



# FACE Technical Assistance Brief

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

### **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 FACE 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/FACE home-based affiliates to direct their programmatic continuous quality improvement (CQI) efforts and helps ensure high quality service provision. Parents as Teachers provides the Parent Satisfaction Survey as a tool that FACE 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. Parents as Teachers/FACE affiliates review the satisfaction data to look for opportunities for growth.

### **How do Parents as Teachers affiliates/FACE home-based 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/FACE home-based. This survey can be used to gather feedback from families at least annually to help FACE affiliates meet the essential requirement

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.