

Child Care Information Systems Feedback Survey for Program Users

OMB Control
No.: 0704-

AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information, 0704-0553, is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

We are always looking for ways to improve and we want to hear from you!

You were selected to participate in this survey because you use have used either MilitaryChildCare.com (MCC) or the CYP Inspection Management System (CYP IMS) (or both). Your input is important to us and will help us refine these systems to better meet your needs and the needs of military families.

This survey is voluntary and confidential. It will take about 15 minutes to complete. You may discontinue the survey at any time, and your refusal to participate will involve no penalty or loss of benefits to which you are entitled. Your participation in this survey indicates your consent to be involved in the study. If you start the survey and exit the survey, you can return by clicking on the survey link and updating your responses at a later time. Please complete this survey by {Month day, year}.

If you have questions about the survey, please contact us at feedback@militarychildcare.com.

Demographic Information

The first few questions will help us learn more about your program and your role.

1. Which of the following systems have you routinely used to carry out your job duties in the past six months?
 - ☐ MilitaryChildCare.com (MCC)
 - ☐ CYP Inspection Management System (CYP IMS)

[Answers will determine which survey questions respondents complete.]

2. Which of the following roles do you typically fulfill within your program? Check all that apply.

[If Q1 = MilitaryChildCare.com (MCC), survey will display options 1-6 and 10 (in purple and black text).

If Q1 = CYP Inspection Management System (CYP IMS), survey will display options 7-10 (in blue and black text).]

- ☐ **FCC Provider:** Child care professionals who care for children in their homes
 - ☐ **Placement Staff:** Staff who use MCC to manage the waitlist and make offers to families
 - ☐ **CDC or SAC Directors:** Staff who use MCC to view their program profile, reports or waitlist information to manage their programs
 - ☐ **Program Manager:** Staff who oversee placement of children into their program to fill open spaces
 - ☐ **FCC Monitor/Director:** Staff who may approve FCC provider profiles, perform specialize waitlist tasks (e.g., deferrals, backdate requests), support FCC providers' use of MCC
 - ☐ **Installation Manager:** Staff who oversee installations' use of MCC, manage program profiles, analyze child care need at their installation to report to leadership (installation Command)
 - ☐ **Inspection Management Service Administrator:** Service-level user who has access to all IMS modules and is responsible for user accounts and inspection criteria management
 - ☐ **Inspection Management System Field User:** Region, installation, or program staff who upload documentation into IMS or respond to inspection results.
 - ☐ **Inspection Management System Inspector:** Staff who conduct inspections of child and youth programs and enter their inspection findings and may manage the inspection process (scheduling, approving) in the Inspection Management System
 - ☐ **Other:** (Please specify. Do not include any personally identifying information)
-

3. How useful is it to have all Military Children Youth and Family Joint Application Suite (JAS) applications in one place and accessed through the JAS Launchpad?

- ☐ Do Not Use
- ☐ Not Useful at All
- ☐ Slightly Useful
- ☐ Moderately Useful
- ☐ Very Useful
- ☐ Extremely Useful

Use and Satisfaction with MilitaryChildCare.com

The following questions will help us learn how satisfied you are with MilitaryChildCare.com

[If Q1 = MilitaryChildCare.com (MCC), survey will display questions 4-24. Otherwise, skip to question 25.]

4. How long have you used MCC?

___ Years and ___ Months

5. Please indicate the type of program(s) you work with directly. Check all that apply.

- ☐ Child Development Centers
- ☐ Family Child Care
- ☐ School Age Care Programs
- ☐ 24/7 Programs

[Answers will determine which survey questions respondents complete.]

6. How satisfied are you with **MilitaryChildCare.com** overall?

	Have not Used	Very Dissatisfied				Very Satisfied
How satisfied are you with.....		1	2	3	4	5
The ease of use of the MCC system overall?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MCC as a tool for performing your job efficiently?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The accuracy and completeness of information in the MCC system?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MCC as a resource for families to learn about your program?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing user accounts	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process for communicating system bugs or issues?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process for communicating ideas for system enhancements?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The assistance provided by the Support Desk?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

You selected "Dissatisfied" or "Very Dissatisfied" as a response above; please let us know why. Please do not include any personally identifying information.

