

MONTGOMERY COUNTY PUBLIC SCHOOLS

Customer Satisfaction Survey

Prekindergarten/Head Start Programs
MONTGOMERY COUNTY PUBLIC SCHOOLS
Rocking Horse Road Center, 4910 Macon Road, Rockville, Maryland 20852
Phone 240-740-4530 • Fax 301-230-5401

SURVEY

1. Where did you apply for the MCPS Prekindergarten/Head Start Program?
 Rocking Horse Road Center Community Location (Specify): _____
 School (Specify): _____
 2. The registration location was convenient. Yes No
 3. The time of the registration was convenient. Yes No
 4. During registration, staff was courteous. Yes No
 5. It was clear to me before I came to apply, what documents were required. Yes No
 6. It was easy for me to get the required documentation. Yes No
 7. When I have called the office, staff was courteous. Yes No
 8. How long did it take for you to complete your application interview? ___ Hours ___ Mins.
 9. My overall satisfaction with the services provided is:
 Very satisfied
 Satisfied
 Not satisfied
 Very dissatisfied
 10. How did you hear about the MCPS Prekindergarten/Head Start Program?
 Friend/Word of Mouth
 Flyer—Where did you see the flyer? _____
 Media (T.V., Radio, Newspaper)—Specify _____
 PreK/Head Start Staff
 Staff from another agency—Specify _____
 Mailing
 Bus shelter—Specify where _____
 311 Screen in County building
 Other: _____
 11. Comments _____

 - 12: Would you like a supervisor to contact you? Yes No
- Your name: _____
 Phone number: _____ - _____ - _____

Thank you for participating in this survey.