

2014 Parent Survey: Response Summary

In August 2014, EC3 conducted the annual Parent 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

Overall, the survey results were exceptionally positive. Comparing 2014 to 2013, we saw either steady numbers or positive growth in *every* category. Responses are summarized in this report, and the complete results can be downloaded from the EC3 website.

SURVEY RESPONDENT DEMOGRAPHICS

(Questions 1, 2, 39, 40, 41, 42, 43, 44, 45)

The survey was conducted online and invitations were distributed via e-mail. The survey was targeted toward families of currently-enrolled children (144 families at the time), and each parent with a valid e-mail address received an invitation to participate (240 individuals). We received 129 individual responses, or 54%.

Sixteen percent of respondents had children enrolled in the infant program; 38% had children enrolled in the toddler program; 48% had children in preschool; and 12% had children in summer camp. (Nearly 20% 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: over 22% of respondents started bringing children to EC3 between 2004 and 2009.

Sixty-seven percent of respondents were female; 70% were between the ages of 31 and 39; and 93% classified themselves as white. Thirty-two percent of respondents reported to have annual household income between \$50,000 and \$100,000; 35% reported income between \$100,000 and \$150,000; and 23% reported income above \$150,000. Less than 10% of respondents reported income less than \$50,000.

Ingham County is where 69% of respondents live and 88% work. Eaton County is home to 11%, and it's where 6% are employed. Clinton County is where 16% of respondents live, and less than 1% work there.

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

(Questions 5, 6, 8, 11, 13, 14, 15, 16, 18, 19, 20, 22, 24, 26, 27, 28, 34, 35)

References to the “program” generally mean curriculum, teaching, learning, health/safety, and nutrition. A large majority of survey respondents found EC3’s program to be exceptional in a variety of ways: children are well cared for; they are learning and developing at high levels; parents are receiving sufficient communication about child progress; parents are given ample opportunity to engage in the life of EC3; and the meals and snacks are fresh and of good quality.

- Ninety-eight percent of respondents claim EC3 to be either “good” or “exceptional” at providing an exceptional program for families and students. (Question 35)
- “We continue to be delighted with the care and learning that our son receives at EC3, and recommend it highly to anyone who will stand still long enough.” (Open-ended response, question 38)
- Eighty-eight percent of respondents answered yes to the question, “I am satisfied with the quality, quantity, variety and value of food served for EC3’s breakfasts and snacks.” (Question 34) This was the first year we included this question.
- One area for improving communication might be to let parents know that EC3 teachers have e-mail addresses—question 14 showed that only 66% of respondents were aware of this fact.
- Another area for improvement is communication about progress and assessment. “I never truly understood what my child was supposed to be learning at each level, or how his learning was really being assessed.” (Open-ended response, question 38)

Exceptional Staff

(Questions 4, 7, 16, 17, 23, 29, 30, 31, 35, 36)

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

- Ninety-four percent of respondents claim EC3 to be either “good” or “exceptional” at hiring, maintaining, and supporting an exceptional staff. (Question 35)
- “My child’s teacher is a knowledgeable source of information regarding child development matters, including topics such as nutrition and behavior.” (Question 16) This was the first year we asked the question, and the yes response was 87%.
- “The EC3 directors and teachers help me get to know other families in the program, and they encourage us to support each other.” (Question 23) Eighty-six percent of respondents answered affirmatively, up from 78% in 2013 and 65% in 2012.
- “I am greeted daily by EC3 staff.” (Question 29) This was the first year we asked this question, and the yes response was 99%.
- One area for improvement concerns the training and use of support staff. “Our biggest complaint is the inconsistency when the main teacher is not present. It is frustrating that we feel the same person is necessary to be 100% satisfied. The communication/daily reports,



feeding, cleanliness have all been issues with subs or part-time workers over the last year.”
(Open-ended response, question 38)

Exceptional Value

(Question 35)

- Eighty-eight percent of respondents claim EC3 to be either “good” or “exceptional” at providing an exceptional value for each family’s tuition dollar. (Question 35) This has declined from 2013, when 94% of respondents reported high value.
- “As we approach leaving EC3 for kindergarten, I can say we are very happy that we chose EC3 for our son’s preschool years. The experience was well worth the money.” (Open-ended response, question 38)

Exceptional Environment

(Questions 35, 37)

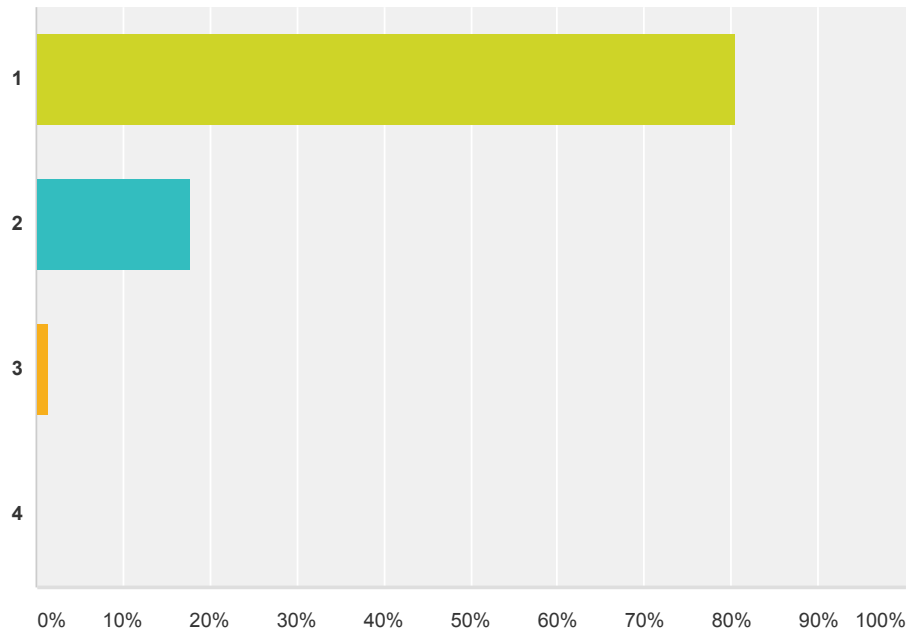
- Ninety-seven percent of respondents claim EC3 to be either “good” or “exceptional” at providing an exceptional environment for care and learning. (Question 35)
- EC3’s indoor common areas (hallways, gym, etc.) are deemed clean and in good condition by 98% of respondents; this is the same as last year. Classrooms had a 96% approval rating, up from 95% last year. The outdoor spaces (playgrounds, parking lot, etc.) were satisfactory to 98% of respondents, increased from 96% last year. (Question 37)
- One area for improvement mentioned several times was the salting of the parking lot in the winter; parents would like to see greater salt coverage beyond the entranceway, because the lot’s surface remains quite slick.
- Several respondents noted that having a full-time custodian on staff was beneficial.

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



Q1 How many children do you currently have enrolled at EC3?

