

## **Parent Subsidy Application Question**

### **Background:**

IDEC has been working together to resolve open issues with our parent application. The subsidy team also had a detailed conversation about how to rewrite a question that testers found confusing. Specifically, how to ask parents about their child's schedule for their existing school or any other programming that is outside of when the child would need care.

### **Example:**

Jaimee is 5 years old and goes to Kindergarten. Jaimee still needs child care before or after school. IDEC needs to know Jaimee's school schedule on the Subsidy Parent Application so we can match child care with the hours Jaimee needs.

Right now, the application asks parents to type the school schedule in an open text box. This makes it hard for us to understand the exact times when care is needed.

**Question:** How should IDEC ask parents about their child's school schedule, so we know what hours of care the family needs on the Subsidy Parent Application?