[Only ask if at least one item was rated 1 or 2. There will be a single textbox to collect feedback for all responses marked "Dissatisfied" or "Very Dissatisfied."]

7. Have you used MCC to manage your program profile or care options?

☐ Yes

☐ No

[If Q7 = Yes, survey will display Q8.

If Q7 = No, survey will display Q10.]

[Questions 8-9 address satisfaction with MCC program profile and care option features.]

8. How satisfied are you with managing your program information?

	Have not Used	1	2	3	4	Very Satisfied
How satisfied are you with.....		1	2	3	4	5
Using the program profile to communicate information about your program to families?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The details about your program (e.g., operating hours, ages served, location, special features)?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The descriptive areas included in the profile to share information about your program, quality staff, service model?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing your program profile?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using MCC to create care options that reflect the care offered at your program?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using MCC to create care options that reflect how you organize classrooms by age?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training resources available to support managing your program profile and care options in MCC?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

You selected "Dissatisfied" or "Very Dissatisfied" as a response above; please let us know why. Please do not include any personally identifying information.

[Only ask if at least one item was rated 1 or 2. There will be a single textbox to collect feedback for all responses marked "Dissatisfied" or "Very Dissatisfied."]

9. How satisfied are you with using MCC to manage your school age care options?

[If Q5 = School Age Care Programs, survey will display question 9. Otherwise, skip to question 10.]

	Have not Used	Very Dissatisfied				Very Satisfied
How satisfied are you with.....		1	2	3	4	5
Managing your school year care programs (e.g., setting up schools served, school years)?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transitioning children enrolled in before and after school from one school year to the next?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transitioning children on the waitlist from one school year to the next?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing school out days and seasonal camps?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing summer camp care options?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

You selected "Dissatisfied" or "Very Dissatisfied" as a response above; please let us know why. Please do not include any personally identifying information.

[Only ask if at least one item was rated 1 or 2. There will be a single textbox to collect feedback for all responses marked "Dissatisfied" or "Very Dissatisfied."]

10. Have you used MCC to manage your waitlist or make offers for care in the past six months?

- ☐ Yes
- ☐ No

[If Q10 = Yes, survey will display Q11.
If Q10 = No, survey will display Q15.]

[Questions 11-15 address satisfaction using MCC waitlist features.]

11. How satisfied are you with using MCC (i.e., View Waitlist) to review your waitlist?

	Have not Used	Very Dissatisfied				Very Satisfied
How satisfied are you with.....		1	2	3	4	5
Your ability to filter or sort the waitlist to get the information you need?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the waitlist to understand the demand for child care at your program or installation?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information provided on immediate and projected requests in order to manage spaces at your program?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information provided about a child's requests?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The type of information provided about the children on the waitlist?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resources available to support your use of MCC to manage your waitlist?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

You selected "Dissatisfied" or "Very Dissatisfied" as a response above; please let us know why. Please do not include any personally identifying information.

[Only ask if at least one item was rated 1 or 2. There will be a single textbox to collect feedback for all responses marked “Dissatisfied” or “Very Dissatisfied.”]

12. How satisfied are you with using MCC to manage interviews with potential families?

[Display only if respondent selects FCC as a program type that they work with in Q5. Otherwise, skip to Q13]

	Have not Used	Very Dissatisfied				Very Satisfied
How satisfied are you with.....		1	2	3	4	5
Requesting an interview with a potential family?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scheduling the interview	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Documenting the results of the interview?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

You selected “Dissatisfied” or “Very Dissatisfied” as a response above; please let us know why. Please do not include any personally identifying information.

[Only ask if at least one item was rated 1 or 2. There will be a single textbox to collect feedback for all responses marked “Dissatisfied” or “Very Dissatisfied.”]