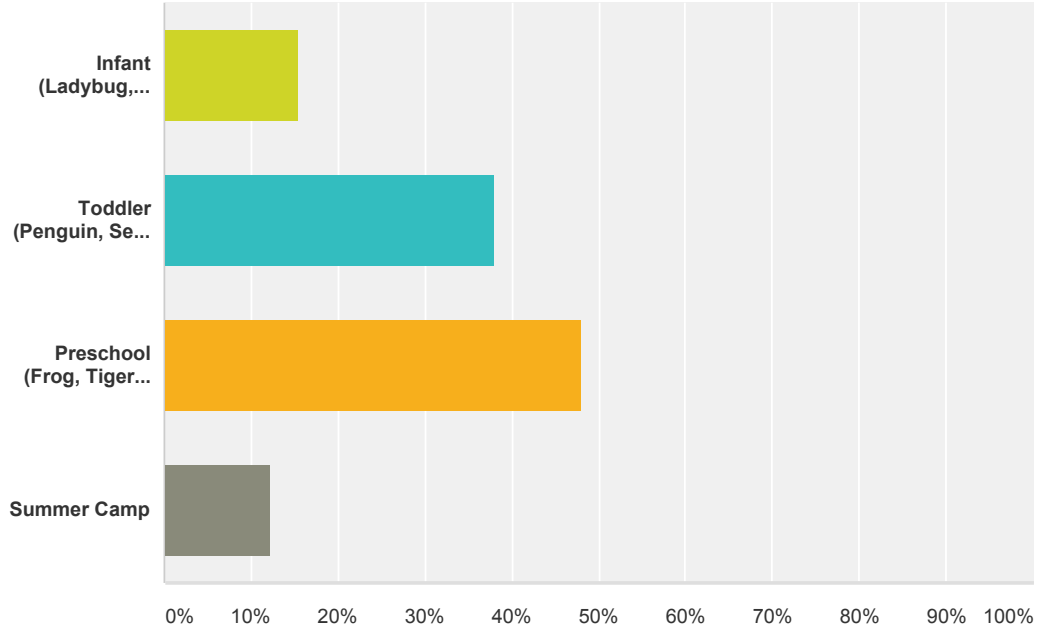
Answered: 129 Skipped: 0



Answer Choices	Responses
1	80.62% 104
2	17.83% 23
3	1.55% 2
4	0.00% 0
Total	129

**Q2 What program is your child currently in?
If you have more than one child in care,
please select all that apply.**

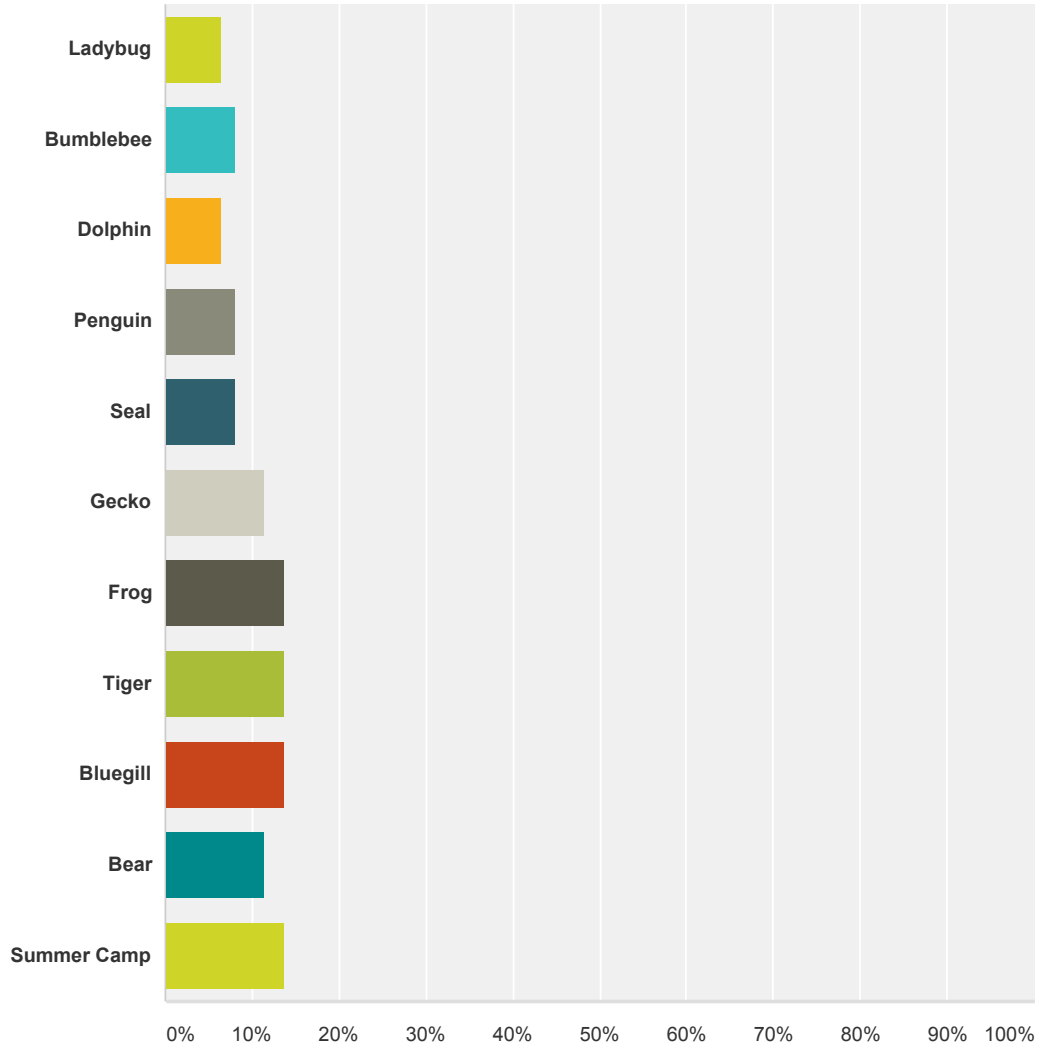
Answered: 129 Skipped: 0



Answer Choices	Responses
Infant (Ladybug, Bumblebee)	15.50% 20
Toddler (Penguin, Seal, Dolphin, Gecko)	37.98% 49
Preschool (Frog, Tiger, Bluegill, Bear)	48.06% 62
Summer Camp	12.40% 16
Total Respondents: 129	

Q3 What classroom is your child currently in? If you have more than one child in care, please select all that apply. Answer is optional.

Answered: 123 Skipped: 6



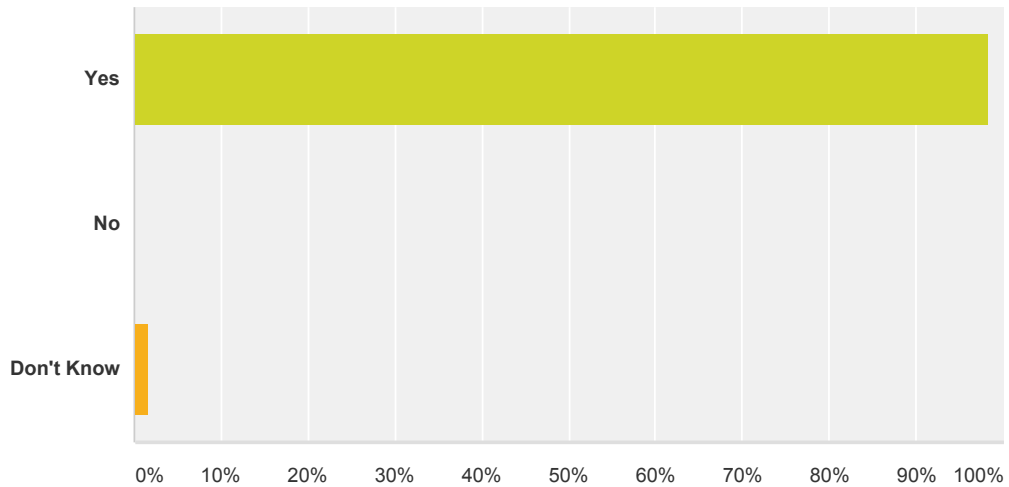
Answer Choices	Responses
Ladybug	6.50% 8
Bumblebee	8.13% 10
Dolphin	6.50% 8
Penguin	8.13% 10
Seal	8.13% 10
Gecko	11.38% 14

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Frog	13.82%	17
Tiger	13.82%	17
Bluegill	13.82%	17
Bear	11.38%	14
Summer Camp	13.82%	17
Total Respondents: 123		

Q4 I have a good relationship with my child's teachers and other staff.

