



SUBJECT: Soldier-Parent Satisfaction Survey

1. Purpose: To provide information and details regarding the process for distribution, intended recipients and subsequent follow-up associated with the Soldier-Parent Satisfaction Survey
2. Procedural Information: Upon receipt of the Soldier-Parent Satisfaction Survey, Lead Child and Youth Program Coordinators (LCYPC) will work collaboratively with their SFPD to ensure a timely and applicable distribution of the survey to Army National Guard (ARNG) Family Members who have participated in Child and Youth Services programs **within the last year** in their respective state/territory.
 - a. Means of Distribution: The Soldier-Parent Satisfaction Survey will be accessible via an online portal (Survey Monkey), in an effort to simplify the process of distribution and reducing time spent tabulating results following submission. Online access to the survey is available at the following location: <https://www.surveymonkey.com/r/Soldier-Parent> Further, in situations where online accessibility is restricted or unavailable, participants will also receive a fillable PDF version of the survey or access the survey at <https://arngcys.com> or through the ARNG CYS mobile app for iPhone and Android devices (search "ARNG CYSS" in the Apple App Store/Google Play Store)
 - i. LCYPC/CYPCs will update and utilize distribution lists for disseminating Soldier-Parent Satisfaction Survey information to Soldiers and Families
 - ii. Email electronic distribution to identified Soldiers and Family Members should include: Survey Monkey link and a PDF version as an attachment
 - iii. A print version of the Survey may be utilized in cases where access to the online portal may be limited or unavailable. LCYPCs will ensure both mailing address and contact information are accurate and complete
 - iv. Return hand-written surveys to National Guard Bureau Soldier and Family Support Division, ATTN: Chris Hopkins, 111 South George Mason Dr., Arlington, VA 22204 or christopher.l.hopkins10.ctr@mail.mil
 - b. Intended Audience: Careful detail will be required to ensure the Soldier-Parent Satisfaction Survey is distributed to ARNG Soldiers and Families having received resource support services from the Child and Youth Services program within the last year
 - c. Distribution Timelines: The Soldier-Parent Satisfaction Survey will be open year-round, with annual wrap-ups being provided to NGB for review. Individual state/territory results will be distributed accordingly and within the timelines determined by NGB
 - d. Final Results: Following tabulation and analysis of both sessions of survey results, a report will be submitted to the COR at NGB for review and distribution to NGB leadership. Additionally, SFPDs and LCYPCs will be provided the results received specific to their state/territory.



- i. Final results provided to the SFPD and LCYPC are intended to drive future planning to better meet the needs of Family Members and their engagement with Child and Youth Services
 - ii. Additionally, results will also provide information related to areas of strength currently existing within the state/territory-level Child and Youth Services program.
 - iii. LCYPC will be responsible for saving the results of this survey to ensure accessibility at the state/territory-level
- e. Questions: Please direct questions related to the Soldier-Parent Satisfaction Survey to your respective Regional Assistant Program Manager:

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Enclosures:

Soldier-Parent Satisfaction Survey – FY20