

Parent Satisfaction Survey

Purpose of survey: To assess the effect of participation in the youth court program on parents of respondents.

Reason for survey: Chapter 10 of the *National Youth Court Guidelines* discusses the value of evaluating program services. Youth courts will need to identify both process measures (what did the program do) and outcome measures (what effect did the program have). Satisfaction surveys are one method by which youth courts can gauge the level of impact the program has had on various clients (e.g., volunteers, respondents, parents/guardians, victims).

Suggested ways to use the survey:

- Adapt the questions and language used in the survey to match how your program does things. You may want to add or delete questions as well.
- Determine when you will send survey to parents (e.g., as soon as their child is terminated from the program, two weeks after their child is terminated from the program, etc.).
- Include a cover letter requesting their assistance and a self-addressed stamped envelope for them to use when they return the survey. Assure them the results of their individual survey are anonymous and confidential.
- Print survey on colored paper (light pastel) so it will stand out from other papers that may be on their countertops or desks.
- Compile results.
- Report results to board of directors or advisory committee and other stakeholders for the program.

Parent/Guardian Satisfaction Survey

All answers to the questions below will remain **ANONYMOUS** and **CONFIDENTIAL**. Please do not write your name on this evaluation. Your thoughtful and timely responses are appreciated. Please return your survey in the enclosed self-addressed stamped envelope **by [insert due date]** to:

[insert return address]

Please choose one answer for each question unless otherwise stated. Use additional paper for comments, if needed. Please **PRINT** your comments.

1. What impact did the [insert program name] have on your child?

Positive _____ Negative _____

Comments: _____

2. Why did you choose to allow your child to have his/her offense handled in the [insert program name] rather than through the traditional juvenile justice system?

3. What do you think about the severity of your child's youth court sentence relative to the offense s/he committed?

Too lenient _____ Fair _____ Too harsh _____

4. What do you think about the severity of your child's youth court sentence relative to sentences received by **others** committing similar offenses?

Too lenient _____ Fair _____ Too harsh _____

5. Did you feel the [insert program name] staff provided you with ...

	Yes	No
a thorough explanation of youth court?	_____	_____
a clear understanding of your choices?	_____	_____
answers to your questions in a timely manner?	_____	_____
accurate community service instructions?	_____	_____

6. How do you feel about your child's appearance in the [insert program name] before a jury of young people?

Comments:

7. Do you feel your child's time spent during community service was constructive?

Yes _____ No _____

8. Do you feel your child is a more responsible adolescent since completing the [insert name of program]?

Yes _____ No _____

If you checked "**yes**" above, please check all that apply.

- ◆ S/he made more thoughtful decisions regarding his/her actions. _____
- ◆ S/he has increased communication with me. _____
- ◆ S/he has participated in extra community service. _____
- ◆ S/he has received better school grades. _____
- ◆ S/he is a law-abiding citizen. _____
- ◆ S/he has become more selective of his/her friends. _____

Other:

9. Has your child been **arrested** since completing the [insert program name]?

Yes _____ No _____ Do not want to answer _____

10. Overall, were you satisfied with the performance of the [insert program name] staff?

Yes _____ No _____

Comments:

11. Was there anything that you particularly **liked** about the [insert program name]?

Yes _____ No _____

Comments:

12. Was there anything that you particularly **disliked** about the [insert program name]?

Yes _____ No _____

Comments:

13. What was your **overall** level of satisfaction with your child's involvement in the [insert program name]?

Extreme _____ Somewhat _____ Not at all _____

13. Additional Comments:

Thank you again for taking the time to complete this evaluation. Your responses will aid in any future changes within the [insert program name].