Answered: 127 Skipped: 2



Answer Choices	Responses
Yes	98.43% 125
No	0.00% 0
Don't Know	1.57% 2
Total	127

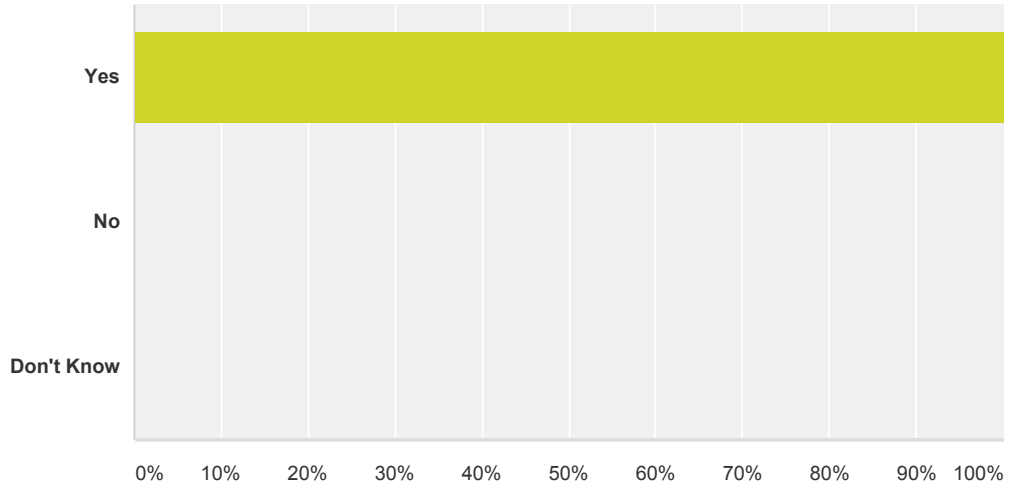
#	Comments	Date
1	All are great and communicate well.	8/20/2014 9:05 AM
2	I feel comfortable asking for their input and know that they are truly interested in communicating the ups and downs of my child's day.	8/19/2014 9:39 PM
3	All of the staff at EC3 are very friendly, welcoming and helpful.	8/19/2014 6:48 PM
4	Yes kinda, but often didn't feel like they were really available or interested when talking to them.	8/19/2014 5:28 PM
5	I have been very impressed with all of the EC3 staff that I've come in contact with.	8/19/2014 4:52 PM
6	Lot of respect for Burger and Christina and the helpful updates they provide. Our kiddo looks forward to going to "school" (most days anyway).	8/19/2014 4:45 PM
7	Rachel and Allie are both so nice and communicate well.	8/19/2014 4:22 PM
8	I feel comfortable talking with both of the room teacher's about my child's development.	8/19/2014 9:04 AM
9	They are fantastic. Very positive and take an interest in your child.	8/15/2014 3:36 PM
10	Less so now that Dahlia is gone. I haven't gotten to know Sam.	8/14/2014 10:05 PM
11	Danielle is AMAZING... we will miss her very very much! EC3 is extremely lucky to have her talent and ability to have a relationship staff.	8/14/2014 2:38 PM
12	Generally, the staff and teachers at EC3 are accessible.	8/14/2014 9:14 AM
13	I am still getting to know the staff. My child says that they get along. That's a positive!	8/13/2014 5:25 PM

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14	teachers always approach me at pick-up and tell me about his day. they are friendly and easy to talk to.	8/13/2014 3:35 PM
15	I love both teachers and support staff in the Frog room as well as our child.	8/13/2014 1:48 PM
16	I feel well informed	8/13/2014 11:52 AM
17	Ada and Jen are both amazing. They communicate things about what happen during the day so well. They work with our son and let us know what they are doing so we can also reinforce the ideas at home.	8/13/2014 10:53 AM
18	We have loved each of our EC3 teachers but Ms. Lucki and Ms. Nicole have an extra special relationship with our son and our whole family.	8/13/2014 9:43 AM
19	One of the things we love about EC3 is the work teachers and staff do to get to know parents and interact with us.	8/13/2014 9:40 AM
20	The Staff is always helpful and willing to work with parents for Child Development	8/13/2014 8:11 AM
21	Lori is amazing!	8/13/2014 8:04 AM
22	I have always had great relationships with all of the teachers that my child has had during her 4 years at EC3.	8/13/2014 7:50 AM
23	Staff is friendly and always provide comments about their day.	8/12/2014 8:56 PM
24	But not as strong of a relationship that we had in the ladybug room.	8/12/2014 7:31 PM
25	Love them! They are so helpful.	8/12/2014 6:21 PM
26	Love Sean. Very warm and helpful. Good communication with the kids. I feel like [REDACTED] is gaining great vocab, emotional maturity (for a 3 year old), and is flourishing in his classroom!!!!	8/12/2014 6:03 PM

Q5 The teachers take good care of my child, help my child learn to get along with others, and are good teachers.

Answered: 127 Skipped: 2



Answer Choices	Responses
Yes	100.00% 127
No	0.00% 0
Don't Know	0.00% 0
Total	127

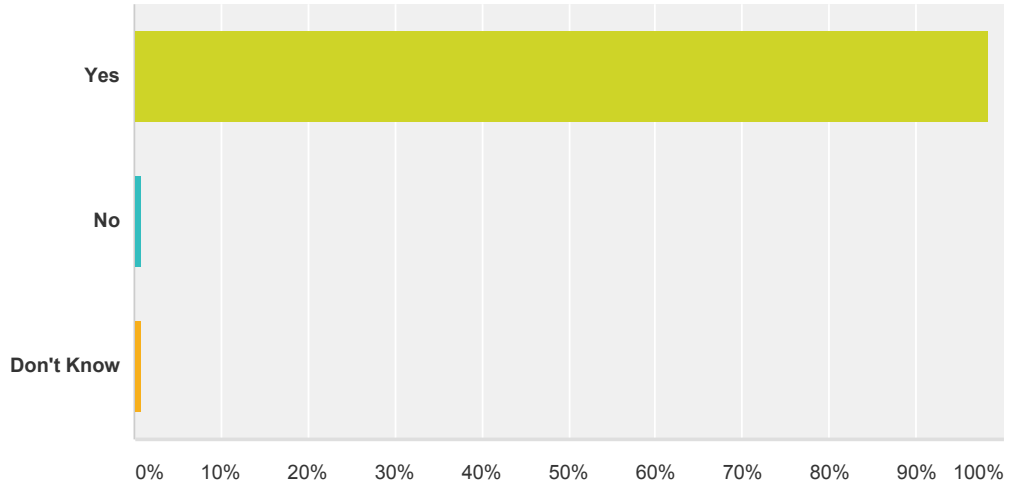
#	Comments	Date
1	The best! I feel so fortunate to have found such skilled, loving providers.	8/19/2014 9:39 PM
2	Shawn and Dalia have been wonderful. The support staff/ subs have been great too.	8/19/2014 6:48 PM
3	Yes, but heard them giving too many orders to the kids. (Made me think of a Drill sergeant) My child was often dealing with problems with no teacher help.	8/19/2014 5:28 PM
4	Many of the comments made by our son came from the teachers, such as "just worry about yourself".	8/15/2014 3:36 PM
5	I'm always excited to pick up my children to hear about all the new/ fun activities they did that day.	8/14/2014 2:38 PM
6	they demonstrate that they know my child - his strengths and the things he needs to work on. they make sure to tell me when the see him making progress in certain areas.	8/13/2014 3:35 PM
7	Whenever I talk to the teachers, I can tell that they always have all the children's best interests in mind and really care about what the kids are doing and learning. They look at problems from the perspective of all the children involved and then do what is appropriate from there for all the kids.	8/13/2014 10:53 AM
8	We love our EC3 teachers and staff. We feel like everyone works together to take great care of our son while we're at work, and that includes helping him socially and emotionally in addition to educationally.	8/13/2014 9:40 AM
9	Everyone is really nice	8/13/2014 9:22 AM
10	Could agree strongly enough. Best Care in the Lansing area.	8/13/2014 8:11 AM

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11	My child is an only child and sometimes has trouble navigating relationships with other children. All of the teachers that we have had have helped her tremendously in learning to be social with other children. They have given me great advice about how to handle various problems that we are stumped on.	8/13/2014 7:50 AM
12	I have only seen positive teaching without negative reinforcement which is really great.	8/12/2014 8:56 PM
13	I feel she gets good care but is absolutely filthy when she gets home. I understand toddlers get dirty but when it comes to paint and food they could easily where smocks. We've had numerous outfits ruined.	8/12/2014 7:31 PM
14	Absolutely.	8/12/2014 6:21 PM
15	EC3 has a consistent (I mean years of consistency) culture of love, respect, and empowerment. EC3 kids know they are special! I feel like chinyere- just as Kirabo did, is establishing good relationships with friends.	8/12/2014 6:03 PM

Q6 The teachers often share information about things happening in the class, and want to know about things my child is doing at home.

