



NEW MEXICO RONALD McDONALD HOUSE

1011 Yale Blvd, Albuquerque, NM 87106 • 505-842-8960

Family Survey

Date of Survey: _____

The New Mexico Ronald McDonald House opened in 1982 as a “home away from home” for families with ill children being cared for at local area hospitals. To continue to improve how we serve families, we need to know what we are doing well and what we could be doing better. We would greatly appreciate your opinion.

If you prefer to complete our survey online, please do so at:

http://www.surveymonkey.com/s.aspx?sm=dEZmST05RnJksfvO3QJiHw_3d_3d

ENVIRONMENT

Please circle the number that best describes how important each of the areas listed below are to you and your family. Then tell us how you would rate your experience at the Ronald McDonald House.

Area	Importance 1= Unimportant 2= Somewhat Important 3= Very Important	Rate Your Experience 1= Poor 2= Average 3= Good 4= Very Good	Not Applicable/ Don't Know
The comfort and cleanliness of your room.	1 2 3	1 2 3 4	
The convenience and cleanliness of your bathroom.	1 2 3	1 2 3 4	
Your comfort using common areas such as the family/play room.	1 2 3	1 2 3 4	
The availability of and usefulness of computer room.	1 2 3	1 2 3 4	
The availability of and access to outdoor areas.	1 2 3	1 2 3 4	
The kitchen and the equipment (i.e. pots and pans, pantry).	1 2 3	1 2 3 4	
Availability of meals (provided by others).	1 2 3	1 2 3 4	
Availability of laundry services.	1 2 3	1 2 3 4	
Availability of transportation.	1 2 3	1 2 3 4	
The helpfulness and friendliness of the staff.	1 2 3	1 2 3 4	
The helpfulness and friendliness of the volunteers.	1 2 3	1 2 3 4	
Your overall experience at the Ronald McDonald House.	1 2 3	1 2 3 4	

ENVIRONMENT COMMENTS: Please List the services which are important to you that we are not providing. What comments would you like to make about the environment at the Ronald McDonald House?

PROCEDURES

Please circle the number that best describes how important each of the areas listed below are to you and your family. Then tell us how you would rate your experience at the Ronald McDonald House.

Area	Importance 1= Unimportant 2= Somewhat Important 3= Very Important	Rate Your Experience 1= Poor 2= Average 3= Good 4= Very Good	Not Applicable/ Don't Know
Ease of check in.	1 2 3	1 2 3 4	
Ease of check out.	1 2 3	1 2 3 4	
Respect for your privacy.	1 2 3	1 2 3 4	
Explanation of House procedures.	1 2 3	1 2 3 4	

PROCEDURES COMMENTS: What comments do you have regarding Ronald McDonald House procedures?

IMPACT ON MY FAMILY

For each area below, please circle the number that best describes how your stay at the Ronald McDonald House (RMH) affected your family.

Area	Rate Your Experience 1= Totally Disagree 2= Disagree 3= Agree 4= Totally Agree	Not Applicable/ Don't Know
Because of the RMH, I was better able to rest and maintain my physical well-being while my child was receiving medical care.	1 2 3 4	
While staying at the RMH, I felt emotionally supported from other families, staff and volunteers.	1 2 3 4	
I was able to access information about my child's condition while at the RMH (i.e. resource library, computer access, and other families).	1 2 3 4	
My ability to stay close by improved my child's experience at the hospital.	1 2 3 4	
My ability to stay close by improved my child's recovery at the hospital.	1 2 3 4	
I was better able to follow my child's doctor's recommendations because we were able to stay close to the hospital and my child.	1 2 3 4	
RMH helped my family stay together during a very difficult time.	1 2 3 4	

What comments do you have about the impact of the Ronald McDonald House on your family?

Name _____ Date(s) you stayed _____

Room occupied _____ # of people in your room _____ E-mail address _____

Thank you,
 Sharon Nolen, House Manager
 Ronald McDonald House Charities of New Mexico