



**University Senate  
TRANSMITTAL FORM**

<b>Senate Document #:</b>	10-11-19
<b>PCC ID #:</b>	N/A
<b>Title:</b>	Review of the Family Care Resource and Referral Service
<b>Presenter:</b>	Cynthia Shaw
<b>Date of SEC Review:</b>	4/8/2011
<b>Date of Senate Review:</b>	4/21/2011
<b>Voting (highlight one):</b>	<ol style="list-style-type: none"> <li>1. On resolutions or recommendations one by one, or</li> <li>2. In a single vote</li> <li>3. To endorse entire report</li> </ol>
<b>Statement of Issue:</b>	<p>The Family Care Resource and Referral Service (FCRRS) proposal, approved by the University Senate on March 12, 2010 and signed by President Mote on March 26, 2010, required that an ad hoc committee be created to review the Service during the program's inaugural year. The Family Care Review Committee (FCRC) was appointed in summer 2010 and charged on September 30, 2010 to begin their review. Specifically, the FCRC was asked to oversee implementation of the FCRRS and to present an evaluation of the service to the Senate Executive Committee in April 2011. The FCRC was also asked to recommend future child and elder care initiatives for the campus.</p>
<b>Relevant Policy # &amp; URL:</b>	N/A
<b>Recommendation:</b>	<p>Based on the current evaluation, the Family Care Review Committee recommends the following:</p> <ul style="list-style-type: none"> <li>• The contract with Family Care Resources should be renewed in FY12 with an increase in funding to more realistically address the original scope of work and the growing demand for child and elder care services.</li> <li>• The number of free consultations for FY12 should be increased by 10% to 264 consultations.</li> <li>• The number of campus-wide seminars should remain at 10, with new seminars addressing both general child care and elder care issues and more detailed coverage of topics introduced in FY11 seminars (e.g., legal/tax issues</li> </ul>

	<p>in elder care, nanny care).</p> <ul style="list-style-type: none"> <li>• Additional financial resources should be provided to offer a FY12 summer camp fair and six new family care seminars/presentations held for: new student, faculty, and staff orientations on the College Park campus; UMCP programs at Shady Grove; and University of Maryland Extension offices at off-campus sites.</li> <li>• The Family Care website should be updated with timely child and elder care information, such as a listing of summer camps in the local area and listings of support groups for elder/family care providers. Scanned pdf files currently on the website should be retyped or converted to webpage format for visual clarity.</li> <li>• Based on the annual review and recommendation of the ad hoc Senate Family Care Review Committee, University Human Resources will request funding for the Family Care Resource and Referral Service for future years.</li> </ul>
<b>Committee Work:</b>	<p>The FCRC met on October 14, 2010; December 16, 2010; February 17, 2011; and March 17, 2011. During these meetings, committee members reviewed FCRRS activities and developed an electronic client survey to evaluate individual consultations. The Committee also met with David Rieger (Assistant Director, Human Resources) and Carol Ann Rudolph (Owner and Consultant, Family Care Resources) during its December meeting for a mid-term evaluation of the FCRRS. At its final meeting in March, the committee reviewed a draft of the evaluation report and made recommendations for continuation of the service in FY12. In late March the FCRC voted unanimously to approve the final recommendations and final report.</p>
<b>Alternatives:</b>	<p>The FCRRS could remain in its current form with the current level of funding. The FCRRS could be discontinued.</p>
<b>Risks:</b>	<p>The current FCRRS may not be able to meet the demands of the campus community for child care and elder care referral services. Discontinuation of the service may impair the University's ability to attract and retain the best faculty, staff, and students.</p>
<b>Financial Implications:</b>	<p>Financial resources would be required annually to maintain and expand the FCRRS. The FCRC supports the University in making financial resources available for this purpose.</p>
<b>Further Approvals Required:</b>	<p>Senate Approval, Presidential Approval</p>

# **Senate Family Care Review Committee**

**Senate Document Number 10-11-19**

## **Review of the Family Care Resource and Referral Service**

**September 2010 to March 2011**

### **Background**

The Family Care Resource and Referral Service (FCRRS) proposal, approved by the University Senate on March 12, 2010 and signed by President Mote on March 26, 2010, required that an ad hoc committee be created to review the Service during the program's inaugural year. The Family Care Review Committee (FCRC) was appointed in summer 2010 and charged on September 30, 2010 to begin their review (Appendix 1). Specifically, the FCRC was asked to oversee implementation of the FCRRS and to present an evaluation of the service to the Senate Executive Committee in April 2011. The FCRC was also asked to recommend future child and elder care initiatives for the campus.

### **Committee Work**

The FCRC met on October 14, 2010; December 16, 2010; February 17, 2011; and March 17, 2011. During these meetings, committee members reviewed FCRRS activities and developed an electronic client survey to evaluate individual consultations. The Committee also met with David Rieger (Assistant Director, Human Resources) and Carol Ann Rudolph (Owner and Consultant, Family Care Resources) during its December meeting for a mid-term evaluation of the FCRRS. At its final meeting in March, the committee reviewed a draft of the evaluation report and made recommendations for continuation of the service in FY12. In late March the FCRC voted unanimously to approve the final recommendations and final report.

### **Family Care Resource and Referral Service (FCRRS)**

The FCRRS is operated by Family Care Resources, a company owned by child care specialist Carol Ann Rudolph. Ms. Rudolph also employs an elder care specialist, Rosemary Allender. The Service is located in 1116 Cole Student Activities Building, and the family care specialists are also available to conduct telephone consultations with members of the UMCP community. Family Care Resources received a UMCP contract to provide the following services in FY11:

- 10 seminars on timely child care and elder care issues
- 240 personalized, professional consultations for UMCP faculty, staff and students on child and elder care issues, on a first-come, first served basis at no cost
- Website with childcare and eldercare resources, including best practices for selecting care providers
- Print resources on child and elder care issues available to the campus community.

### **Seminars**

Seven seminars were held between September 2010 and February 2011, and an additional three are planned before the end of FY11. Seminar titles are presented below with attendance indicated in parentheses.

