



Ronald McDonald House Charities®
New Mexico

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

House 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. Your response is confidential and anonymous. If you prefer to complete our survey online, please do so at:

<https://www.surveymonkey.com/r/RMHCNMGuestSurvey>

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	Rate Your Experience	Not Applicable/ Don't Know
	1= Not at all important 2= Unimportant 3= Neither important nor Unimportant 4= Important 5= Very Important	1= Very Poor 2= Poor 3= Good 4= Very Good 5= Excellent	
1. The comfort and cleanliness of your room.	1 2 3 4 5	1 2 3 4 5	
2. The convenience and cleanliness of your bathroom.	1 2 3 4 5	1 2 3 4 5	
3. Your comfort using common areas such as the family/play room.	1 2 3 4 5	1 2 3 4 5	
4. The availability of and usefulness of computer room.	1 2 3 4 5	1 2 3 4 5	
5. The availability of and access to outdoor areas.	1 2 3 4 5	1 2 3 4 5	
6. The kitchen and the equipment (i.e. pots and pans, pantry).	1 2 3 4 5	1 2 3 4 5	
7. Availability of meals (provided by others).	1 2 3 4 5	1 2 3 4 5	
8. Availability of laundry services.	1 2 3 4 5	1 2 3 4 5	
9. Availability of transportation.	1 2 3 4 5	1 2 3 4 5	
10. Availability of the breast milk refrigerator/freezer.	1 2 3 4 5	1 2 3 4 5	
11. The helpfulness, friendliness and knowledge of the staff.	1 2 3 4 5	1 2 3 4 5	
12. The helpfulness and friendliness of the volunteers.	1 2 3 4 5	1 2 3 4 5	
13. Your overall experience at the Ronald McDonald House.	1 2 3 4 5	1 2 3 4 5	

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 you would rate your experience at the Ronald McDonald House.

Area	Rate Your Experience	Not Applicable/ Don't Know
	1= Very Poor 2= Poor 3= Good 4= Very Good 5= Excellent	
1. Ease of check in.	1 2 3 4 5	
2. Ease of check out.	1 2 3 4 5	
3. Respect for your privacy.	1 2 3 4 5	
4. Explanation of House procedures.	1 2 3 4 5	

What comments do you have regarding Ronald McDonald House procedures?

IMPACT ON MY FAMILY

Please circle the number that best describes how your stay affected your family.

Area	Rate Your Experience	Not Applicable/ Don't Know
	1= Strongly Disagree 2= Disagree 3= Neither agree nor disagree 4= Agree 5= Strongly Agree	
1. 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 5	
2. While staying at the RMH, I felt emotionally supported from other families, staff and volunteers.	1 2 3 4 5	
3. 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 5	
4. My ability to stay close-by improved my child's experience at the hospital.	1 2 3 4 5	
5. My ability to stay close-by improved my child's recovery at the hospital.	1 2 3 4 5	
6. I was better able to follow my child's doctor's recommendations because I was able to stay close to the hospital and my child.	1 2 3 4 5	
7. RMH helped my family stay together during a very difficult time.	1 2 3 4 5	

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

Thank you for taking the time to complete this survey and sharing your opinion. Is there anything else you would like to share with us about your experience at the Ronald McDonald House?
