

# 2022 Family Survey: Response Summary

In January 2022, EC3 conducted the annual Family Survey. This survey is the cornerstone of EC3's annual program evaluation, and the results are used for three purposes:

- To make improvements and adjustments to the program and staff training;
- To track family demographics and perceptions of service quality; and
- To fulfill requirements for accreditation and other quality rating systems

Responses are summarized in this report, and the complete results can be downloaded from the EC3 website.

## SURVEY RESPONDENT DEMOGRAPHICS

The survey was conducted online and invitations were distributed via e-mail. The survey was targeted toward families of currently-enrolled children (87 families at the time), and each parent/guardian with a valid e-mail address received an invitation to participate (164 individuals). We received 114 individual responses, or 70%.

Twenty-three percent of respondents had children enrolled in the infant program; 53% had children enrolled in the toddler program; and 42% had children in preschool. (Over 17% of respondents had more than one child enrolled at the time of the survey, so the per-program responses total more than 100%.)

EC3's families tend to have a long affiliation with the center: nearly 20% of respondents started bringing children to EC3 between 2011 and 2016. The majority of respondents (55%) came to EC3 for the first time in 2020 or 2021.

Fifty-seven percent of respondents were female; 90% were between the ages of 25 and 44; and 94% classified themselves as white. Eighteen percent of respondents reported to have annual household income between \$45,000 and \$100,000; 62% reported income between \$100,000 and \$200,000; and 16% reported income above \$200,000. Only 3% of respondents reported income less than \$45,000.

Ingham County is where 74% of respondents live. Clinton County is home to 10%, and Eaton County is where 15% of respondents live.

## SURVEY RESULTS

EC3 evaluates all outcomes according to how well they address its fundamental goals:

1. Provide an exceptional **program** for families and students.
2. Hire, maintain, and support an exceptional **staff**.
3. Provide an exceptional **value** for each family's tuition dollar.
4. Provide an exceptional **environment** for care and learning.



### ***Exceptional Program***

References to the “program” generally mean curriculum, teaching, learning, health/safety, and child development. A large majority of survey respondents found EC3’s program to be exceptional in a variety of ways: children are well cared for; and they are learning and developing at high levels.

- Ninety-seven percent of respondents claim EC3 to be either “good” or “exceptional” at providing an exceptional program for families and students (Question 25).
- EC3 received high marks in the areas of child learning and the measurement of children’s progress, as over 89% of respondents expressed satisfaction in this area (Question 14). Seventy-five percent of respondents agreed they had received written reports about their child’s progress (Question 15).
- Eighty-four percent of respondents agreed that EC3 teachers and staff work with them to meet children’s individual or special needs. (Question 17)

### ***Exceptional Staff***

EC3 has long been favored for the high quality of its staff, and this year’s survey confirmed that standing. Responses to questions about relationships with teachers and administrators, and about the teachers’ knowledge of early learning issues, remained overwhelmingly positive.

- Ninety-five percent of respondents claim EC3 to be either “good” or “exceptional” at hiring, maintaining, and supporting an exceptional staff (Question 25).
- Ninety-three percent of respondents consider the teachers to be knowledgeable sources of information on children’s physical, cognitive, and social-emotional development (Question 12), and 98% agree or strongly agree that teachers provide good care for children (Question 11).

### ***Exceptional Value***

- Eighty-eight percent of respondents claim EC3 to be either “good” or “exceptional” at providing an exceptional value for each family’s tuition dollars (Question 25).
- Eighty percent of respondents who needed or desired outside information and resources to meet their child’s needs received the help from EC3 teachers and directors (Question 17).
- Ninety percent agreed or strongly agreed that EC3’s child education and care is worth the price (Question 20).

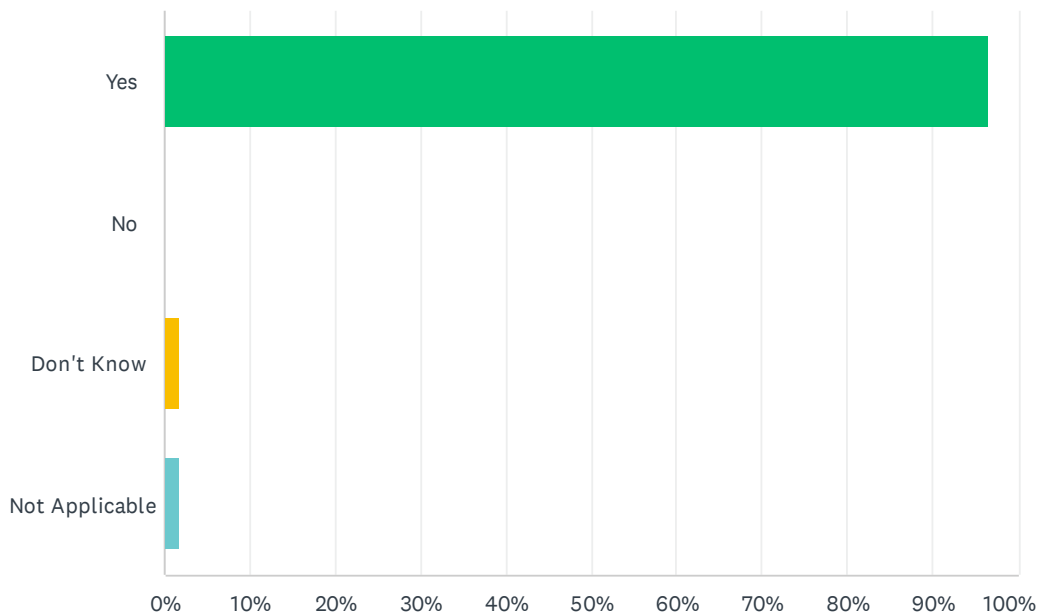
### ***Exceptional Environment***

- Ninety-five percent of respondents claim EC3 to be either “good” or “exceptional” at providing an exceptional environment for care and learning (Question 25).
- EC3’s indoor common areas (hallways, gym, etc.) are deemed clean and in good condition by 94% of respondents. Classrooms also had a 94% approval rating. The outdoor spaces (playgrounds, parking lot, etc.) were satisfactory to 97% of respondents (Question 26).
- One area for improvement mentioned is the need for major capital upgrades, such as new carpet throughout the building and painting the walls of all stairways (Question 26).

The complete responses to this survey will continue to be reviewed and discussed by the management and staff, and within the working committees of the Board of Directors.

# Q1 I have been invited and feel welcome to take part in EC3's activities and events.

Answered: 114 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	96.49%	110
No	0.00%	0
Don't Know	1.75%	2
Not Applicable	1.75%	2
<b>TOTAL</b>		<b>114</b>

#	COMMENTS	DATE
1	I would love more notice for things! Oftentimes, it's sent a week or two out and it's just too hard to coordinate.	1/21/2022 3:38 PM
2	We are new to EC3- just started this week	1/20/2022 10:57 AM
3	Still new but haven't really experienced this yet. COVID I am sure is a factor.	1/20/2022 9:19 AM
4	There is clear communication about taking parts in activities or events in written communication. We have not been the greatest family at being involved in these service opportunities outside of the fundraising events/summer cookout.	1/20/2022 8:17 AM
5	I do wish there was more advance notice of volunteer opportunities. Hard to plan with less than a weeks notice.	1/15/2022 11:09 AM
6	We love EC3 so much!	1/12/2022 12:35 PM
7	Difficult in times of Covid	1/11/2022 11:48 AM
8	I feel like the communication could be better about what's upcoming in terms of activities and	1/7/2022 10:13 AM

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events. Would love to help out more but it always feels too late by the time I learn of something.

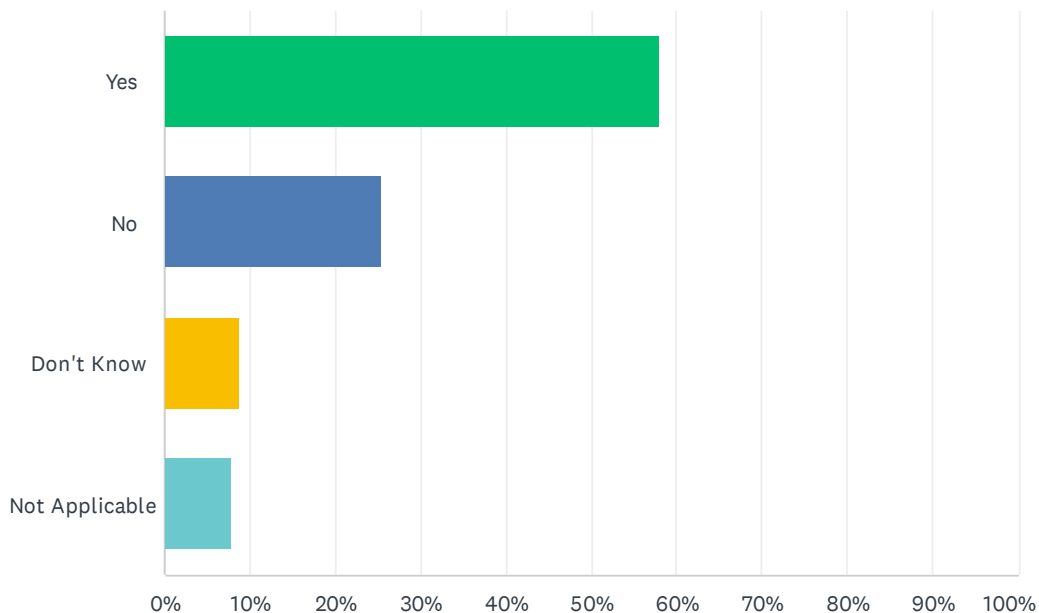
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9	Have not been many events due to Covid other than volunteer times.	1/6/2022 4:52 PM
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## Q2 The teachers and/or office staff encouraged me get to know other families in the program through various events or activities.

Answered: 114 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	57.89%	66
No	25.44%	29
Don't Know	8.77%	10
Not Applicable	7.89%	9
<b>TOTAL</b>		<b>114</b>

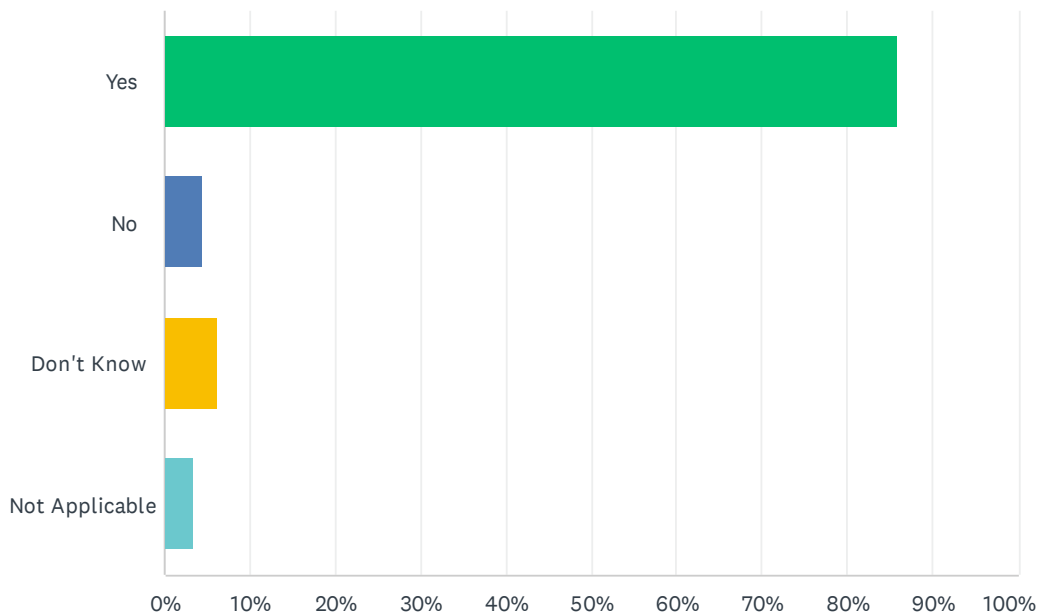
#	COMMENTS	DATE
1	I think this would likely be encouraged if there was not a pandemic, but obviously much less likely now.	1/22/2022 7:10 AM
2	Not many 'events' right now of course!	1/20/2022 2:57 PM
3	The pandemic hasn't really allowed this (we're all in and out quickly each day).	1/20/2022 2:39 PM
4	we have always had commitments during events.	1/20/2022 12:03 PM
5	Although challenging due to Covid	1/20/2022 9:10 AM
6	I would say this isn't an area of focus with in-person relationships. Most communication from activities goes through email or is initiated by the parent.	1/20/2022 8:17 AM
7	This may just be a result of COVID making it difficult to bring families together at events	1/20/2022 7:51 AM
8	Limited due to covid pandemic	1/15/2022 2:46 PM
9	Probably more of a result of covid than anything.	1/15/2022 11:09 AM

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10	No, only because Covid	1/13/2022 4:12 PM
11	This has been difficult, simply because of the pandemic. However, teachers made a point of trying to introduce families at the big outdoor event over the summer.	1/13/2022 3:42 PM
12	Difficult in times of Covid	1/11/2022 11:48 AM
13	COVID puts a damper on this one.	1/9/2022 2:04 AM
14	A little hard as covid continues forever, but not EC3's fault	1/7/2022 6:43 PM
15	The staff are great about introducing parents, especially during the day of service	1/7/2022 2:02 PM
16	This has been hard with COVID, I would like to see more opportunity for families to get to know each other better in the future when it is safe...I think staff is doing the best they can with our current circumstances.	1/7/2022 12:31 PM
17	I feel as though social gathering aren't really applicable during the current pandemic situation	1/6/2022 10:43 PM
18	This is mostly because of covid.	1/6/2022 6:19 PM
19	Hard to socialize with Covid! I know pre-Covid names and contact info were shared more readily	1/6/2022 5:09 PM
20	Covid restrictions. Met families at the beginning of enrollment but no interaction since.	1/6/2022 4:52 PM

### Q3 I am invited/encouraged to participate in the life of EC3 by being involved with committees and/or events.

Answered: 114 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	85.96% 98
No	4.39% 5
Don't Know	6.14% 7
Not Applicable	3.51% 4
<b>TOTAL</b>	<b>114</b>

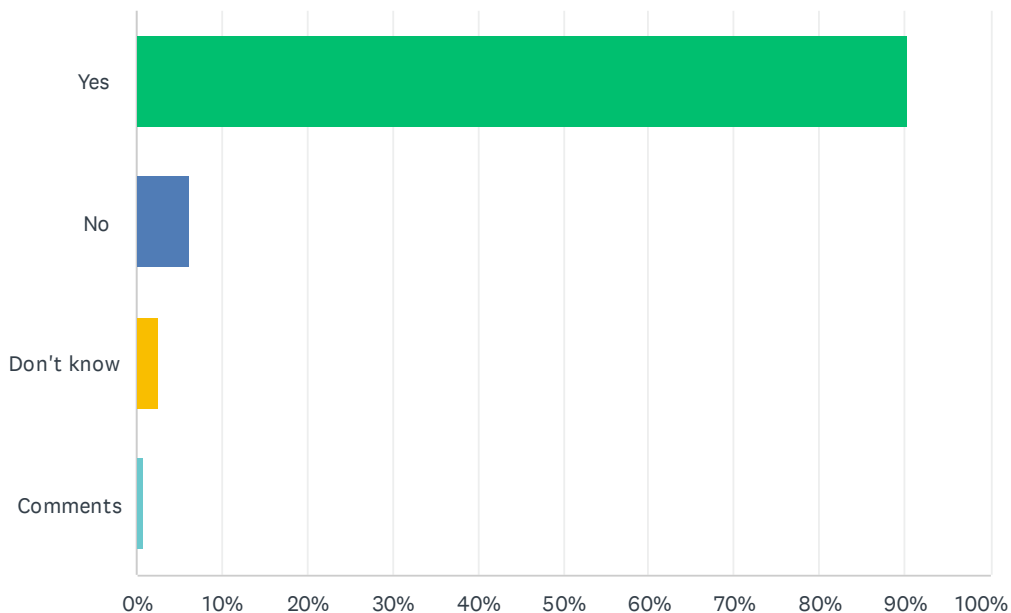
#	COMMENTS	DATE
1	Outside of serving on the board, I am not aware of any other committees I can be involved in.	1/21/2022 3:38 PM
2	Have not been invited to any committees	1/20/2022 9:19 AM
3	I have not been reached out to individually regarding participation for quite a while. To defend EC3, I have not inquired either so tough to seek people out if they don't initially show initiative.	1/20/2022 8:17 AM
4	Again more advanced notice would be helpful	1/15/2022 11:09 AM
5	Covid has probably changed this, but we weren't at EC3 long pre covid to know what it used to be like.	1/13/2022 4:12 PM
6	Difficult in times of Covid	1/11/2022 11:48 AM
7	Though again, COVID has limited events	1/9/2022 2:04 AM
8	Would love to be on the EC3 board but they seem very standoffish, like an exclusive club or something.	1/7/2022 10:13 AM
9	Haven't heard much about commuturs and very few events.	1/6/2022 4:52 PM





### Q4 I am aware that EC3 is a parent cooperative nonprofit organization, owned and maintained by the families who utilize its services.

Answered: 114 Skipped: 0

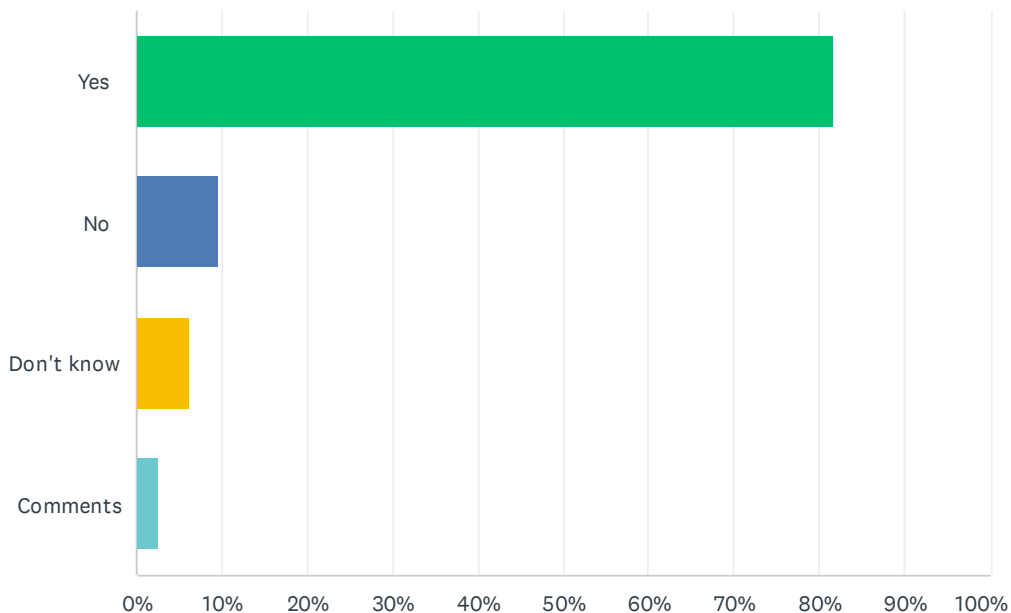


ANSWER CHOICES	RESPONSES	
Yes	90.35%	103
No	6.14%	7
Don't know	2.63%	3
Comments	0.88%	1
<b>TOTAL</b>		<b>114</b>

#	COMMENTS	DATE
1	This point has been emphasized the past year more than I can remember during our first year with EC3.	1/20/2022 8:17 AM

## Q5 I am aware of service opportunities and/or ways to provide resources to enhance children's learning.

Answered: 114 Skipped: 0

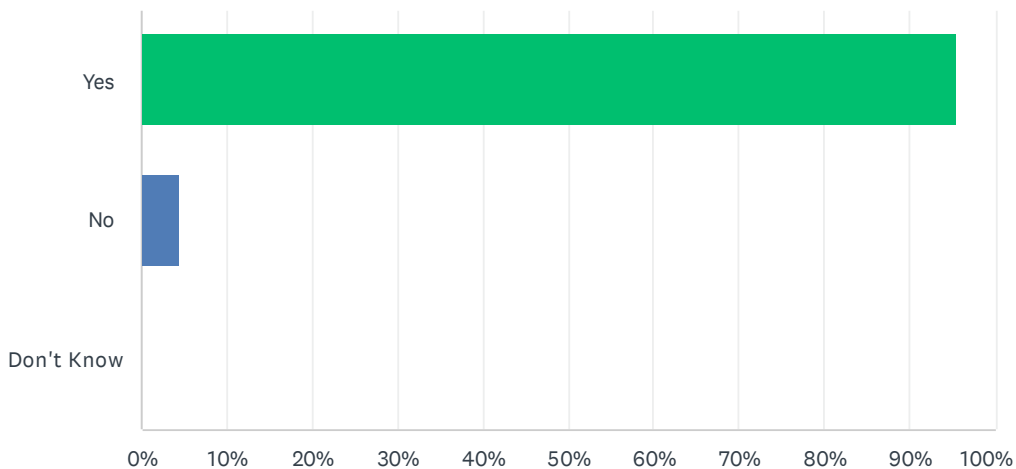


ANSWER CHOICES	RESPONSES
Yes	81.58% 93
No	9.65% 11
Don't know	6.14% 7
Comments	2.63% 3
<b>TOTAL</b>	<b>114</b>

#	COMMENTS	DATE
1	i don't really know about this, but i think that's a "me" thing, and not the "fault" of EC3	1/20/2022 12:03 PM
2	I am aware of some of the resources, not sure if I am aware of all of them	1/15/2022 2:46 PM
3	I hear of opportunities to improve the property, etc, but not particularly towards education	1/12/2022 9:41 PM

## Q6 I receive communication from a teacher (written or verbal) about my child at least once a week (or every day if my child is an infant or toddler).

