

OMB Control
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AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information, 0704-0553, is estimated to average 10 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 your family has recently used MilitaryChildCare.com (MCC). Your input is important to us and will help us refine MCC to better meet your needs and the needs of other military families.

This survey is voluntary and confidential. It will take about 10 minutes to complete. You may discontinue the survey at any time, and your refusal to participate will not penalize you or your family in any way. 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.

Family and Child Care Information

1. In the past six months, which types of child care has your family used? Select all that apply.

- ☐ Care provided by a military program or DoD-certified family child care provider
- ☐ Care provided by other adults in my household
- ☐ Care provided by relatives, friends or neighbors outside of my household
- ☐ Care provided by a state regulated child care center (non-DoD)
- ☐ Care provided by a state regulated family child care provider (non-DoD)
- ☐ Other (Please specify. Do not include any personally identifying information)

2. Has any portion of your child care costs in the past six months been covered by military fee assistance?

- ☐ Yes
- ☐ No
- ☐ Not Sure

Use and Satisfaction with MilitaryChildCare.com

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

3. How satisfied are you with the following features of MilitaryChildCare.com? If you have not had experience with an item listed below, you can select "Have not Used."

	Have not Used	Very Dissatisfied				Very Satisfied
How satisfied are you with.....		1	2	3	4	5
The MCC website and services overall?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Setting up an account and logging into MCC?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Setting up your household profile?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Updating your household profile?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using MCC to find available child care options?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using MCC to request fee assistance for child care?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigating MCC to find the information you need?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The email notifications MCC provides you?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The support provided by the MCC Support Desk?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The MCC website as a general resource for understanding military child care options?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using MCC on your phone or tablet?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

[Will display only for those responses with a rating of 1 or 2. There will be a single textbox to collect feedback for all responses marked "Dissatisfied" or "Very Dissatisfied."]

Finding and Requesting Child Care Options Using MilitaryChildCare.com

The following questions will help us learn how satisfied you are with using MilitaryChildCare.com to find and request child care options.

4. When you used MCC to find and request child care, which type of program did you select? Select all that apply.
- ☐ Military Child Development Center
 - ☐ Military certified family child care
 - ☐ Military school-age care
 - ☐ Military 24/7 center
 - ☐ Military Child Care in Your Neighborhood (MCCYN) fee assistance
 - ☐ Child Care in Your Home (CCYH) fee assistance
 - ☐ Other (Please specify. Do not include any personally identifying information) _____

5. Were you able to find child care options that met your family's needs?
- ☐ Yes
 - ☐ Partially
 - ☐ Not at all

6. How satisfied are you with the features that MilitaryChildCare.com provides to help you find child care? If you have not had experience with an item listed below, you can select "Have not Used."

	Have not Used	Very Dissatisfied				Very Satisfied
How satisfied are you with.....		1	2	3	4	5
Using MCC to request child care?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The option to search in different locations?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The option to change the distance of the search radius?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The filter options to refine the list of programs?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information contained in the child care program profiles?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The map showing the location of child care programs?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The option to select "Any FCC Provider"?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability to filter on FCC provider features?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information provided about the anticipated placement time?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

[Will display only for those rating 1 or 2. There will be a single textbox to collect feedback for all responses marked "Dissatisfied" or "Very Dissatisfied."]

7. How satisfied are you with the features that MilitaryChildCare.com provides to manage your child care requests? If

you have not had experience with an item listed below, you can select "Have not Used."

	Have not Used	1	2	3	4	5 Very Satisfied
How satisfied are you with.....						
Using MCC to manage and view your requests for child care?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using MCC to make updates to a request (e.g., change date you need care, update summer camp request)?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using MCC to reconfirm a request?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using MCC to cancel a request you no longer want?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

[Will display only for those rating 1 or 2. There will be a single textbox to collect feedback for all responses marked "Dissatisfied" or "Very Dissatisfied."]

Requesting Fee Assistance on MilitaryChildCare.com

[If Q4 = Child Care in Your Home (CCYH) fee assistance, survey will display Q8. If Q4 does not = CCYH but does = Military Child Care in Your Neighborhood, skip to Q12. Otherwise, skip to Q16.]

The following questions will help us learn how satisfied you are with using MilitaryChildCare.com to request and manage fee assistance for child care.

8. You indicated that you requested the Child Care in Your Home (CCYH) fee assistance pilot program. How familiar were you with the program requirements before you requested it?

- ☐ Not at all familiar
- ☐ Slightly familiar
- ☐ Somewhat familiar
- ☐ Very familiar

9. How satisfied were you with the information that MCC provided about the Child Care in Your Home pilot program?

	Have not Used	1	2	3	4	5 Very Satisfied
How satisfied are you with.....						
The information MCC provided about the Child Care in Your Home Pilot program requirements?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The resources provided to help you find an in-home child care provider?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information MCC provided about the steps you must complete to participate in the Child Care in Your Home Pilot?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

[Will display only for those rating 1 or 2. There will be a single textbox to collect feedback for all responses marked "Dissatisfied" or "Very Dissatisfied."]

10. Did you receive and accept an offer for Child Care in Your Home fee assistance?

- ☐ Yes
☐ No

[If Q10 = Yes, survey will display Q11.

If Q10 = No and Q4 = Military Child Care in Your Neighborhood (MCCYN) fee assistance, survey will display Q12.
 If Q10 = No and Q4 does not = Military Child Care in Your Neighborhood (MCCYN) fee assistance, survey will display Q16.]

