



Parents as Teachers Technical Assistance Brief

**Gathering and Summarizing Family Feedback Using the PAT
Parent Satisfaction Survey**

This is part of a series of Technical Assistance Briefs published by the Parents as Teachers national office designed to address emerging issues around the Parents as Teachers evidence-based model. These briefs are informed by research and evaluation findings, technical assistance efforts, feedback from stakeholders, and discussion within Parents as Teachers learning communities.

What information will I find in this brief?

The purpose of this TA Brief will discuss the Parent Satisfaction Survey developed by Parents as Teachers for affiliates to use for the purpose of gathering and summarizing family feedback as part of affiliate program quality assurance and continuous quality improvement.

What is the overall purpose of gathering feedback from families?

Gathering and summarizing family feedback allows Parents as Teachers affiliates to direct their programmatic continuous quality improvement (COI) efforts and helps ensure high quality service provision. Parents as Teachers provides the Parent Satisfaction Survey as a tool that affiliates may use to better understand the experiences of the families they serve.

The 16th Essential Requirement states that Parents as Teachers affiliates gather and summarize feedback from families about the services they've received and use the results for program improvement at least annually. As part of their written COI plan, and possibly in conjunction with their Advisory Committee, Parents as Teachers affiliates review the satisfaction data to look for opportunities for growth.

How do Parents as Teachers affiliates use the PAT Parent Satisfaction Survey?

The Parent Satisfaction Survey is comprised of 13 items that give parents the opportunity to provide feedback about their experiences with Parents as Teachers. This survey can be used to gather feedback from families at least annually to help affiliates meet the essential requirement.

The Parent Satisfaction Survey is available as a fillable form and as a web-based version both on the ePortal. To find the fillable form, parent educators and affiliate supervisors can look under My Tools>Fillable Forms>Surveys. The web-based version allows families to enter their responses via a link online. Affiliate supervisors can then access a report providing immediate access to the responses and a summary of the findings. The link that parent educators can share with families and well as the report can be found on the ePortal under My Tools>Affiliate Administrator>Quality>Parent Satisfaction. The web-based survey report aggregates the data and can help affiliate supervisors and administrators summarize the data.

Also located on the Fillable Form page on the ePortal is the updated Guidance document, pages 363-366 of the Model Implementation Guide (2015). Affiliate supervisors can also access a sample cover letter for the Parent Satisfaction Survey if they choose to distribute the survey via mail or email on the ePortal on the Parent Satisfaction page.