

NEW YORK STATE  
OFFICE OF CHILDREN AND FAMILY SERVICES  
**EVALUATION**  
OF MY MOST RECENT LICENSING/REGISTRATION EXPERIENCE

County where I provide care: \_\_\_\_\_

On \_\_\_\_ / \_\_\_\_ / \_\_\_\_ I received: a/an  Initial/Renewal  License/Registration

Name of Licensor (optional): \_\_\_\_\_

<p>TYPE OF CARE (Check One)</p> <p><input type="checkbox"/> Family Day Care    <input type="checkbox"/> Group Family Day Care    <input type="checkbox"/> School-age Child Care    <input type="checkbox"/> Day Care Center</p>
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Please read through each statement below and then check the response that most closely reflects your most recent licensing/registration experience.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The process for licensing/registration was easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I knew what I had to do to complete the process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The application/renewal process was handled in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My licensor/registrar was knowledgeable about the requirements for licensing/registration and was able to answer my questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The paperwork that I needed to submit was received and processed appropriately.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When I needed to make a phone call to the Office, the call was returned in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was clear as to what is considered out of compliance with regulations and what is considered technical assistance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am familiar with the OCFS website and how to find new information (policies, regulations changes, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If I have a question or concern, I know who to contact in the regional office.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was treated with respect throughout the process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Specific Comments on any of the above responses:

The following are my suggestions for ways to improve the licensing/registration process:

NYS OCFS Division of Child Care Services  
52 Washington Street, Room 309 South  
Rensselaer, NY 12144

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