Answered: 127 Skipped: 2



Answer Choices	Responses
Yes	98.43% 125
No	0.79% 1
Don't Know	0.79% 1
Total	127

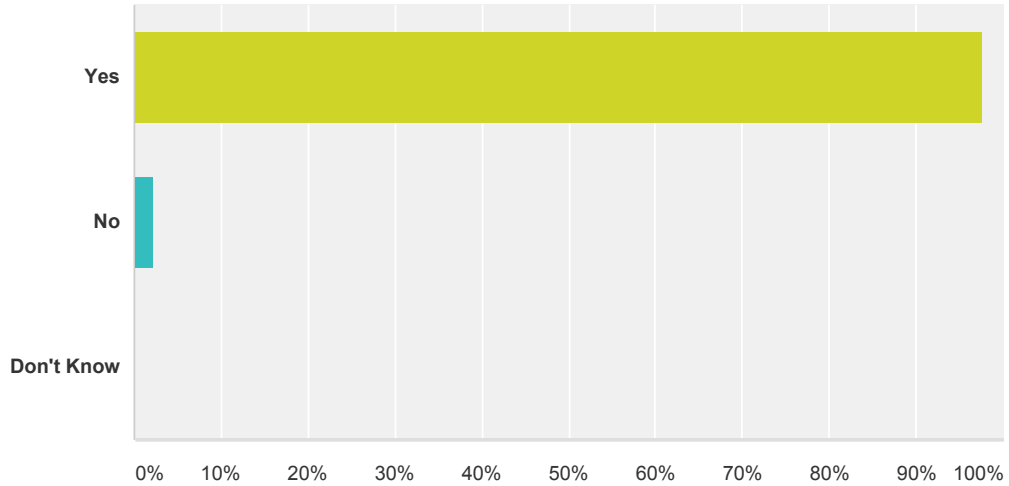
#	Comments	Date
1	We are going through a divorce and all have been very helpful in the transition to two homes for our daughter	8/20/2014 9:05 AM
2	The parent board was helpful. Often had to tell all three an issue at home because they didn't inform each other.	8/19/2014 5:28 PM
3	I am rarely, if ever, asked how my child is doing at home.	8/18/2014 9:01 AM
4	They take photos of events and display, insert into newsletter and sometimes post on Facebook.	8/15/2014 3:36 PM
5	They send notes home about special activities and the board outside the classroom is always updated.	8/14/2014 10:05 PM
6	Jen and Ada do a great job asking about my child's activities the night before during drop off in the mornings.	8/14/2014 2:38 PM
7	I love the news letters letting me know what they have planned so I can tell my son what to expect when he goes to school.	8/13/2014 5:25 PM
8	Pass along is hard sometimes because at close I get the closer/support staff who is not with my child all day and may not always have full/pertinent information.	8/13/2014 4:00 PM
9	They always report on things that happened that day	8/13/2014 3:35 PM
10	The teachers speak with me in great detail every day I pick up and drop off my daughter.	8/13/2014 11:31 AM
11	I'm still getting used to how often the teachers ask about our son's time at home. It's new and refreshing at how they care about how our son slept and what is happening.	8/13/2014 10:53 AM

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12	Always. And I appreciate the support we get to reinforce things that might be happening at home in the classroom (i.e., hitting a sibling at home, so the teachers offer to read a book and discuss the importance of not hitting in a way that doesn't single out the child to make him/her feel bad, but uses peer feedback to reinforce positive behaviors.)	8/13/2014 9:40 AM
13	I love Lori's detailed notes. She does the best at relaying information about each day.	8/13/2014 8:04 AM
14	They always ask if she had a good night or if there are other things happening in her life.	8/13/2014 7:50 AM
15	The regular teacher yes. But when there is a sub I never get a report.	8/12/2014 7:31 PM
16	The Bear room has been really great about this for the most part. I think at this level they are really trying to get us parents used to less communication once kindergarten starts -- personally I don't really want to be weaned off though.	8/12/2014 6:45 PM
17	teachers/staff work to use multiple methods of communication to keep parents informed. I personally appreciate the e-mail and the dry eraser board. sheets home get lost.	8/12/2014 6:03 PM

Q7 I talk with a teacher about my child at least once a week (or every day if my child is a baby.)

Answered: 127 Skipped: 2



Answer Choices	Responses	Count
Yes	97.64%	124
No	2.36%	3
Don't Know	0.00%	0
Total		127

