

Suwannee Valley 4Cs  
Oral Health Participant Survey

To better serve you, please take a few moments to complete this questionnaire and return it in the enclosed envelope. The information you provide will assist us in developing and refining our services over the next year. This survey is anonymous and we do not collect information which allows for identification of individuals.

Thank you for your assistance.

Parent/Guardian please note:

- For each of the following statements, select the one which most clearly reflects your answer.

<b>Statement</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Not Applicable</b>
1. Received dental exam results in a timely manner.	[ ]	[ ]	[ ]	[ ]	[ ]
2. Received appointment notices in a timely manner.	[ ]	[ ]	[ ]	[ ]	[ ]
3. Requested information was received in a timely manner.	[ ]	[ ]	[ ]	[ ]	[ ]
4. Dental treatment my child received was explained after each appointment.	[ ]	[ ]	[ ]	[ ]	[ ]
5. If unable to attend appointment, staff was helpful with rescheduling dental services.	[ ]	[ ]	[ ]	[ ]	[ ]
6. I felt at ease with Health Staff when my child attended his/her dental appointment without me.	[ ]	[ ]	[ ]	[ ]	[ ]
7. Location of dental providers was convenient.	[ ]	[ ]	[ ]	[ ]	[ ]
8. Oral Health Staff had a positive and professional image.	[ ]	[ ]	[ ]	[ ]	[ ]
9. Oral Health Staff was courteous and helpful.	[ ]	[ ]	[ ]	[ ]	[ ]
10. Complete and knowledgeable information was provided.	[ ]	[ ]	[ ]	[ ]	[ ]
11. My overall experience was positive.	[ ]	[ ]	[ ]	[ ]	[ ]

How can SV4Cs Health Services Department improve their oral health services?

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# Oral Health Survey Results for Funding Year 2006-2007

## Provider Survey

1. Oral Health Staff had a positive and professional image. **100% Strongly Agree**
2. Oral Health Staff was courteous and helpful. **100% Strongly Agree**
3. Complete and knowledgeable information was provided. **100% Strongly Agree**
4. My overall experience was positive. **100% Strongly Agree**
5. Would you refer a colleague to us? **100% Strongly Agree**
6. What service-related improvements can you recommend?
  - **None, we wish the other Head Start centers were as well organized.**

## Participant Survey Results

1. Received dental exam results in a timely manner.  
**50% Strongly Agree; 50% Agree**
2. Received appointment notices in a timely manner.  
**66.7% Strongly Agree; 33.3% Agree**
3. Requested information was received in a timely manner.  
**66.7% Strongly Agree; 33.3% Agree**
4. Dental treatment my child received was explained after each appointment.  
**58.3% Strongly Agree; 41.7% Agree**
5. If unable to attend appointment, staff was helpful with rescheduling dental services.  
**75% Strongly Agree; 25% Agree**
6. I felt at ease with Staff when my child attended his/her dental appointment without me.  
**75% Strongly Agree; 25% Agree**
7. Location of dental providers was convenient.  
**.42% Strongly Agree; .33% Agree; 0.17% Disagree; 0.083% Strongly Disagree**
8. Oral Health Staff had a positive and professional image.  
**66.7% Strongly Agree; 33.3% Agree**
9. Oral Health Staff was courteous and helpful.  
**66.7% Strongly Agree; 33.3% Agree**
10. Complete and knowledgeable information was provided.  
**66.7% Strongly Agree; 33.3% Agree**
11. My overall experience was positive.  
**66.7% Strongly Agree; 33.3% Agree**
12. How can SV4Cs Health Services Department improve their oral health services?
  - **Nothing, keep doing what you are doing. Good job SV4Cs**
  - **Staff are very nice and helped me a lot.**
  - **You have done a good job with everything for the dental treatment.**
  - **I think staff does a very good job, they really care about the children and the parents.**
  - **My entire overall experience with SV4Cs was excellent. I think it's a great program and feel blessed that my child was a part of it.**