

APPENDIX D:

Parent Phone Survey

This survey was developed to obtain information from parents who had participated in developmental screenings where delays were identified and the child was referred for school special education services. It can be modified to fit the needs of an individual agency. This survey takes approximately 15 minutes to complete.

My name is [xx] and I am calling from [name of agency]. May I speak with the parent of [child's name]?

We are calling to learn about parents' experiences when their child's development is screened, and when children are referred for extra help.

The questions will take approximately 15 minutes. Is this a good time to talk or should we schedule this conversation at a more convenient time?

[Name of agency staff person who made referral] shared with me that you did a developmental screening in [month/year] and [name of staff person] tried to help you get services for [him/her]. Does that sound right? We wanted to ask some questions about the process of getting help for [him/her] and see what it was like for you. We are asking these questions to all the parents who have gone through this process. This will help us with ideas for helping other parents.

1. First, we'd like to know about the results of your child's developmental screening. The form that you filled out at [xx] that asked about your child's learning and development. It's called the ASQ [or substitute name of screening measure used]. You are welcome to share more information with me about any of these questions if you'd like.

- a) Do you remember completing a screening at [name of agency] about your child's development?
- b) Did the screening help you understand your child's development?
- c) Did the screening show that your child might have a delay in [his/ her] development?
- d) After the screening, was it recommended for your child to get further evaluation?

2. Was your child referred to a school or school district for evaluation, an IEP, or other help?
[if no: end survey]

Do you know what school district the school is in?

3. Now I'd like to ask about your experience getting an evaluation for your child for school services

- a) Did you have any problem making or scheduling appointments? _____
- b) Did you have any problem with transportation to get to the evaluation?
- c) Did you have any problem scheduling the evaluation at a time that would work for you?
- d) How long did it take to get an appointment for the evaluation?

[if no evaluation done: skip to question #8]

4. Now I'd like to ask about your experience when your child was evaluated.

- a) Where did the evaluation take place?
- b) Were you there while your child was being evaluated, or did they work with your child alone?
- c) How many evaluators were present or conducted your child's assessment?
- d) Did the person (s) who did the evaluation speak your home language?

[if no:] Did they use a translator?

- e) Did you have any trouble talking with the evaluator(s) about your child or understanding the evaluator's questions?



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- f) Did you feel that the evaluator (s) understood you and your child and got accurate information?
- g) How much time did the evaluator (s) spend with you and your child?
- h) Did you feel that the evaluator (s) spent enough time to do a thorough evaluation?
- i) Did the evaluator get an accurate picture of your child, both strengths and concerns?
- j) Did you understand what to do next to get help for your child after the evaluation?
5. Now I'd like to ask about your experience during the IEP meeting.
- a. Did you meet with a team at the school to talk about what services your child would need or about the results of the evaluation? (such as an IEP meeting)
- b. Was the meeting in your home language?
- c. Did you have an opportunity to get all your questions answered about your child's learning and development, or to review the results of the evaluation?
- d. Did you understand the results of the evaluation?
- e. Did you feel you had opportunities to ask questions about anything you did not understand?
- [If no: Ask why not]**
- f. Did you understand your child's eligibility?
- g. Did you understand what to do next to get help for your child after the meeting?
- h. Was your child found eligible for school services?
6. Now I'd like to ask about your experience getting educational services and supports for your child.
- a) Did your child start receiving school services yet?
- [If yes:]** What kind of services? How the services are going?
- [If no:]** What are the barriers that you have encountered getting services started?
- b) Do you feel that the school services have been helping your child with *[his/her]* learning and development?
- c) How do you feel about the person or persons that are working with your child?
7. Did your child receive early intervention services before age 3?
- a) **[If yes:]** Did you have any challenges making the transition from early intervention services to getting services for your child at school?
8. Are there any other experiences (positive or negative) that you experienced during this linkage for school services that you would like to share with us?

We really appreciate you answering all of these questions. This is very helpful to us in understanding how to help families support their children's learning and development.

Do you have any questions before we end?

Thank you for participating!