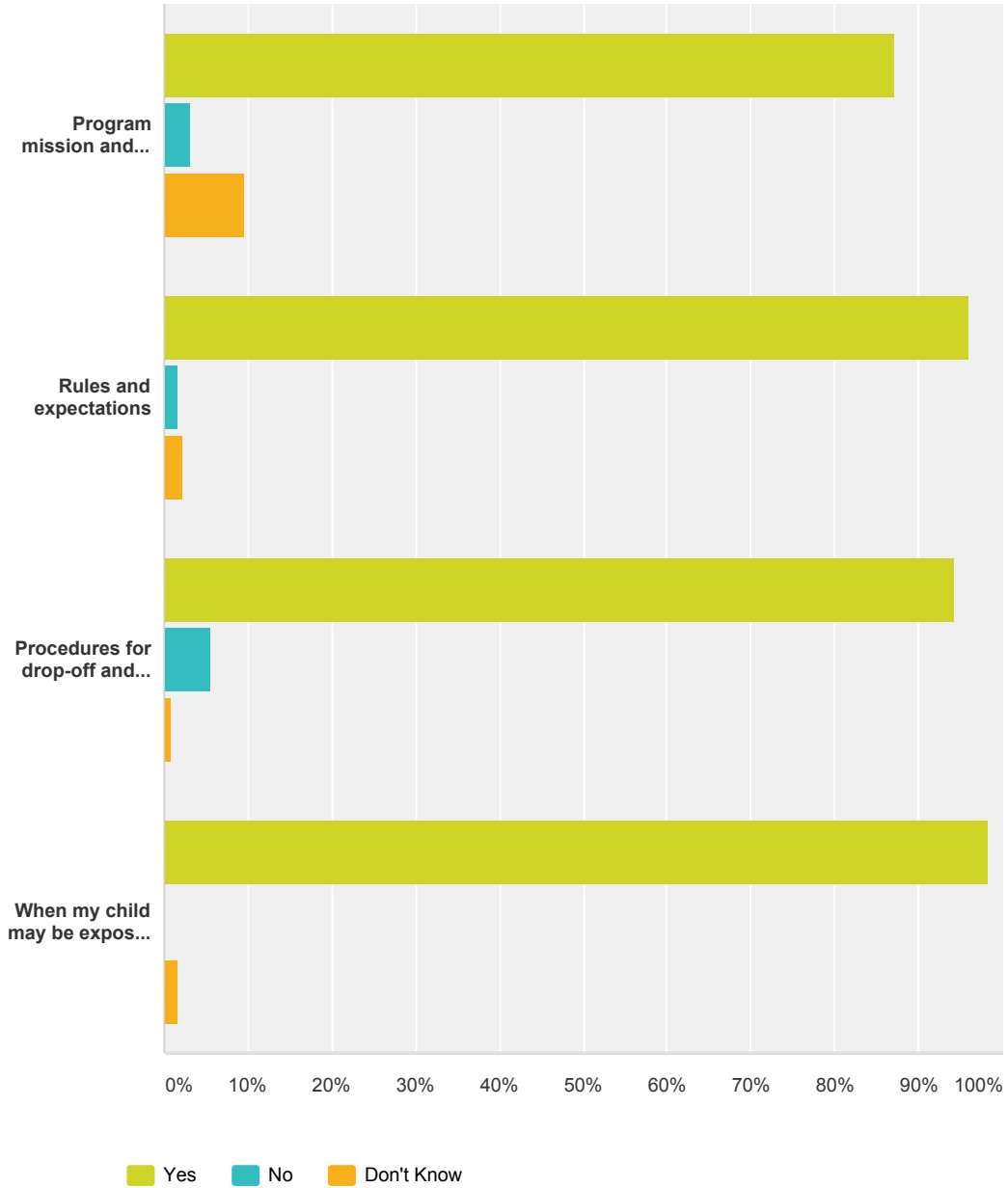
#	Comments	Date
1	I dont always pick up or drop off, but when I do they always let me know how things went.	8/20/2014 8:54 AM
2	I talk to my teacher daily, they always are happy to have a dialog.	8/19/2014 8:20 PM
3	We get daily feedback about how the day was for our child.	8/19/2014 6:48 PM
4	Always willing to listen and provide updates.	8/15/2014 3:36 PM
5	On a very general level, yes. If there is an issue, I hear about it also.	8/14/2014 10:05 PM
6	This happens daily with both Danielle and Jen. I rarely get the 'I don't know' response from a teacher.	8/14/2014 2:38 PM
7	Again because I only see closers/support staff.	8/13/2014 4:00 PM
8	Teachers are exceptional and provide extreme detail in my daughters day to day activities. If I make suggestions they take the suggestions and fully implement them and go above and beyond.	8/13/2014 11:31 AM
9	Every day	8/13/2014 9:40 AM
10	Every day!	8/13/2014 8:04 AM
11	Her teachers always take time at drop off and pick up to talk with me and let me know how her day was.	8/13/2014 7:50 AM
12	Every day we discuss things.	8/12/2014 8:56 PM

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13	I rarely have extended conversations with the Bear teachers about my child. I'm guessing this is just because there isn't much to say. So there may literally be weeks on end where the most information I get is that he had a good day. But other times they do take the time to talk to me about an activity he is really enjoying or something like that.	8/12/2014 6:45 PM
14	great communication. It is hard at times because we pick up lots of times closer to 6 and there is no lead teacher there at that time. Sometimes I don't get a good since of how his day went because the last person with him was only there for a few hours. I love support staff but want to know about the whole day.	8/12/2014 6:03 PM

Q8 I have received and/or seen information at enrollment and/or throughout the year about the program and my child's classroom, including information about:

Answered: 125 Skipped: 4



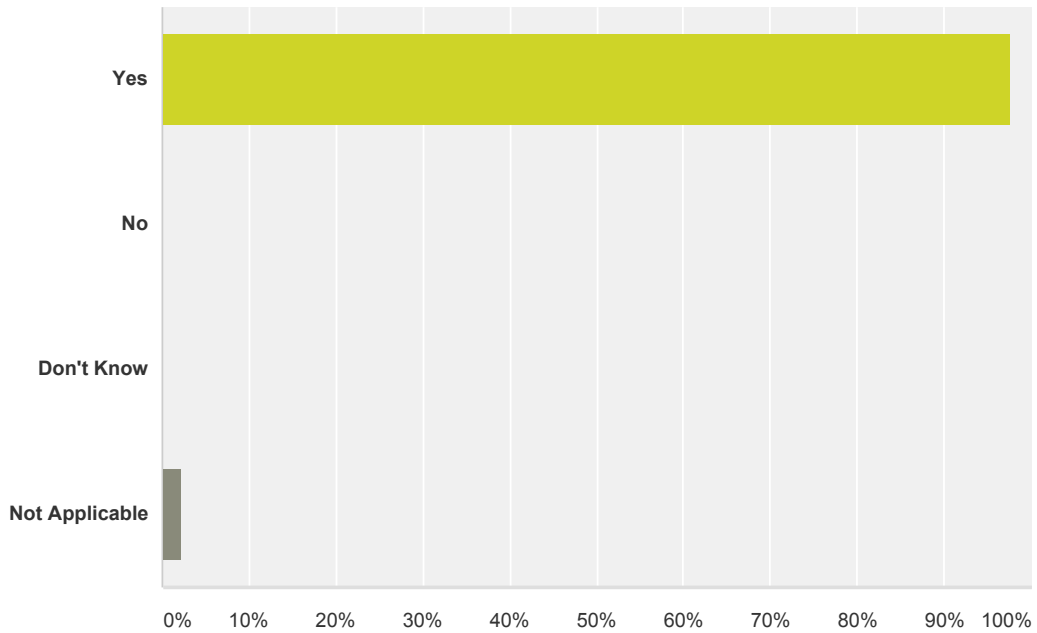
	Yes	No	Don't Know	Total Respondents
Program mission and philosophy	87.20% 109	3.20% 4	9.60% 12	125
Rules and expectations	96.00% 120	1.60% 2	2.40% 3	125

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Procedures for drop-off and pickup, and handling emergencies	94.40% 118	5.60% 7	0.80% 1	125
When my child may be exposed to contagious diseases and what I should do to protect my child	98.40% 123	0.00% 0	1.60% 2	125

Q9 I receive this information (referenced above) in a language that I understand.

