



PARENT SATISFACTION QUESTIONNAIRE
(Match Satisfaction)

Name: _____ Date: _____

Program: _____ Child's Last Name: _____

We want to know what you think of our agency and how well we have supported you and your child in your match throughout the past several months. Please take a few minutes to answer the following questions by highlighting or bolding the number that corresponds to your level of agreement with the question. Please feel free to provide any additional comments in the space provided.

		Strongly Agree				Strongly Disagree
1.	I have found the BBBS staff to be friendly and courteous.	5	4	3	2	1
2.	During my child's match I have felt that BBBS staff were available to support me and my child.	5	4	3	2	1
3.	When I have contacted the agency with a problem or question I have received prompt service.	5	4	3	2	1
4.	I would encourage my friends to involve their child with the agency.	5	4	3	2	1
5.	I feel comfortable contacting the agency for any questions, assistance, and concerns.	5	4	3	2	1
6.	Up to this point, my child has had a positive and fun experience.	5	4	3	2	1
7.	My suggestions for improving the match support are:					
8.	My other comments are:					