13. How satisfied are you with managing offers in MCC?

	Have not Used	Very Dissatisfied				Very Satisfied
How satisfied are you with.....		1	2	3	4	5
Using the Make Offer list to fill vacancies?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the Make Offer list to describe the child care space available?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How you make out of sequence offers?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the Placement List to manage offers?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the filters on the Placement List to find certain offers?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the sort options on the Placement List?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information included on the Placement List	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

You selected “Dissatisfied” or “Very Dissatisfied” as a response above; please let us know why. Please do not include any personally identifying information.

[Only ask if at least one item was rated 1 or 2. There will be a single textbox to collect feedback for all

responses marked “Dissatisfied” or “Very Dissatisfied.”]

14. How satisfied are you with managing school age care offers in MCC?

[If Q5 = School Age Care Programs, survey will display Q14. Otherwise, skip to Q15.]

	Have not Used	Very Dissatisfied				Very Satisfied
How satisfied are you with.....		1	2	3	4	5
Making initial summer camp offers?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the Summer Camp Offer List to manage summer camp offers?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making offers for before and after school care?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing transportation for your before and after school program?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing spaces by grade?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

You selected “Dissatisfied” or “Very Dissatisfied” as a response above; please let us know why. Please do not include any personally identifying information.

[Only ask if at least one item was rated 1 or 2.] There will be a single textbox to collect feedback for all responses marked “Dissatisfied” or “Very Dissatisfied.”]

15. Have you used MCC to run a report in the past six months?

Yes

No

[If Q15 = Yes, survey will display Q16.

If Q15 = No, survey will display Q18.]

[Questions 16-17 relate to satisfaction with MCC reports.]

16. How often do you use the reports available in MCC?

☐ Daily

☐ Weekly

☐ Monthly

☐ Annually

☐ Other (Please specify. Do not include any personally identifying information) _____

17. How satisfied are you with using MCC reports?

	Have not Used	Very Dissatisfied				Very Satisfied
How satisfied are you with.....		1	2	3	4	5

Generating reports?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using reports to provide information to your leadership?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the Waitlist Metric Report to track requests at your program?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the Need reports (e.g., Immediate Need, Unmet Need) to track the demand for child care at your installation?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the interview process reports to monitor interview requests?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the offer process reports to monitor your offer process?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

You selected “Dissatisfied” or “Very Dissatisfied” as a response above; please let us know why. Please do not include any personally identifying information.

[Only ask if at least one item was rated 1.] There will be a single textbox to collect feedback for all responses marked “Dissatisfied” or “Very Dissatisfied.”]

18. Do you ever communicate with families about their wait time for your program?

☐ Yes

☐ No

[If Q18 = Yes, survey will display Q19.

If Q18 = No, survey will display Q22.]

19. Do you use the anticipated placement time (APT) estimate available in MCC to help families understand their wait time for your program? APT is an estimate of how long a family should expect to wait for a child care space at the requested program.

☐

☐ Yes

No


[If Q19 = Yes, survey will display Q21.

If Q19 = No, survey will display Q20.]

20. You indicated that you do not use the APT in MCC to communicate with families about their wait time for your program. Why not?

- MCC does not provide an APT for my program
- The APT is not usually accurate
- I don't know how to find the family's APT
- Other (Please specify. Do not include any personally identifying information)

21. Which of the following resources would be helpful to you for communicating with families about APT? Please rank the following from 1 (most helpful) to 5 (least helpful).



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22. In your experience in working with military families, what barriers do families face in learning about and using MilitaryChildCare.com? Check all that apply.

☐ Difficulty due to visual impairments

☐ Difficulty due to language barriers

☐ Difficulty accessing on mobile devices

☐ Overall lack of awareness of MCC

☐ Other (Please specify. Do not include any personally identifying information)

23. What recommendations do you have to improve marketing MilitaryChildCare.com to families? Please do not include any personally identifying information.

24. What recommendations do you have to improve MCC or what new functionality would you like to see in MilitaryChildCare.com? Please do not include any personally identifying information.

Use and Satisfaction with the Inspection Management System

The following questions will help us learn how satisfied you are with the CYP Inspection Management System.

[If Q1 = CYP Inspection Management System (CYP IMS), survey will display questions 25-31. Otherwise, skip to question 32.]