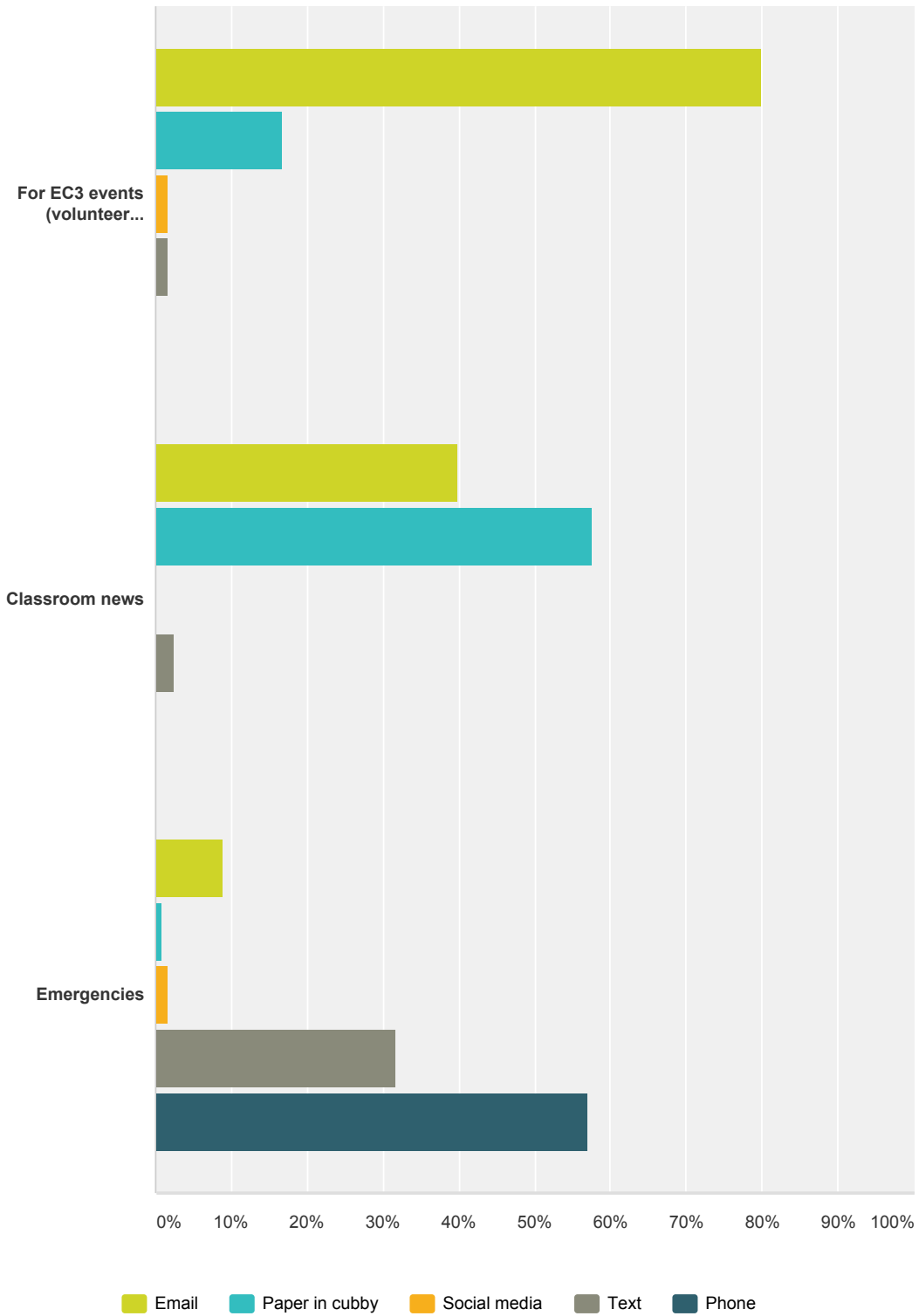
Answered: 125 Skipped: 4



Answer Choices	Responses	
Yes	97.60%	122
No	0.00%	0
Don't Know	0.00%	0
Not Applicable	2.40%	3
Total		125

Q10 The most effective method of communication for me is:

Answered: 125 Skipped: 4



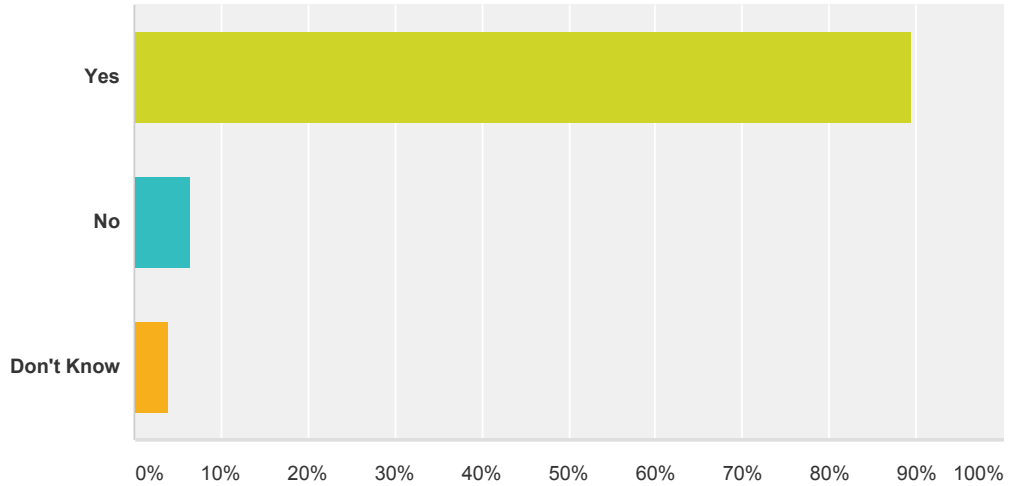
	Email	Paper in cubby	Social media	Text	Phone	Total
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For EC3 events (volunteer opportunities, date night, drop & shop)	80.00% 100	16.80% 21	1.60% 2	1.60% 2	0.00% 0	125
Classroom news	39.84% 49	57.72% 71	0.00% 0	2.44% 3	0.00% 0	123
Emergencies	8.94% 11	0.81% 1	1.63% 2	31.71% 39	56.91% 70	123

Q11 The teachers ask about things that are important to our family, and use this information to help my child grow and learn.

Answered: 124 Skipped: 5

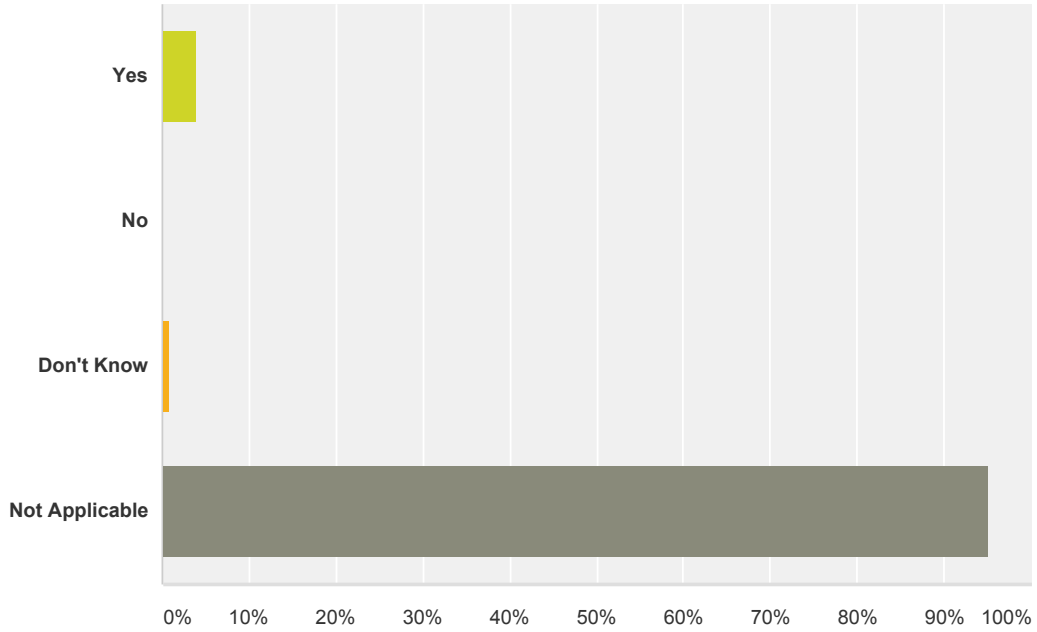


Answer Choices	Responses	Count
Yes	89.52%	111
No	6.45%	8
Don't Know	4.03%	5
Total		124

#	Comments	Date
1	Just for clarity sake, we frequently talk with the teachers, but whether they use this information or not is unclear.	8/25/2014 10:16 PM
2	We have a split household (mom's house and dad's house), and they have been very helpful in assisting my son with transitions between the two.	8/19/2014 4:53 PM
3	The Teachers focus very much on our family (even extended) to talk to my child about what is going on in the home.	8/19/2014 9:06 AM
4	I feel the teachers, not always, but often, are more concerned about the child in the classroom and could care less what the impact is on the child at home. It's rather frustrating to have habits created within your child at school that you would never instill at home, but then you have to deal the outcome or spend extra time working to correct.	8/18/2014 9:06 AM
5	This was asked about at parent teacher conference and in the original transition paperwork into the classroom. That seems sufficient.	8/14/2014 10:07 PM
6	They know what things we are doing, like if we are going for a trip to his grandparents, they talk to him about it.	8/13/2014 10:55 AM
7	See my previous answer	8/13/2014 9:42 AM
8	In the beginning of the year they did this.	8/12/2014 6:47 PM

Q12 For families who speak a language other than English at home: The teachers and I discuss the language used to teach my child.