Answered: 110 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	95.45%	105
No	4.55%	5
Don't Know	0.00%	0
<b>TOTAL</b>		<b>110</b>

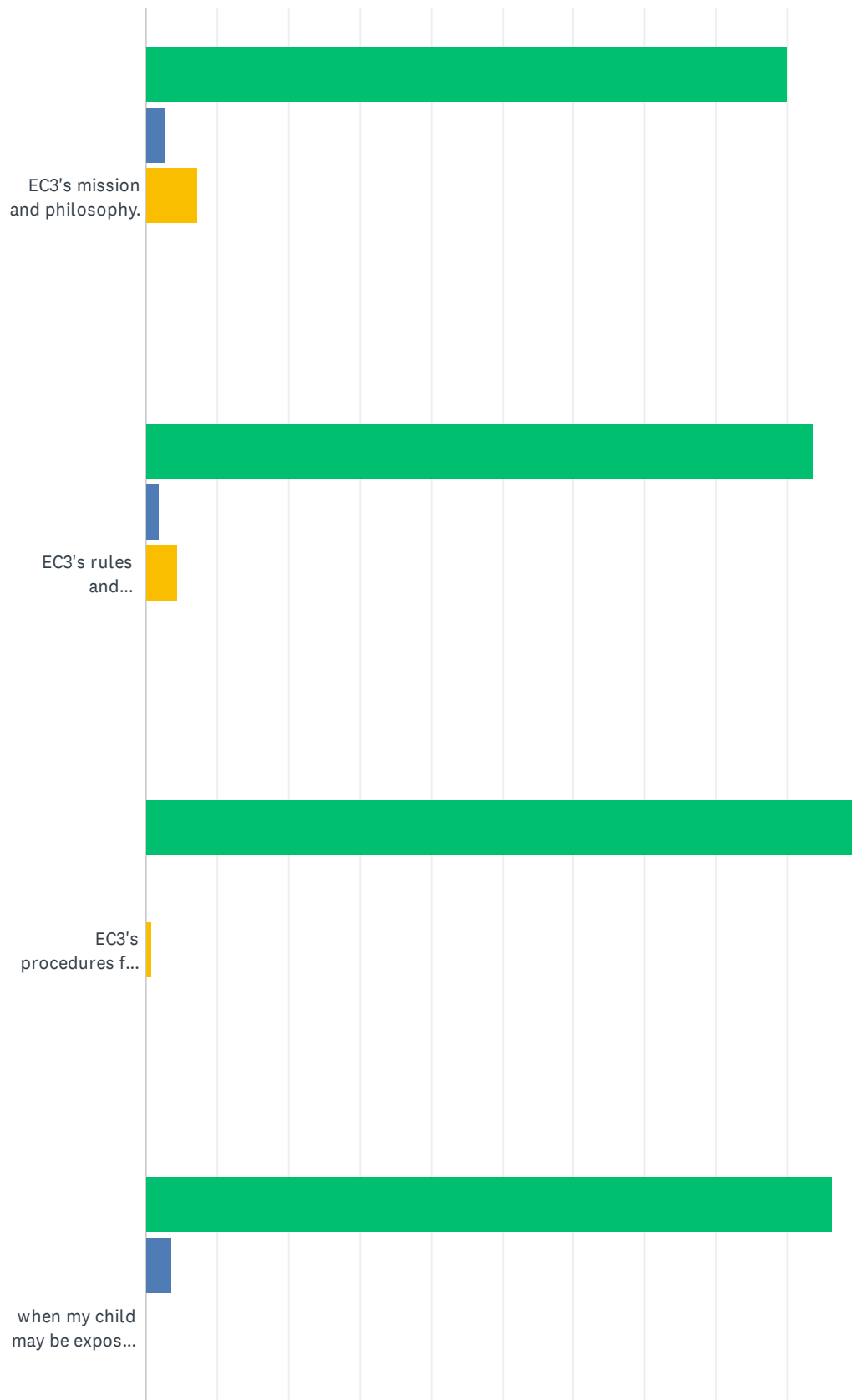
#	COMMENTS)	DATE
1	Preschool rooms - communication limited to if they had a good day or not.	1/21/2022 12:01 PM
2	Sort of. Hasn't been much feedback lately.	1/20/2022 2:59 PM
3	We LOVE the daily notes for Penelope, I save them. I have a stack that's 3" thick at this point.	1/20/2022 12:05 PM
4	Would love to see more pictures of our child from the teachers.	1/20/2022 11:55 AM
5	We receive written communication daily from our child's teacher.	1/20/2022 10:07 AM
6	Every day for toddler, most days for infant	1/20/2022 8:50 AM
7	The updates in older kids rooms are less detailed and mostly require parents to lead it. It seems it's less a priority for older toddlers at least in the experience our family has had post-geckos.	1/20/2022 8:26 AM
8	Letters are sent home every day with good detail. Only criticism I have is we have never received negative feedback on our child or areas that need work. While I like the positivity, I have a gut feeling that he can't be an angel at all times. Based on the communication, our child seems very happy-go-lucky which makes us proud.	1/20/2022 8:23 AM
9	I generally have to ask for details though. This class is much better. The Lions class feedback was non-existent unless it was extremely negative.	1/15/2022 11:12 AM
10	We love our daily notes from the Gecko room	1/13/2022 4:15 PM

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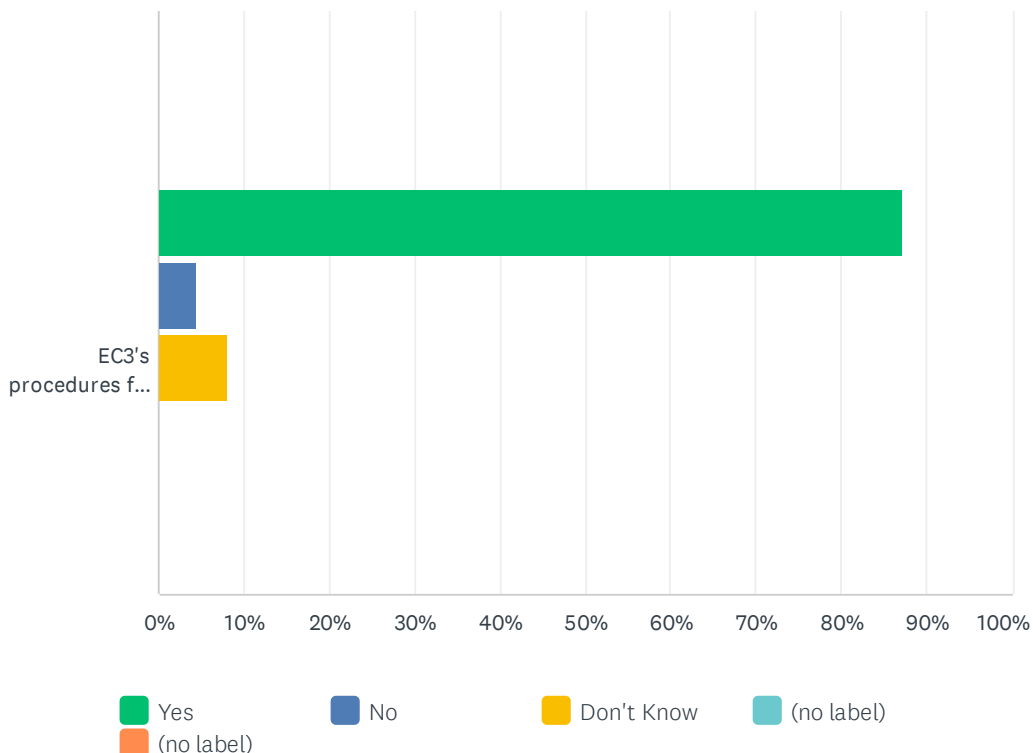
11	I'm not picking up my son and the daily report doesn't come to me unless I pick him up. The reports go to his other house.	1/13/2022 3:22 PM
12	Very detailed and consistent daily communication from the Gecko room!	1/7/2022 12:32 PM
13	Very much appreciate they can do this when they're so busy with everything else!	1/7/2022 10:15 AM
14	Recently I have received less daily feedback notes but I do love when I get them so I have insight on how my child's day went.	1/6/2022 8:29 PM
15	Love this!	1/6/2022 4:53 PM
16	It is most times limited to a few words about how their day was.	1/6/2022 4:16 PM

# Q7 I have seen information at enrollment and/or throughout the year about

Answered: 110 Skipped: 4



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	YES	NO	DON'T KNOW	(NO LABEL)	(NO LABEL)	TOTAL
EC3's mission and philosophy.	90.00% 99	2.73% 3	7.27% 8	0.00% 0	0.00% 0	110
EC3's rules and expectations for families.	93.64% 103	1.82% 2	4.55% 5	0.00% 0	0.00% 0	110
EC3's procedures for drop-off and pickup.	99.09% 109	0.00% 0	0.91% 1	0.00% 0	0.00% 0	110
when my child may be exposed to contagious diseases and what I should do to protect my child.	96.36% 106	3.64% 4	0.00% 0	0.00% 0	0.00% 0	110
EC3's procedures for handling emergencies.	87.27% 96	4.55% 5	8.18% 9	0.00% 0	0.00% 0	110

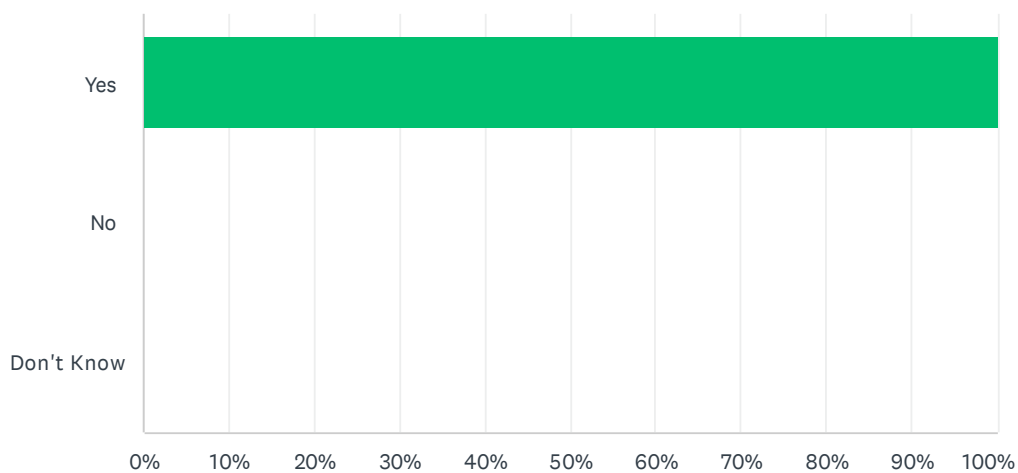
#	COMMENTS	DATE
1	I personally think EC3 does a great job of getting parents the information they need without going overboard.	1/20/2022 12:05 PM
2	Pretty familiar with what to do about COVID but child was exposed to another virus in class and just got a sheet of paper and no verbal instructions or other communication.	1/20/2022 9:30 AM
3	Less so on the emergency front, what is the protocol if there is a fire, how do smoothly get children picked up in the event of an emergency?	1/20/2022 8:26 AM
4	COVID has been tough but overall been pleased with the overall lack of cases compared to other childcare centers I know. Right now is particularly challenging but everywhere is experiencing struggles right now at a heightened level with this variant.	1/20/2022 8:23 AM
5	I would love to see a monthly reiteration of masking, pick up and drop off and other general procedures.	1/15/2022 11:12 AM
6	Ec3 has been exceptionally good at their awareness and handling of children with allergies.	1/14/2022 10:36 AM
7	Could be more effort on information about sick children, even when a cold, just so parents are	1/13/2022 4:15 PM

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	aware when classmates are sick to be aware when their kid gets symptoms.	
8	could have benefitted from more introduction to new room and procedures when transitioned from infant to toddler	1/10/2022 8:59 AM
9	Definitely want to know more about the handling of emergencies - is the building locked down? What training do the teachers have? Etc.	1/7/2022 10:15 AM
10	I haven't looked for information about emergency handling and the other parent did the majority of enrollment things.	1/6/2022 7:00 PM

## Q8 I receive information in a language that I understand.

Answered: 110 Skipped: 4



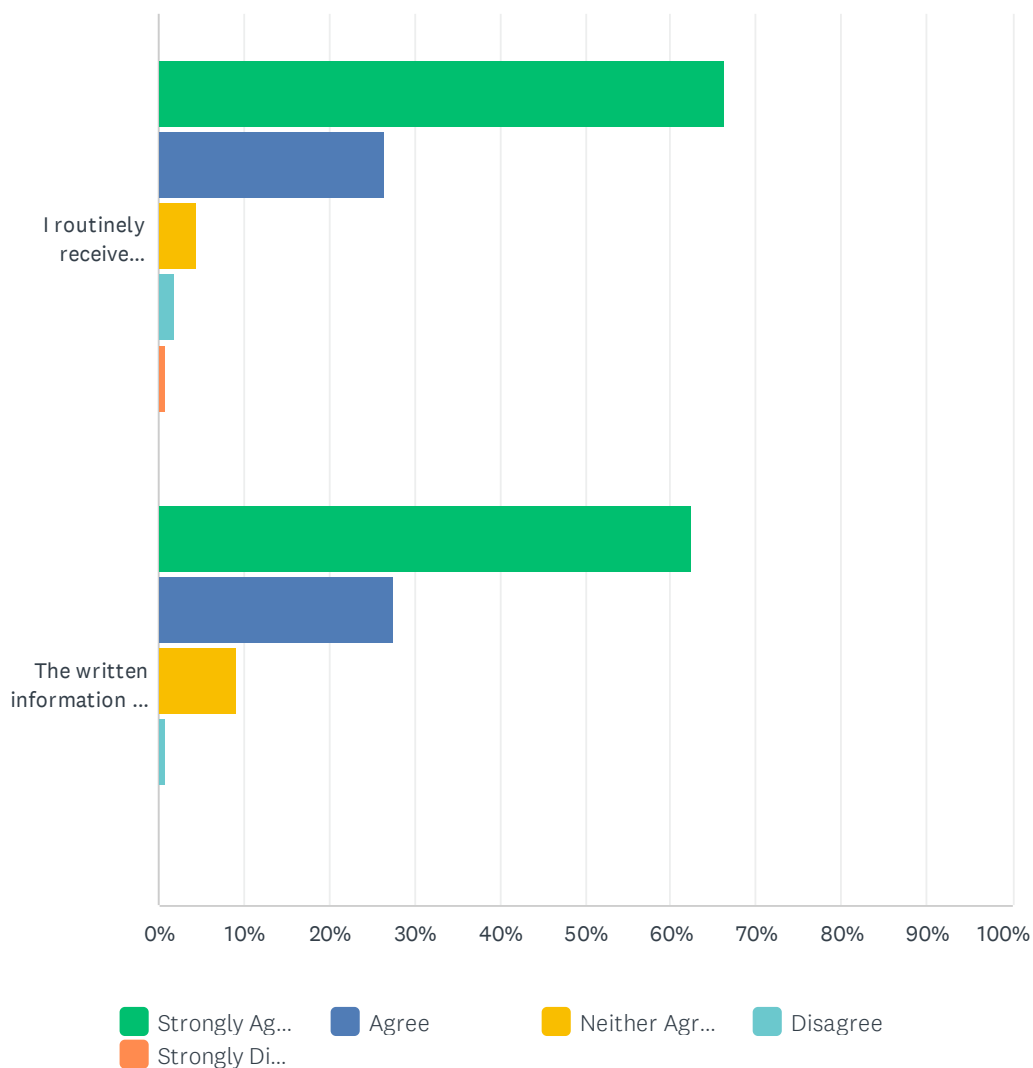
ANSWER CHOICES	RESPONSES
Yes	100.00% 110
No	0.00% 0
Don't Know	0.00% 0
<b>TOTAL</b>	<b>110</b>

#	COMMENTS	DATE
	There are no responses.	



## Q9 Regarding communication from the CLASSROOM/TEACHERS:

Answered: 110 Skipped: 4



	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
I routinely receive information in writing (in the form of cubby notes/newsletters, classroom whiteboard, email, or text).	66.36% 73	26.36% 29	4.55% 5	1.82% 2	0.91% 1	110
The written information is generally the right type, format, frequency, and quality.	62.39% 68	27.52% 30	9.17% 10	0.92% 1	0.00% 0	109

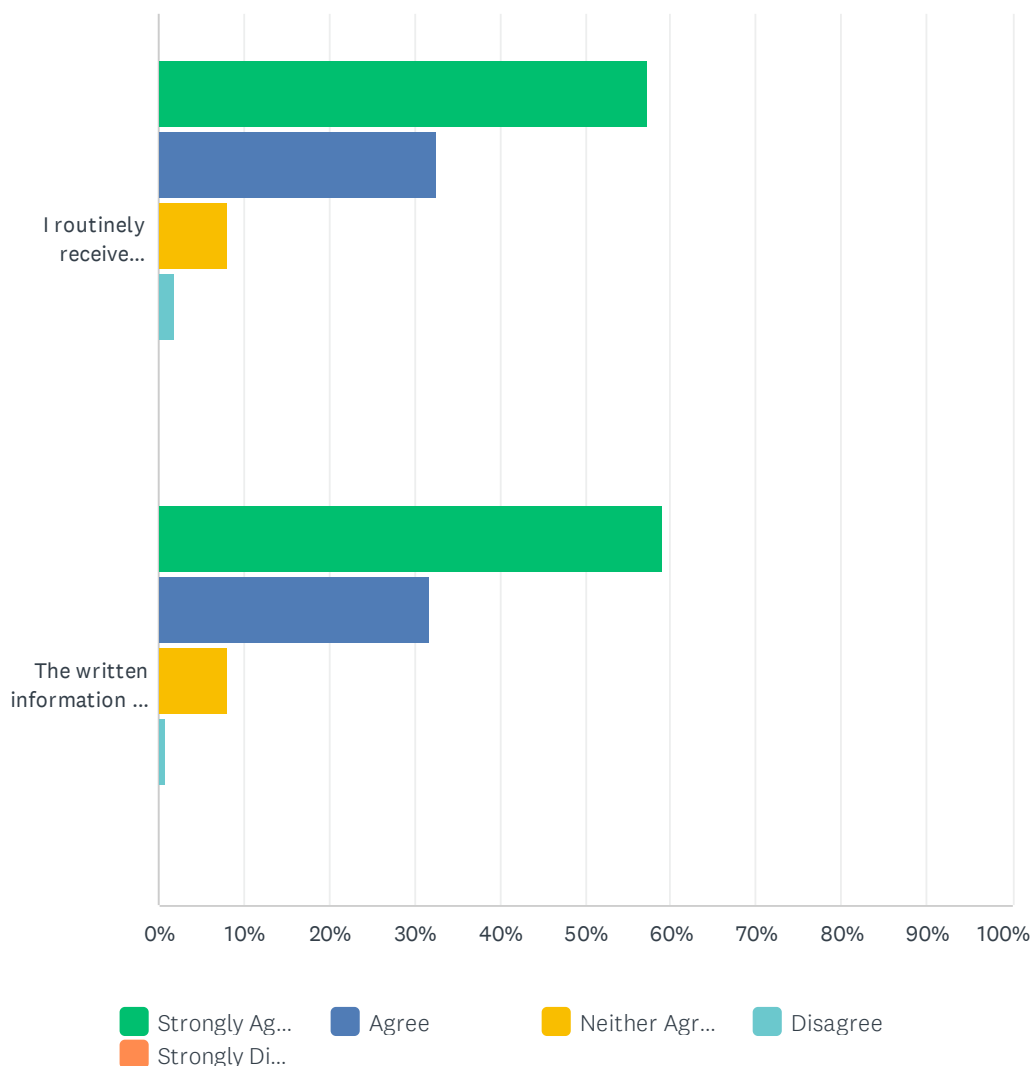
#	COMMENTS	DATE
1	Written information in younger classrooms, not in preschool classrooms	1/21/2022 12:01 PM
2	Need more information about child development that's happening in class	1/20/2022 12:11 PM
3	Berger is the BEST. I have absolutely no complaints. I am so thankful Penelope was exposed to her. I will miss her when she moves on.	1/20/2022 12:05 PM

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4	Would love to see more pictures of our child from the teachers.	1/20/2022 11:55 AM
5	I believe it's a monthly newsletter which is fine but more info in advance of lessons would be nice so parents could try to plan ways to incorporate those lessons at home to reinforce those messages and curriculum. Additionally, as stated previously, post gecko room there is no written communication mechanism to update on of kids slept or just rested during rest time, how they ate, how they behaved. Verbal updates are really only provided if asked for which can be a challenge, especially in challenging times like this where parents can't linger and there is a lot happening at drop-off and pick-up. I know there are a lot of kids but some easy form to know generally how the day went would be nice.	1/20/2022 8:26 AM
6	Informative and simple.	1/20/2022 8:23 AM
7	Would love more direct and specific feedback about my child.	1/15/2022 11:12 AM
8	We have been receiving newsletters the past couple months. It has been really helpful.	1/13/2022 3:43 PM
9	We are in a split house and the reports only go to one home.	1/13/2022 3:22 PM
10	I would like to know more about my child's day / week rather than see what book they read.	1/12/2022 9:46 PM
11	would like more details in the notes, but understand there are a lot of kids to write notes for	1/10/2022 8:59 AM
12	I love receiving a little anecdote or snippet from my child's day on their note or whiteboard at the end of the day. It helps facilitate conversation with a young child about their day, and gives me insight into how they've spent their time in the classroom.	1/7/2022 11:44 AM

## Q10 Regarding communication from the OFFICE/ADMIN STAFF:

Answered: 110 Skipped: 4



	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
I routinely receive information in writing (in the form of cubby notes/newsletters, entryway whiteboard, email, or text).	57.27% 63	32.73% 36	8.18% 9	1.82% 2	0.00% 0	110
The written information is generally the right type, format, frequency, and quality.	59.09% 65	31.82% 35	8.18% 9	0.91% 1	0.00% 0	110

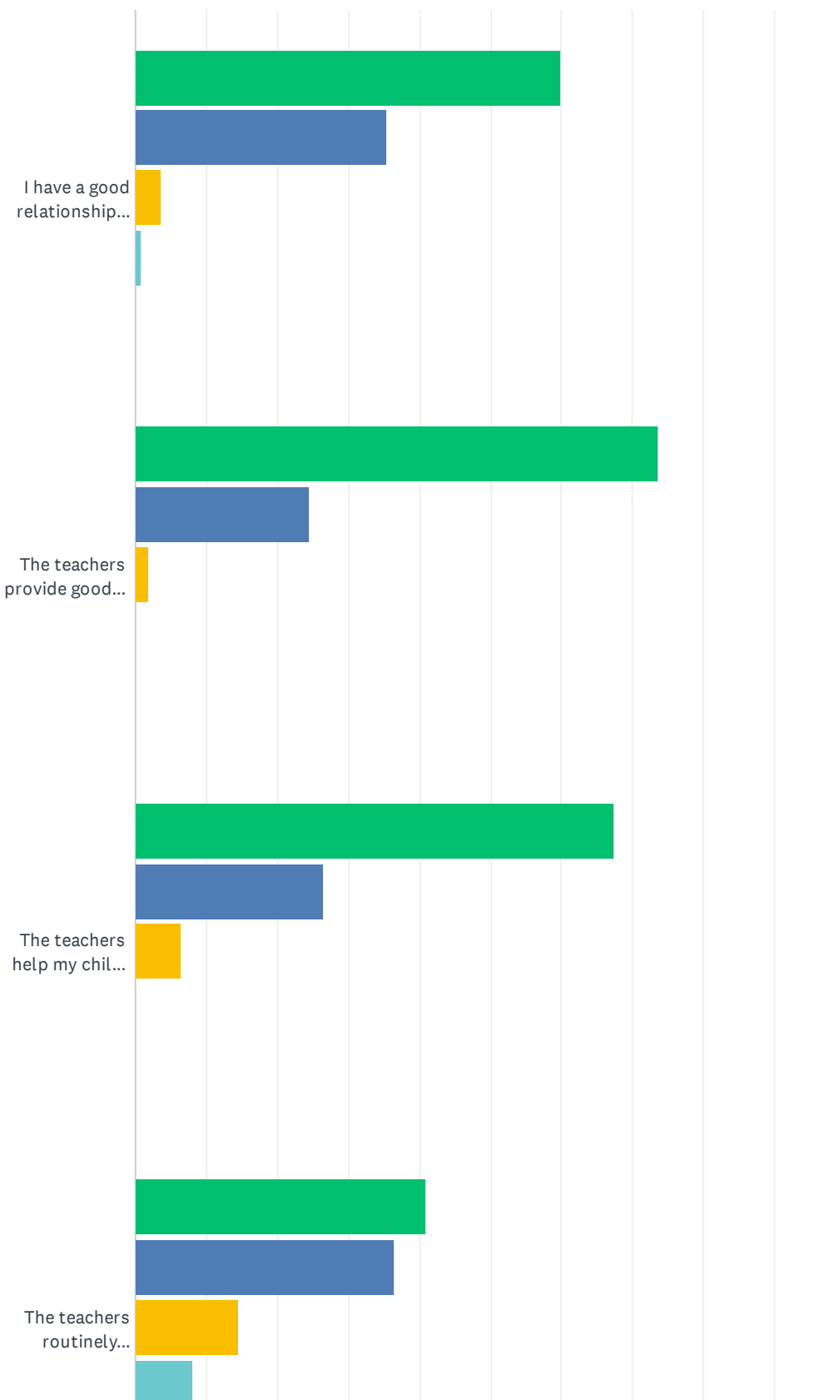
#	COMMENTS	DATE
1	I didn't feel that the office/admin. staff accurately represented the staff's vaccination status (our family was under the impression all teachers/support staff were vaccinated when, as we all recently learned, that wasn't the case).	1/20/2022 2:41 PM
2	To be honest it is hard to separate what comes from teachers and what comes from the office. This may be my own issue though.	1/20/2022 8:23 AM

