

Thank you for taking the time to answer the questions below. We value your participation and input. *Please note that your responses are anonymous unless you provide your name or return this survey via email. You do have an option to complete this survey anonymously on our website, www.texasETV.com.*

Please answer each of the items listed below using the following scale:

1 = Strongly Agree; 2 = Agree; 3= Disagree; 4 = Strongly Disagree; 5 = N/A or don't know.

| | <i>1-Strongly Agree</i> | <i>2-Agree</i> | <i>3-Disagree</i> | <i>4-Strongly Disagree</i> | <i>5-N/A</i> |
|--|-------------------------|----------------|-------------------|----------------------------|--------------|
| 1. I received ETV funds no later than 20 days (Initial application) from being approved for the ETV Program. | | | | | |
| I received ETV funds no later than 15 days (Updated application) from being approved for the ETV Program. | | | | | |
| 2. The ETV website is easily accessible and informative. | | | | | |
| 3. The ETV application was easy to complete and submit for approval. | | | | | |
| 4. ETV staff were available during the weekday or responded (within 24-48 business hours) if I left a message. | | | | | |
| 5. The ETV staff were courteous and helpful. | | | | | |
| 6. The deadlines were clearly communicated and posted online. | | | | | |
| 7. The appeal process is clearly outlined. | | | | | |
| 8. I am satisfied with the support and assistance received through the ETV program. | | | | | |

Please circle the best answer to questions 9 & 10 below:

9. I worked with an ETV Specialist to complete my application. YES NO

10. I learned about the ETV program (check all that apply):

- | | |
|--|--|
| A) Youth conference or event | B) Foster care liaison at school |
| C) PAL staff | D) Caseworker |
| E) Aging-out/Youth Take Flight Seminar | F) School presentation (HS or College) |
| G) BCFS ETV Presentation | H) Other: _____ |

How can the ETV program better serve you:

Name (optional*): _____

*If you would like to be contacted regarding an ongoing issue, please include your name on the line above and include your request in the comments section. You may also contact ETV Program Director, Monica McDonald, directly at mm0216@bcfs.net or 832-247-4655.