  |

**Lunches, if any**

28. Is lunch offered at the day-care institution or childminder?

*Please cross one box only*

|  |
| --- |
| Yes ► Go to question 29 |
| No ► Go to question 32 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **HOW SATISFIED ARE YOU WITH:**  *Please cross one box only* | Very satisfied | Satisfied | Neither satisfied/ dissatisfied | Dissatisfied | Very dissatisfied | Don't know/not relevant |
|  |  |  |  |  |  |  |
| 29. How satisfied are you generally with the lunches? |  |  |  |  |  |  |

*Only relevant for day-care institutions*

|  |
| --- |
| 30. Are the lunches organised by the municipality or by the parental committee? *Please cross one box only* |
| Municipality |
| Parental committee |
| Don't know |

|  |
| --- |
| 31. Do the lunches come from an external supplier or are they prepared at the institution? *Please cross one box only* |
| External supplier |
| Prepared at the institution |
| Don't know |

**Your overall satisfaction**

The next question concerns your child's day care in general.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **HOW SATISFIED ARE YOU WITH:**  *Please cross one box only* | Very satisfied | Satisfied | Neither satisfied/ dissatisfied | Dissatisfied | Very dissatisfied | Don't know/not relevant |
|  |  |  |  |  |  |  |
| **32. How satisfied are you generally with your child's day care?** |  |  |  |  |  |  |

**Flexibility and choices**

The following questions concern flexibility and the choice offered in the municipality.

|  |
| --- |
| 33. Within the past 12 months, have you had to choose a place at a day-care institution for your child [BARNETS NAVN] - for example in connection with your child starting at an institution or moving to a new institution? |
| Yes ► Go to question 34 |
| No ► Go to question 37 |

The next questions - 34-36 - are only for parents who have had to choose a place at a day-care institution within the past 12 months.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **HOW SATISFIED ARE YOU WITH:**  *Please cross one box only* | Very satisfied | Satisfied | Neither satisfied/ dissatisfied | Dissatisfied | Very dissatisfied | Don't know/not relevant |
|  |  |  |  |  |  |  |
| 34. The choice of childcare offered (day-care institution, childminder, private day care etc.) |  |  |  |  |  |  |
| 35. The possibility of choosing between individual day-care institutions or childminders |  |  |  |  |  |  |
| 36. The time you are expected to wait for your top-priority day-care institution or childminder in your municipality |  |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **HOW SATISFIED ARE YOU WITH:**  *Please cross one box only* | Very satisfied | Satisfied | Neither satisfied/ dissatisfied | Dissatisfied | Very dissatisfied | Don't know/not relevant |
|  |  |  |  |  |  |  |
| 37. The distance to the day-care institution/childminder |  |  |  |  |  |  |
| 38. The information provided by the municipality about the different childcare options |  |  |  |  |  |  |
| 39. The charges paid by parents for a place at the day-care institution/childminder |  |  |  |  |  |  |

**Choice of institution**

The following questions concern your choice of daycare.

|  |
| --- |
| 40. Which priority was the day-care institution/childminder where your child was given a place? *Please cross one box only* |
| It was 1st priority |
| It was 2nd priority |
| It was 3rd priority |
| Had no special wishes |
| The place was not wanted |
| It is not possible to state your priorities. |

|  |
| --- |
| 41. To what extent are you thinking about finding another day-care institution for your child? Considerations are not relevant if due to moving house or your child being due to start kindergarten or school. *Please cross one box only* |
| To a large extent |
| To some extent |
| Neither/nor |
| To a lesser extent |
| Not at all |
| Don't know |

42. What type of day-care institution are you considering moving your child to? Complete only if you are thinking about moving your child from one day-care institution to another. *Please cross one box only*

|  |
| --- |
| Childminding |
| Crèche |
| Age-integrated institution |
| Kindergartens |

|  |
| --- |
| 43. Why are you considering moving your child from one day-care institution to another? Complete only if you are thinking about moving your child from one day-care institution to another. *Cross more than one box, if necessary* |
| Lack of well-being |
| Behavioural problems |
| Social education |
| Practical reasons, for example the distance between home and the institution |
| The level of charges paid by parents |
| Ethnic/social make-up |
| Ideological/religious reasons |
| Other reasons |

**You and your child**

The last part of the questionnaire consists of a number of questions about you and your child.

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| --- |
| **44. How old is your child?** *Please state your child’s current age. Tick one only.* |
| 0-11 months |
| 12-17 months |
| 18-23 months |
| 2 years |
| 3 years |
| 4 years |
| 5 years |
| 6 years |
| 7 years and older |

45. How many children live at the child's primary home address (including [BARNETS NAVN])? *Please cross one box only*

|  |
| --- |
| 1 |
| 2 |
| 3 |
| 4 or more |

|  |
| --- |
| 46. How old are the child(ren) living at the child's primary home address (including [BARNETS NAVN])?  *Please cross one or more boxes* |
| 0 – 2 yrs |
| 3 – 5 yrs |
| 6 – 9 yrs |
| 10 – 13 yrs |
| 14 – 17 yrs |
| 18 yrs and older |

|  |
| --- |
| 47. What is your child's gender? *Please cross one box only* |
| Boy |
| Girl |

|  |
| --- |
| 48. What is your gender? *Please cross one box only* |
| Male |
| Female |
| Do not wish to answer |

|  |
| --- |
| 49. What language is most frequently spoken in your home? *Please cross one box only* |
| Danish |
| Other language |
| Do not wish to answer |

|  |
| --- |
| 50. How long has your child been attending the day-care institution? *Please cross one box only* |
| 6 months or less |
| 7-11 months |
| 1-2 years |
| 3-4 years |
| 5-6 years |
| 7 years or longer |

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| --- |
| 51. What is your marital status? *Please cross one box only* |
| Cohabiting/married |
| Single |
| Do not wish to answer |

52. What is your age? *Please enter current age* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *years*

|  |
| --- |
| 53. What is the highest level of education you have completed? *Please cross one box only* |
| Primary and lower secondary school, e.g. Folkeskole |
| Basic vocational education etc. (e.g. production schools and training for young people with special needs) |
| Upper secondary school education (e.g. Upper Secondary School Leaving Examination (STX), Higher Preparatory Examination (HF), Higher Commercial Examination (HHX) and Higher Technical Examination (HTX)) |
| Vocational education (e.g. tradesman, trade and clerical, hairdresser, social and health assistant) |
| Short-cycle study programme lasting less than 3 years (e.g. business academy programmes, clinical dental technician) |
| Medium-cycle study programme lasting 3-4 years (professional and academic bachelors, e.g. teacher, nurse, social educator, BSc in Economics and Business Administration (HA)) |
| Long-cycle study programme or PhD (university education e.g. doctor, upper secondary school teacher, researcher) |
| Other education |
| Do not wish to answer |

**Thank you for your help**