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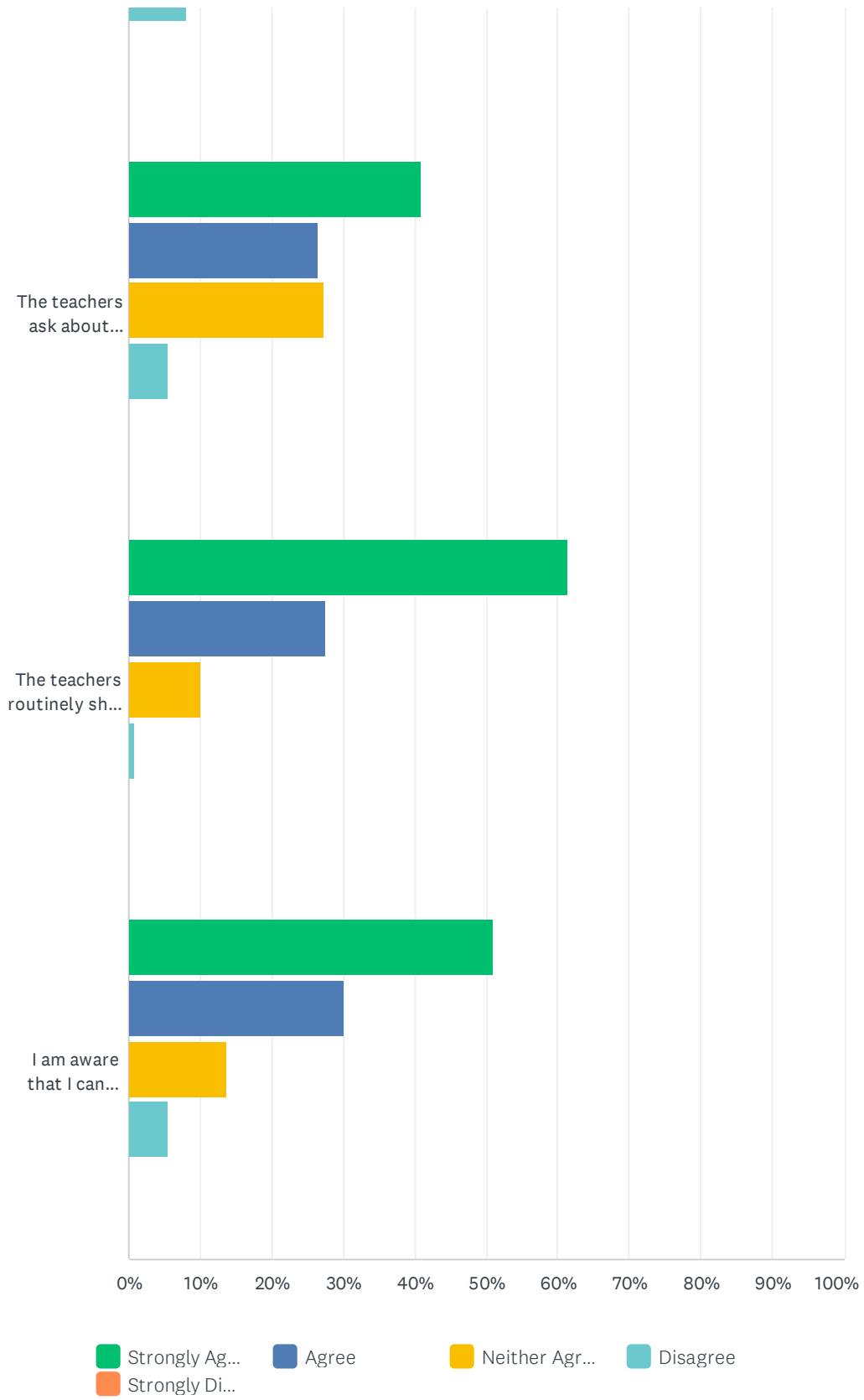
3	There are some emails that my husband receives that I do not receive, not sure why only some of them are sent to me. I have checked my spam folder and not found them there either.	1/15/2022 2:49 PM
4	I only get about half of the emails sent to parents. My wife has to forward mailings to me frequently which is annoying. My email address is dwhadams@gmail.com.	1/13/2022 3:00 PM

### Q11 Please indicate your level of agreement with the following statements.

Answered: 110 Skipped: 4



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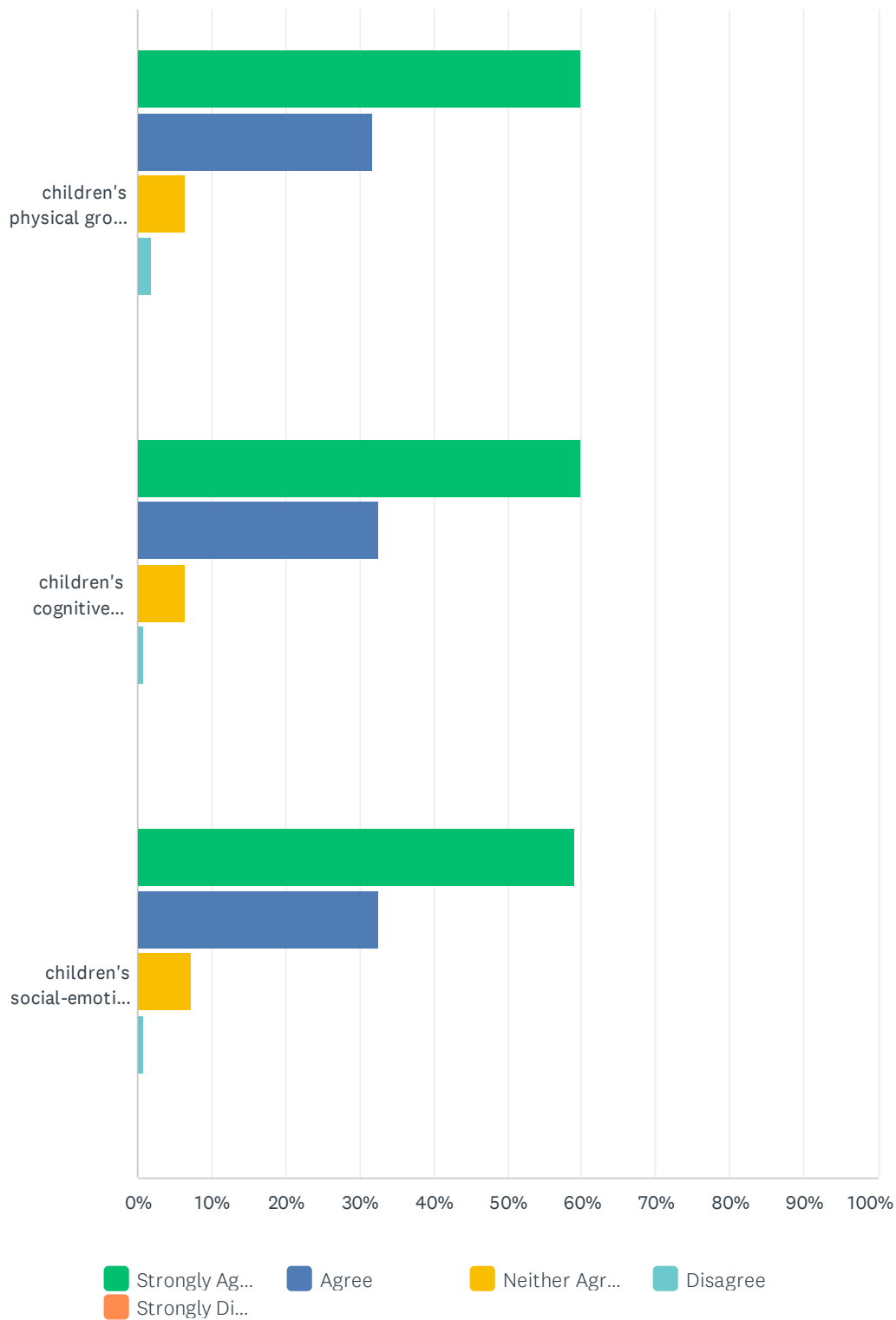
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	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
I have a good relationship with my child's teachers.	60.00% 66	35.45% 39	3.64% 4	0.91% 1	0.00% 0	110
The teachers provide good care for my child.	73.64% 81	24.55% 27	1.82% 2	0.00% 0	0.00% 0	110
The teachers help my child learn to get along with others.	67.27% 74	26.36% 29	6.36% 7	0.00% 0	0.00% 0	110
The teachers routinely inquire about things my child is doing at home.	40.91% 45	36.36% 40	14.55% 16	8.18% 9	0.00% 0	110
The teachers ask about things that are important to our family.	40.91% 45	26.36% 29	27.27% 30	5.45% 6	0.00% 0	110
The teachers routinely share information about things my child is doing at school.	61.47% 67	27.52% 30	10.09% 11	0.92% 1	0.00% 0	109
I am aware that I can schedule a meeting with my child's teacher at any time if I have questions or concerns.	50.91% 56	30.00% 33	13.64% 15	5.45% 6	0.00% 0	110

#	COMMENTS	DATE
1	The Seals room, and Toddlerland in general, have fantastic teachers!	1/20/2022 5:22 PM
2	Didn't know we could schedule meetings anytime.	1/20/2022 3:01 PM
3	The use of the white board outside class is only method to know what kids are working in daily/weekly. Without parent-led discussion there isn't a whole lot of teacher interaction with things important to our family.	1/20/2022 8:29 AM
4	Teachers are very personable and active communicators. Ehricka and Julie (Gecko room) are the most active in communicating with us at the beginning and end of day.	1/20/2022 8:26 AM
5	I have to be more proactive about specific information about my child.	1/15/2022 11:13 AM
6	Again, the pandemic is the key here. There isn't as much opportunity for even quick communication at pick up and drop off, especially without being able to enter the classroom (Lions). We've had some struggles this year, but things continue to improve overall.	1/13/2022 3:45 PM
7	Amanda and Cheryl in the Seals room have gone above and beyond in this regard and have been the single best part of our enrollment at EC3. They deserve recognition and praise and should be a model for parent communication and child development.	1/13/2022 3:01 PM
8	I assumed this was an option but didn't know it was something official.	1/12/2022 6:28 PM

# Q12 My child's teachers are knowledgeable sources of information regarding

Answered: 110 Skipped: 4





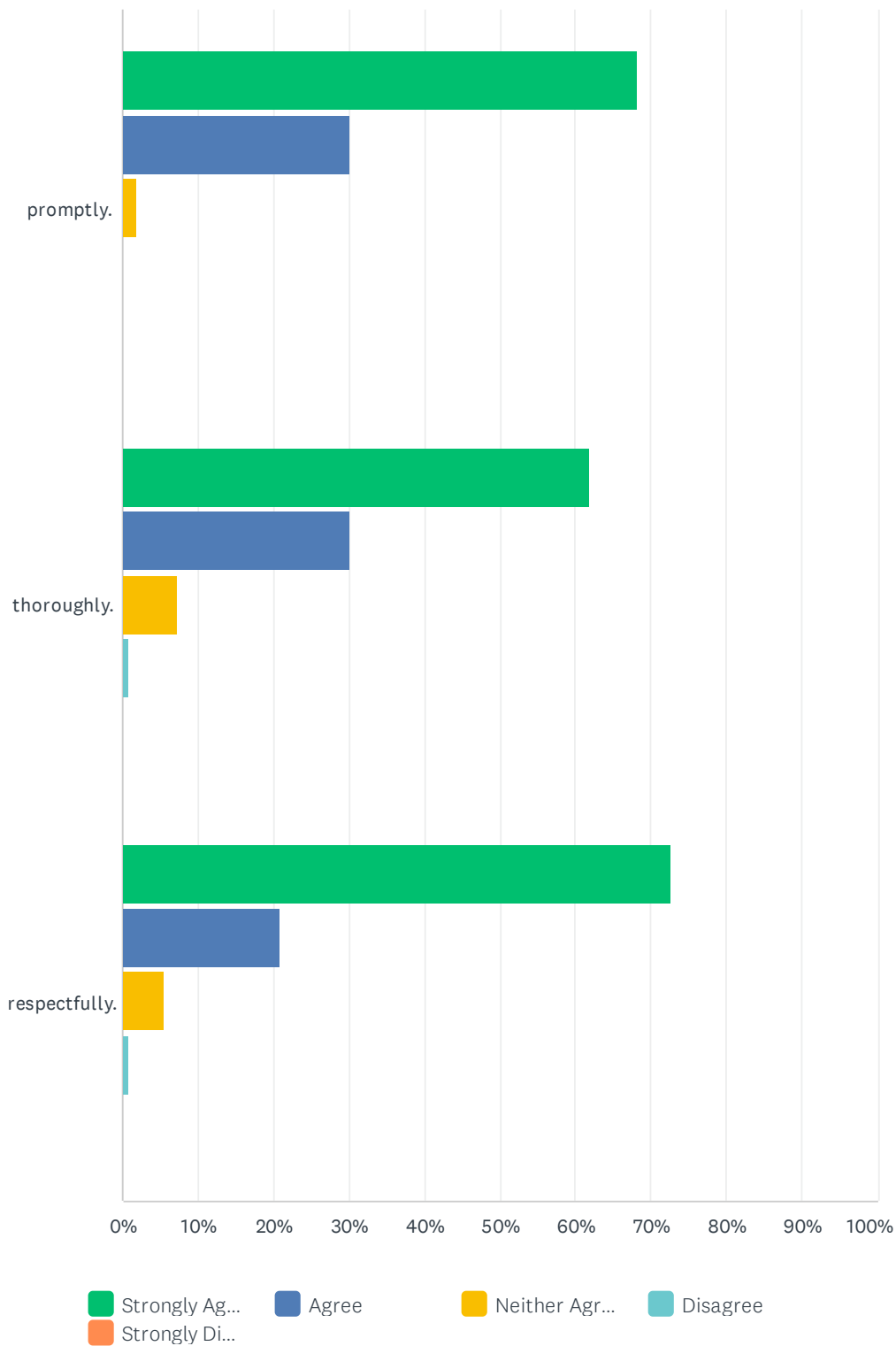
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	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
children's physical growth and development.	60.00% 66	31.82% 35	6.36% 7	1.82% 2	0.00% 0	110
children's cognitive development.	60.00% 66	32.73% 36	6.36% 7	0.91% 1	0.00% 0	110
children's social-emotional development.	59.09% 65	32.73% 36	7.27% 8	0.91% 1	0.00% 0	110

#	COMMENTS	DATE
1	I haven't had enough conversations with teachers about child's development to know what they think	1/20/2022 12:14 PM
2	Berger is the best.	1/20/2022 12:11 PM
3	To echo earlier comments, our child apparently always has a good day. Great to hear this but wonder if there are more insights as to areas he could improve on. For example, we notice that our child is a strong verbal communicator but struggles to play by himself at home. Would love to understand if teachers are noticing this. That said, I have not pressed them on this topic and I think they would share if I asked.	1/20/2022 8:26 AM
4	I don't feel like we get communication about any of this from the teachers	1/10/2022 9:01 AM

# Q13 When I express questions or concerns to TEACHERS/CLASSROOM STAFF, they are addressed

Answered: 110 Skipped: 4



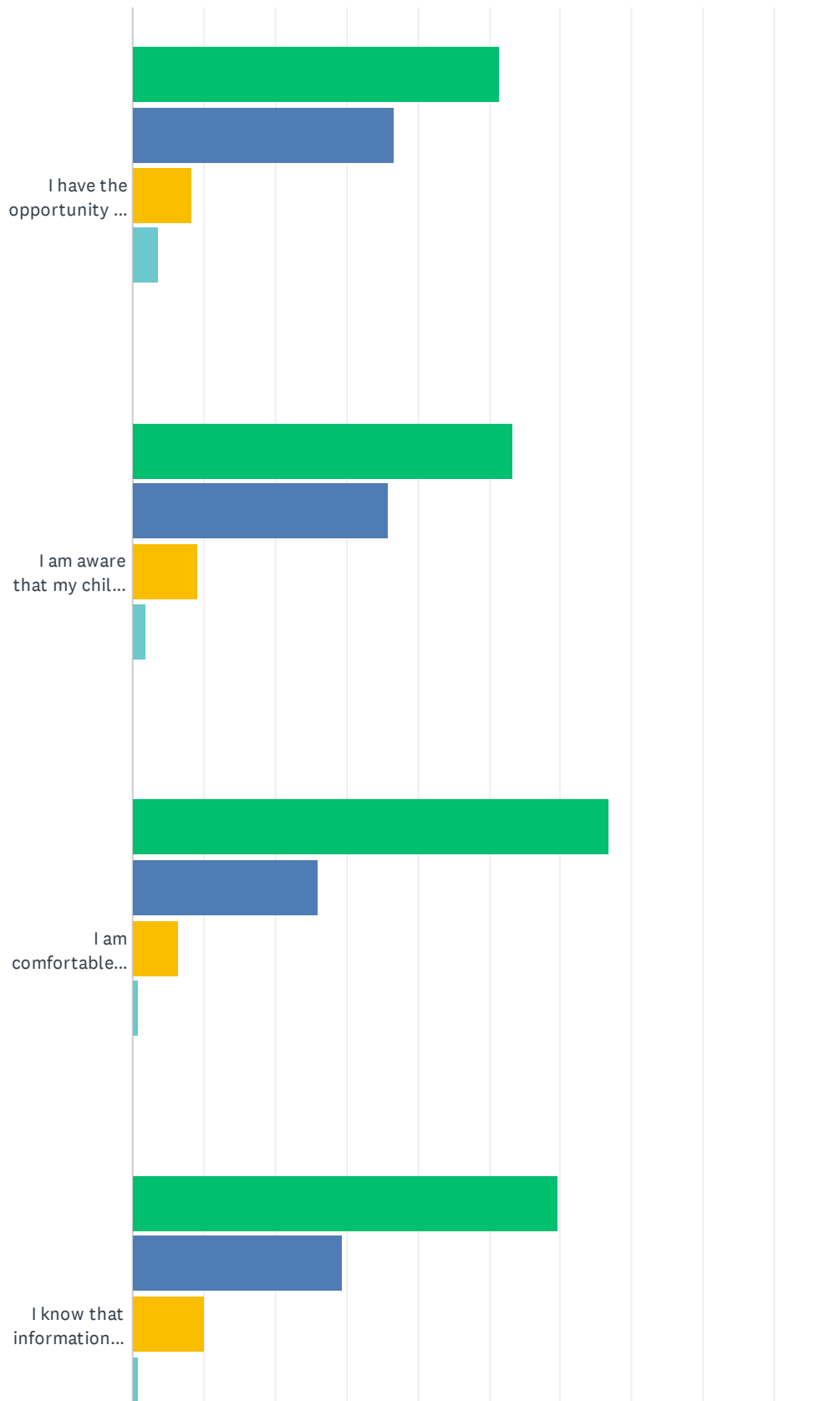
2022 EC3 Family Survey

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
promptly.	68.18% 75	30.00% 33	1.82% 2	0.00% 0	0.00% 0	110
thoroughly.	61.82% 68	30.00% 33	7.27% 8	0.91% 1	0.00% 0	110
respectfully.	72.73% 80	20.91% 23	5.45% 6	0.91% 1	0.00% 0	110

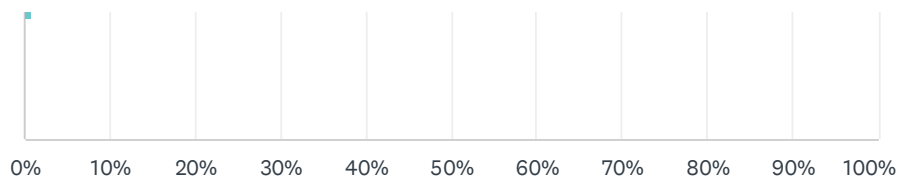
#	COMMENTS	DATE
1	All teachers have been wonderful for our family. Miss Ada in particular consistently goes above and beyond in providing information and ideas	1/6/2022 5:13 PM

# Q14 Regarding what my child is learning and how it is measured,

Answered: 109 Skipped: 5



## 2022 EC3 Family Survey



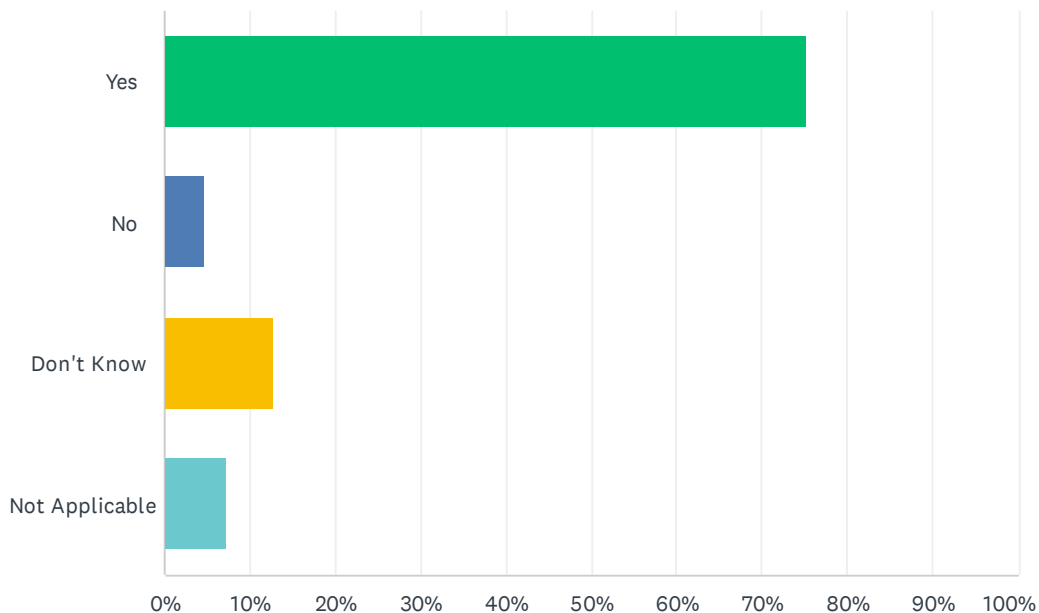
■ Strongly Ag...   
 ■ Agree   
 ■ Neither Agr...   
 ■ Disagree  
■ Strongly Di...

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
I have the opportunity to discuss what my child is learning and how it is measured.	51.38% 56	36.70% 40	8.26% 9	3.67% 4	0.00% 0	109
I am aware that my child is being exposed to concepts and people that are diverse in race, ethnicity, culture, and lifestyle.	53.21% 58	35.78% 39	9.17% 10	1.83% 2	0.00% 0	109
I am comfortable with what my child is learning and how my child's progress is measured.	66.67% 72	25.93% 28	6.48% 7	0.93% 1	0.00% 0	108
I know that information about my child and his/her progress is kept confidential.	59.63% 65	29.36% 32	10.09% 11	0.92% 1	0.00% 0	109

#	COMMENTS	DATE
1	Teachers actively discuss what is being learned but measures are rarely if ever discussed. Progress is discussed in more general terms such as "Had a good day" versus, "child is very active verbally but could use more assistance learning to share with others and play independently." We are not afraid to receive criticism or instruction so know that.	1/20/2022 8:33 AM
2	A little cringey that my child's behavior good/bad was repeatedly being addressed in front of other kids. This is something that should be done discreetly when possible. Other kids pick up on things and were picking on my child.	1/15/2022 11:15 AM
3	I don't know anything about what my child may be learning in Gecko	1/10/2022 9:03 AM

## Q15 I receive written reports about my child at least twice a year during conferences.

Answered: 109 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	75.23%	82
No	4.59%	5
Don't Know	12.84%	14
Not Applicable	7.34%	8
<b>TOTAL</b>		<b>109</b>

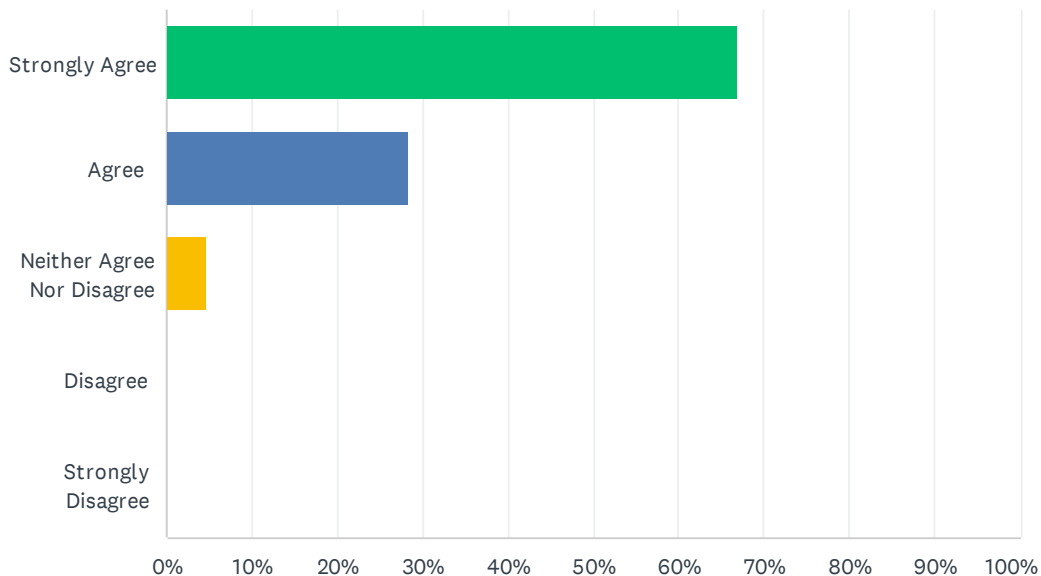
#	COMMENT	DATE
1	Had a virtual visit and did not receive any written documents	1/21/2022 3:42 PM
2	We haven't been a part of EC3 for an entire year yet.	1/21/2022 10:40 AM
3	I don't recall receiving "written reports" about my child during recent conferences-- we just had verbal conversations.	1/20/2022 2:43 PM
4	Everyday	1/20/2022 9:19 AM
5	Haven't been enrolled long enough to have 2 conferences, but the first was good	1/20/2022 7:46 AM
6	conferences were virtual due to covid	1/15/2022 2:52 PM
7	We met via zoom, and don't remember a written document from visit	1/13/2022 4:19 PM
8	We really appreciate conferences. They are a great opportunity for more detailed sharing between teachers and parents.	1/13/2022 3:49 PM
9	We have not received anything written about our child's progress. Though we have not been part of EC3 a full year yet.	1/9/2022 5:12 PM

## 2022 EC3 Family Survey

10	Have not received in writing, just verbally	1/8/2022 5:48 PM
11	Our child hasn't been there a full year. But we were pleased with how the virtual conferences were conducted.	1/7/2022 11:17 AM

## Q16 I am told about my child’s progress, challenges, and behaviors in a way I understand, and in a way that is respectful to my family's lifestyle and beliefs.