25. How long have you used the CYP Inspection Management System?

___ Years and ___ Months

26. How satisfied are you with the Inspection Management System overall?

	Have not Used	1	2	3	4	Very Satisfied
How satisfied are you with.....						
The ease of use of the IMS system overall?	___	O	O	O	O	O

IMS as a tool for improving your efficiency on the job?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing user accounts?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The IMS reporting capabilities?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The level of detail provided in the reports?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process for communicating system bugs or issues?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process for communicating ideas for system enhancements?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The assistance provided by the Support Desk?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. How often do you use the reports available in Report Manager?

- ☐ Daily
☐ Weekly
☐ Monthly
☐ Annually
☐ Other (Please specify. Do not include any personally identifying information) _____

28. How satisfied are you with the following **IMS Service Administrator** features?

[If Q2 = Inspection Management Service Administrator, survey will display Q28. Otherwise, skip to Q29.]

	Have not Used	Very Dissatisfied				Very Satisfied
How satisfied are you with.....		1	2	3	4	5
Creating and updating criteria?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating and updating checklists?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scheduling an inspection?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overview of the inspection calendar?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Approving or rejecting an extension or exception request?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtaining additional details from the Field regarding an extension or exception request?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Approving or rejecting an inspection package?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtaining the DoD certificate following completion of an inspection package?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

You selected “Dissatisfied” or “Very Dissatisfied” as a response above; please let us know why. Please do not

include any personally identifying information.

[Only ask if at least one item was rated 1 or 2. There will be a single textbox to collect feedback for all responses marked “Dissatisfied” or “Very Dissatisfied.”]

29. How satisfied are you with using **Inspection Management System** to manage your Inspector responsibilities? [If Q2 = Inspection Management System Inspector, survey will display Q29. Otherwise, skip to Q30.]

	Have not Used	Very Dissatisfied	1	2	3	4	Very Satisfied
How satisfied are you with.....			1	2	3	4	5
Using IMS to conduct an inspection?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using IMS to review the inspection?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the dashboard to track progress?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using IMS to share information between inspection team members during the inspection?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process to add findings?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the checklist filters?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the repeat finding function?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

You selected “Dissatisfied” or “Very Dissatisfied” as a response above; please let us know why. Please do not include any personally identifying information.

[Only ask if at least one item was rated 1 or 2. There will be a single textbox to collect feedback for all responses marked “Dissatisfied” or “Very Dissatisfied.”]

30. How satisfied are you with the following **Inspection Management System** features?

[If Q2 = Inspection Management System Field User, survey will display Q30. Otherwise, skip to Q31.]

	Have not Used	Very Dissatisfied	1	2	3	4	Very Satisfied
How satisfied are you with.....			1	2	3	4	5
The evidence upload process?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Entering and/or approving corrective actions?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the exception process?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

You selected “Dissatisfied” or “Very Dissatisfied” as a response above, please let us know why. Please do not

include any personally identifying information.

[Only ask if at least one item was rated 1 or 2. There will be a single textbox to collect feedback for all responses marked "Dissatisfied" or "Very Dissatisfied."]

31. What recommendations do you have to improve existing features or what additional features would you like to see in the **Inspection Management System**? Please do not include any personally identifying

information.

Use and Satisfaction of System Training and Supports

The next set of questions ask about your use and satisfaction with the training and supports that are provided for the information systems that you use, including MilitaryChildCare.com and the Inspection Management System.

32. How satisfied are you with the MCC Central website where you can access **system resources and training materials for MilitaryChildCare.com**?

[If Q1 = MilitaryChildCare.com (MCC), survey will display questions 32-34. Otherwise, skip to Q35.]

	Have not Used	Very Dissatisfied				Very Satisfied
How satisfied are you with.....		1	2	3	4	5
Accessing MCC Central in general?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the Brand Portal to find MCC marketing and communication materials?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigation and ease of use to find the MCC support resources you are looking for?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the website to find information about system releases and enhancements?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the website to locate information you need to support families' use of MCC?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the website to resolve questions you have about how to use MCC to do your job?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the website to obtain training materials to onboard or support staff use of MCC?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the website to obtain training materials to support FCC providers use of MCC?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

You selected "Dissatisfied" or "Very Dissatisfied" as a response above; please let us know why. Please do not include any personally identifying information.

