

# FAMILY SATISFACTION SURVEY

## Overview

CJD sub-grants addressing any of the purpose areas shown in Table 1 must report the results of a family satisfaction survey. Programs are not required to report family satisfaction surveys for youth receiving services associated with other purpose areas or for adult participants.

**Table 1. Purpose Areas Required to Report Family Satisfaction**

Purpose Area Code	Purpose Area Title
1	Aftercare/Reentry
7	Court Services
9	Delinquency Prevention
10	Disproportionate Minority Confinement
11	Diversions
12	Gangs
20	Mental Health Services
21	Mentoring
26	Rural Programs
32	Substance Abuse
34	Youth Courts

PPRI has developed a family satisfaction survey instrument that sub-grantees should use for collecting satisfaction information. The instrument, attached, is also available on PPRI's CJD Grantee Evaluation Website at <http://cjd.tamu.edu>.

## Scoring Instruments and Reporting Results

Sub-grantees should report the aggregate results for all program participants on the Performance Measures Report. In order to aggregate your data, please follow these steps:

### 1. Score each instrument.

Use the spaces provided to add up respondent's ratings in each column, sum the columns, and divide by the total number of questions. This results in a simple average for each participant.

Example: If a respondent reported they "agreed" with half of the items and "strongly agreed" with the remainder, the calculation would be as follows:

$$\frac{(4 \times 6 \text{ items rated "agree"}) + (5 \times 6 \text{ items rated "strongly agree"})}{12 \text{ total items}} \text{ OR } \frac{(\text{sum of all ratings})}{(\text{total number of items})}$$

### 2. Calculate the required measure: "Number and percent of program families satisfied with the program."

An average rating greater than 3.00 is considered "satisfied" with the services they received. Report the total number and percent of respondents that had an average rating of greater than 3.00.

## FAMILY SATISFACTION SURVEY Rev 9/9/19

INSTRUCTIONS: This form is for **parents** of youth participating in a CJD-funded program to complete at the time their child is discharged from the program.

Please read the following statements carefully and circle the number that best describes your feelings about the statement. For example, if you “strongly disagree,” circle the number “1” in the first column. If you “strongly agree” circle the number “5,” and so on. If you are neutral about a statement, circle the number “3.”

		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1.	The place where the program was held was easy to get to.	1	2	3	4	5
2.	The place where the program was held seemed safe and clean.	1	2	3	4	5
3.	Program activities usually started and ended on time.	1	2	3	4	5
4.	Program staff knew a lot about the subject area of the program.	1	2	3	4	5
5.	Program staff were friendly and easy to talk to.	1	2	3	4	5
6.	My questions were always answered.	1	2	3	4	5
7.	The information covered was important for my child to know.	1	2	3	4	5
8.	My child has used the information or skills s/he has learned.	1	2	3	4	5
9.	Program staff motivated and encouraged my child to improve.	1	2	3	4	5
10.	Program activities were appropriate for my child (e.g., based on age, gender, culture, etc.)	1	2	3	4	5
11.	My child seemed to enjoy participating in program activities.	1	2	3	4	5
12.	The program was about the right length (i.e., not too short and not too long).	1	2	3	4	5
13.	I believe I have the knowledge to access services in the community for my family and me in the future.	1	2	3	4	5

### FOR ADMINISTRATIVE USE ONLY

	Column Sum =	Column Sum =	Column Sum =	Column Sum =	Column Sum =
Total Sum =					
TOTAL SUM/12 =					

Does respondent meet satisfaction criterion (i.e., average 3.00 or higher)?

Yes

No

REV 9/1/19