Answered: 109 Skipped: 5



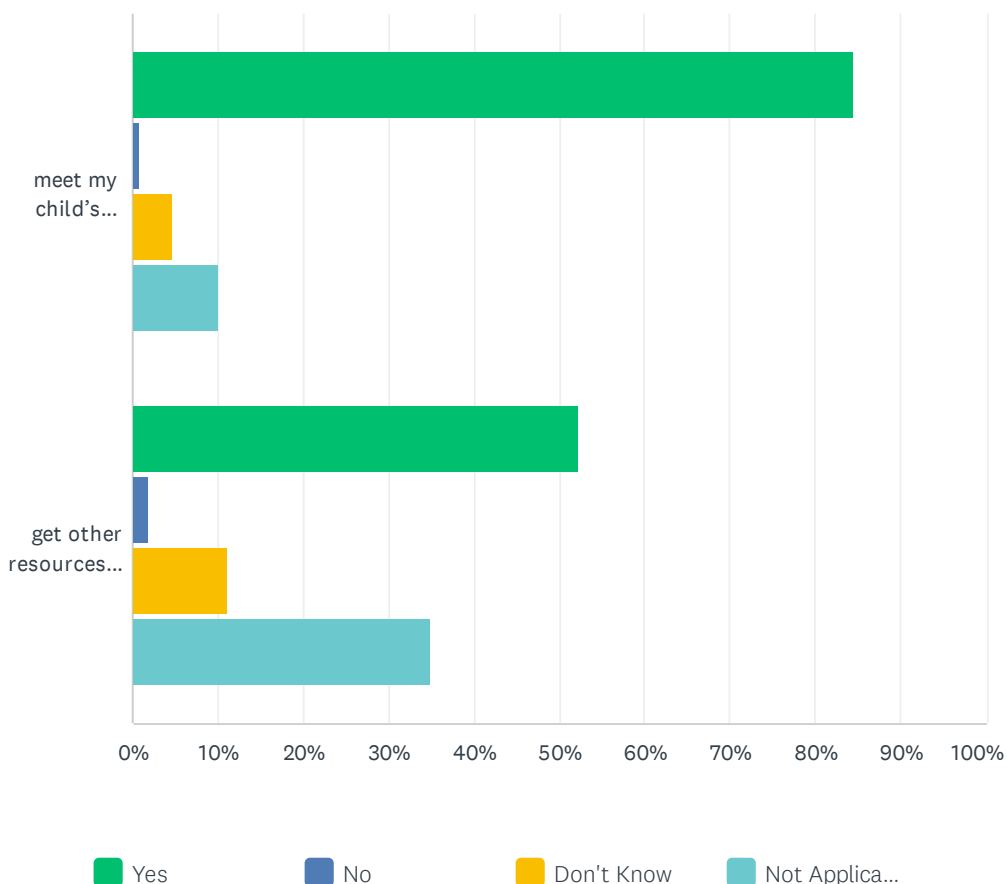
ANSWER CHOICES	RESPONSES
Strongly Agree	66.97% 73
Agree	28.44% 31
Neither Agree Nor Disagree	4.59% 5
Disagree	0.00% 0
Strongly Disagree	0.00% 0
<b>TOTAL</b>	<b>109</b>

#	COMMENT	DATE
1	Ms Amanda addressed the speech delay of my child in the most understanding, encouraging and gentle way.	1/20/2022 9:37 AM
2	No issues whatsoever with understand or respect-- teachers do a great job of this..	1/20/2022 8:33 AM
3	I don't hear anything about progress, challenges, behaviors	1/10/2022 9:03 AM



## Q17 The teachers and/or office staff work with me to

Answered: 109 Skipped: 5

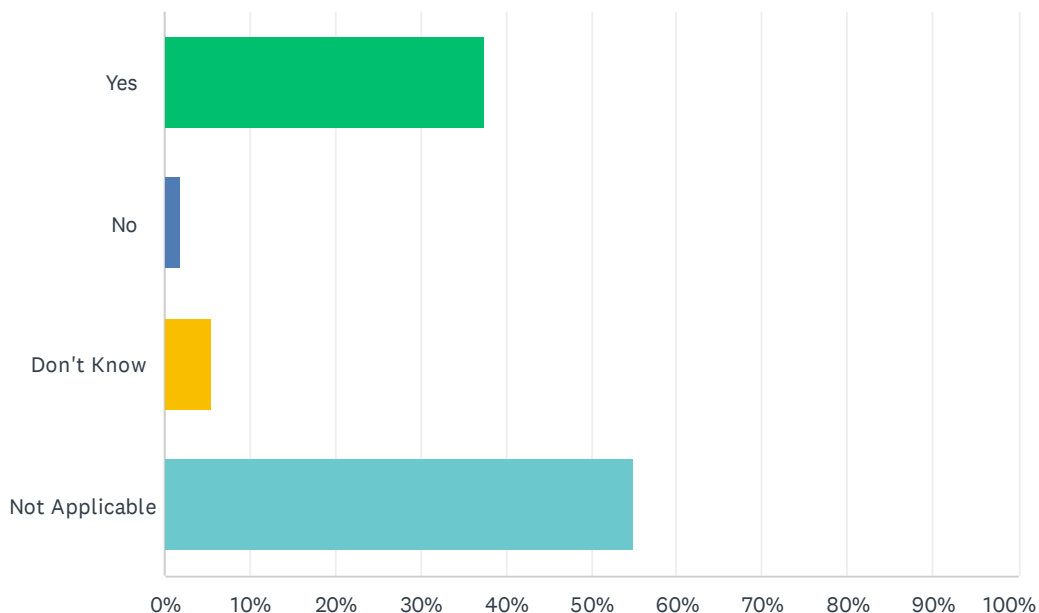


	YES	NO	DON'T KNOW	NOT APPLICABLE	TOTAL
meet my child's individual or special needs.	84.40% 92	0.92% 1	4.59% 5	10.09% 11	109
get other resources within the community when needed.	52.29% 57	1.83% 2	11.01% 12	34.86% 38	109

#	COMMENTS	DATE
1	They have been wonderful in working with Early Intervention for my son	1/20/2022 5:24 PM
2	Our child has never had an individual focus or area to work on thus far.	1/20/2022 8:33 AM
3	Interns of working with us in anything needed for child, it seems like sometimes it's paid lip service but we don't get the sense that it's followed through with regularly. Things that don't require a lot but some descriptive praise when our child is doing the right things goes a long way and we don't have assurance that it's happening.	1/20/2022 8:31 AM
4	The teachers have been willing to listen and support our child but follow through has been inconsistent.	1/15/2022 11:15 AM

## Q18 For families with infants or toddlers: The program supports breastfeeding by providing space, storing milk, and instructing staff on handling procedures.

Answered: 109 Skipped: 5

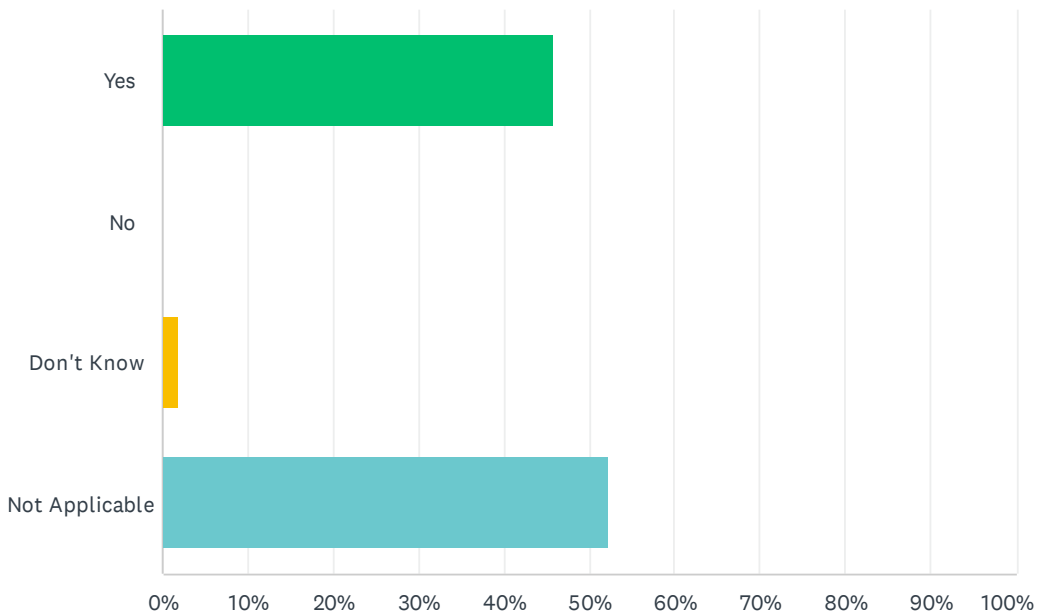


ANSWER CHOICES	RESPONSES	
Yes	37.61%	41
No	1.83%	2
Don't Know	5.50%	6
Not Applicable	55.05%	60
<b>TOTAL</b>		<b>109</b>

#	COMMENTS	DATE
1	I was asked not to breastfeed my toddler goodbye because it made another parent uncomfortable. There was one other parent in the room at drop off and I was completely covered, so I am not sure if the other parent said something to the teachers or the teachers interpreted it themselves, but it really upset me as we had just switched to the new gecko room and saying goodbye was new and scary. I decided to drop it and breastfeed my toddler goodbye in the hallway for the next few drop offs, and then he was comfortable enough not to ask for milk at drop off. But I was offended and confused since I had breastfed goodbye to my child in toddlerland almost daily. It honestly wasn't the best way to start a new relationship with the teachers in that room. Feel free to reach out to me if you want more information about this - Sarah Greer	1/20/2022 9:37 AM
2	When we were in baby room they were great about this,	1/20/2022 8:33 AM
3	The Seal teachers have always been helpful and respectful of Connor receiving breastmilk at school, and I have never felt any negativity towards the topic from them. It's much appreciated!	1/12/2022 6:30 PM

**Q19 For families with infants/toddlers OR children with allergies or special nutritional needs: Staff members work with me to meet my child’s nutritional needs and provide appropriate documentation on what my child eats each day.**

Answered: 109 Skipped: 5

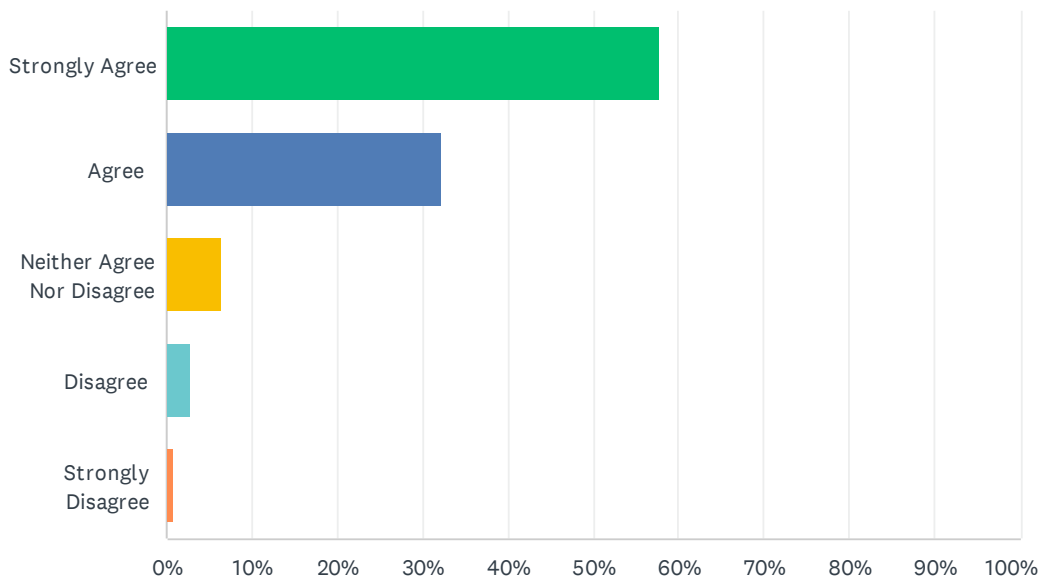


ANSWER CHOICES	RESPONSES
Yes	45.87% 50
No	0.00% 0
Don't Know	1.83% 2
Not Applicable	52.29% 57
<b>TOTAL</b>	<b>109</b>

#	COMMENTS	DATE
1	I have been so impressed that not only the teachers have been respectful of my child's allergies, but the nutrition/ snacks provided from the school have been too. Thank you.	1/20/2022 9:37 AM
2	some of the snacks seem questionable (one day it was pizza and cake?) and either the timing or size of afternoon snacks make dinner hard at home	1/10/2022 9:03 AM

## Q20 In general, the education and care my child receives is worth the price.

Answered: 109 Skipped: 5



ANSWER CHOICES	RESPONSES
Strongly Agree	57.80% 63
Agree	32.11% 35
Neither Agree Nor Disagree	6.42% 7
Disagree	2.75% 3
Strongly Disagree	0.92% 1
TOTAL	109

#	COMMENT	DATE
1	It's very pricey and a challenge for us to pay for, BUT we chose this school for a reason- it is the best in the area. It's worth every penny.	1/20/2022 5:24 PM
2	Have been pleased overall with teaching staff and fact that center has remained open for most of the pandemic	1/20/2022 8:33 AM
3	I agree but the fact that we are picking up now at 4:00 pm (when the school isn't closed for COVID) makes this a separate question. I'm no longer able to work the hours necessary in order to pay the childcare fee.	1/20/2022 8:15 AM
4	This is difficult because childcare prices are high in general.	1/9/2022 5:12 PM
5	Childcare is a significant portion of our budget, but it is worth every penny. I cannot overstate how much of a positive role EC3 has played in the social, emotional and physical growth of our children.	1/7/2022 11:48 AM
6	I agree but I'd also like to see a breakdown of EC3's operational finances. I know a significant portion goes to labor (as any business), but how much to building upkeep? Food? Etc	1/7/2022 10:48 AM

## 2022 EC3 Family Survey

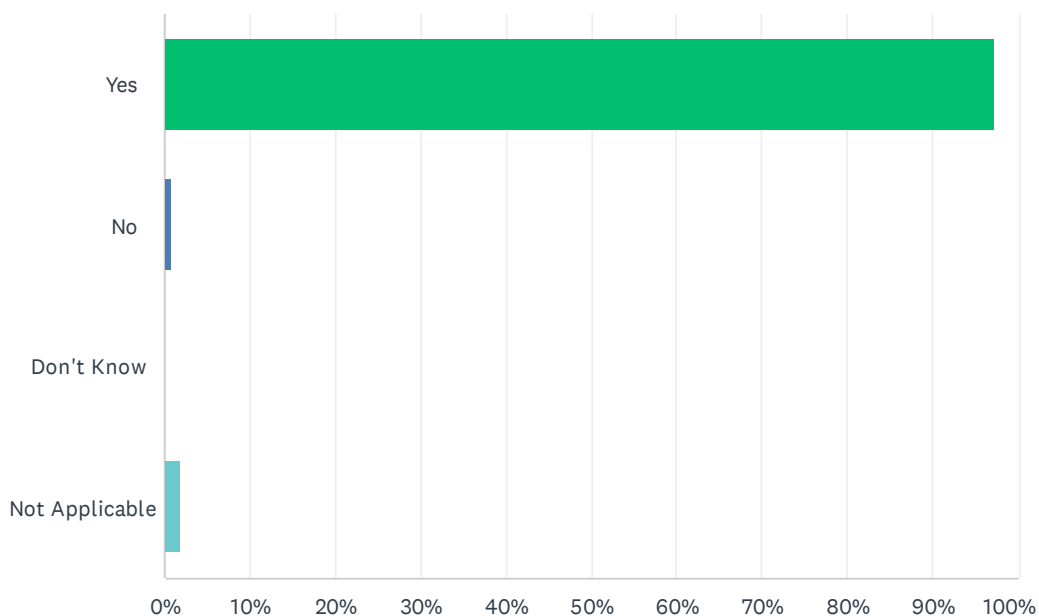
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7	The government should subsidize more! Teachers should get paid more but I am paying more than 3x my mortgage and its almost not worth going back to work but I really enjoy getting out of the house so it's worth it to me.	1/6/2022 6:23 PM
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## Q21 I am greeted daily by EC3 staff.

Answered: 109 Skipped: 5

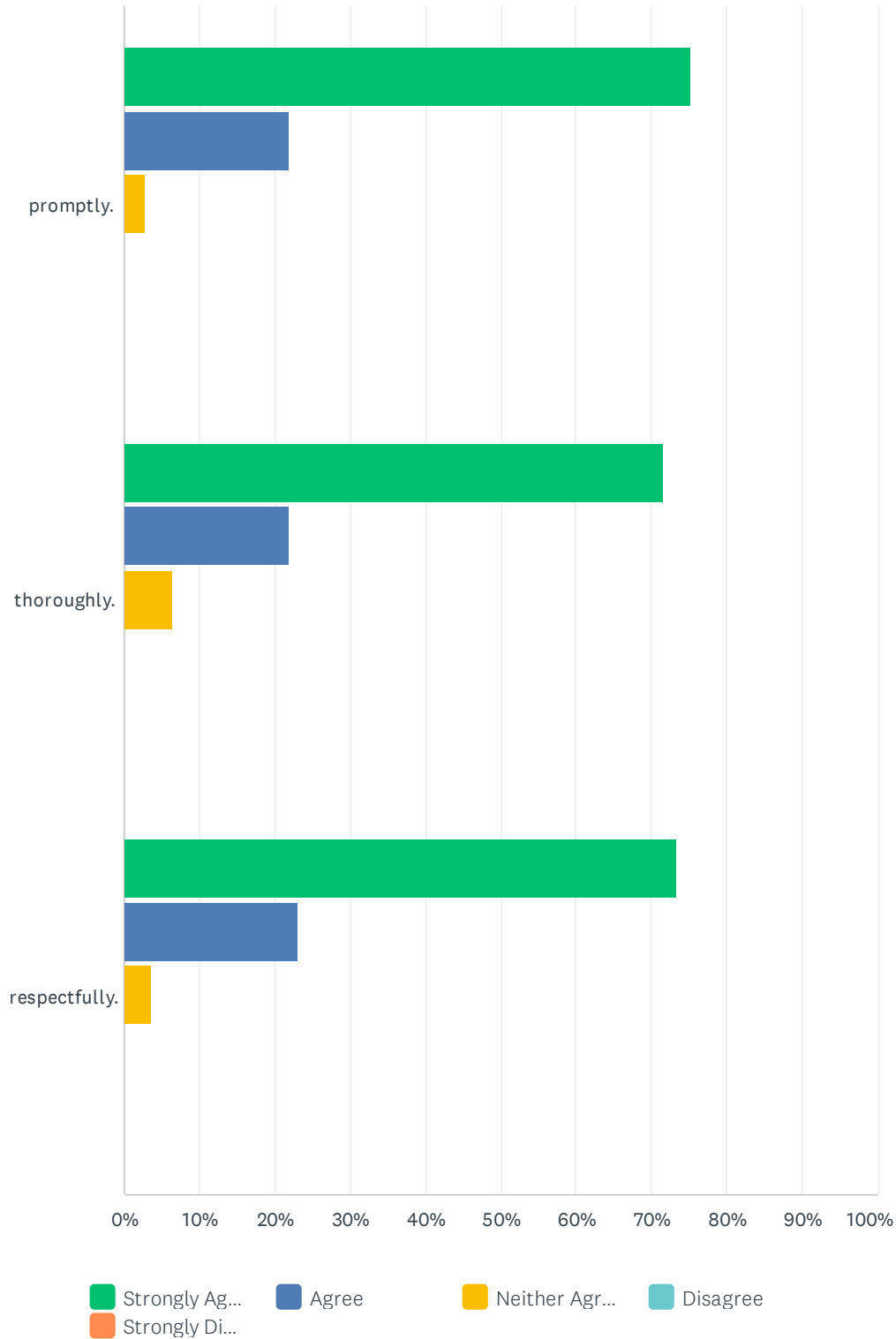


ANSWER CHOICES	RESPONSES	
Yes	97.25%	106
No	0.92%	1
Don't Know	0.00%	0
Not Applicable	1.83%	2
<b>TOTAL</b>		<b>109</b>

#	COMMENTS	DATE
1	the folks who take the temperature checks are always friendly and cheerful and they know my child's name. it means a lot to us.	1/20/2022 12:19 PM
2	Always greeted at the door	1/20/2022 8:44 AM
3	The office staff are great. Always friendly and interactive with our child.	1/20/2022 8:33 AM
4	husband usually drops our child off but when I do, I am greeted each time	1/15/2022 2:53 PM
5	Jamie is a joy :)	1/7/2022 12:36 PM
6	The front door crew is always wonderful!	1/6/2022 6:23 PM

## Q22 When I express questions or concerns to the OFFICE STAFF, they are addressed

Answered: 109 Skipped: 5



## 2022 EC3 Family Survey

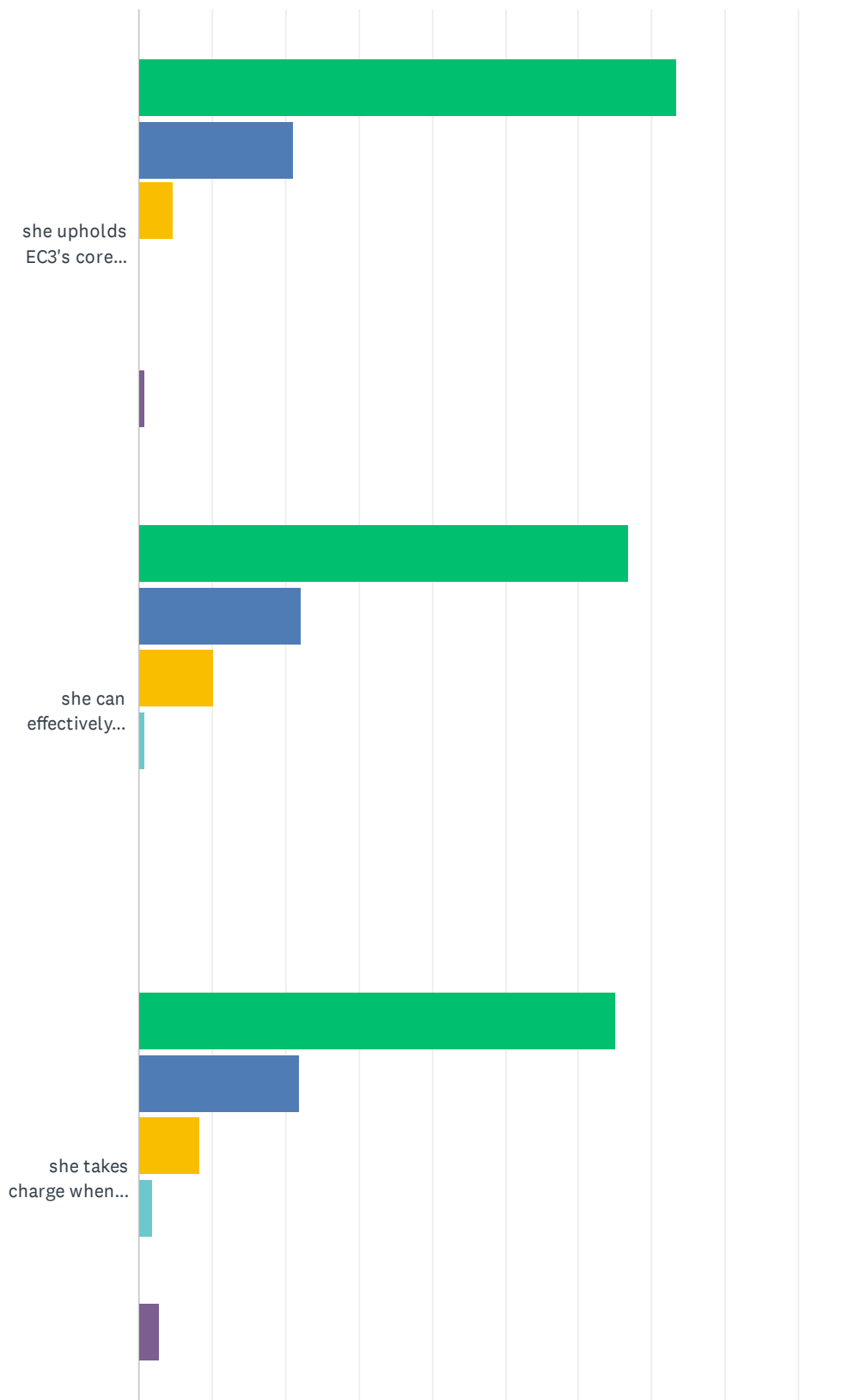
	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
promptly.	75.23% 82	22.02% 24	2.75% 3	0.00% 0	0.00% 0	109
thoroughly.	71.56% 78	22.02% 24	6.42% 7	0.00% 0	0.00% 0	109
respectfully.	73.39% 80	22.94% 25	3.67% 4	0.00% 0	0.00% 0	109