- Navigating the World of Child Care (28)
- Assessing the Needs of Aging Parents and Relatives (60)

- Transitioning Infants and Toddlers into Child Care (25)
- Legal and Financial Aspects of Caring for Aging Parents or Relatives (50)
- Selecting a Summer Camp for Your Child (32)
- Utilizing Home Care Agencies to in Evaluation and Care of Aging Parents and Relatives (43)
- How to Select a High Quality Preschool Program (25)

Many additional presentations/services were provided by Family Care Resources at the request of campus units during this six-month time period:

- Child and family care presentation at the Graduate Student Affairs Assembly meeting
- Family care service table at New Faculty Orientation
- Family care service table at University Health Fair
- Family care briefing for Facilities Managers
- Presentation to the Director of Student Orientation
- Seminar for the Center for Advanced Study of Language
- Summer camp fair in partnership with Graduate Student Government, including representatives of UM camps, local recreation departments, and YMCA camps (attended by more than 100 parents)

Notably, attendance at the seminars greatly exceeded expectations (original estimate of 25 participants per seminar). Attendance averaged 38 participants per seminar, with elder care seminars drawing as many as 60 attendees.

Anonymous paper evaluations were administered in four of the Fall semester seminars, including two on child care and two on elder care. Evaluations were received from 148 seminar participants (Appendix 2). Ratings of the overall quality of the seminars on a 5-point scale (1=poor, 2=below average, 3=average, 4=good, 5=very good) ranged from 4.0 to 4.5. Additionally, the vast majority of participants rated each seminar’s content as “good” or “very good;” the handouts and written material as “helpful” or “very helpful;” and the extent to which the seminar increased their knowledge as “much” or “very much.”

**Personal Consultations**

The Child Care and Elder Care Specialist provided 149 personalized, family care consultations with UMCP faculty, staff, and students in the six month period between September 2010 and February 2011. Consultations averaged 25 per month, a number 25% higher than projected in the consultant’s contract (20 consultations per month). The vast majority of consultations occurred in the campus FCRRS office but a small number were conducted by telephone. The consultation log (Appendix 3) provides the following breakdown of those who received consultations.

Clients Receiving Personalized Family Care Consultations, September through February 2010

	Number	Percent
Faculty	31	21%
Staff	85	57%
Students	33	22%

Consultations were obtained by a very diverse group, including: undergraduate students, graduate students; and faculty and staff from the president’s office, all six campus divisions (academic affairs, administrative affairs, student affairs, research, university relations, information technology); all twelve academic colleges/schools; and numerous research centers. Approximately 63% of the consultations addressed child care issues and 37% addressed elder care issues.

In late February 2011, the FCRC sent out an electronic survey to all consultation clients who provided an email address. Responses were received from 57 clients, of whom 53% were staff, 35% were faculty, and 12% were students (Appendix 4). Among this group, 48% learned about the service from a campus announcement (e.g., FYI), 45% from email, and 21% from a colleague or friend. Approximately 2/3 of the respondents had received a child care consultation and almost 1/3 obtained an elder care consultation. Respondents rated their satisfaction with the consultant and the consultation on a 5 point scale, ranging from 1=very dissatisfied to 5=very satisfied. Average ratings, provided below, indicate a very high level of satisfaction with the quality of both the consultant and consultation.

<b>Consultant</b>	<b>Mean Rating</b>
Promptness in scheduling consultation	4.7
Knowledge of family care resources	4.7
Friendliness/courtesy/respect	4.8
Preparation for consultation	4.5
Communication skills	4.6
<b>Consultation</b>	
Relevance of information to my problem	4.5
Helpfulness of information and options offered	4.5
Usefulness of written handouts and resources	4.4
Convenience of consultation	4.7

When asked about outcomes of their consultation, 42% of the respondents reported that they had recently located child or elder care, 36% had called referrals, and 31% were continuing their search for appropriate care. Approximately 27% stated that they were coping better with an existing problem and 29% described “other” positive outcomes (e.g., shared information with family members involved in care, obtained respite care for a child with disabilities, now possess information to find care once we need it). More than 94% of respondents reported that they would seek a consultation again and 96% said they would recommend the service to a friend.

Open-ended questions sought additional information about what clients liked best about the consultations and what could be improved. More than 30 comments praised the quality of the consultants, describing Ms. Rudolph and Ms. Allender as, “very knowledgeable,” “informed about issues,” “supportive,” “professional,” “warm and approachable,” “helpful,” “courteous,” and “efficient.” Respondents further praised the consultants’ research relating to their problems, the “customized” or “personalized” nature of the consultation, the frank information about how to evaluate care options, and the excellent follow-up by consultants. One respondent concluded, “Ms. Rudolph has been the most incredible resource I’ve ever had on campus... (she) provided

information that would have taken me hours, days, weeks to figure out on my own. She takes the term ‘one stop shop’ to a whole new level!”

When asked about improving the service, a few respondents suggested increasing “marketing” of the seminars and consultations, and three suggested expanding and updating the website with more resources, including family care options outside the local area. Two suggested starting lists of campus families interested in “nannyshares” or family daycare. A large number of respondents commented that the Family Care Service was “fine as is,” while others suggested that the campus provide more child care centers and family-friendly policies (e.g., paid maternity leave).

### **Website and Family Care Resources**

The FCRRS contract further required the development of a website of family care resources for members of the University of Maryland community. Ms. Rudolph contracted with the University’s Web and New Media Strategies, University Marketing and Communications, to create the Service website, [http://www.uhr.umd.edu/Family\\_care/](http://www.uhr.umd.edu/Family_care/), which went live in late February 2011. The website is located on the University Human Resources website and will be maintained/updated by Human Resources staff with information provided by the contractor.

The FCRRS website provides an overview of the Family Care Resource and Referral Service; downloadable brochures; information about consultations and scheduling of appointments; a calendar of seminars and events; and child care and elder care resources. Child care resources include links to: Maryland, District of Columbia, and Northern Virginia referral agencies with lists of centers and family care homes, as well as information about how to research violations and complaints; local licensing agencies; and statewide Child Care Resource Centers. Elder care resources include: links to local Administration on Aging Offices; information on geriatric care management; caregiver resources; housing resources; and financial materials (e.g., Veterans Affairs assistance, information on long term care insurance). The website also provides “best practices” for evaluating and selecting child and elder care services.

Finally, the FCRRS provides a selection of print educational materials and resources to help individuals make informed family care decisions. These materials are provided at every seminar, and are available at the FCRRS office in Cole Student Activities Building. Many of the resources present information from key national family care organizations, such as the National Association for the Education of Young Children the National Association for Family Care, and the National Association of Geriatric Care Managers.

### **Summary**

The Family Care Review Committee concluded that Family Care Resources has provided services exceeding requirements of the FCRRS contract. Seminars have been well attended and positively reviewed (with elder care seminars doubling attendance estimates). Consultations have exceeded initial projections, received excellent evaluations, and addressed the needs of diverse University stakeholders. A FCRRS website has been established and educational resources have been made available to the campus community.

