Your feedback is important to us. Thank you for your participation.

MONASH UNIVERSITY
FAMILY AND CHILD CARE SERVICE
VACATION CARE

Name: (optional) ____________________________________________________________

Please tick (√) the appropriate box.

Category: Staff ☐ Student ☐ Community ☐

Group/s your child/ren attended: Little ☐ Big ☐

Most popular activities:
Art/Craft ☐ Games Hall ☐ Videos ☐ Rollerblading ☐
Swimming ☐ Tennis ☐ Science ☐ Outdoor Games ☐
On-campus excursions ☐ Table Tennis ☐ Cooking ☐ Other ☐

Least popular activities: Please specify: _______________________________________

Concerning the organisation of the Program
Please indicate your level of agreement with the following statements by circling a number from 1 ~ 4. Your comments are appreciated.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolment procedures were efficient:</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Administration procedures were efficient:</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>The staff were competent and well-informed:</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>The drop off/pick up venues &amp; on-campus activities were easy to locate:</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>The Program content was interesting &amp; stimulating:</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>The service was available at times which were suitable for me:</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Contact with the service received a prompt response:</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

Comments: ________________________________________________________________
If you have any concerns regarding program activities or aspects of the service, we would appreciate your feedback.

Where did you hear about this Holiday Program?
- Posters/Signs
- Radio
- Monash Community Directory
- Monash News
- Newspaper
- Workplace
- School
- Email
- Workplace
- Wage Slips
- Word of Mouth
- Other: ________________

Qualities I valued most in the staff:
(you may tick more than one)
- Expertise
- Friendliness
- Willingness to help
- Sensitivity
- Attentiveness
- Flexibility
- Reliability
- Other

The Vacation Care program can help balance my work or study with family responsibilities:
- Yes
- No

Do you have any suggestions to improve future Holiday Programs? (If so please specify)

Are you aware of any areas on campus/and or/contacts that could be useful in helping us organise future Vacation Care Programs, excursions/activities for the children? (if so please specify)

Why did you choose Monash University Vacation Care Program?

Any further comments you would like to make?

Thank you for completing this questionnaire.

Please return completed questionnaire to:
Family & Child Care Service
Building 10
Clayton Campus
Monash University 3800