#	COMMENTS	DATE
1	Again, our family felt we were kept in the dark about the vaccination status of EC3 employees these last months.	1/20/2022 2:50 PM
2	We have always been impressed with the professionalism and kindness of the front office folks.	1/20/2022 12:19 PM
3	The office staff is friendly and lovely - honestly a major improvement from our previous preschool/daycare.	1/20/2022 9:39 AM
4	Can't comment as we haven't asked too many questions.	1/20/2022 8:44 AM
5	Office staff is great!!	1/20/2022 8:33 AM
6	Amazing staff!	1/13/2022 4:21 PM
7	While I haven't had to make many requests of the office staff, I want to share that Jamie and rest of the team has been pretty great at getting requests addressed. However, financial inquiries addressed to Jennifer took significant time to resolve, and there seems to be some level of confusion over who owns which systems internally.	1/13/2022 2:57 PM
8	Very much appreciate Jamie's enthusiasm and interest in our family! Haven't got to know Betsy much.	1/7/2022 11:11 AM

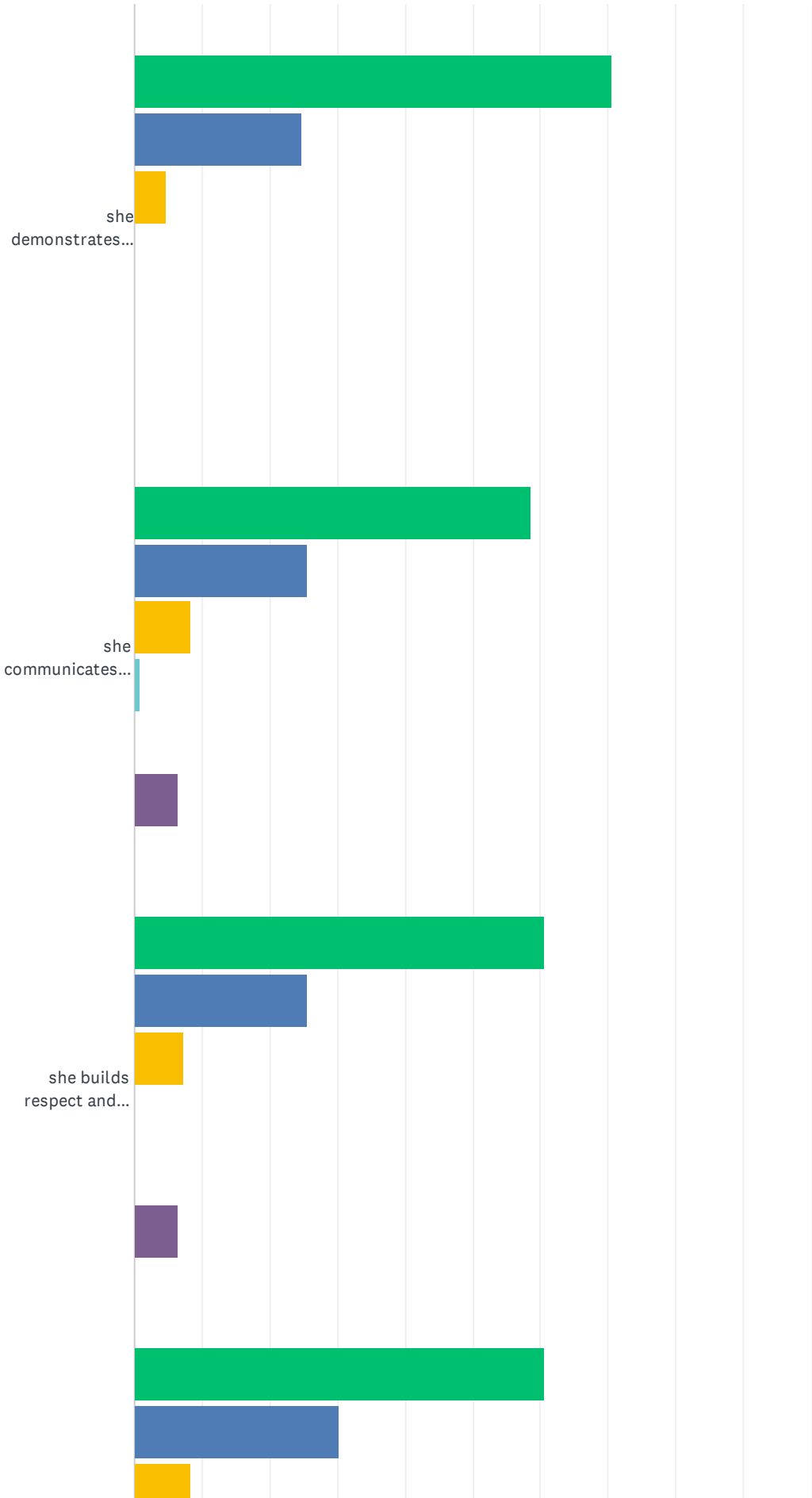


# Q23 Based on written communications and any other interactions I have had with the CEO/EXECUTIVE DIRECTOR, I believe:

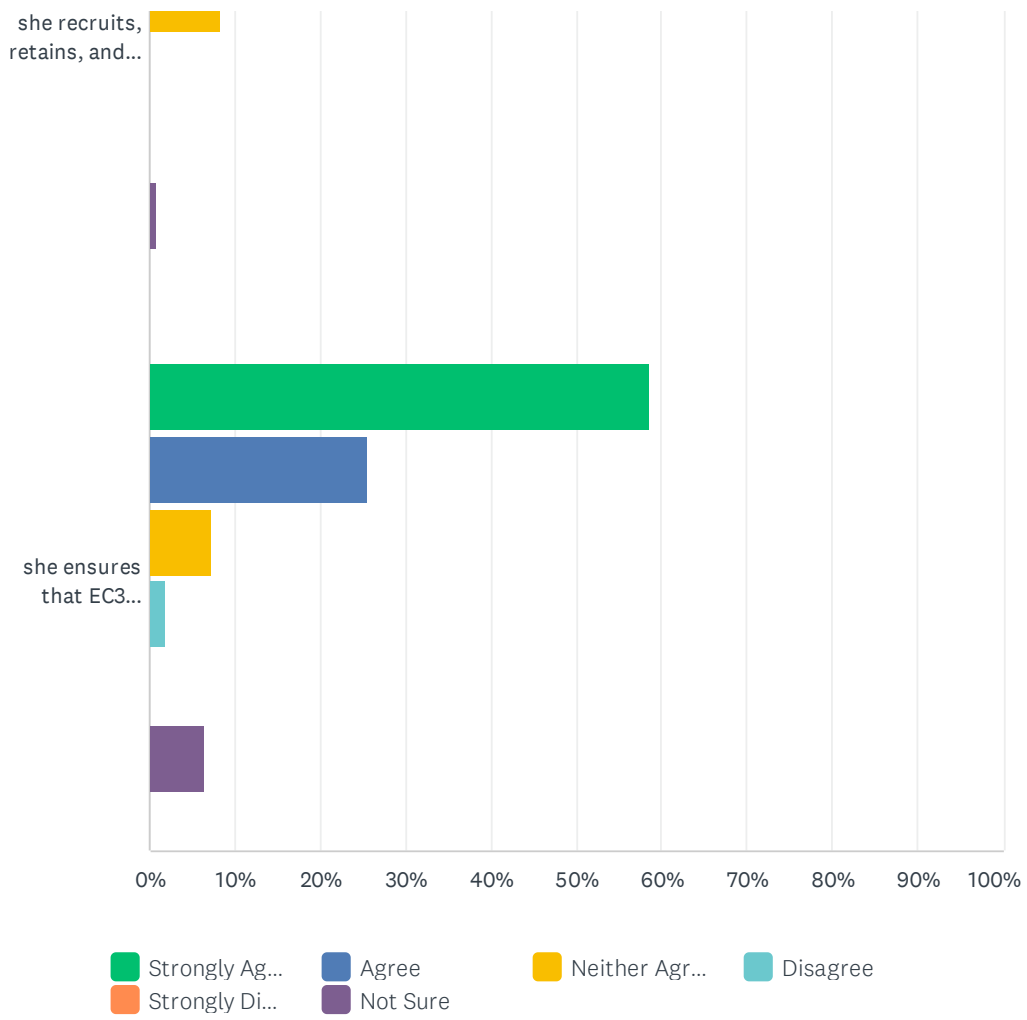
Answered: 109 Skipped: 5



# 2022 EC3 Family Survey



# 2022 EC3 Family Survey



2022 EC3 Family Survey

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	NOT SURE	TOTAL
she upholds EC3's core values and beliefs.	73.39% 80	21.10% 23	4.59% 5	0.00% 0	0.00% 0	0.92% 1	109
she can effectively communicate an inspired vision and sense of core purpose.	66.67% 72	22.22% 24	10.19% 11	0.93% 1	0.00% 0	0.00% 0	108
she takes charge when faced with trouble and is willing to take unpopular stands if necessary.	65.14% 71	22.02% 24	8.26% 9	1.83% 2	0.00% 0	2.75% 3	109
she demonstrates substantive knowledge regarding EC3's programs and services.	70.64% 77	24.77% 27	4.59% 5	0.00% 0	0.00% 0	0.00% 0	109
she communicates financial status to EC3's stakeholders.	58.72% 64	25.69% 28	8.26% 9	0.92% 1	0.00% 0	6.42% 7	109
she builds respect and profile for EC3 among its various stakeholders and supports the overall field of early learning.	60.55% 66	25.69% 28	7.34% 8	0.00% 0	0.00% 0	6.42% 7	109
she recruits, retains, and supports a highly-qualified staff.	60.55% 66	30.28% 33	8.26% 9	0.00% 0	0.00% 0	0.92% 1	109
she ensures that EC3 stakeholders are kept fully informed in a timely way on the condition of EC3 and important factors influencing it.	58.72% 64	25.69% 28	7.34% 8	1.83% 2	0.00% 0	6.42% 7	109

#	COMMENTS	DATE
1	EC3 has excellent leadership.	1/20/2022 9:04 AM
2	Appreciate her willingness to have strong principles and be willing to uphold them/not cave to demands in the moment. She isn't too jumpy in her decision making which was highlighted during the vaccine mandate conversation during the board meeting this week. In these settings, people sometimes want to make quick decisions but I appreciated her balanced approach to this issue, the fact that she gave teachers the opportunity to speak and that we didn't get too excited and pass anything more than the COVID 19 vaccine requirement. Taking time and doing research before making a decision is valuable and I believe she does this. Only criticism is sometimes email communication can be overly blunt. I honestly don't mind it but could see where a little more time put into the emails could get the same point across to a broader audience with a little more polish around the edges.	1/20/2022 8:44 AM
3	I would love additional communication about covid protocols and procedures. Maybe just more detail?	1/15/2022 11:21 AM
4	Staffing has been an issue, but this isn't unique to EC3. We really appreciate everything Lis and Betsy have done to try to resolve this ongoing issue.	1/13/2022 3:53 PM
5	Liz, you work too hard.	1/13/2022 2:57 PM
6	Not sure who the questions are about? Betsy or Liz?	1/12/2022 10:19 PM
7	That job can't be easy so I really respect Lis' dedication to the role.	1/12/2022 6:50 PM
8	I really appreciate increasing hourly wages. I'm indifferent on her decisions regarding reactions to COVID cases. I'm unsure how much she tries to get sponsorships or other outside donations to support EC3, though I do believe she's great at getting grants and staying on top of current events related to funding EC3. Having helped run a nonprofit, I appreciate the work that goes into acquiring grants. Overall, have always felt communications (e.g. fundraising from parents, etc) could be approached better.	1/7/2022 11:11 AM
9	Not good with people, maybe shouldn't be involved directly with parents. My only experience	1/6/2022 4:59 PM

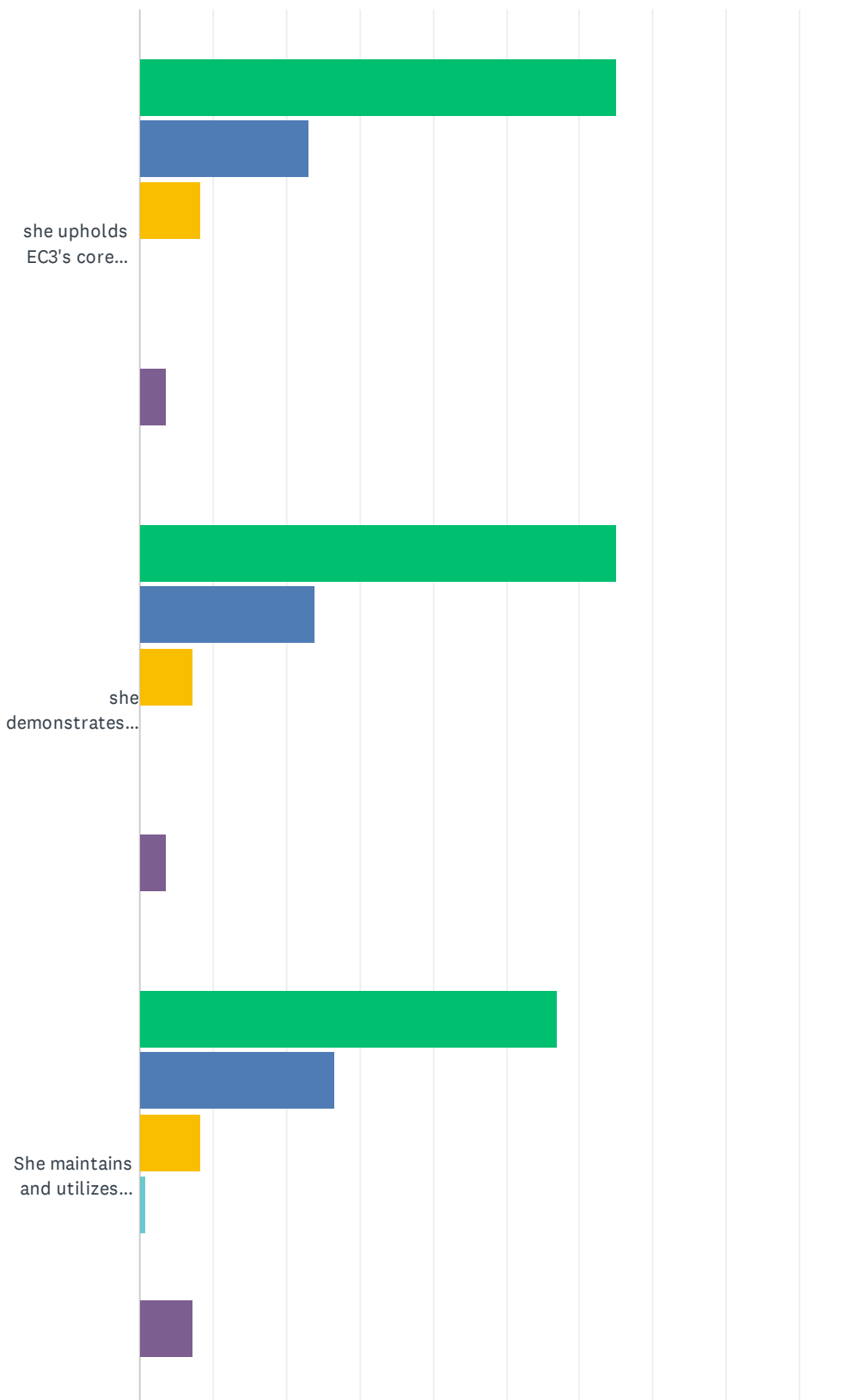
## 2022 EC3 Family Survey

with her was a one-sided discussion where she was unwilling to listen to what I had to say and I walked away feeling that her points were illogical.

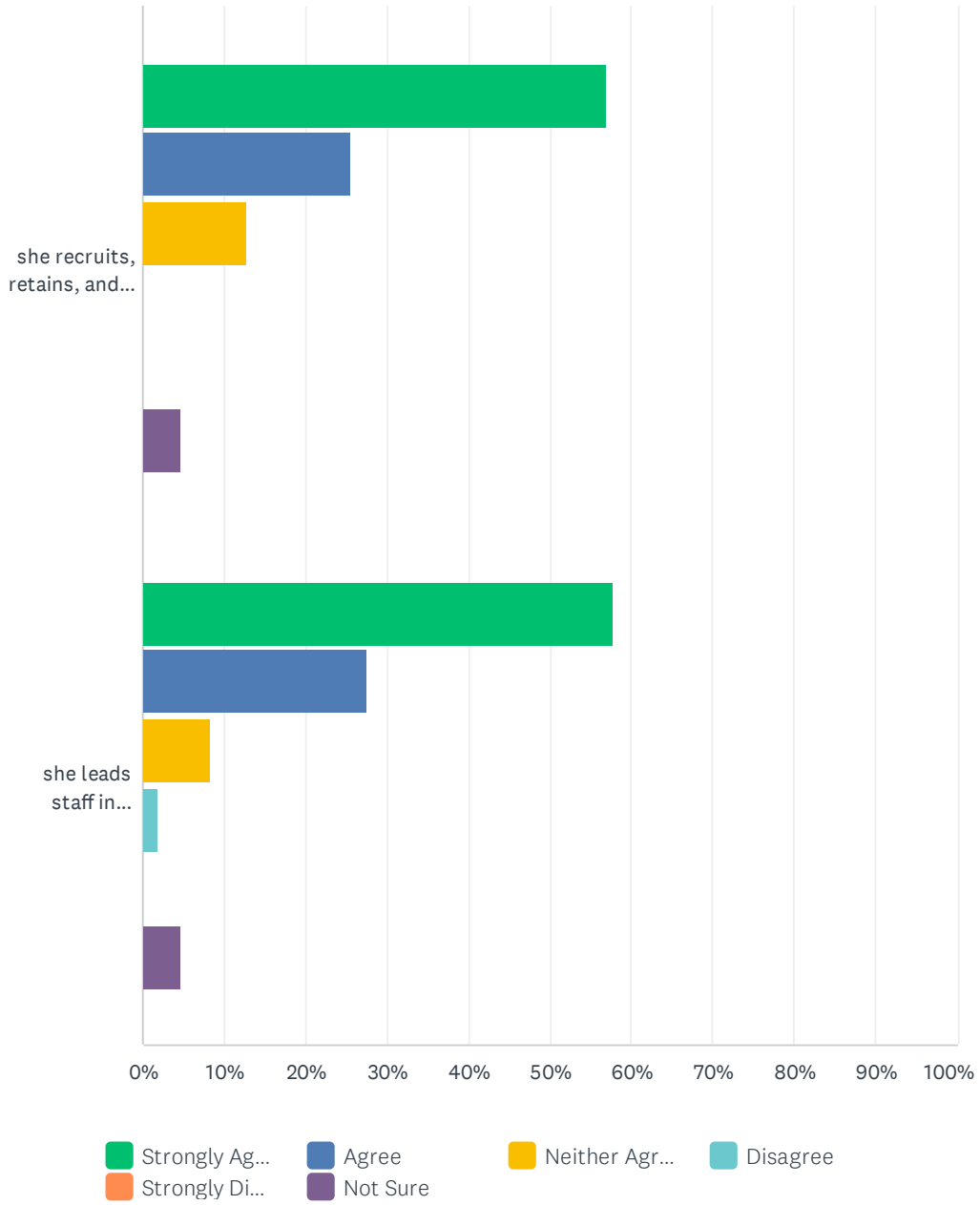
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# Q24 Based on written communications and any other interactions I have had with the PROGRAM DIRECTOR, I believe:

Answered: 109 Skipped: 5



# 2022 EC3 Family Survey



2022 EC3 Family Survey

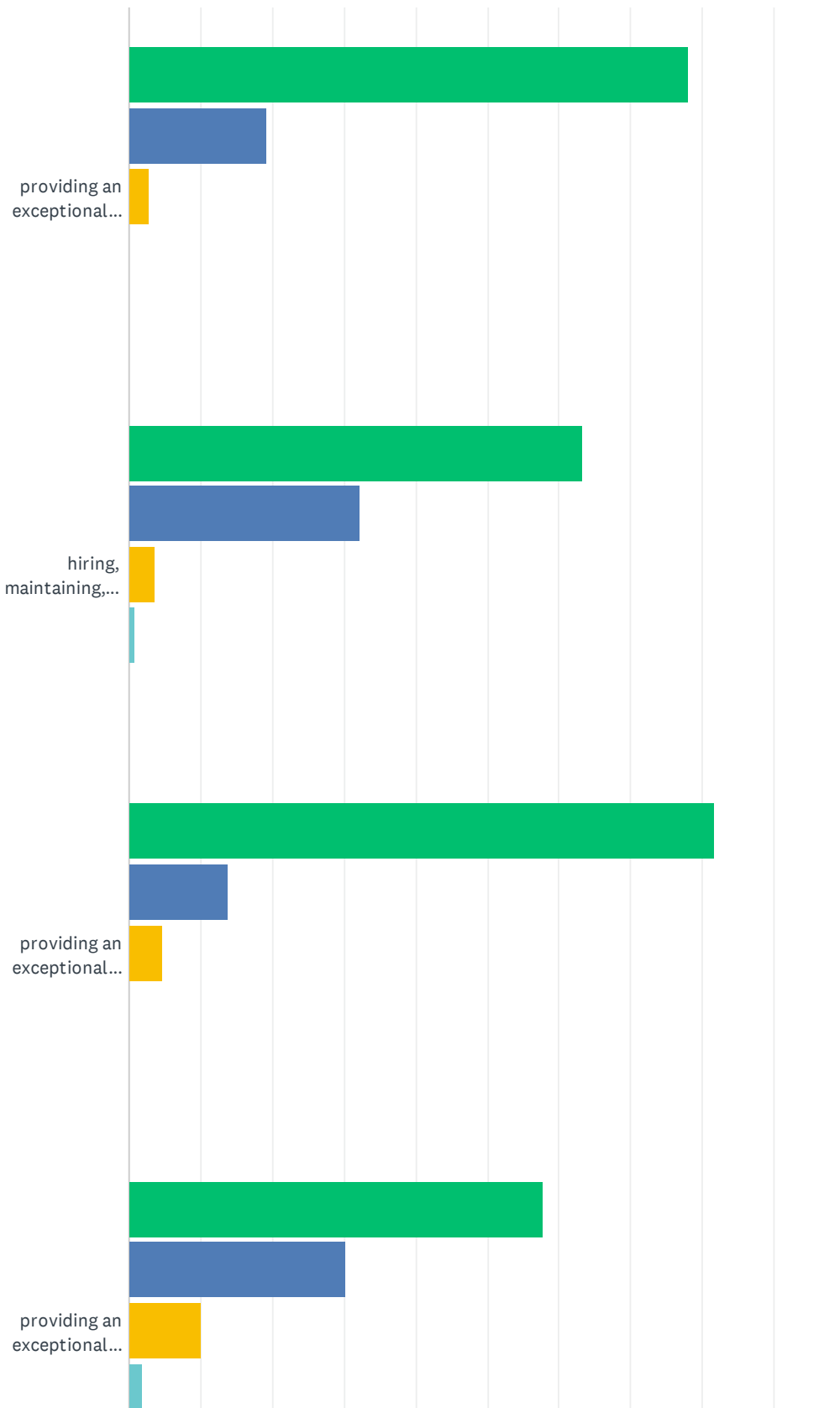
	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	NOT SURE	TOTAL
she upholds EC3's core values and beliefs.	65.14% 71	22.94% 25	8.26% 9	0.00% 0	0.00% 0	3.67% 4	109
she demonstrates substantive knowledge regarding EC3's programs and services.	65.14% 71	23.85% 26	7.34% 8	0.00% 0	0.00% 0	3.67% 4	109
She maintains and utilizes a working knowledge of significant developments and trends in the field of early learning.	56.88% 62	26.61% 29	8.26% 9	0.92% 1	0.00% 0	7.34% 8	109
she recruits, retains, and supports a highly-qualified staff.	56.88% 62	25.69% 28	12.84% 14	0.00% 0	0.00% 0	4.59% 5	109
she leads staff in maintaining a climate of excellence, accountability, and respect.	57.80% 63	27.52% 30	8.26% 9	1.83% 2	0.00% 0	4.59% 5	109