The University demand for family care information, coupled with efforts to effectively market the new service, have resulted in a situation where the consultants are spending significantly more hours on campus and incurring greater expenses for personnel and resources than originally projected. Although not required in the contract, Ms. Rudolph has contributed her time to make presentations at student, staff and faculty orientations; organized a University summer camp fair; and made special presentations to campus units, such as the Center for Advanced Study of Language. She has received additional requests to make family care presentations for the School of Engineering, UMCP programs at Shady Grove, and University of Maryland Extension Offices around the State (all requests that fall outside the original scope of work).

It should be noted that the Family Care Resources bid for the FY11 FCRRS was substantially below that of the other three agencies submitting bids, even for the original scope of work. The budgets of the other three finalists, none of which had an elder care specialist on staff, were: \$132,500, \$189,330, and \$244,700. Consultations with family care resource and referral services at our peer schools (Berkeley, UCLA, Michigan, Illinois, and North Carolina-Chapel Hill) indicate that demand for family care resource and referral services grows as these centers become more well known on campus, rather than declining in years following introduction of the service.

### **Recommendations**

Based on the current evaluation, the Family Care Review Committee recommends the following:

- The contract with Family Care Resources should be renewed in FY12 with an increase in funding to more realistically address the original scope of work and the growing demand for child and elder care services.
- The number of free consultations for FY12 should be increased by 10% to 264 consultations.
- The number of campus-wide seminars should remain at 10, with new seminars addressing both general child care and elder care issues and more detailed coverage of topics introduced in FY11 seminars (e.g., legal/tax issues in elder care, nanny care).
- Additional financial resources should be provided to offer a FY12 summer camp fair and six new family care seminars/presentations held for: new student, faculty, and staff orientations on the College Park campus; UMCP programs at Shady Grove; and University of Maryland Extension offices at off-campus sites.
- The Family Care website should be updated with timely child and elder care information, such as a listing of summer camps in the local area and listings of support groups for elder/family care providers. Scanned pdf files currently on the website should be retyped or converted to webpage format for visual clarity.
- Based on the annual review and recommendation of the ad hoc Senate Family Care Review Committee, University Human Resources will request funding for the Family Care Resource and Referral Service for future years.

**Appendices**

Appendix 1 – Charge

Appendix 2 – Seminar Evaluation Summary

Appendix 3 – Consultation Log


Appendix 4 – Consultation Evaluation Summary



## Appendix 1 - Charge



### University Senate CHARGE

<b>Date:</b>	September 28, 2010
<b>To:</b>	Cynthia Shaw Chair, Family Care Review Committee
<b>From:</b>	Linda Mabbs Chair, University Senate 
<b>Subject:</b>	Review of the Family Care Resource and Referral Service
<b>Senate Document #:</b>	10-11-19
<b>Deadline:</b>	April 1, 2011

The Senate Executive Committee (SEC) requests that the Family Care Review Committee review the recently established Family Care Resource and Referral Service.

On March 25, 2010, the Senate approved the proposal entitled, "Recommendation to Establish a Family Care Resource and Referral Service at the University of Maryland" (Senate Document# 09-10-36). This service was approved by President Mote and subsequently established in the summer of 2010. Family Care Resources has already begun its work by presenting seminars and consulting on both childcare and elder care.

The proposal establishing this service, stipulated that an ad hoc committee be established to conduct an independent assessment of the first year of the service.

The SEC requests that the committee review the service in order to help the University determine the desired mix of services (e.g., seminars, consultations) for subsequent years, allocate consultations equitably to campus constituencies, and expand or reduce specific family care services based on their use and perceived value.

Specifically, we ask that you:

1. Oversee the implementation and evaluation of the service.
2. Design a survey that appropriately assesses the value of the service.
3. Analyze evaluation data from the service provider.
4. Recommend changes to the existing service if appropriate.
5. Recommend future child and elder care initiatives for the campus.

We ask that you submit your report and recommendations to the Senate Office no later than April 1, 2011. If you have questions or need assistance, please contact Reka Montfort in the Senate Office, extension 5-5804.

## Appendix 2 - Seminar Evaluation Summary

### Navigating the Challenging World of Child Care

Seminar Evaluation    Presenter: Carol Ann Rudolph    Date: September 28th 2010

						<u>Total # Response/Total # Participants</u>
<u>Overall Rating Level - Quality of Seminar</u>	<u>Poor 1</u>	<u>Below Average 2</u>	<u>Average 3</u>	<u>Good 4</u>	<u>Very Good 5</u>	
	1	1	0	11	5	18/28
<u>Overall Rating Level - Content of Seminar</u>	<u>Poor 1</u>	<u>Below Average 2</u>	<u>Average 3</u>	<u>Good 4</u>	<u>Very Good 5</u>	
	1	1	5	7	1	15/28
<u>How Helpful are Handouts/Written Material</u>	<u>Not at all Helpful 1</u>	<u>Not Helpful 2</u>	<u>Average 3</u>	<u>Helpful 4</u>	<u>Very Helpful 5</u>	
	0	0	1	8	9	18/28
<u>Extent Seminar Helps Increase Knowledge/Reinforce what you Already Know</u>	<u>Not at All 1</u>	<u>Not Much 2</u>	<u>Average 3</u>	<u>Much 4</u>	<u>Very Much 5</u>	
	1	1	0	9	7	18/28
<u>Was Enough Time Allotted for Seminar</u>	<u>Not Enough 1</u>	<u>Too Little 2</u>	<u>Just Right 3</u>	<u>Much 4</u>	<u>Too Much 5</u>	
	3	4	7	1	3	18/28

# Assessing the Needs of Aging Parents and Relatives

Seminar Evaluation    Presenter: Rosemary Allender    Date: October 20th 2010

<u>Overall Rating Level - Quality of Seminar</u>	<u>Poor 1</u>	<u>Below Average 2</u>	<u>Average 3</u>	<u>Good 4</u>	<u>Very Good 5</u>	<u>Total # Response/Total # Participants</u>
	1	0	0	16	27	44/60
<u>Overall Rating Level - Content of Seminar</u>	<u>Poor 1</u>	<u>Below Average 2</u>	<u>Average 3</u>	<u>Good 4</u>	<u>Very Good 5</u>	
	0	1	0	18	25	44/60
<u>How Helpful are Handouts/Written Material</u>	<u>Not at all Helpful 1</u>	<u>Not Helpful 2</u>	<u>Average 3</u>	<u>Helpful 4</u>	<u>Very Helpful 5</u>	
	0	0	2	8	34	44/60
<u>Extent Seminar Helps Increase Knowledge/Reinforce what you Already Know</u>	<u>Not at All 1</u>	<u>Not Much 2</u>	<u>Average 3</u>	<u>Much 4</u>	<u>Very Much 5</u>	
	0	2	0	15	27	44/60
<u>Was Enough Time Allotted for Seminar</u>	<u>Not Enough 1</u>	<u>Too Little 2</u>	<u>Just Right 3</u>	<u>Much 4</u>	<u>Too Much 5</u>	
	3	18	12	6	5	44/60