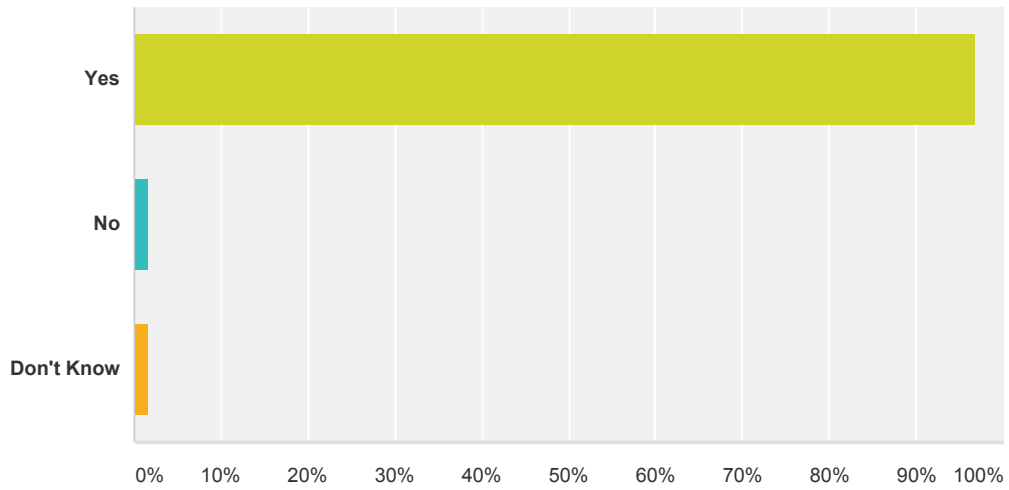
Answered: 124 Skipped: 5



Answer Choices	Responses	
Yes	4.03%	5
No	0.00%	0
Don't Know	0.81%	1
Not Applicable	95.16%	118
Total		124

Q13 I am invited to take part in classroom activities and events.

Answered: 124 Skipped: 5

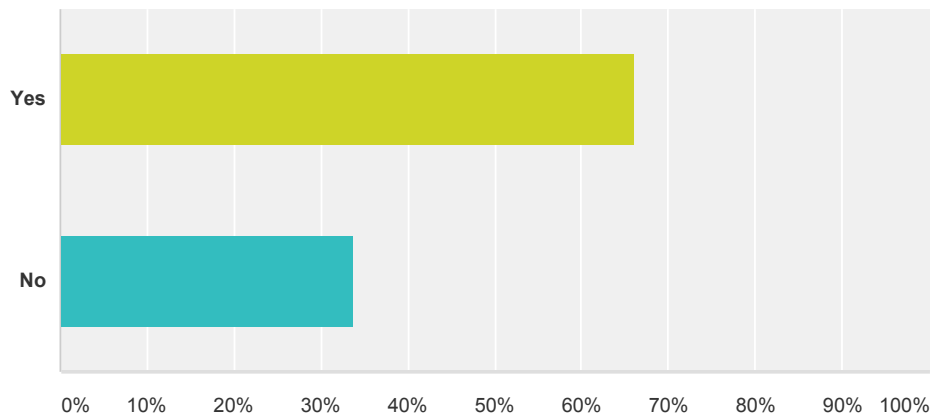


Answer Choices	Responses
Yes	96.77% 120
No	1.61% 2
Don't Know	1.61% 2
Total	124

#	Comments	Date
1	I enjoyed the gecko picnic	8/20/2014 9:07 AM
2	We enjoy reading a book to the class!	8/15/2014 3:37 PM
3	The selfie project was great. More advance notice would be appreciated.	8/15/2014 8:22 AM
4	This is a strength of EC3	8/14/2014 9:15 AM
5	Even if there aren't organized activities or events scheduled, I always feel welcomed in the classroom.	8/13/2014 9:42 AM

Q14 I am aware that I can contact my child's teacher via email.

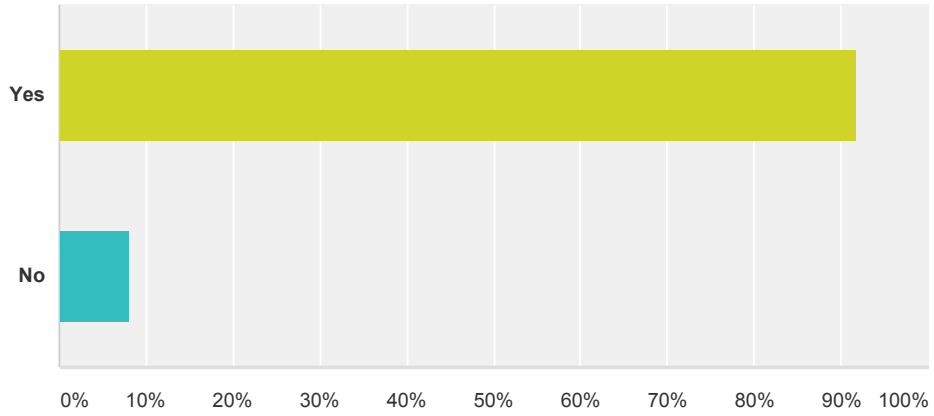
Answered: 124 Skipped: 5



Answer Choices	Responses
Yes	66.13% 82
No	33.87% 42
Total	124

Q15 I am aware that I can schedule a meeting with my child's teacher at any time if I have questions or concerns.

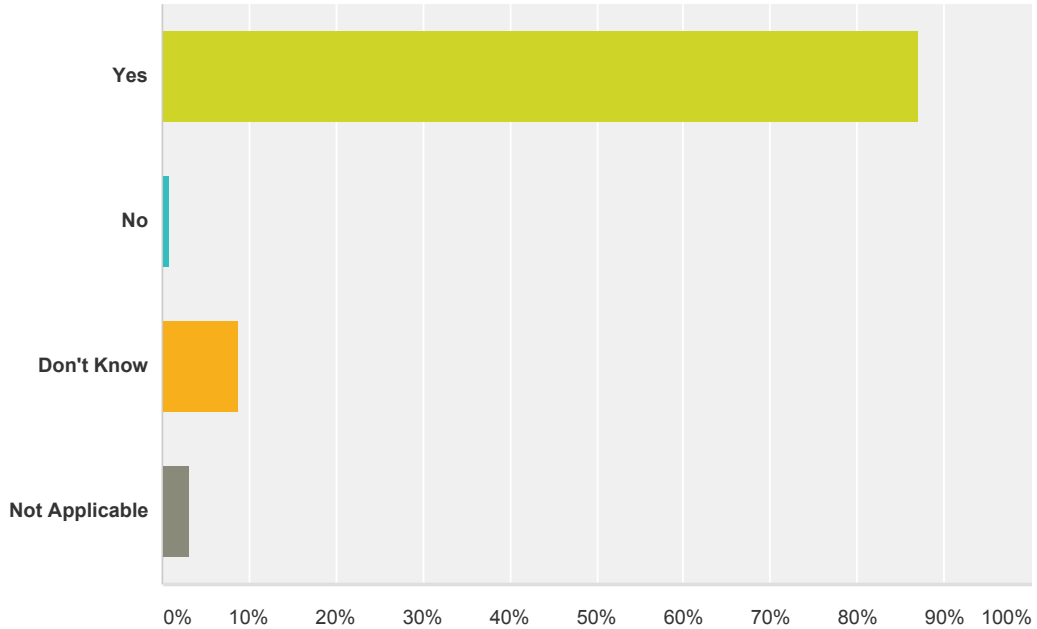
Answered: 124 Skipped: 5



Answer Choices	Responses
Yes	91.94% 114
No	8.06% 10
Total	124

Q16 My child's teacher is a knowledgeable source of information regarding child development matters, including topics such as nutrition and behavior.