11. How satisfied are you with the following processes for enrolling in Child Care in Your Home fee assistance?

	Have not Used	Very Dissatisfied				Very Satisfied
How satisfied are you with.....		1	2	3	4	5
Understanding what documents you had to provide to confirm your eligibility?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process for submitting the required documents?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process to complete your program registration?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The way you were informed about the status of your registration?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process for communicating with the team managing your registration?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process for finding and enrolling your provider?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process for understanding the provider's requirements?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding how much fee assistance you would receive?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding how much you must pay your selected in-home provider?	—	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

[Will display only for those rating 1 or 2. There will be a single textbox to collect feedback for all responses marked "Dissatisfied" or "Very Dissatisfied."]

12. You indicated that you requested Military Child Care in Your Neighborhood (MCCYN) fee assistance. How familiar were you with the program requirements before you requested it?

[If Q4 = Military Child Care in Your Neighborhood (MCCYN) fee assistance, survey will display Q12. Otherwise, skip to Q16.]

- ☐ Not at all familiar
- ☐ Slightly familiar
- ☐ Somewhat familiar
- ☐ Very familiar

13. How satisfied were you with the information MCC provided about the Military Child Care in Your Neighborhood (MCCYN) program?

	Have not Used	1	2	3	4	5
How satisfied are you with.....						
The information MCC provided about the process to get fee assistance?	—	O	O	O	O	O
The information MCC provided to help you determine if you were eligible to receive fee assistance	—	O	O	O	O	O
The MCCYN Provider Resource List MCC provided of child care providers in your community?	—	O	O	O	O	O
The information MCC provided about the documents you must provide to confirm your eligibility for fee assistance?	—	O	O	O	O	O

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

[Will display only for those rating 1 or 2. There will be a single textbox to collect feedback for all responses marked "Dissatisfied" or "Very Dissatisfied."]

14. Did you receive and accept an offer for fee assistance?

- ☐ Yes
- ☐ No

[If Q14 = Yes, survey will display Q15.
If Q14 = No, survey will display Q16.]

15. How satisfied are you with the way you were supported throughout the process of applying for fee assistance?

	Have not Used	Very Dissatisfied	1	2	3	4	Very Satisfied
How satisfied are you with.....							
The information provided to help you understand what documents you had to confirm your eligibility?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process for submitting the required documents?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process to complete your registration?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The way you were informed about the status of your registration?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process for communicating with the team managing your registration?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process for finding and enrolling your provider?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process for understanding the provider's requirements?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information provided to help you understand how to calculate how much fee assistance you would receive?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information provided to help you understand how much you must pay your selected child care provider?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information provided to help you understand what you must do to ensure your selected provider is paid?	___	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

[Will display only for those rating 1 or 2. There will be a single textbox to collect feedback for all responses "Dissatisfied" or "Very Dissatisfied."]

The following questions will allow us to understand more about how you found out about MilitaryChildCare.com and your awareness of the resources available.

16. How did you learn about MCC? Check all that apply.

- ☐ Military child care program
 - ☐ Military OneSource
 - ☐ Command/Unit Leadership
 - ☐ On-base flyer or other marketing material
 - ☐ Friend, family, or co-worker
 - ☐ Installation's Family Support Center/Work-Life Office
 - ☐ ChildCare.gov website
 - ☐ Child Care Aware of America
 - ☐ Civilian child care provider
 - ☐ Child care resource and referral agency
 - ☐ Installation Facebook page or other social media
 - ☐ General website search like Google, Bing, or Yahoo
 - ☐ Other (Please specify. Do not include any personally identifying information) -
-

17. What resources are you most likely to use when trying to find child care?

- ☐ Friend, family, or co-worker
 - ☐ MilitaryChildCare.com website
 - ☐ ChildCare.gov website
 - ☐ Online child care search tool such as a state, territory, or national search tool
 - ☐ Facebook
 - ☐ Installation's Family Support Center/Work-Life Office
 - ☐ Other child care site like Care.com or Child Care Aware of America
 - ☐ General website search like Google, Bing, or Yahoo
 - ☐ Other (Please specify. Do not include any personally identifying information) -
-

18. How would you prefer to access MCC? Check all that apply.

- ☐ On a personal computer or laptop computer
 - ☐ Mobile phone
 - ☐ Tablet such as an iPad, Amazon Fire, or Samsung Galaxy Tablet
 - ☐ Other (Please specify. Do not include any personally identifying information) -
-

19. What barriers have you experienced in learning about and using MilitaryChildCare.com? Check all that apply.

- ☐ I have not experienced any barriers
 - ☐ Difficulty when accessing it on my government computer
 - ☐ Difficulty due to visual impairments
 - ☐ Difficulty due to language barriers
 - ☐ Difficulty accessing on mobile devices
 - ☐ I was unaware of MCC and other support services
 - ☐ Other (Please specify. Do not include any personally identifying information)
-

20. Are you aware of the following resources available on the MCC website?

Are you aware that you can access...	Yes	No
Information about who is eligible for military child care?	<input type="radio"/>	<input type="radio"/>

Information about requirements to receive fee assistance through Military Child Care in Your Neighborhood?	<input type="radio"/>	<input type="radio"/>
Information about requirements to get assistance to pay for in-home care through the Child Care in Your Home Pilot?	<input type="radio"/>	<input type="radio"/>
Information about the School Liaison Program, which offers services and resources to support military-connected children and families?	<input type="radio"/>	<input type="radio"/>
Information about working with military children as a DoD-certified FCC provider?	<input type="radio"/>	<input type="radio"/>
Information about working with military children as a DoD CYP employee?	<input type="radio"/>	<input type="radio"/>

21. What additional informational resources would you like to see on the MilitaryChildCare.com website? Please do not include any personally identifying information.

22. What could be done to make more military families aware of and use MilitaryChildCare.com? Please do not include any personally identifying information.

23. What is one thing you hope will change about MilitaryChildCare.com to better assist you in meeting your child care needs? Please do not include any personally identifying information.