**Transitioning Your Infant Or Toddler Into Child Care**  
 Seminar Evaluation    Presenter: Rosemary Allender    Date: November 9th 2010

						<u>Total # Response/Total # Participants</u>
<u>Overall Rating Level - Quality of Seminar</u>	<u>Poor 1</u>	<u>Below Average 2</u>	<u>Average 3</u>	<u>Good 4</u>	<u>Very Good 5</u>	
	0	1	1	4	8	14 of 24
<u>Overall Rating Level - Content of Seminar</u>	<u>Poor 1</u>	<u>Below Average 2</u>	<u>Average 3</u>	<u>Good 4</u>	<u>Very Good 5</u>	
	0	0	4	3	7	14 of 24
<u>How Helpful are Handouts/Written Material</u>	<u>Not at all Helpful 1</u>	<u>Not Helpful 2</u>	<u>Average 3</u>	<u>Helpful 4</u>	<u>Very Helpful 5</u>	
	0	0	0	7	7	14 of 24
<u>Extent Seminar Helps Increase Knowledge/Reinforce what you Already Know</u>	<u>Not at All 1</u>	<u>Not Much 2</u>	<u>Average 3</u>	<u>Much 4</u>	<u>Very Much 5</u>	
	0	0	1	6	7	14 of 24
<u>Was Enough Time Allotted for Seminar</u>	<u>Not Enough 1</u>	<u>Too Little 2</u>	<u>Just Right 3</u>	<u>Much 4</u>	<u>Too Much 5</u>	
	0	2	7	1	4	14 of 24



## Appendix 3 - Consultation Log

<b>Consultation Log</b>					
<b>Family Care Resources- University of Maryland College Park</b>					
<b>Date</b>	<b>Status</b>	<b>Department</b>	<b>Consult</b>	<b>Consultation</b>	<b>Referral Method</b>
9/2/10	Faculty	AREC	Eldercare	On-Site	Email
9/16/10	Staff	Dining	Eldercare	On-Site	Email
9/16/10	Staff	Libraries	Eldercare	On-Site	Colleague
9/16/10	Staff	Public and Community Health	Eldercare	On-Site	Email
9/22/10	Staff	Center for Teaching Excellence	Eldercare	On-Site	Colleague
9/23/10	Staff	Mechanical Engineering	Eldercare	On-Site	Email
9/29/10	Staff	Dining Services	Eldercare	On-Site	Colleague
9/29/10	Staff	Dining Services	Eldercare	On-Site	Email
9/29/10	Student	Physics	Eldercare	On-Site	Email
9/29/10	Staff	Business	Eldercare	On-Site	Email
9/29/10	Staff	Economics	Eldercare	On-Site	Email
10/7/10	Staff	Dining Services	Eldercare	On-Site	Colleague
10/7/10	Staff	Dining Services	Eldercare	On-Site/Email	Colleague
10/8/10	Staff	Vice President's Office	Eldercare	On-Site	HR/EAP
10/14/10	Faculty	Professional Writing Program	Eldercare	Telephone	Email
10/21/10	Staff	Stamp Union Building	Eldercare	On-Site/Email	Email
10/21/10	Staff	Geography	Eldercare	On-Site/Email	Email
10/21/10	Staff	Journalism	Eldercare	On-Site/Email	Email
10/21/10	Staff	Facilities Management	Eldercare	On-Site/Email	Email
10/21/10	Staff	Campus Programs	Eldercare	On-Site	Seminar
10/21/10	Staff	Geography	Eldercare	On-Site	Email
11/4/10	Staff	Art History	Eldercare	On-Site	Email
11/4/10	Staff	Environmental Safety	Eldercare	On-Site	HR/EAP
11/4/10	Staff	Health Center	Eldercare	On-Site	HR/EAP
11/4/10	Staff	Office of Technology Commercialization	Eldercare	On-Site	Seminar
11/11/10	Staff	Residential Facilities	Eldercare	On-Site	HR/EAP
11/11/10	Staff	Libraries	Eldercare	On-Site	Email
11/11/10	Staff	Student Stamp Union	Eldercare	On-Site	Email
11/12/10	Staff	School of Architecture	Eldercare	On-Site	Email
11/23/10	Staff	Geology	Eldercare	On-Site	Email
11/23/10	Staff	Professional Writing Program	Eldercare	Telephone	HR/EAP
11/23/10	Staff	Materials Science	Eldercare	On-Site/Telephone	HR/EAP
11/30/10	Staff	Materials Science	Eldercare	On-Site/Telephone	HR/EAP
12/1/10	Faculty	EDCI	Eldercare	Telephone	Email
12/2/10	Staff	Technology and Communication	Eldercare	On-Site	Email
12/9/10	Staff	Vice President's Office	Eldercare	On-Site	Email
12/9/10	Student	Music	Eldercare	On-Site/Telephone	Email
12/14/10	Staff	EDCI	Eldercare	On-Site	Email
12/16/10	Staff	Office of the Comptroller	Eldercare	Telephone	Email
12/17/10	Staff	Vice President's Office	Eldercare	On-Site	Email
1/11/11	Staff	Dining Services	Eldercare	Telephone/Email	Self Referral


1/13/11	Faculty	Speech and Hearing Sciences	Eldercare	On-Site	On-line
1/13/11	Staff	College of Education	Eldercare	On-Site	On-Line
1/20/11	Staff	Technology and Communication	Eldercare	On-Site	Colleague
1/27/11	Staff	Health Center	Eldercare	Telephone	Colleague
2/3/11	Faculty	Astronomy	Eldercare	On-Site	HR/EAP
2/10/11	Staff	Public Health	Eldercare	On-Site	HR/EAP
2/10/11	Faculty	Fire and Rescue Institute	Eldercare	On-Site	HR/EAP
2/10/11	Staff	Government and Politics	Eldercare	Telephone	Colleague
2/10/11	Staff	Stamp Union	Eldercare	On-Site	Colleague
2/17/11	Staff	Capital Projects	Eldercare	Email	HR/EAP
2/25/11	Staff	Agricultural & Natural Resources	Eldercare	Email/On-Site	HR/EAP
2/25/11	Faculty	Civil/Environmental Engineering	Eldercare	On-Site	HR/EAP
2/25/11	Staff	Campus Recreation Office	Eldercare	Email/On-Site	HR/EAP
2/25/11	Staff	Engineering Information & Technology	Eldercare	Email/On-Site	HR/EAP





