



Adoption ARK
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Adoption ARK is continuously striving to improve our services and make our agency the best, most professional adoption agency available to prospective adoptive parents. One way we track our performance is by surveying ARK clients after the adoption is complete.

The results, obtained over the past few years, have been very impressive and informative. Adoption ARK has made changes in our procedures based on this survey and the results have continued to improve.

Adoption ARK Agency

- 95% of ARK clients said that they would recommend Adoption ARK to a friend. Another 4% said that they would consider referring Adoption ARK.
- 98% of clients rated their service relationship with the parent coordinator as EXCELLENT or GOOD. Probably due to the fact that 93% of ARK clients said that communication with the parent coordinator either EXCELLENT or GOOD.
- 99% of clients reported that the service relationship with the adoption consultant was EXCELLENT or GOOD.
- ARK clients were asked to evaluate all ARK staff that they worked with during their adoption. Every current employee received either EXCELLENT or GOOD reviews.

In Country Experience

- 90% of ARK clients reported that the regional coordinator in the country of adoption was either EXCELLENT or GOOD. Of the other 10%, clients noted cultural issues or issues in language communication. In 2008, Adoption ARK began discussing cultural differences and language barriers with our clients in order to better prepare them for their working relationship with the in country coordinators. In addition, we also began discussing cultural differences with the in-country coordinators.
- 90% of ARK clients reported that the coordinator in the transition city was either EXCELLENT OR GOOD. This coordinator is usually different than the regional coordinator because the city where the visa is obtained is almost always different from the city of adoption. The other 10% of clients noted cultural issues or issues in language communication.

Travel Arrangement

- 93% of ARK clients rated the travel instructions as either EXCELLENT or GOOD. 7% reported that the travel instructions needed improvement. As a result of their critique, Adoption ARK has revised our travel instructions several times over the years.
- 87% of ARK clients purchased their airline tickets from a travel agency. Many ARK clients report obtaining cheaper airline ticket prices when using a travel agency instead of obtaining ticket through the internet.

- Obviously, accommodation reviews were wide spread depending of the comfort level of the individual and the city of adoption.
- Amenities within the cities of adoption are: 83% had internet access, 90% had hot water, 90% had conventional telephone service, and 56% had English speaking staff at their hotels. A few people reported extracurricular activities like pool tables, casinos, night clubs, shopping, and exercise facilities.
- Only 48% of clients found that the hotels and local venues accepted credit cards. (Please assume that this result is limited to major cities only).

General Adoption Statistics and Timelines

Please take into consideration the ever-changing world of international adoption when evaluating these results. It is our experience that these timelines are getting longer due to increased paperwork and adoption scrutiny within the countries of adoption.

- 80% of ARK clients received information about a child available for adoption within 4 months after the dossier was completed and submitted.
- 75% of ARK clients traveled for the first official adoption trip within 4 months of the dossier submission to the country.
- 88% of ARK clients had less than 4 months between the first adoption trip and the homecoming.
- The genders of adopted children are almost equal; 48% boys and 52% girls.
- Only 10% of survey respondents adopted siblings. This was disappointing to Adoption ARK because our sincere wish is to advocate for all children to be adopted and so many sibling groups are without families. As a result of these findings, Adoption ARK has begun monitoring the reasons why parents choose single child adoption over sibling groups. If you have input, please notify us!

It should be noted that the majority of these survey respondents adopted from either Kazakhstan or Russia since those are Adoption ARK's two largest adoption programs. Also, as country programs transition and new policies are implemented, Adoption ARK expects that the timeline results, gender results, and age of children adopted will change.

At the time of this writing, Adoption ARK has a rating of A- with both Illinois and California Better Business Bureaus. Comparatively, this rating is very high for an adoption agency considering the sensitivity of this industry. Adoption ARK always views criticism as constructive and as a way to improve our work.