#	COMMENTS	DATE
1	I haven't known the director long enough to confidently rate her.	1/20/2022 7:26 PM
2	Personally have not had much interaction with Betsy outside of her sitting in for our child's conference. TBD.	1/20/2022 8:44 AM
3	Accountability is not encouraged or demonstrated. Staff is willing to learn from mistakes, but will not own up to them.	1/20/2022 7:49 AM
4	Betsy has been extremely helpful to our family and her demeanor and listening skills are top notch b	1/15/2022 11:21 AM
5	Recruiting and maintaining staff has been an issue, but this isn't unique to EC3. We really appreciate everything Lis and Betsy have done to try to resolve this ongoing issue.	1/13/2022 3:53 PM
6	Don't know enough about a day in the life of Betsy.	1/7/2022 11:11 AM
7	I don't think I've had enough interactions with the program director to know anything about them.	1/6/2022 7:12 PM

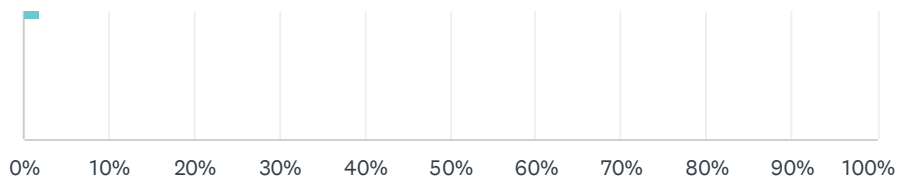


## Q25 Rate EC3's efforts and accomplishment in

Answered: 109 Skipped: 5



## 2022 EC3 Family Survey

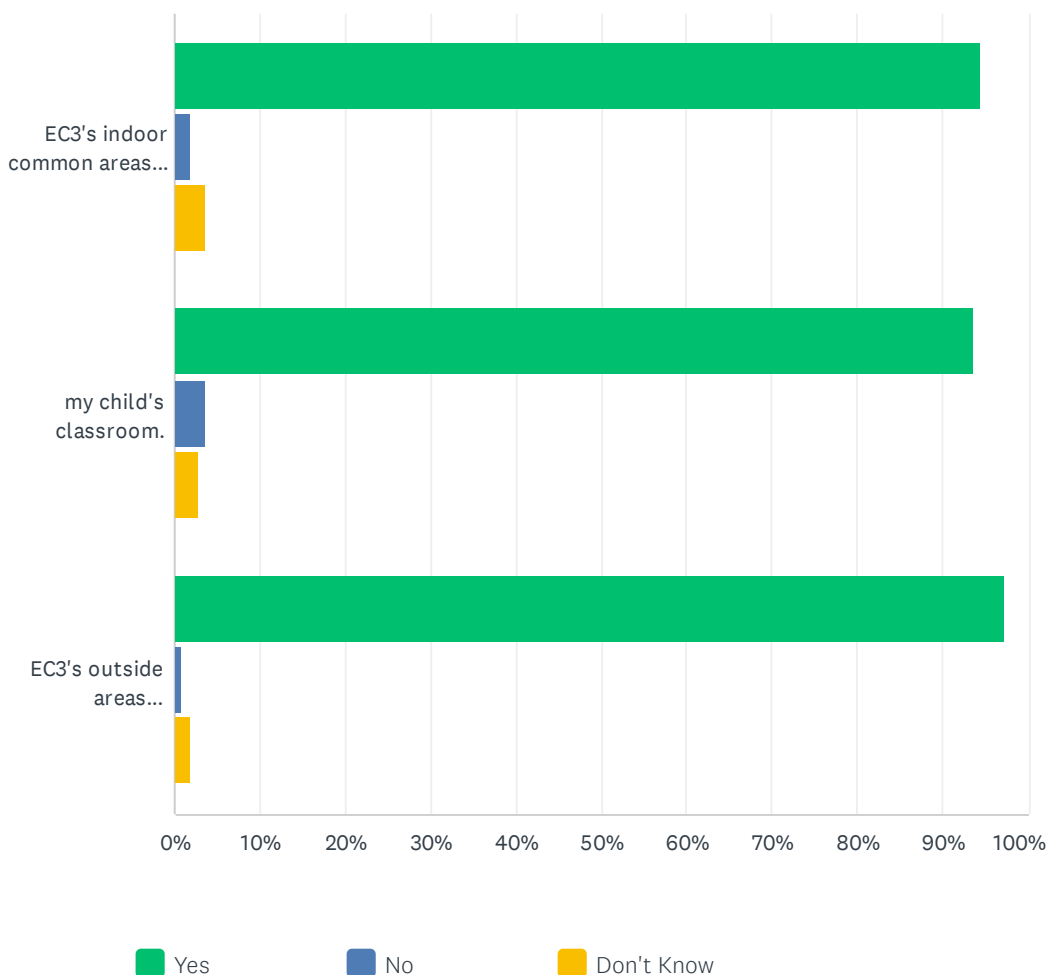


	EXCEPTIONAL	GOOD	AVERAGE	FAIR	POOR	TOTAL
providing an exceptional program for families and children.	77.98% 85	19.27% 21	2.75% 3	0.00% 0	0.00% 0	109
hiring, maintaining, and supporting an exceptional staff.	63.30% 69	32.11% 35	3.67% 4	0.92% 1	0.00% 0	109
providing an exceptional environment for care and learning.	81.65% 89	13.76% 15	4.59% 5	0.00% 0	0.00% 0	109
providing an exceptional value for each family's tuition dollars.	57.80% 63	30.28% 33	10.09% 11	1.83% 2	0.00% 0	109

#	COMMENTS	DATE
1	It's been a little rough with COVID and having to limit hours on occasion, but I empathize with the situation. Staff always do a wonderful job and continue to do so during the pandemic.	1/20/2022 8:55 AM
2	I didn't give this the highest rating because of the amount of closures we have had and we are still charged for multiple days when we do not receive services.	1/20/2022 7:45 AM
3	I would pay more. Seriously. Attracting and retaining talent is a nightmare in this environment. I'd pay more. Especially if there was a vaccination requirement for staff!!!	1/15/2022 11:21 AM
4	EC3 is simply amazing. In my opinion there is nothing better to spend my money on than knowing my kids are safe, loved, and engaged in learning while we are working.	1/9/2022 10:40 PM
5	Seems to be some staffing issues sometimes, but I think a lot of businesses are experiencing this.	1/7/2022 6:53 PM
6	The times are very unique, but I think EC3 is heading in the right direction for long-term sustainability and competitive hiring.	1/7/2022 11:11 AM
7	There is obviously a lot of discussion right now on the high cost of childcare. EC3 seems to be in line with other options, and is very high quality.	1/6/2022 6:23 PM

## Q26 I am satisfied with the condition and cleanliness of

Answered: 109 Skipped: 5



	YES	NO	DON'T KNOW	TOTAL
EC3's indoor common areas (entrance, hallways, gym, etc.).	94.50% 103	1.83% 2	3.67% 4	109
my child's classroom.	93.58% 102	3.67% 4	2.75% 3	109
EC3's outside areas (playgrounds, parking lot, gardens, etc.).	97.25% 106	0.92% 1	1.83% 2	109

#	COMMENTS	DATE
1	The hallway that is in the stairway by the entrance/going down stairs by the "side entrance door" needs a little up keeping on the ceiling and walls.	1/21/2022 6:08 PM
2	EC3's team is pretty short-staffed at the moment, so I recognize there's not always time to vacuum, sweep, etc.	1/20/2022 2:50 PM
3	The floors are frequently dirty in the mornings.	1/20/2022 12:20 PM
4	There are a lot of distractions inside the classroom.	1/20/2022 12:04 PM

## 2022 EC3 Family Survey

5	Parking lot is incredibly slippery in winter	1/20/2022 9:09 AM
6	Thanks for prioritizing new blacktop this year!! Didn't know if this was in the works or not and was going to approach about trying to help out but you beat me to the punch!	1/20/2022 8:44 AM
7	Some of the stairways could use some tlc. They could also be a little more colorful to match the rest of the school.	1/20/2022 8:15 AM
8	Again, pandemic related, without being able to enter the Lion classroom, it is difficult to judge.	1/13/2022 3:53 PM
9	Thank you for all the extra cleaning during the pandemic.	1/12/2022 6:50 PM
10	The tile in the Tiger kitchen area could really stand to be redone. I think it's kept clean, but no amount of cleaning is going to make it look nice, it's in rough shape.	1/7/2022 6:53 PM
11	City of Lansing Neighborhood Grants: <a href="https://www.lansingmi.gov/892/Grants">https://www.lansingmi.gov/892/Grants</a>	1/7/2022 2:13 PM
12	Have noticed mold on the ceiling between the two front door entrances.	1/7/2022 11:11 AM
13	the carpet needs replaced	1/6/2022 11:00 PM

## Q27 Please provide any additional questions, comments, or suggestions for the EC3 management team and Board of Directors.

Answered: 19 Skipped: 95

#	RESPONSES	DATE
1	<p>My biggest complaint with EC3 and the 8+ years and multiple kids going through the center is the teachers that focus on the negative. My child has been there most likely over 8 hours and the only thing you can't wait to tell me about at pick-up is the one or two times my child might have not gotten along with another child, didn't transition to a new activity well, or another negative thing that teacher wants to focus on. With my first child, I took these negative comments every single day and thought both myself and my child were failures! Why wasn't my child following directions! Finally, with my next child I realize the problem wasn't my child, it was these particular teachers that love to just pounce on parents about negative things. I came to expect the "child A had an ok day but....." It came every day in particular classrooms. I then watched other parents experience the same thing with their children when I chose to brush any comments off with my next child. When I would see certain teachers, I cut them off immediately as I knew what was coming. To judge a child's day on one or two things is unreasonable. Children are people too! Their feelings and willingness to do things are going to ebb and flow throughout the day. The same for me as an adult! Before I think certain children were given preferential treatment if their parent was a member of the board. Those children got the better teachers and blame was often placed on other children. Now with the board being comprised of people that don't even have kids at the center, that problem seems to be resolved. I was disappointed to see Betsy return to the center. I found her to not listen to my concerns and be very judgmental. I was hoping to get a new face in that role that might help turn the center around. Betsy often called me about one of my children and gave her thoughts about how I should parent. Betsy's role is to promote enrollment and the program. I didn't need her to tell us how to parent our child. I think temperature checks at the front door are clearly a waste of time. You currently have 5/10 classrooms shut down. Most people don't get fevers with covid any more. I would recommend eliminating that requirement. Also, it appears that EC3 is discrediting natural immunity since the last email said even if a child has had covid they can't return. Per my child doctor, my child is protected to a level of a vaccine for at least the next 90 days! So why if you close their classroom down is my whole family disrupted for 10 days. My child should be able to attend if they do not show symptoms or have a negative at home test. They already had covid which they probably got from one of your unvaccinated teachers that is allowed to work with a vulnerable population! And probably brought home and gave to the rest of the family! To say I am counting down the days until my last child will be out of EC3 is an understatement. EC3 cares about the money. That is clear from the increases every year, to the \$100 service requirement, to closing classrooms but still making me pay. I have paid more in the last 2 years then my children have attended!</p>	1/20/2022 12:32 PM
2	We pray for CJ and we hope the EC3 folks communicate that she is loved and missed.	1/20/2022 12:19 PM
3	Ec3 has exceeded our expectations for a childcare center. We are very happy with the service they provide.	1/20/2022 10:18 AM
4	Choosing to send both of my children to EC3 was one of, if not the best decision I have ever made as a parent.	1/20/2022 9:48 AM
5	<p>Parents who bring sick kids to the facility must be accountable for their actions because it puts everyone's children in jeopardy because of one's selfishness. It's getting tiring to see how little regard people have to the well-being of others. And I don't think EC3 is handling the situation accordingly and it seems these issues are happening over and over, week after week. For one, during this time of pandemic when a children is sick and test positive that means the classroom about to be out for a week, on that week another could get infected and with the negligence of their parents they come to school the following week and the classroom is out again. We are still paying EC3 even when classrooms are closed, while still have to find care for our children for a week. No if you factor in families with more than one children enrolled you can see how bad it gets. One week one classroom is closed the next could be the other classroom or the same one and so on. All of this to say, it's getting to the point where sending</p>	1/20/2022 9:08 AM

## 2022 EC3 Family Survey

our kids to EC3 is becoming unreliable and quite honestly worrisome both financial and health concerns. For instance we pay about 29K per year to have our children cared for and if we're not even getting half the care we need and still have to run around to find someone to watch our children for the times EC3 classrooms are closed or even having to be off work because you can't find someone it's getting hard and we're honestly considering finding other care options if these issues continue at EC3

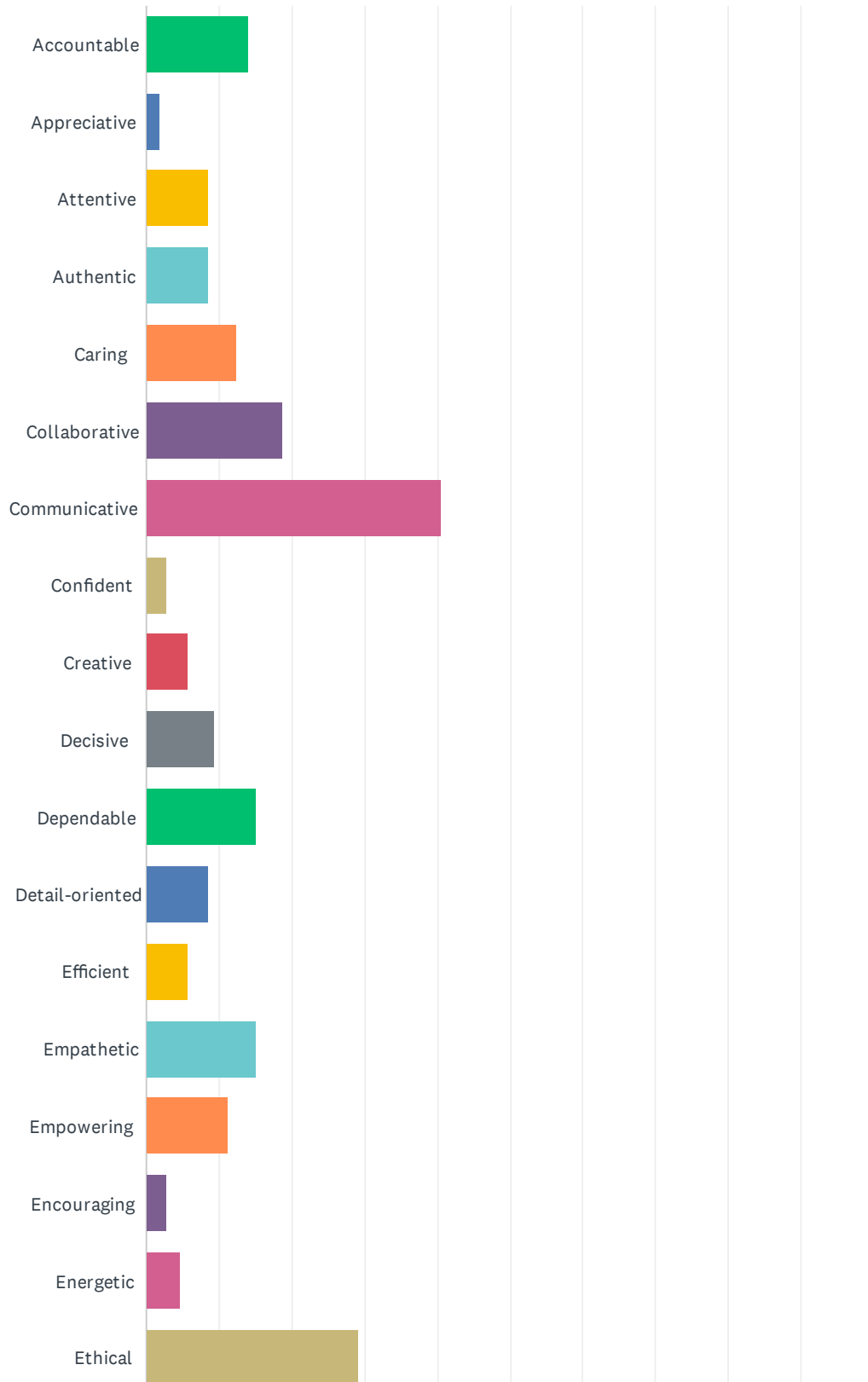
6	Appreciate the efforts to keep our kids safe and EC3 open during these chaotic times. I wish support staff didn't move from class to class to avoid potential exposures but I get being short staffed. Would love more detailed communication and regular reminders about covid protocols and safety. Maybe offer bonuses to staff that get and stay fully vaccinated! I'd contribute to that fund.	1/15/2022 11:21 AM
7	We are grateful for the support from EC3 during such a difficult time. We regularly recommend the center to other families - hopefully staffing evens out so more families can join the EC3 community.	1/13/2022 3:53 PM
8	Why is there currently no Covid-19 vaccination and booster mandate for staff? We are multiple years into a deadly pandemic and you work with an at risk population, most of which cannot be vaccinated. If you truly care about the safety of my child and others do the right thing and mandate this. You currently state that 99% of staff is vaccinated (booster status unknown), and yet have already encountered closings due to unvaccinated staff members. From both a childcare and fiscal perspective it is in the best interest of EC3 to require vaccines and boosters as you would for ANY OTHER ILLNESS. If you've truly been accurately reporting staff vaccination rates this should only pose a problem in at most 5 individual cases, so what is the hold up when it would calm the minds of so many parents that you are doing all that can be done?	1/13/2022 3:12 PM
9	PLEASE ensure that all staff members are vaccinated. Our children CAN'T be vaccinated until they're 5, so adults that choose to not get a vaccine are actively endangering our children.	1/13/2022 2:57 PM
10	I have an issue with preschoolers being required to be in a cot for 3 hours a day. My child can never get to sleep at night before 9 pm	1/12/2022 10:19 PM
11	I love that EC3 is taking the covid-19 pandemic seriously enough to require masks of children who are old enough, staff, and visitors. EC3's covid policies were a leading factor in my decision to enroll my child there and I am so grateful for the staff and parents who do their best to keep our children safe. I wish that staff covid vaccinations were mandatory but understand that for some reason that policy is contentious enough to deter a full staff.	1/12/2022 6:50 PM
12	A vaccine mandate for staff would be appreciated, as well as discussion around what vaccine mandates might look like for students when the vaccine is approved for the ages of EC3 kids.	1/9/2022 2:07 AM
13	Please work to ensure policies are in place that prevent staff with possible Covid exposure from coming to work. I know you can't police families behavior but if staff might be exposed they should stay home and the incentive structure needs to allow them to disclose potential contacts. It's very disruptive to have a week of quarantine that could be avoided. I would much rather miss a day because staff ratio is too low than to have to quarantine for a week. If there is anyway to facilitate on site testing, that would be great. I assume we will have a lot of exposures this winter and having to find testing independently is burdensome. If feasible, it would be nice. Extremely happy with the care my daughter receives at EC3.	1/8/2022 5:55 PM
14	I work for the City of Lansing- if there are any specific concerns related to road repair, street lighting, sidewalks surrounding EC3, anything in the right of way (overgrown trees, trash), please feel free to tag it in the Lansing Connect app and/or call the Dept of Public Service at 517-483-4161	1/7/2022 2:13 PM
15	Please tell us more about how we can get involved, and sooner! We have a toddler, so planning ahead is critical.	1/7/2022 11:11 AM
16	I love EC3! Thankyou for everything you do!	1/6/2022 10:15 PM
17	I would like to see EC3 get more outdoor playground equipment and outdoor items to play with in the future.	1/6/2022 8:35 PM
18	Depending on its future availability, we would support COVID vaccine mandates for attending children	1/6/2022 6:23 PM
19	A lunch subscription service would be incredible. We would gladly pay extra if lunch was	1/6/2022 4:22 PM

provided. A vaccine mandate for staff is imperative and should be adopted immediately.