<b>Consultation Log</b>					
<b>Family Care Resources- University of Maryland College Park</b>					
<b>Date</b>	<b>Status</b>	<b>Department</b>	<b>Type of Consult</b>	<b>Consultation</b>	<b>Referral Source</b>
8/28/14	Student	Psychology	Childcare	On-Site	Email
8/28/14	Student	"I School"	Childcare	On-Site	Email
8/28/14	Student	Plant Science	Childcare	On-Site	Email
8/28/14	Student	EDMS	Childcare	On-Site	Email
8/31/14	Student	Molecular and Cell Biology	Childcare	Email	Email
9/1/14	Faculty	Economics	Childcare	Telephone	President's Email
9/1/14	Student	CBCB	Childcare	Telephone	Email
9/2/14	Staff	Office of the Provost	Childcare	On-Site	Email
9/2/14	Faculty	Behavioral and Social Sciences	Childcare	On-Site	FYI
9/3/14	Staff	Office of Exec. Programs	Childcare	Telephone	Email
9/3/14	Student	AGVR Jifsan	Childcare	On-Site	Announcement
9/4/14	Faculty	Psychology	Childcare	Telephone	President's Email
9/15/14	Staff	Mechanical Engineering	Childcare	Telephone	Email
9/15/14	Student	Computer Science	Childcare	On-Site	Email
9/15/14	Staff	College of Education	Childcare	On-Site	President's Email
9/15/14	Student	Engineering	Childcare	Telephone	Email
9/15/14	Staff	Theatre	Childcare	Telephone	Email
9/16/14	Student	Computer Science	Childcare	On-Site	Email
9/22/14	Staff	Center for Advanced Study of Language	Childcare	On-Site	President's Email
9/24/14	Staff	MITH	Childcare	On-Site	President's



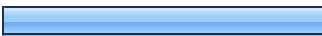




					Email
9/24/14	Staff	Psychology	Childcare	On-Site	FYI
9/24/14	Staff	University Senate	Childcare	On-Site	FYI
9/25/14	Student	Telecommunications	Childcare	On-Site	Email
9/29/14	Student	ECE	Childcare	Email	Seminar
10/1/14	Staff	Student Affairs	Childcare	On-Site	Seminar
10/1/14	Faculty	Center for Bioinformatics	Childcare	On-Site	Colleague
10/1/14	Staff	Agriculture and Resource Economics	Childcare	On-Site	Seminar
10/3/14	Staff	Counseling Center	Childcare	Telephone	Email
10/3/14	Staff	Dept of Recreation	Childcare	On-Site	Email
10/3/14	Student	Government and Politics	Childcare	Telephone	Flyer and Seminar
10/5/14	Staff	Office of Multi-Ethnic Student Education	Childcare	On-Site	Email
10/7/14	Student	CASL	Childcare	Telephone	Colleague
10/7/14	Faculty	Human Development	Childcare	On-Site	Email/Seminar
10/10/14	Student	Mechanical Engineering	Childcare	Telephone	Colleague
10/13/14	Staff	Office of Multi-Ethnic Student Education	Childcare	On-Site	Email
10/14/14	Student	Office of Resident Life	Childcare	Email	Email
10/14/14	Student	Public Health	Childcare	Telephone	Orientation
10/15/14	Staff	Payroll	Childcare	Telephone	FYI
10/15/14	Faculty	Public and Community Health	Childcare	On-Site	Colleague
10/15/14	Staff	Environmental Safety	Childcare	On-Site	Seminar
10/16/14	Staff	Animal Sciences	Childcare	On-Site	Orientation
10/20/14	Student	Electrical Engineering	Childcare	On-Site	Orientation
10/20/14	Student	Geography	Childcare	Telephone	Email
10/21/14	Student	School of Business	Childcare	On-Site	Seminar
10/21/14	Faculty	History	Childcare	On-Site	FYI
10/26/14	Faculty	Plant Sciences & Landscape Architecture	Childcare	Telephone	Email
10/27/14	Student	Letters and Sciences	Childcare	Telephone	Orientation
10/28/14	Faculty	Hearing and Speech Sciences	Childcare	Email	Email
10/28/14	Staff	Dining Services	Childcare	Telephone/Email	Email
11/4/14	Student	Agriculture and Resource Economics	Childcare	On-Site	Email
11/4/14	Student	English	Childcare	On-Site	Email
11/4/14	Staff	Student Affairs	Childcare	On-Site	Email
11/11/14	Student	IBBR	Childcare	On-Site	Email
11/11/14	Faculty	Economics	Childcare	On-Site	Email
11/18/14	Faculty	Veterinary Medicine	Childcare	On-Site	Other
11/19/14	Faculty	Computer Science	Childcare	On-Site	Orientation
11/23/14	Student	Second Language Acquisition	Childcare	On-Site	Email
11/23/14	Faculty	School of Public Health	Childcare	Telephone	Email
12/2/14	Staff	Office of the President	Childcare	On-Site	Orientation
12/2/14	Staff	IT	Childcare	Telephone	Colleague


