

SATISFACTION QUESTIONNAIRE

Dear parents,

the Municipality of Florence invite you to express about the quality of the 0-3 educational services with the aim of acquiring useful information to improve and enhance the quality by responding more effectively to the needs of children and families.

Assess the quality of a service means taking into account its various dimensions, namely the quality delivered, but also the perceived one, by those who are the main users.

The questionnaire is a list of questions on the various aspects of the educational services.

Please, answer some questions just yes or no; for others, however, you are invited to express your satisfaction degree.

Evaluation 1-10 scale indicates the various levels of satisfaction:

1 means not at all satisfied at all and 10 means very satisfied.

Intermediate measure units correspond to intermediate degrees of satisfaction.

For a more realistic information, in case you find difficult to express your satisfaction on some applications, it is better you leave it blank without answer.

We remind you that the data collected will be processed in full respect of privacy in accordance with the Decree 196/2003 and statistical confidentiality under Legislative Decree 322/1989.

In particular, the data will be anonymous and will not be disclosed except in aggregate form and in any case they will not be used for the adoption of measures concerning the respondents.

We invite you in any case to complete the questionnaire, because most questionnaires will be filled most significant will be the results.

Thank you for the collaboration

There are 28 questions in this survey

GENERAL INFORMATION ABOUT YOUR FAMILY

[] Year of birth child's parents *

Please write your answer(s) here:

Father

Mother

[] Educational qualifications

Please choose the appropriate response for each item:

	Father	Mother
None	<input type="radio"/>	<input type="radio"/>
Compulsory education	<input type="radio"/>	<input type="radio"/>

	Father	Mother
High school or vocational school	<input type="radio"/>	<input type="radio"/>
University or similar	<input type="radio"/>	<input type="radio"/>

Current job

Please choose the appropriate response for each item:

	Father	Mother
Part time employee	<input type="radio"/>	<input type="radio"/>
Full time employee	<input type="radio"/>	<input type="radio"/>
Self-employment	<input type="radio"/>	<input type="radio"/>
Atypical worker (project work, occasional work..)	<input type="radio"/>	<input type="radio"/>
Jobless (o not working)	<input type="radio"/>	<input type="radio"/>

Parents cohabiting with the child

Choose one of the following answers

Please choose **only one** of the following:

- Both parents
- Father only
- Mother only
- Other

Total number of sons/daughters (numbers only, minimum1): *

Your answer must be at least 1

Only an integer value may be entered in this field.

Please write your answer here:

How many children attended and/or are attending the Educational 0-3years Service? *

Only numbers may be entered in this field.

IT - Il numero non può essere maggiore del numero totale di figli/e dichiarato EN - The number cannot exceed the total stated number of sons and daughters ES - El numero no puede ser mas del numero total de hijos/as declarado

Please write your answer here:

How old is actually the child who attends the 0-3 years service? *

Your answer must be at least 0

Only an integer value may be entered in this field.

Please write your answer here:

Months n.

* in case of more children respond to whom is currently attending the educational service

** in case of more children who are currently attending the educational service answer the questionnaire for only one of them and respond to each other child using the link in the further invitation/s you received

[] How old was your child at his entrance to the nursery?
*

Your answer must be between 0 and 36

Only an integer value may be entered in this field.

IT - Il numero deve essere minore o uguale a quello indicato nella domanda precedente EN - The number must be less than or equal to that indicated in the previous answer ES - El numero tiene que ser menor o igual a lo que se indica en la respuesta anterior

Please write your answer here:

Months n.

ACCESS CHANNELS TO THE SERVICE

[] Which channels did you use to inquire about service features before the enrollment?

Check all that apply

Please choose **all** that apply:

- Web site: Education Portal Educazione 0-3
- Call center
- Childcare Service office
- Nurseries/play space
- Public relation office (URP)
- Other:

NUTRITION

[] In general, how are you satisfied with children's food?

Please choose the appropriate response for each item:

	1	2	3	4	5	6	7	8	9	10
In general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1 – Food quality and variety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 – The organization of fruit snack, lunch, afternoon snack time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1-Not satisfied at all ... 10-Very satisfied

EDUCATIONAL AND TEACHING ASPECTS

[] Overall, are you satisfied with the educational and teaching aspects?

Please choose the appropriate response for each item:

1-Not satisfied at all ... 10-Very satisfied

1 2 3 4 5 6 7 8 9 10

[] What is in your opinion the most significant purpose among the 0-3 service educational purpose?

Check all that apply

Please select at most 3 answers

Please choose **all** that apply:

- Autonomy development
- cognitive development
- social development
- psychomotor development
- relational/affective development
- creativity development
- language development
- rules acquisition
- continuity to infant school

[] Which areas do you think your child acquired more skills

Check all that apply

Please select at most 3 answers

Please choose **all** that apply:

- autonomy development
- cognitive development
- social development
- psychomotor development
- relational/affective development
- creativity development
- language development
- rules acquisition

[] How are you satisfied with the service's competence giving peace of mind and security to families entrusting their child?

Please choose the appropriate response for each item:

1 2 3 4 5 6 7 8 9 10

PROFESSIONALISM OF THE STAFF

[]How are you satisfied with the professionalism of the staff?

Please choose the appropriate response for each item:

	1	2	3	4	5	6	7	8	9	10
In general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1 – Capacity of the educational staff to establish good relations with children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 – Capacity of the educational staff to establish good relations with parents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 – Capacity of the educational staff to foster a good acclimatization of children and parents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4 – Capacity of the educational staff to introduce parents to the educational project	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5 – Professional skills of non educational staff (performers, cook...)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1-Not satisfied at all ... 10-Very satisfied

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Submit your survey.

Thank you for completing this survey.