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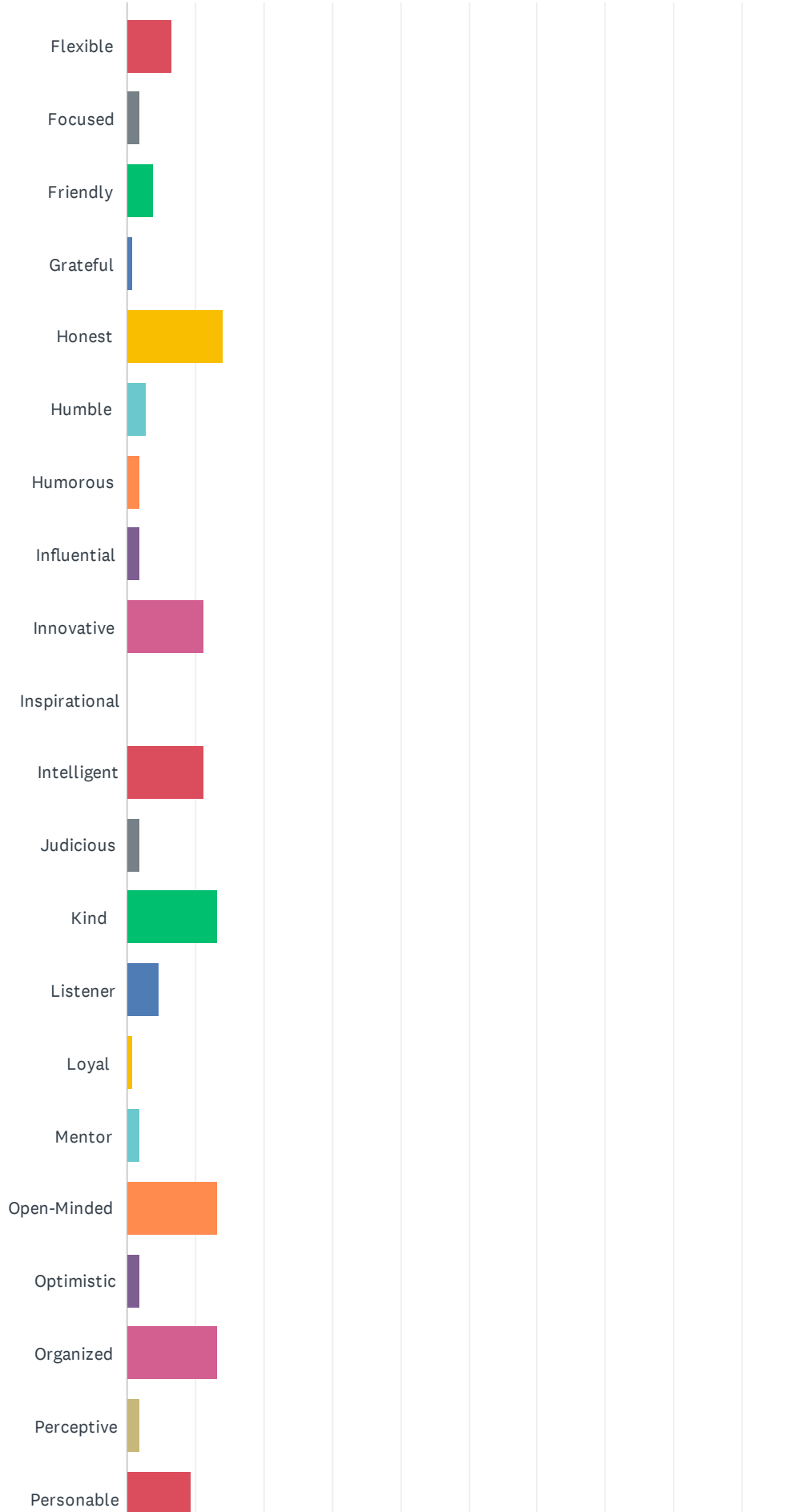
## Q28 The key leadership qualities EC3's new CEO should possess are (select up to five):

Answered: 106 Skipped: 8

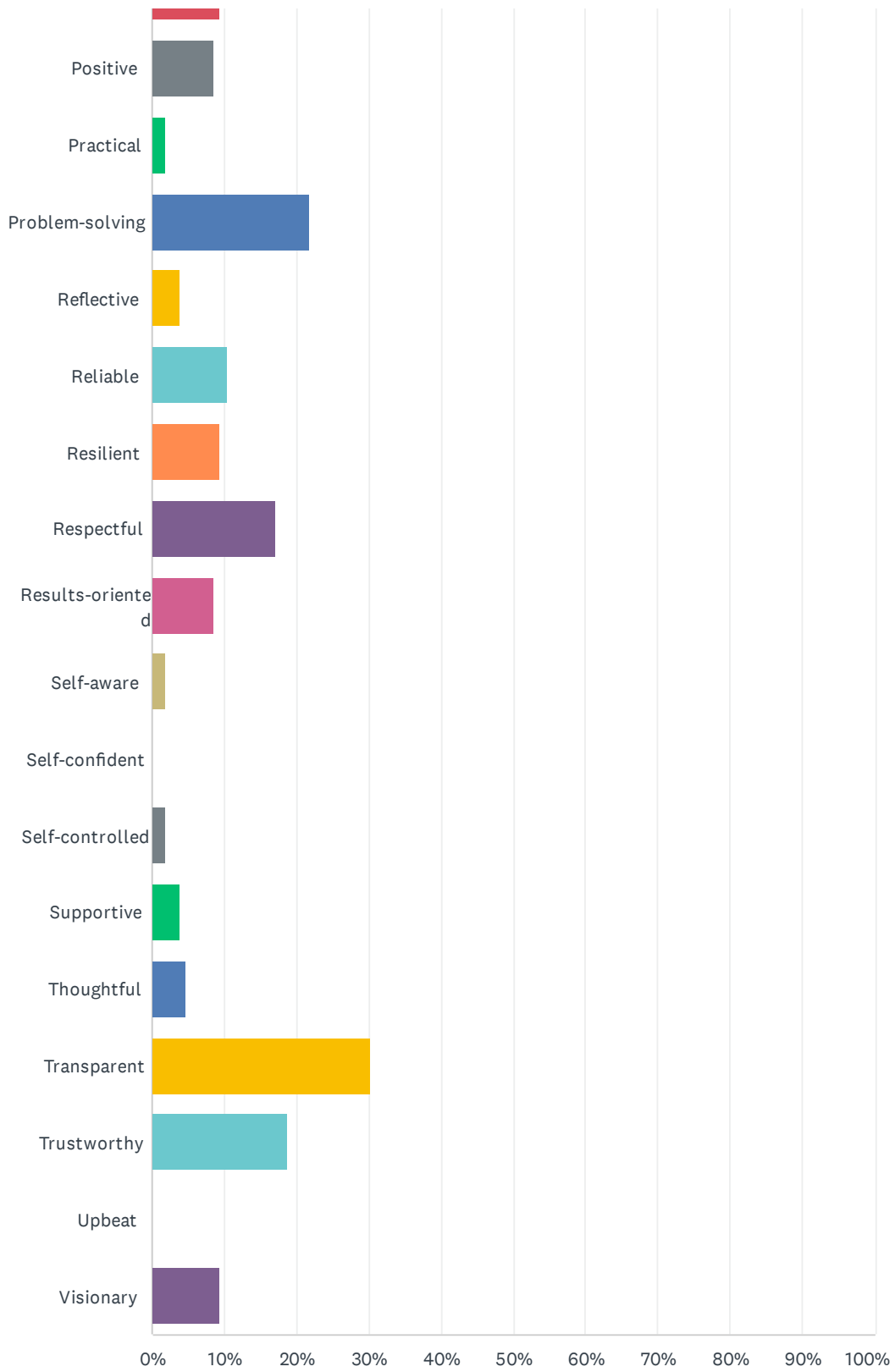




# 2022 EC3 Family Survey



# 2022 EC3 Family Survey



## 2022 EC3 Family Survey

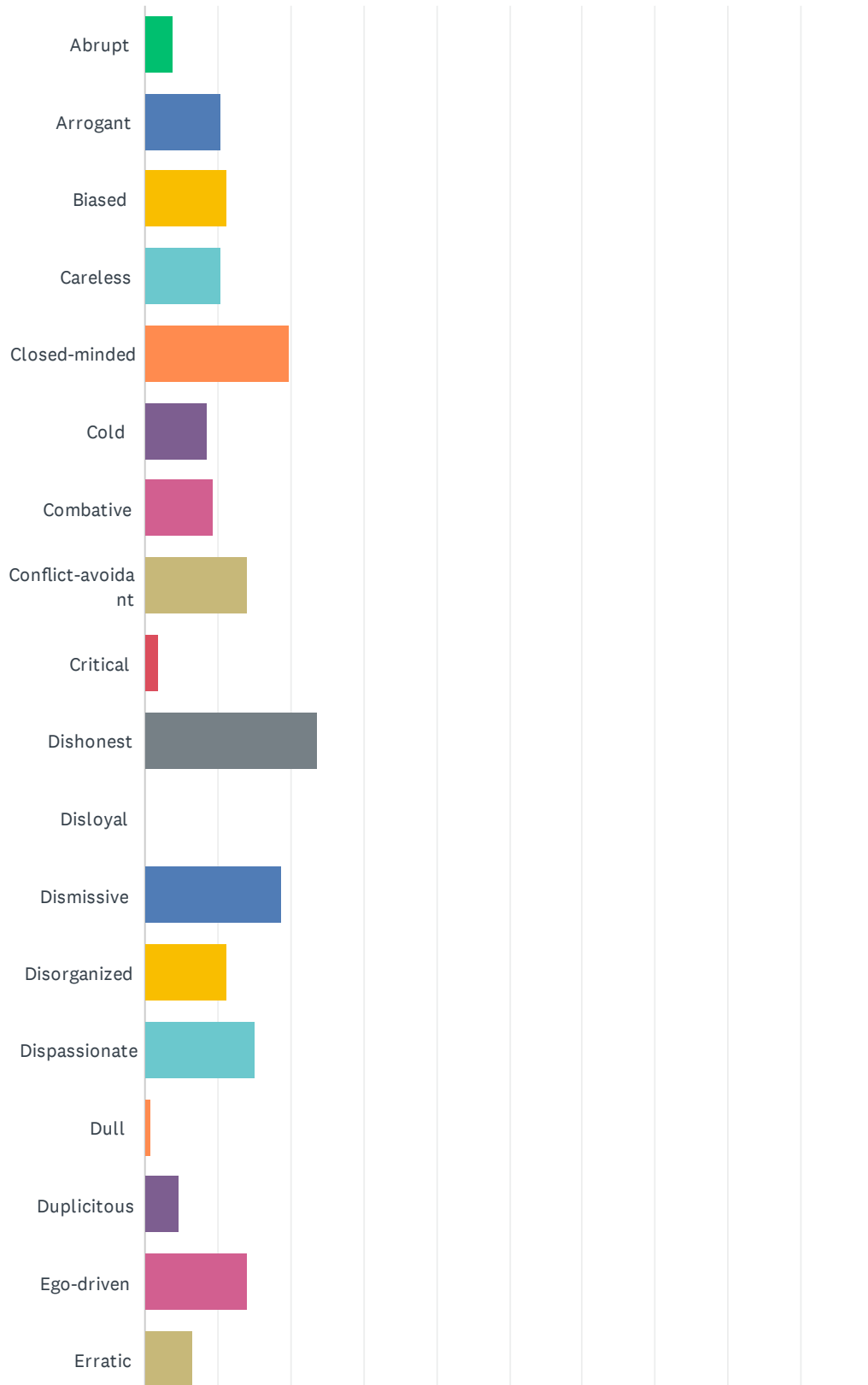
ANSWER CHOICES	RESPONSES	
Accountable	14.15%	15
Appreciative	1.89%	2
Attentive	8.49%	9
Authentic	8.49%	9
Caring	12.26%	13
Collaborative	18.87%	20
Communicative	40.57%	43
Confident	2.83%	3
Creative	5.66%	6
Decisive	9.43%	10
Dependable	15.09%	16
Detail-oriented	8.49%	9
Efficient	5.66%	6
Empathetic	15.09%	16
Empowering	11.32%	12
Encouraging	2.83%	3
Energetic	4.72%	5
Ethical	29.25%	31
Flexible	6.60%	7
Focused	1.89%	2
Friendly	3.77%	4
Grateful	0.94%	1
Honest	14.15%	15
Humble	2.83%	3
Humorous	1.89%	2
Influential	1.89%	2
Innovative	11.32%	12
Inspirational	0.00%	0
Intelligent	11.32%	12
Judicious	1.89%	2
Kind	13.21%	14
Listener	4.72%	5

## 2022 EC3 Family Survey

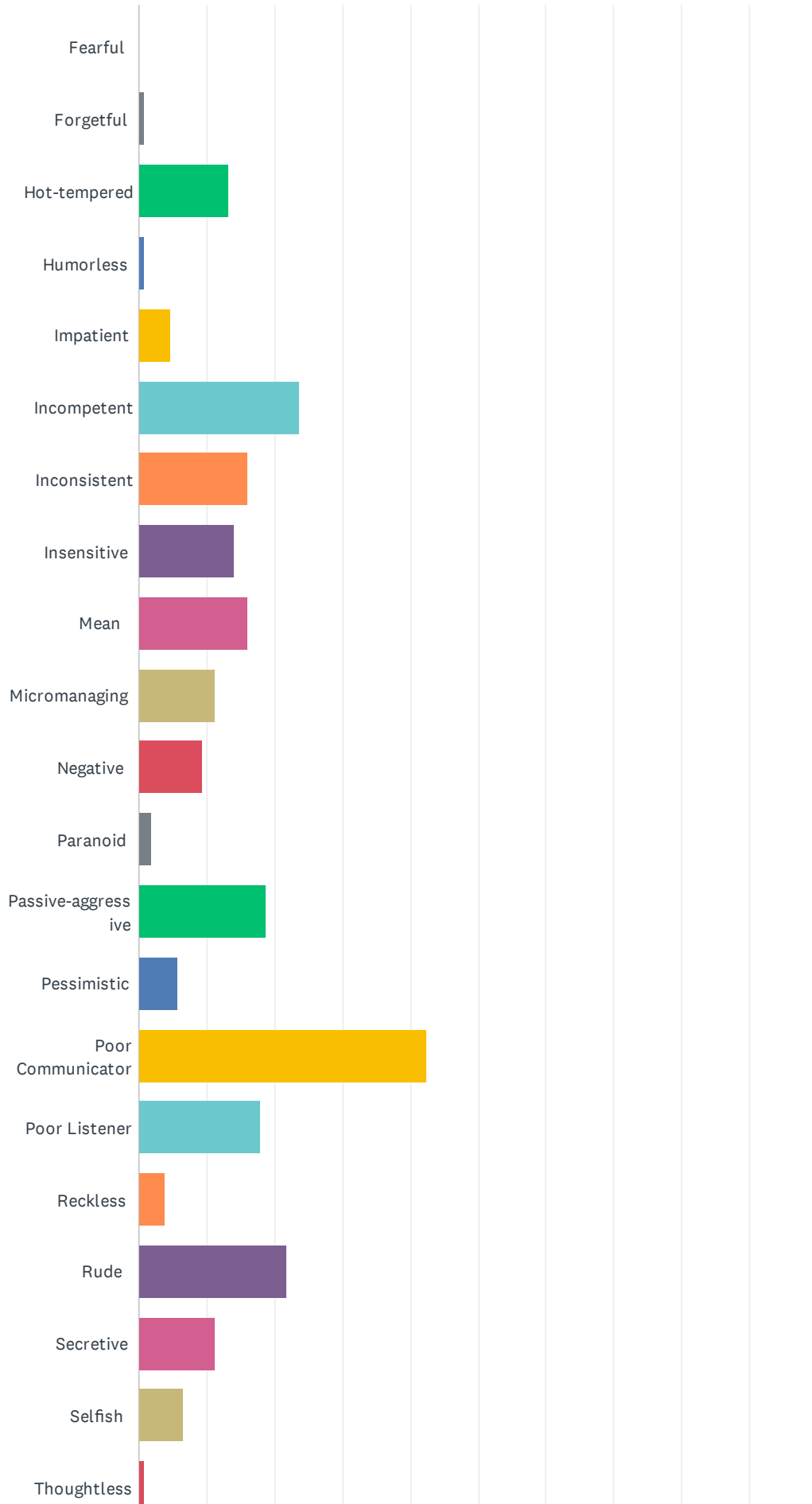
Loyal	0.94%	1
Mentor	1.89%	2
Open-Minded	13.21%	14
Optimistic	1.89%	2
Organized	13.21%	14
Perceptive	1.89%	2
Personable	9.43%	10
Positive	8.49%	9
Practical	1.89%	2
Problem-solving	21.70%	23
Reflective	3.77%	4
Reliable	10.38%	11
Resilient	9.43%	10
Respectful	16.98%	18
Results-oriented	8.49%	9
Self-aware	1.89%	2
Self-confident	0.00%	0
Self-controlled	1.89%	2
Supportive	3.77%	4
Thoughtful	4.72%	5
Transparent	30.19%	32
Trustworthy	18.87%	20
Upbeat	0.00%	0
Visionary	9.43%	10
Total Respondents: 106		

## Q29 The leadership qualities most undesired in EC3's new CEO are (select up to five):

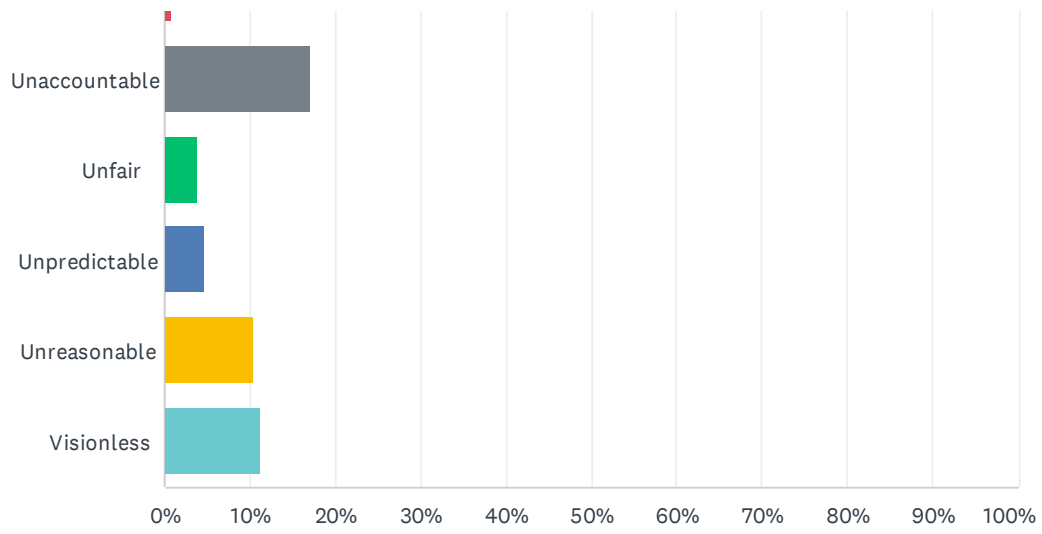
Answered: 106 Skipped: 8



# 2022 EC3 Family Survey



# 2022 EC3 Family Survey



2022 EC3 Family Survey

ANSWER CHOICES	RESPONSES	
Abrupt	3.77%	4
Arrogant	10.38%	11
Biased	11.32%	12
Careless	10.38%	11
Closed-minded	19.81%	21
Cold	8.49%	9
Combative	9.43%	10
Conflict-avoidant	14.15%	15
Critical	1.89%	2
Dishonest	23.58%	25
Disloyal	0.00%	0
Dismissive	18.87%	20
Disorganized	11.32%	12
Dispassionate	15.09%	16
Dull	0.94%	1
Duplicitous	4.72%	5
Ego-driven	14.15%	15
Erratic	6.60%	7
Fearful	0.00%	0
Forgetful	0.94%	1
Hot-tempered	13.21%	14
Humorless	0.94%	1
Impatient	4.72%	5
Incompetent	23.58%	25
Inconsistent	16.04%	17
Insensitive	14.15%	15
Mean	16.04%	17
Micromanaging	11.32%	12
Negative	9.43%	10
Paranoid	1.89%	2
Passive-aggressive	18.87%	20
Pessimistic	5.66%	6

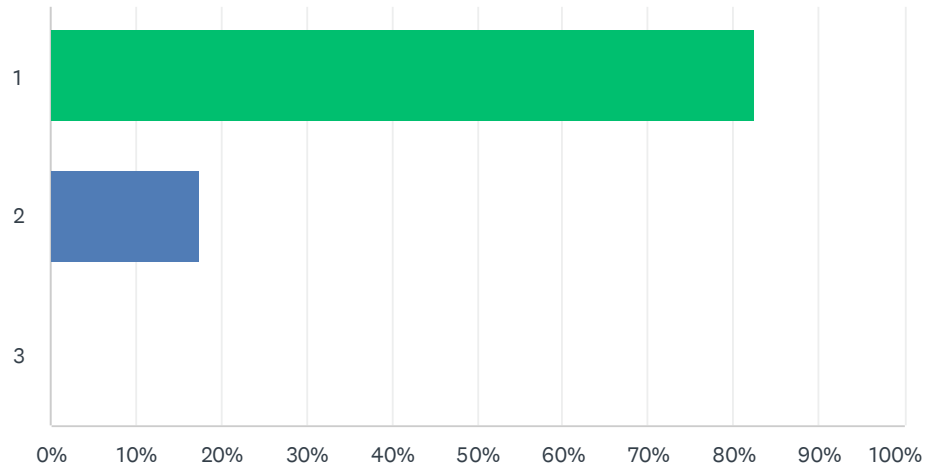


## 2022 EC3 Family Survey

Poor Communicator	42.45%	45
Poor Listener	17.92%	19
Reckless	3.77%	4
Rude	21.70%	23
Secretive	11.32%	12
Selfish	6.60%	7
Thoughtless	0.94%	1
Unaccountable	16.98%	18
Unfair	3.77%	4
Unpredictable	4.72%	5
Unreasonable	10.38%	11
Visionless	11.32%	12
Total Respondents: 106		

### Q30 How many of your children are CURRENTLY enrolled at EC3?

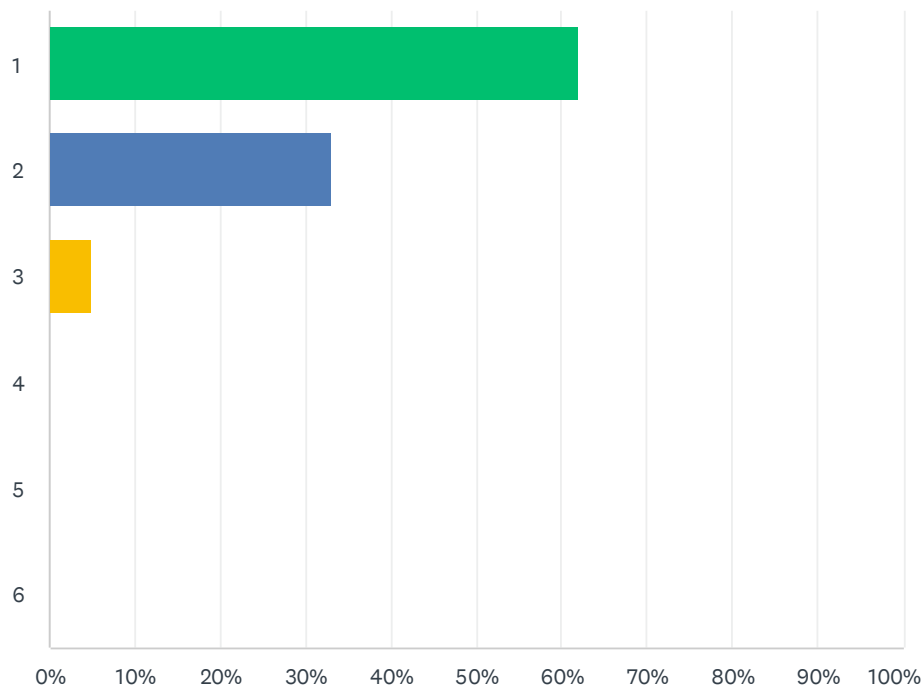
Answered: 103 Skipped: 11



ANSWER CHOICES	RESPONSES	
1	82.52%	85
2	17.48%	18
3	0.00%	0
TOTAL		103

### Q31 What is the total number of your children WHO ATTEND OR HAVE EVER ATTENDED EC3?

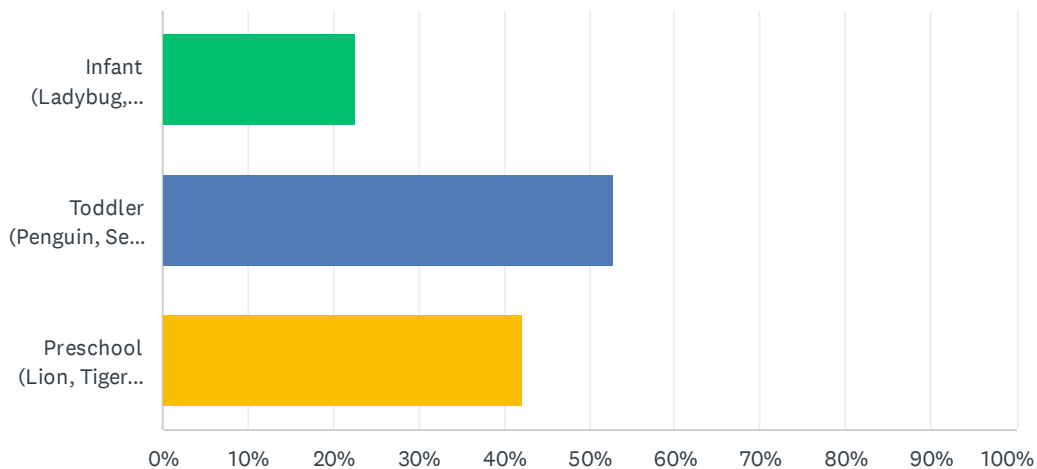
Answered: 103 Skipped: 11



ANSWER CHOICES	RESPONSES	
1	62.14%	64
2	33.01%	34
3	4.85%	5
4	0.00%	0
5	0.00%	0
6	0.00%	0
<b>TOTAL</b>		<b>103</b>

### Q32 What program is your child currently in? If you have more than one child in care, please select all that apply.

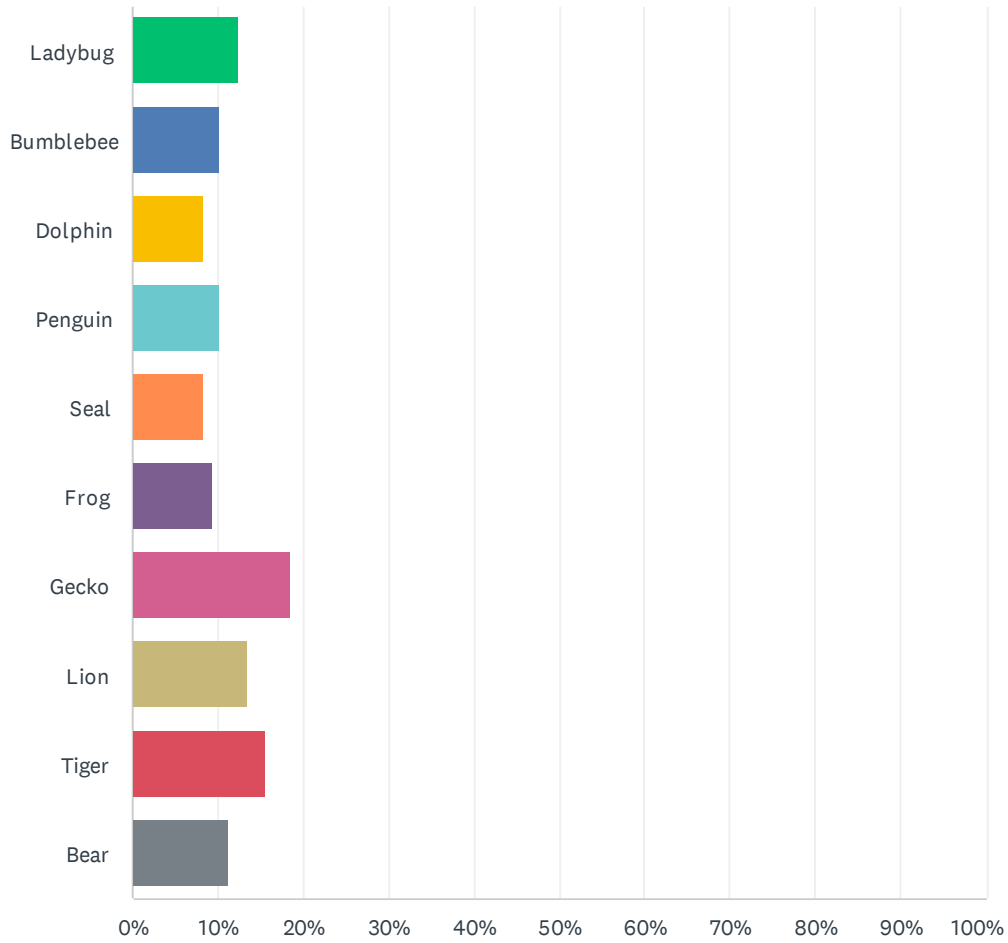
Answered: 102 Skipped: 12



ANSWER CHOICES	RESPONSES	
Infant (Ladybug, Bumblebee)	22.55%	23
Toddler (Penguin, Seal, Dolphin, Frog, Gecko)	52.94%	54
Preschool (Lion, Tiger, Bear)	42.16%	43
Total Respondents: 102		

### Q33 What classroom is your child currently in? If you have more than one child in care, please select all that apply.