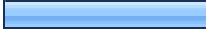

12/9/14	Faculty	Physics	Childcare	On-Site	Email
12/9/14	Student	Biology	Childcare	On-Site	Email
12/13/14	Staff	Environmental Safety	Childcare	Telephone/On-Site	List Service
12/15/14	Staff	University Relations	Childcare	Telephone	Orientation
12/18/14	Faculty	Business School	Childcare	Telephone	Flyer
12/15/14	Staff	Center for Leadership and Org. Change	Childcare	Email	Email
12/21/14	Student	EDCI	Childcare	On-Site	Email
1/7/15	Faculty	Geography	Childcare	Email	Orientation
1/7/15	Staff	ESSIC	Childcare	Telephone	CYC
1/14/15	Staff	CASL	Childcare	On-Site	Colleague
1/20/15	Staff	Environmental Science & Technology	Childcare	Email	Seminar Flyer
1/21/15	Staff	Dining Hall	Childcare	Telephone	Flyer
1/26/15	Staff	Graduate School	Childcare	On-Site	Seminar
1/26/15	Faculty	Center for American Politics	Childcare	On-Site	Seminar
1/23/15	Staff	Graduate Student Life	Childcare	On-Site	Seminar
1/29/15	Staff	Gemstone and Honors	Childcare	Telephone/Email	Email
2/1/15	Student	Center for Smart Growth	Childcare	Telephone	CYC
2/4/15	Student	Letters and Sciences	Childcare	Telephone	Email
2/6/15	Staff	Sign Shop	Childcare	Telephone/Email	Colleague
2/9/15	Staff	AES	Childcare	Email	Email
2/9/15	Faculty	Electrical Engineering	Childcare	On-Site	Email
2/10/15	Staff	Engineering	Childcare	On-Site	Email
2/10/15	Faculty	Art	Childcare	Telephone	Email
2/11/15	Faculty	CASL	Childcare	On-Site	Email
2/11/15	Faculty	CASL	Childcare	On-Site	On-Site Visit
2/15/15	Student	Public Health	Childcare	On-Site	Email
2/16/15	Faculty	Family Science	Childcare	Telephone	Email
2/18/15	Faculty	Electronics and Applied Physics	Childcare	Telephone	Email
2/17/15	Faculty	Business	Childcare	On-Site	Email
2/10/15	Staff	Plant Science	Childcare	On-Site	Email
2/14/15	Student	Psychology	Childcare	Telephone	Email
2/18/15	Staff	Research Administration and Advancement	Childcare	Telephone	Seminar
2/11/15	Staff	CASL	Childcare	On-Site	Email
2/24/15	Staff	Residential Facilities	Childcare	On-Site	Camp Fair

**Family Care Resource and Referral Service Evaluation** 




1. Please provide your constituency:			
		Response Percent	Response Count
Faculty		35.1%	20
<b>Staff</b>		<b>52.6%</b>	<b>30</b>
Undergraduate		1.8%	1
Graduate Student		10.5%	6
<b>answered question</b>			<b>57</b>
<b>skipped question</b>			<b>0</b>

2. How did you learn about the Family Care Resource and Referral Service?			
		Response Percent	Response Count
Email		44.6%	25
Flyer		8.9%	5
<b>Campus announcement</b>		<b>48.2%</b>	<b>27</b>
Friend/Colleague		21.4%	12
Website		1.8%	1
		Other (please specify)	2
<b>answered question</b>			<b>56</b>
<b>skipped question</b>			<b>1</b>

### 3. What was the purpose of your consultation?

		Response Percent	Response Count
Child care		67.9%	38
Elder care		30.4%	17
Other (please specify)		1.8%	1
		<b>answered question</b>	<b>56</b>
		<b>skipped question</b>	<b>1</b>

### 4. What type of consultation did you have?

		Response Percent	Response Count
On-site (campus)		75.9%	41
Telephone		20.4%	11
Email		3.7%	2
		<b>answered question</b>	<b>54</b>
		<b>skipped question</b>	<b>3</b>

**5. How would you rate your consultant on the following?**


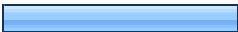


	<b>Very Dissatisfied</b>	<b>Dissatisfied</b>	<b>Neutral</b>	<b>Satisfied</b>	<b>Very Satisfied</b>	<b>Rating Average</b>	<b>Response Count</b>
Promptness in scheduling consultation	0.0% (0)	0.0% (0)	0.0% (0)	29.6% (16)	<b>70.4% (38)</b>	4.70	54
Knowledge of family care resources	0.0% (0)	1.9% (1)	3.7% (2)	22.2% (12)	<b>72.2% (39)</b>	4.65	54
Friendliness/courtesy/respect	0.0% (0)	1.9% (1)	3.7% (2)	7.4% (4)	<b>87.0% (47)</b>	4.80	54
Preparation for consultation	1.9% (1)	3.7% (2)	1.9% (1)	29.6% (16)	<b>63.0% (34)</b>	4.48	54
Communication skills	1.9% (1)	3.7% (2)	3.7% (2)	16.7% (9)	<b>74.1% (40)</b>	4.57	54
<b>answered question</b>							<b>54</b>
<b>skipped question</b>							<b>3</b>



**6. How would you rate your consultation on the following?**



	<b>Very Dissatisfied</b>	<b>Dissatisfied</b>	<b>Neutral</b>	<b>Satisfied</b>	<b>Very Satisfied</b>	<b>Rating Average</b>	<b>Response Count</b>
Relevance of information to my problem	0.0% (0)	1.9% (1)	5.7% (3)	32.1% (17)	<b>60.4% (32)</b>	4.51	53
Helpfulness of information and options offered	1.9% (1)	0.0% (0)	7.5% (4)	24.5% (13)	<b>66.0% (35)</b>	4.53	53
Usefulness of written handouts and resources	0.0% (0)	0.0% (0)	18.9% (10)	20.8% (11)	<b>60.4% (32)</b>	4.42	53
Convenience of consultation	0.0% (0)	0.0% (0)	1.9% (1)	28.3% (15)	<b>69.8% (37)</b>	4.68	53
<b>answered question</b>							<b>53</b>
<b>skipped question</b>							<b>4</b>

7. What did you like best about your consultation?		Response Count
		42
	answered question	42
	skipped question	15

8. What suggestions do you have for improving the consultation process?		Response Count
		36
	answered question	36
	skipped question	21

9. What was the outcome(s) of your consultation?		Response Percent	Response Count
Found care		42.2%	19
Called referrals		35.6%	16
Still looking		31.1%	14
Coping better with a child care/elder care problem		26.7%	12
	Other (please specify)		13
	answered question		45
	skipped question		12

10. Would you use this service again?			
		Response Percent	Response Count
Yes		94.3%	50
No		5.7%	3
answered question			53
skipped question			4

11. Would you recommend this service to a friend?			
		Response Percent	Response Count
Yes		96.2%	51
No		3.8%	2
answered question			53
skipped question			4

12. Additional comments:		Response Count
		22
answered question		22
skipped question		35

Other (please specify)		
1	campus daycare center	Feb 24, 2011 9:00 AM
2	attended workshop	Mar 7, 2011 3:02 PM

Other (please specify)		
1	Respite care for a handicapped child	Mar 7, 2011 5:41 PM