[Only ask if at least one item was rated 1 or 2. There will be a single textbox to collect feedback for all responses marked "Dissatisfied" or "Very Dissatisfied."]

33. Did you know that there is an MCC reference guide available for you?

- ☐ Yes, and I use it
- ☐ Yes, but I rarely use it or don't use it at all
- ☐ No, but I would use it
- ☐ No, but I would not use it

34. What topics related to MilitaryChildCare.com would you like further training on in the future? Check all that apply.

- ☐ Navigating MCC
- ☐ Understanding APT
- ☐ Understanding MCC reports
- ☐ Managing waitlist
- ☐ Managing program content and care options
- ☐ Marketing MCC
- ☐ User account management
- ☐ Managing household profiles
- ☐ Other (Please specify. Do not include any personally identifying information)

35. How satisfied are you with the IMS Central website where you may access **training and support materials for the Inspection Management System?**

[If Q1 = CYP Inspection Management System (CYP IMS), survey will display questions 35-37. Otherwise, skip to Q38.]

	Have not Used	1	2	3	4	5 Very Satisfied
How satisfied are you with.....						
Accessing CYP IMS Central?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigation and ease of use to find the IMS support resources you are looking for?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the website to find information about system releases and enhancements?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the website to resolve questions you have about how to use IMS to do your job?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the website to obtain training materials to onboard or support staff use of CYP IMS?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

You selected “Dissatisfied” or “Very Dissatisfied” as a response above; please let us know why. Please do not include any personally identifying information.

[Only ask if at least one item was rated 1 or 2. There will be a single textbox to collect feedback for all responses marked “Dissatisfied” or “Very Dissatisfied.”]

36. Did you know that there are IMS user guides available for you?

- ☐ Yes, and I use them
- ☐ Yes, but I rarely use them or don’t use them at all

- ☐ No, but I would use them
- ☐ No, but I would not use them

37. What topics would you like further training on in the future to support your use of the Inspection Management System? Check all that apply.

- ☐ Understanding IMS reports
- ☐ Generating IMS reports
- ☐ Conducting inspections
- ☐ Uploading evidence
- ☐ Updating Service data
- ☐ Navigating IMS
- ☐ Maintaining classroom and program information
- ☐ User management roles
- ☐ Managing user roles
- ☐ Other training topics (Please specify. Do not include any personally identifying information)

38. We are always looking for ways to refine the types of training products used to support military child care systems. Your responses will help us design training modules and resources that best meet your needs. What are your preferred learning methods? Please rank your choices from 1 (most preferred) to 7 (least preferred). Check N/A by those options that do not interest you.

[Display for all respondents after the relevant loops above are each completed. During analysis, we will compare by the type of role the individual selected in Q2.]

	<input type="text"/>	Take a web-based, interactive training	<input type="checkbox"/> N/A
	<input type="text"/>	Watch an informational video	<input type="checkbox"/> N/A
	<input type="text"/>	Read a reference guide	<input type="checkbox"/> N/A
	<input type="text"/>	Refer to a job aid	<input type="checkbox"/> N/A
	<input type="text"/>	Attend an instructor-led training, workshop, or seminar	<input type="checkbox"/> N/A
	<input type="text"/>	Attend a virtual learning event (e.g., webinar)	<input type="checkbox"/> N/A
	<input type="text"/>	Practice in a demonstration or sandbox site	<input type="checkbox"/> N/A

39. Thinking back to when you started using the applications you use for your job (MCC and/or IMS), how did you receive training on the system?

- ☐ Used reference guide
 - ☐ Handouts or PowerPoint with visuals and instructions
 - ☐ On-the-job training with a coworker
 - ☐ Blend of both written materials and on-the-job training
 - ☐ Other (Please specify. Do not include any personally identifying information)
-

Additional Ideas and Suggestions

Your input will help us improve the systems you use to support military families.

40. Please share any other ideas and suggestions for training resources that you would like to help you better use MilitaryChildCare.com or the Inspection Management System to support your work. Please do not include any personally identifying information.