Answered: 97 Skipped: 17

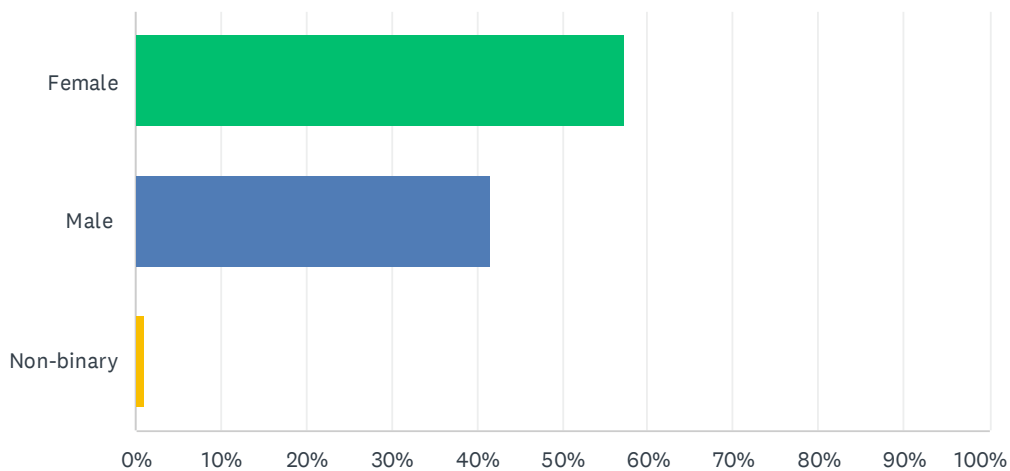


## 2022 EC3 Family Survey

ANSWER CHOICES	RESPONSES	
Ladybug	12.37%	12
Bumblebee	10.31%	10
Dolphin	8.25%	8
Penguin	10.31%	10
Seal	8.25%	8
Frog	9.28%	9
Gecko	18.56%	18
Lion	13.40%	13
Tiger	15.46%	15
Bear	11.34%	11
Total Respondents: 97		

### Q34 What is your gender?

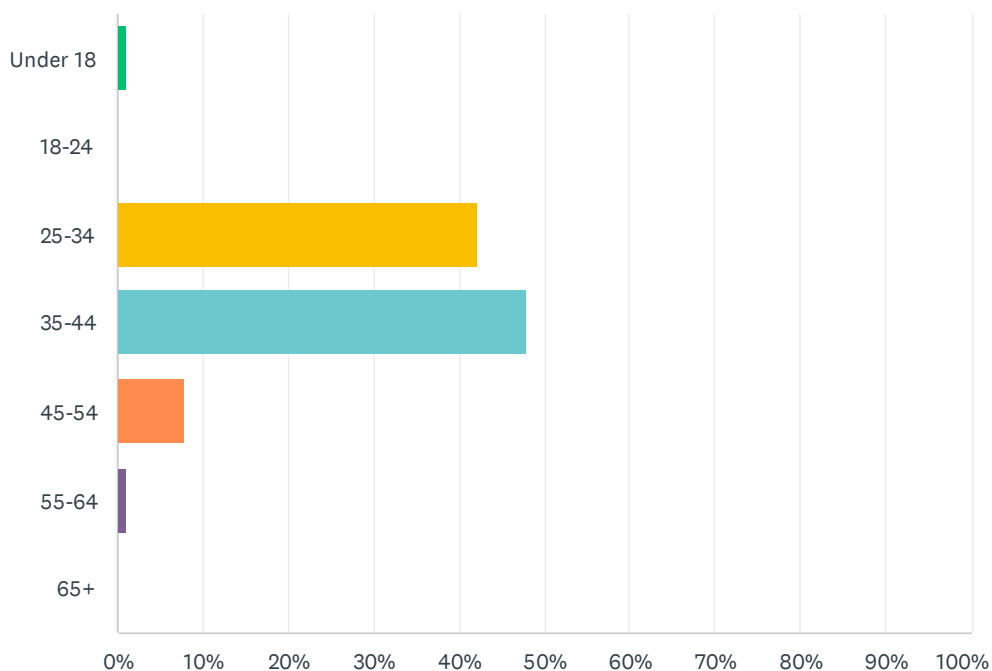
Answered: 101 Skipped: 13



ANSWER CHOICES	RESPONSES	
Female	57.43%	58
Male	41.58%	42
Non-binary	0.99%	1
<b>TOTAL</b>		<b>101</b>

## Q35 Which category includes your age?

Answered: 102 Skipped: 12

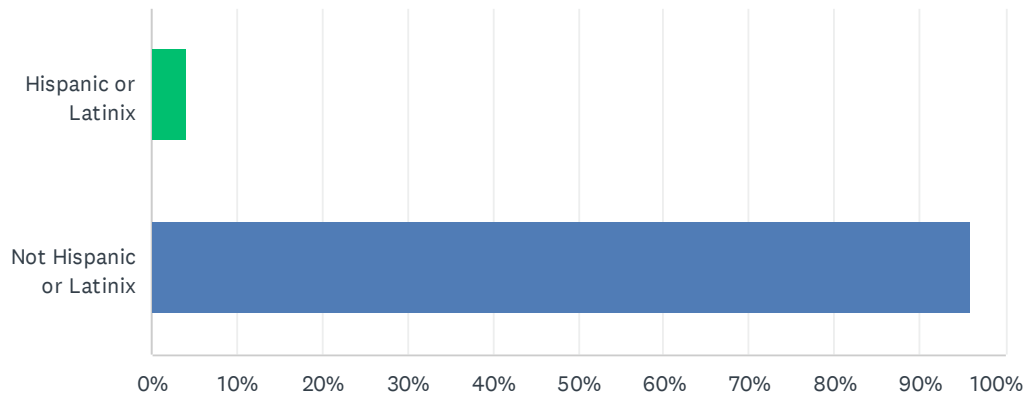


ANSWER CHOICES	RESPONSES	
Under 18	0.98%	1
18-24	0.00%	0
25-34	42.16%	43
35-44	48.04%	49
45-54	7.84%	8
55-64	0.98%	1
65+	0.00%	0
<b>TOTAL</b>		<b>102</b>



### Q36 What is your ethnicity?

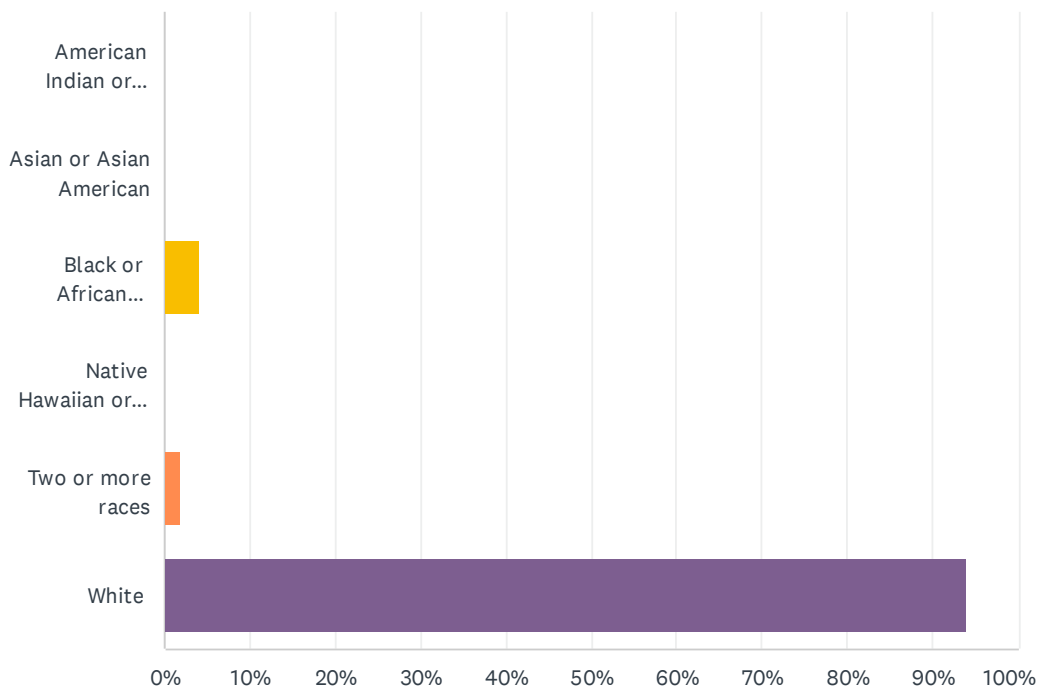
Answered: 101 Skipped: 13



ANSWER CHOICES	RESPONSES
Hispanic or Latinix	3.96% 4
Not Hispanic or Latinix	96.04% 97
TOTAL	101

### Q37 What is your race?

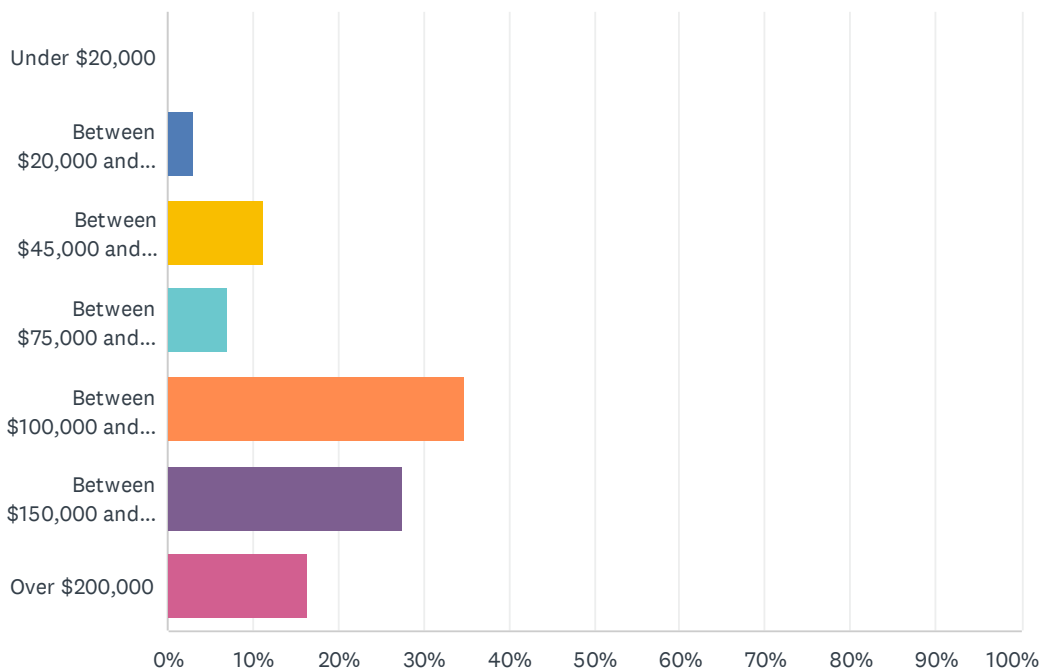
Answered: 101 Skipped: 13



ANSWER CHOICES	RESPONSES	
American Indian or Alaska Native	0.00%	0
Asian or Asian American	0.00%	0
Black or African American	3.96%	4
Native Hawaiian or other Pacific Islander	0.00%	0
Two or more races	1.98%	2
White	94.06%	95
<b>TOTAL</b>		<b>101</b>

### Q38 What is your approximate average household income?

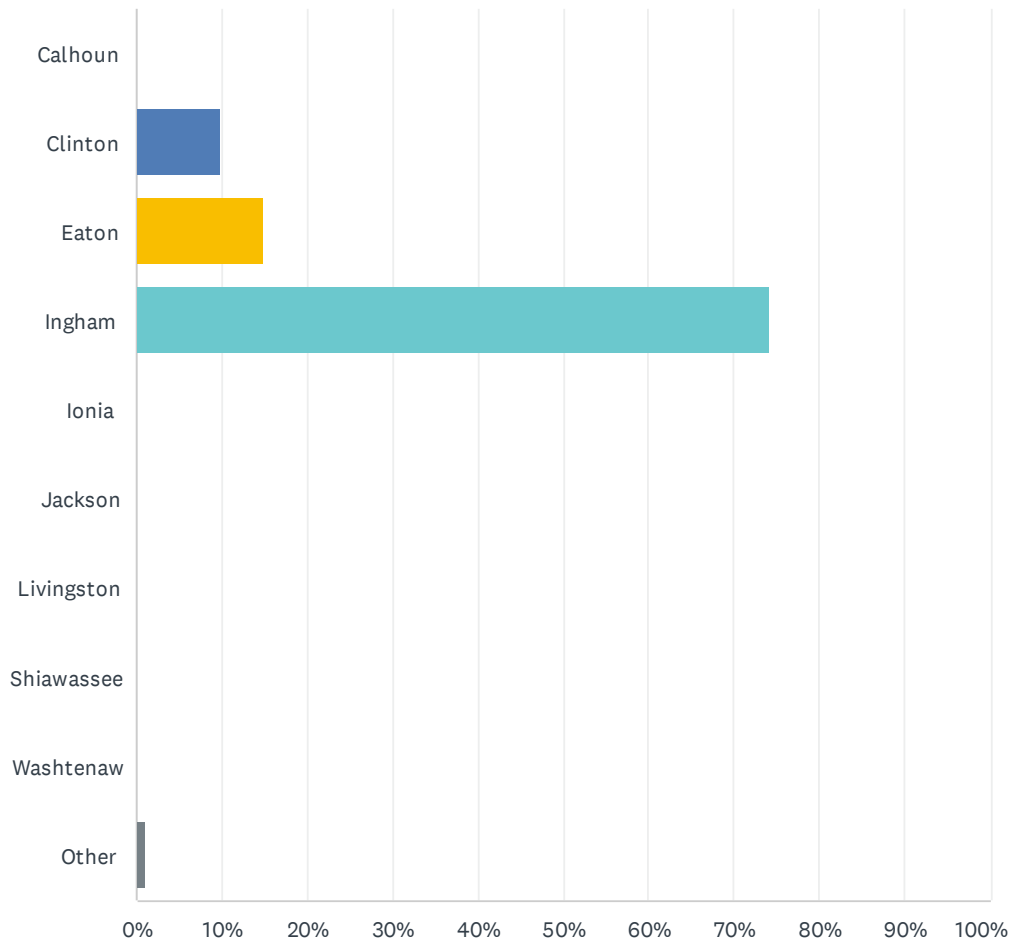
Answered: 98 Skipped: 16



ANSWER CHOICES	RESPONSES	
Under \$20,000	0.00%	0
Between \$20,000 and \$44,999	3.06%	3
Between \$45,000 and \$74,999	11.22%	11
Between \$75,000 and \$99,999	7.14%	7
Between \$100,000 and \$149,999	34.69%	34
Between \$150,000 and \$199,999	27.55%	27
Over \$200,000	16.33%	16
<b>TOTAL</b>		<b>98</b>

### Q39 In which county is your home located?

Answered: 101 Skipped: 13

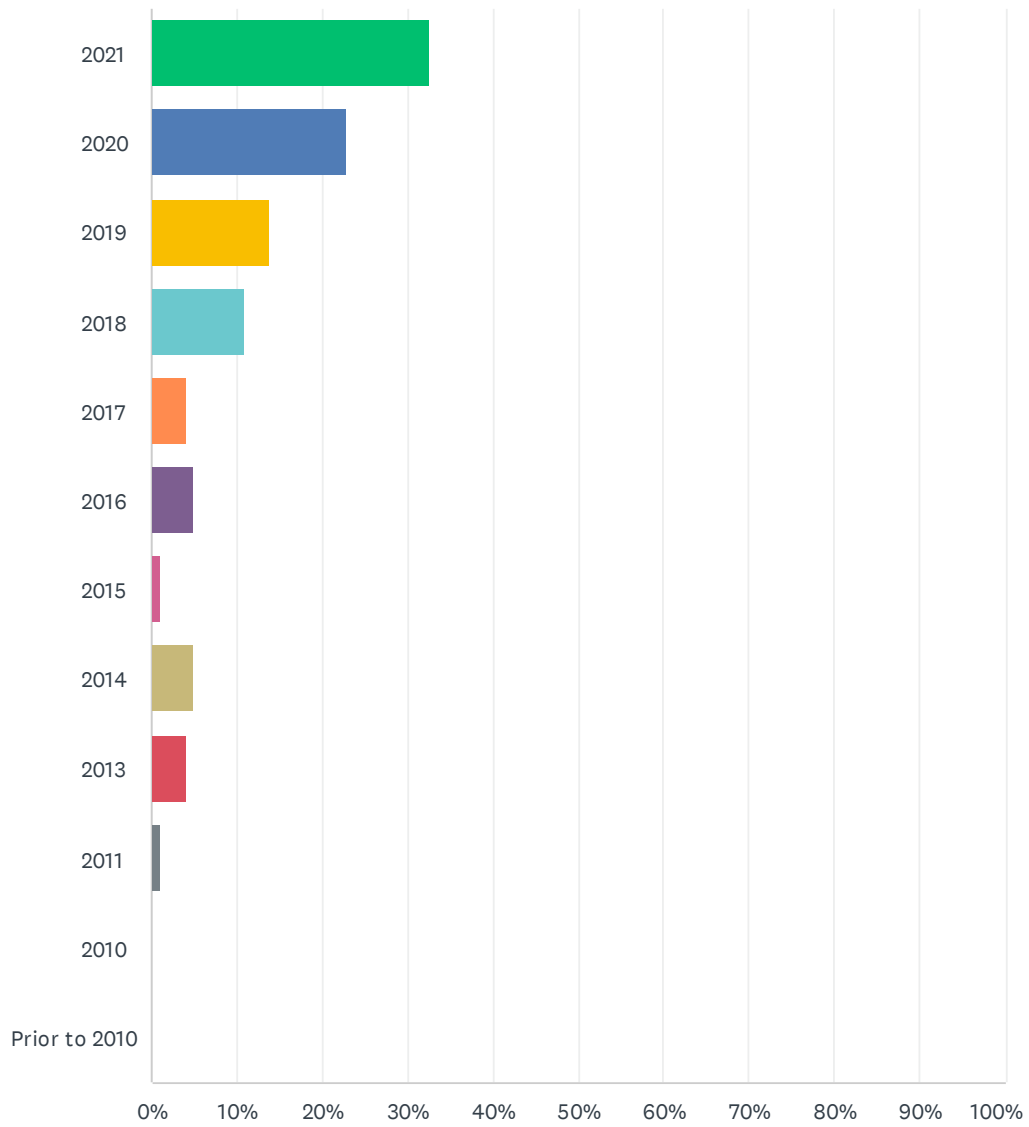


2022 EC3 Family Survey

ANSWER CHOICES	RESPONSES	
Calhoun	0.00%	0
Clinton	9.90%	10
Eaton	14.85%	15
Ingham	74.26%	75
Ionia	0.00%	0
Jackson	0.00%	0
Livingston	0.00%	0
Shiawassee	0.00%	0
Washtenaw	0.00%	0
Other	0.99%	1
<b>TOTAL</b>		<b>101</b>

### Q40 In what year did your affiliation with EC3 begin?

Answered: 101 Skipped: 13

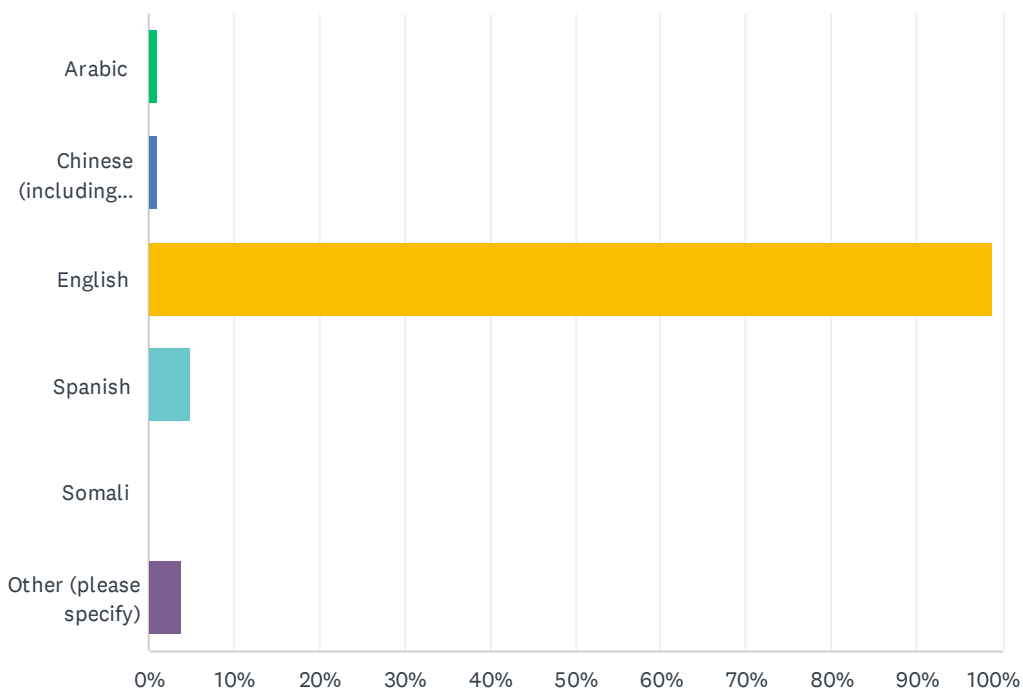


2022 EC3 Family Survey

ANSWER CHOICES	RESPONSES	
2021	32.67%	33
2020	22.77%	23
2019	13.86%	14
2018	10.89%	11
2017	3.96%	4
2016	4.95%	5
2015	0.99%	1
2014	4.95%	5
2013	3.96%	4
2011	0.99%	1
2010	0.00%	0
Prior to 2010	0.00%	0
<b>TOTAL</b>		<b>101</b>

### Q41 Please check all languages that are spoken in your home.

Answered: 102 Skipped: 12



ANSWER CHOICES	RESPONSES
Arabic	0.98% 1
Chinese (including Mandarin and Cantonese)	0.98% 1
English	99.02% 101
Spanish	4.90% 5
Somali	0.00% 0
Other (please specify)	3.92% 4
Total Respondents: 102	

#	OTHER (PLEASE SPECIFY)	DATE
1	Albanian	1/21/2022 3:47 PM
2	Portuguese	1/20/2022 9:15 AM
3	French	1/20/2022 8:05 AM
4	French (some)	1/6/2022 4:28 PM