## 1. What did you like best about your consultation?

Response Text		
1	Carol Ann was very friendly and provided personalized solutions for our needs.	Feb 23, 2011 5:05 AM
2	There was just something about Carol Ann that made me immediately feel comfortable with her. She was amazingly supportive and helpful, took time to listen to my needs and addressed each one in a timely and loving way. She is an angel in my family's eyes, I will always be grateful to her and hold her in the highest regard. I can't thank the University enough for bringing her on to work with the staff here.	Feb 23, 2011 9:23 AM
3	Personalized attention with the option of one-on-one meetings. Carol Ann was very warm and approachable.	Feb 23, 2011 10:32 AM
4	Our consultant Carol is very knowledgeable and accommodating. She is willing to work around our schedule to meet with us. Her advices have been very helpful.	Feb 23, 2011 10:42 AM
5	Unexpected information about service in eldercare. Information about summer camps.	Feb 23, 2011 10:49 AM
6	In addition to just having a list of preschools, Carol Ann had knowledge about specific ones and suggestions of ones that we would like based on the preferences I told her.	Feb 23, 2011 12:39 PM
7	Carol had really practical tips in how to evaluate/judge child care options and was very good at follow up.	Feb 23, 2011 1:06 PM
8	Very knowledgeable and willing to help with my personal situation.	Feb 23, 2011 2:16 PM
9	friendly and understanding treatment	Feb 24, 2011 9:02 AM
10	A framework for understanding our options and frank comments about the benefits of specific providers and types of providers.	Feb 24, 2011 2:54 PM
11	Carol Ann was fantastic! She listened to my concerns, involving a special-needs child, and helped me locate child care as quickly as possible. She is very caring and knowledgeable.	Feb 28, 2011 5:45 PM
12	Customized to my needs and not general	Mar 7, 2011 3:03 PM
13	personalization of session	Mar 7, 2011 3:03 PM
14	Recommendations, knowledge of resources and handouts.	Mar 7, 2011 3:11 PM
15	personal, professional, and friendly	Mar 7, 2011 3:11 PM
16	It was given by the person who truly enjoys her job and knows it very well.	Mar 7, 2011 3:11 PM
17	speaking to someone who understood the issues	Mar 7, 2011 3:31 PM
18	very well informed about resources in the area	Mar 7, 2011 3:35 PM
19	The consultant	Mar 7, 2011 3:47 PM
20	useful information	Mar 7, 2011 3:49 PM
21	answered question that I was seeking and gave me good ideas	Mar 7, 2011 3:53 PM
22	The consultant was very adaptable, informed, courteous, efficient, and professional.	Mar 7, 2011 3:54 PM



### 1. What did you like best about your consultation?

Response Text		
23	Wow, I'm not sure where to start. Carol Ann was simply amazing! She has been the most incredible resource I've ever had on campus. We are so fortunate to have her! I very much appreciated her thoughtfulness for me as a client and the manner in which she approached our time with great consideration, care and concern. She more than exceeded my expectations! Carol Ann anticipated things to discuss that I hadn't even thought about! She was extremely resourceful with the information she provided. Carol Ann provided information that would've taken me hours, days, weeks to figure out on my own. She takes the term "one stop shop" to a whole new level! She took everything I said seriously and treated me with great respect. Carol Ann has the uncanny ability to make you feel like the most important person. I firmly believe the University has made a wise investment in Carol Ann. I'm not sure how we'd do without her!	Mar 7, 2011 4:09 PM
24	The person I met with was very friendly, and made me feel comfortable about asking the questions I had even though I felt awkward about it and unsure of myself beforehand.	Mar 7, 2011 4:25 PM
25	Convenience on campus	Mar 7, 2011 4:30 PM
26	Immediate help and very effective	Mar 7, 2011 4:41 PM
27	The kindness.	Mar 7, 2011 4:56 PM
28	The woman was very knowledgeable about elder care and she was familiar with the facility where my father lives.	Mar 7, 2011 4:58 PM
29	The counselor did her best to address my unusual situation.	Mar 7, 2011 5:42 PM
30	Rosemary was able to put together a large variety of resources for me.	Mar 7, 2011 6:22 PM
31	Convenient and informative.	Mar 7, 2011 9:44 PM
32	friendly, informative and sympathetic	Mar 8, 2011 11:15 AM
33	Consultant was kind, knowledgeable, empathic, and prompt.	Mar 8, 2011 11:22 AM
34	Thorough, straightforward	Mar 8, 2011 11:33 AM
35	Person was very easy to talk to and provided lots of information.	Mar 8, 2011 12:37 PM
36	The materials were a nice reference but it was really the conversation of my needs versus my options that was most useful.	Mar 8, 2011 1:21 PM
37	Good question.	Mar 8, 2011 6:19 PM
38	Pleasant and enthusiastic.	Mar 10, 2011 10:18 AM
39	Carol Ann's caring personality and resourcefulness	Mar 10, 2011 9:54 PM
40	She listened and gave relevant advice for my unique situation.	Mar 11, 2011 5:13 PM
41	Carol Ann's care for my situation and her willingness to help.	Mar 14, 2011 9:22 AM
42	Carol Ann provided a number of ideas that opened up some options I hadn't thought of before.	Mar 16, 2011 3:24 PM

### 1. What suggestions do you have for improving the consultation process?

Response Text		
1	None - I had a very good experience and was very impressed.	Feb 23, 2011 5:07 AM
2	I wouldn't change a thing, Carol Ann was amazing.	Feb 23, 2011 9:24 AM

## 1. What suggestions do you have for improving the consultation process?

	Response Text	
3	Given the size of the campus wide community, perhaps a better website, with online calendar for scheduled event information, a profile of the consultants, county-wise specific information etc. Currently, the website does not do justice to the services offered.	Feb 23, 2011 10:34 AM
4	I think better advertisement will help. After realizing how useful this service is, I told my colleagues and it appears most of them were not aware of the availability of such service.	Feb 23, 2011 10:44 AM
5	Our announcement might have briefly butlleted the Resource center's services.	Feb 23, 2011 10:51 AM
6	Although there was a lot of good information, her consultation would have benefited from much more organization.	Feb 23, 2011 12:39 PM
7	This is not really for Carol which is doing a wonderful job. But the University needs to be more supportive of parents - 3 months no paid maternity leave is ridiculous and at the same time there is no support for faculty with children under 3 years old - child care is expensive and UMD need to find other resources than offering child care consultation to help parents	Feb 23, 2011 1:09 PM
8	Even more resources would be more helpful - this will come with time.	Feb 23, 2011 2:17 PM
9	A little less paper. It was a lot of information, and perhaps this is perfect for most folks. For me, it led to information overload and it's taking me more time to get to taking action.	Feb 24, 2011 2:57 PM
10	None...it was wonderful!	Feb 28, 2011 5:45 PM
11	I thought it was fine as is	Mar 7, 2011 3:03 PM
12	none	Mar 7, 2011 3:03 PM
13	An adequate office space for child and elder care consultation.	Mar 7, 2011 3:12 PM
14	Be slower to form opinions and give suggestions on whether to start a family now or not, since the purpose of the visit was to find out option for child care, not if we should start a family	Mar 7, 2011 3:20 PM
15	more resources outside of this immediate area	Mar 7, 2011 3:31 PM
16	A telephone conversation prior to the meeting for preparation.	Mar 7, 2011 3:47 PM
17	n/a	Mar 7, 2011 3:53 PM
18	n/a	Mar 7, 2011 3:54 PM
19	None	Mar 7, 2011 4:09 PM
20	None	Mar 7, 2011 4:25 PM
21	better follow-up on providing resource materials	Mar 7, 2011 4:31 PM
22	Be aware of the kind of parenting the parents practice, and be ready to meet their expectations in counseling in this sense.	Mar 7, 2011 4:57 PM
23	none. it was all good.	Mar 7, 2011 4:59 PM
24	None!	Mar 7, 2011 6:22 PM
25	Start a list of families seeking to do nannyshares on campus	Mar 7, 2011 8:02 PM
26	None at the time.	Mar 7, 2011 9:44 PM
27	more time on campus	Mar 8, 2011 11:15 AM
28	No suggestions here. I needed help with child care when my child is ill. It turns out that many reliable options are very expensive and exceed my budget.	Mar 8, 2011 11:24 AM
29	Maybe some follow-up (besides this survey)	Mar 8, 2011 11:33 AM
30	Not enough time to go over everything.	Mar 8, 2011 12:37 PM

