

Sponsoring Program Customer Service Survey Results 2015

<b>1. Do you have employees in your program who are T.E.A.C.H. recipients and have been enrolled in classes during the Summer 2014, Fall 2014, and/or Spring 2015 semester(s)?:</b>	
<i>Yes:</i>	<i>100%</i>
<b>2. The requirement that recipients complete the required credit hours in one year was:</b>	
<i>Very easy to complete</i>	<i>43%</i>
<i>About right</i>	<i>57%</i>
<b>3. Giving the scholarship recipient paid release time during the week was:</b>	
<i>Easy to do</i>	<i>14%</i>
<i>Somewhat difficult to do</i>	<i>58%</i>
<i>Very difficult to do</i>	<i>14%</i>
<i>N/A</i>	<i>14%</i>
<b>4. The program's share of tuition was:</b>	
<i>About right</i>	<i>86%</i>
<i>N/A</i>	<i>14%</i>
<b>5. Was the program responsible for sharing the cost of the recipient's books?</b>	
<i>Yes</i>	<i>14%</i>
<i>No</i>	<i>86%</i>
<b>6. The program's share of the cost of books was:</b>	
<i>About right</i>	<i>100%</i>
<b>7. Awarding the scholarship recipient a raise or bonus was:</b>	
<i>Easy to do</i>	<i>29%</i>
<i>Somewhat difficult to do</i>	<i>57%</i>
<i>Very difficult to do</i>	<i>14%</i>
<b>8. River Valley Child Development Services (T.E.A.C.H.) was:</b>	
<i>Very supportive</i>	<i>86%</i>
<i>Somewhat supportive</i>	<i>14%</i>
<b>9. Has your program's participation in the T.E.A.C.H. Early Childhood scholarship resulted in increasing fees to parents?</b>	
<i>No</i>	<i>100%</i>

<b>11. How important did you find the following scholarship components to be for the scholarship recipient(s)?</b>			
	<b>Very Important</b>	<b>Somewhat Important</b>	<b>Not at all important</b>
<b>Help paying for tuition</b>	100%		
<b>Help paying for books</b>	86%		14%
<b>Help paying for travel</b>	29%	42%	29%
<b>Receiving paid release time</b>	58%	29%	14%
<b>Receiving a raise or bonus</b>	86%	14%	
<b>Availability of T.E.A.C.H. counselor</b>	43%	57%	
<b>12. Has the scholarship program helped the scholarship recipient in the past year?</b>			
<b>Yes</b>			71%
<b>No</b>			29%
<b>13. If yes, what positive changes have you observed in the scholarship recipient over the past year?</b>			
<b>Pursuing degree/higher education</b>			67%
<b>Increased early childhood knowledge and skills</b>			83%
<b>Improved quality of teaching</b>			67%
<b>Better self-esteem/higher confidence</b>			67%
<b>More confidence in teaching abilities</b>			83%
<b>Increased enthusiasm in classroom</b>			67%
<b>Better relationships with parents/children</b>			83%
<b>14. How can your T.E.A.C.H. Early Childhood WEST VIRGINIA scholarship counselor be more helpful in the coming year?</b>			
<b>Increase awareness of counselor's role</b>			14%
<b>Provide more information on scholarships</b>			14%
<b>No improvements needed</b>			72%
<b>15. Would you recommend T.E.A.C.H. WEST VIRGINIA scholarships to other programs?</b>			
<b>Yes</b>			100%
<b>16. If yes, why?</b>			

<b>Financial aid for providers who want to pursue degree</b>	57%			
<b>Paid release time to complete classes/study</b>	14%			
<b>Increased early childhood knowledge and skills</b>	29%			
<b>Encourage professional development</b>	43%			
<b>Improved quality of teaching</b>	72%			
<b>Increase recipients opportunities in child care field</b>	14%			
<b>Able to retain staff while they are in school</b>	29%			
<b>18. How could the scholarship program be improved?</b>				
<p><i>-No improvements, very easy</i></p> <p><i>-Even though it is explained to recipients they do not understand what financial support the centers provide and commitment to stay at center</i></p> <p><i>-Offer scholarships for Master's Program</i></p> <p><i>-This scholarship is very helpful for students. No suggestions at this time.</i></p> <p><i>-Submitting all required paperwork on-line.</i></p>				
<b>19. Select the appropriate answer for the following statements.</b>				
	<b>Always</b>	<b>Sometimes</b>	<b>Never</b>	<b>N/A</b>
<b>The community college/university offers an adequate number of evening classes.</b>	43%	29%	14%	14%
<b>The community college/university offers an adequate number of weekend classes.</b>	0%	42%	29%	29%
<b>The community college/university offers an adequate number of classes at its main campus.</b>	71%	29%		
<b>The community college/university offers an adequate number of classes at off-site locations.</b>	14%	71%		14%
<b>The quality of early childhood instructors at the community college/university is good.</b>	71%	29%		
<b>Early childhood advisors at the</b>	57%	43%		

<b>community college/university are available.</b>				
<b>The registration process at the community college/university is easy.</b>	57%	43%		
<b>The community college/university communicates effectively with students</b>	57%	43%		
<b>The community college/university effectively promotes early childhood classes in the community.</b>	71%	29%		

**Follow-Up:**

*Survey was completed the end of June 2015. No follow-up has been completed at this time. However, follow-up will begin in August 2015.*