**1. What suggestions do you have for improving the consultation process?**

Response Text		
31	Some of the information was outdated so it would be nice if the list of options was more comprehensive and up to date.	Mar 8, 2011 1:22 PM
32	My consultation was not a professional exchange. The consultant was 10 minutes late for our prearranged appointment, the information offered was little more than what I could Google, and she was highly inappropriate in tell me "Oh, you'll NEVER get in there" when discussing a child care option. (Little did she know I am on the top of this acceptance list.) I gained very little information and much discouragement from a short consultation. My recommendation would be to find another person to do this job.	Mar 8, 2011 6:21 PM
33	Would be nice if there were more specific info available about family daycares and availability.	Mar 10, 2011 10:19 AM
34	It was hard to listen and take notes. A follow-up email listing some of the resources mentioned would improve the process.	Mar 11, 2011 5:14 PM
35	This is really a state government issue, but it would be nice to have more up-to-date information on providers. Sometime the providers were not longer in service or their contact information was outdated.	Mar 14, 2011 9:25 AM
36	No suggestions-am very happy.	Mar 16, 2011 3:24 PM

Other (please specify)		
1	Awaiting further written information about eldercare.	Feb 23, 2011 10:52 AM
2	None at this point. But, that will change.	Feb 24, 2011 2:58 PM
3	more work to do--the person I have concerns about is located in a rural area out west so not as much info is readily available	Mar 7, 2011 3:33 PM
4	mother out of state and working with consultation there, but knew what to look for and what to ask by first talking with Family Care Resources	Mar 7, 2011 3:54 PM
5	Passed along information to others involved in care	Mar 7, 2011 4:26 PM
6	We have not yet seriously pursued looking for the care that I consulted about - my shortcoming, not a problem with the referral service.	Mar 7, 2011 5:44 PM
7	Decided against childcare	Mar 7, 2011 8:02 PM
8	I'm going to schedule a follow-up appt.	Mar 7, 2011 9:44 PM
9	Because of the expense and time needed to invest in the less expensive options offered. I have not followed up. I am a single parent and I am exploring ways to make more money to afford the more expensive options.	Mar 8, 2011 11:26 AM
10	Now armed with information to find care once we need it.	Mar 8, 2011 12:38 PM
11	Found care through another resource (neighborhood listserv).	Mar 10, 2011 10:20 AM
12	Gained some preliminary knowledge	Mar 10, 2011 2:12 PM
13	We're still evaluating options-has only been a week since my initial consultation.	Mar 16, 2011 3:24 PM

**1. Additional comments:**

Response Text		
1	The University of Matyland needs to provide affordable, top quality, infant Child Care for its faculty and Staff.	Feb 23, 2011 5:10 AM

**1. Additional comments:**

## Response Text

2	I have referred multiple co-workers to Carol Ann and I asked that she come speak to our department specifically. The turn out was great and I have had many co-workers thank me for bringing her in. We have benefitted tremendously from her support.	Feb 23, 2011 9:25 AM
3	I am very grateful of the service.	Feb 23, 2011 10:44 AM
4	A compilation of the names of service groups, community, state and federal agencies that provide eldercare services would be a fabulous aid.	Feb 23, 2011 10:53 AM
5	Again this service is great but does not address the underline problem that UMD has which is NO support for parents of children of <3yr.	Feb 23, 2011 1:10 PM
6	I have recommended this service to several co-workers who are looking for both child and elder care needs.	Feb 28, 2011 5:47 PM
7	thanks for this - I think it's a great service for university employees.	Mar 7, 2011 3:04 PM
8	I thought it was one of the best new benefits to be added. You truly felt an immediate sense of relief and accomplishment.	Mar 7, 2011 3:07 PM
9	Wonderful Service on UMD's Behalf	Mar 7, 2011 3:12 PM
10	It is a great service	Mar 7, 2011 3:33 PM
11	Thank you for the resource.	Mar 7, 2011 3:48 PM
12	wonderful service and needed by many faculty and staff at the University - hope it continues	Mar 7, 2011 3:54 PM
13	recommend only to someone who is at very begining of their search	Mar 7, 2011 4:32 PM
14	I was expecting to meet the consultant in person, but she never cited the possibility, and I felt a bit shame to ask it. So I did everything by phone (although I would prefer to meet).	Mar 7, 2011 4:59 PM
15	It's nice to have this resource; I feel I can still e-mail her and she will help me if needed in the future.	Mar 7, 2011 6:23 PM
16	None at this time.	Mar 7, 2011 9:45 PM
17	I think it is great the University is doing this. It would be great if the University contracted with a provider such as White House nannies on a sliding scale, it would be very helpful to faculty who are single parents	Mar 8, 2011 11:21 PM
18	nice service to have. but a nicer service would be infant/toddler care provided by the University (e.g. expand CYC).	Mar 10, 2011 10:20 AM
19	My mother lives out of state; I was not able to gain valuable information specific to her anticipated upcoming needs, but the general information was good.	Mar 10, 2011 2:13 PM
20	I am very glad the university is offering this service. I have learned a lot of helpful things for taking care of my parents and for myself in the future.	Mar 11, 2011 5:15 PM
21	Thank You for Everything!	Mar 14, 2011 9:26 AM
22	This is an important service that deserves to be funded.	Mar 16, 2011 3:25 PM