Answered: 124 Skipped: 5



Answer Choices	Responses	Count
Yes	87.10%	108
No	0.81%	1
Don't Know	8.87%	11
Not Applicable	3.23%	4
Total		124

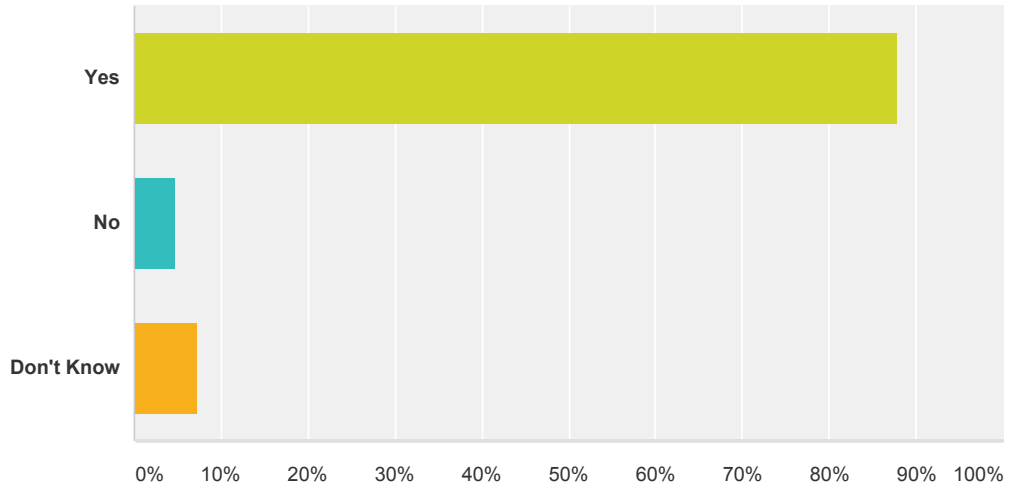
#	Comments	Date
1	The teachers are a great source of information, and I'm really quite thankful for them - even if it is just to confirm an idea.	8/25/2014 10:16 PM
2	To an extent.	8/22/2014 4:40 PM
3	We have been so impressed with Luki!	8/20/2014 3:49 AM
4	Never ending founts of knowledge, to be exact. ;)	8/19/2014 9:41 PM
5	More academic	8/18/2014 5:35 PM
6	Very helpful. Just take care not to condescend to parents who aren't necessarily in need of help, but are often getting advice anyways.	8/18/2014 9:06 AM
7	It feels so good to hear someone who is around toddlers all the time tell you that something is normal or it's just something to work on, all vocalized in positive terms.	8/13/2014 10:55 AM

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8	I always appreciate the insights of EC3 teachers if we have questions relating to child development or behavior.	8/13/2014 9:42 AM
9	I realize the teachers have email addresses, but unless I've been given a business card, it is not a way I consider communicating with them. Usually I prefer the face to face at pick-up if time allows.	8/13/2014 9:35 AM
10	It is tremendously comforting that I know that they know more about child development than I do and want to share that information for the benefit of my child.	8/13/2014 8:14 AM
11	Excellent teachers.	8/12/2014 8:58 PM
12	But I'm not sure if they're up to date on current parenting trends/topics/nutrition.	8/12/2014 7:34 PM
13	Yes, both Wanda and Danielle have been great about answering questions I had regarding kindergarten transition and behavior issues.	8/12/2014 6:47 PM

Q17 If/when I disagree with how a teacher works with my child, I feel comfortable letting the teacher know and working together to find a solution that works for both of us.

Answered: 124 Skipped: 5



Answer Choices	Responses
Yes	87.90% 109
No	4.84% 6
Don't Know	7.26% 9
Total	124

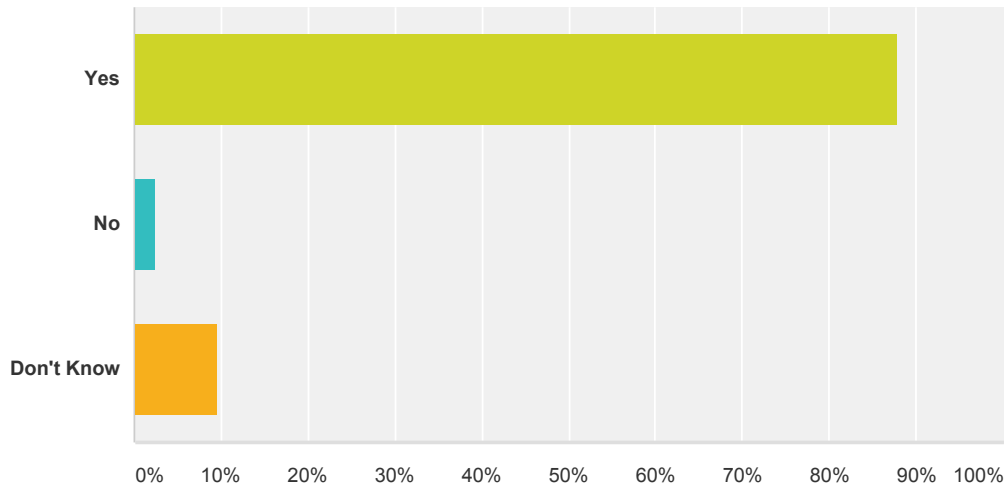
#	Comments	Date
1	I am marking yes, because most often it is true. However, there have been instances when a teacher has become, in my opinion, defensive, as if what I've said is a personal attack, when it's not. This has happened a few times over our time at EC3, and while not a big deal, it's something worth noting.	8/25/2014 10:20 PM
2	This issue hasn't come up (yet!) but I think I would have no problem working with the teachers. They are very approachable and clearly have my child's best interests at heart.	8/19/2014 9:43 PM
3	Never had any disagreements, tend to take the lead from these teachers if I'm uncertain.	8/19/2014 8:23 PM
4	Teachers body language was intimidating.	8/19/2014 5:36 PM
5	Although I have never disagreed with the teachers, I would feel comfortable speaking with them.	8/19/2014 4:54 PM
6	It sometimes seems as though I'm being told what to do instead of discussing two-way how to address issues. This seems to occur most often when feeding matters come up. I don't mind discussing dietary matters but sometimes the teachers tend to talk to me like they think I don't know what I'm doing.	8/18/2014 11:26 AM
7	Most of the time, yes, but there are occasions when I ask for something and my request is not followed, even after a 2-3 times discussing it.	8/18/2014 9:11 AM
8	I think I would feel comfortable talking to the teachers, but we didn't have any disagreements with how a teacher works with our child.	8/13/2014 1:53 PM

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9	This answer applies to Summer Camp not my experience in the "regular" EC3 classrooms.	8/13/2014 10:36 AM
10	Haven't yet had a situation at EC3 where I disagree with how a teacher is working with my child, but if there was such a situation, I'd feel comfortable letting the teacher know.	8/13/2014 10:22 AM
11	Has not occurred, but I do not doubt it would be a problem.	8/13/2014 8:16 AM
12	Has not been an issue.	8/12/2014 8:59 PM
13	Most of our disagreements occur with how subs sometimes handle things and we do not feel comfortable talking with them as much as we do the regular teacher.	8/12/2014 7:35 PM
14	Haven't had to deal with this yet.	8/12/2014 6:54 PM

Q18 I am comfortable with what my child is learning and how my child’s progress is measured using the work-sampling portfolio method. I have the opportunity to discuss what is learned and how it is measured during conferences.

Answered: 124 Skipped: 5



Answer Choices	Responses	
Yes	87.90%	109
No	2.42%	3
Don't Know	9.68%	12
Total		124

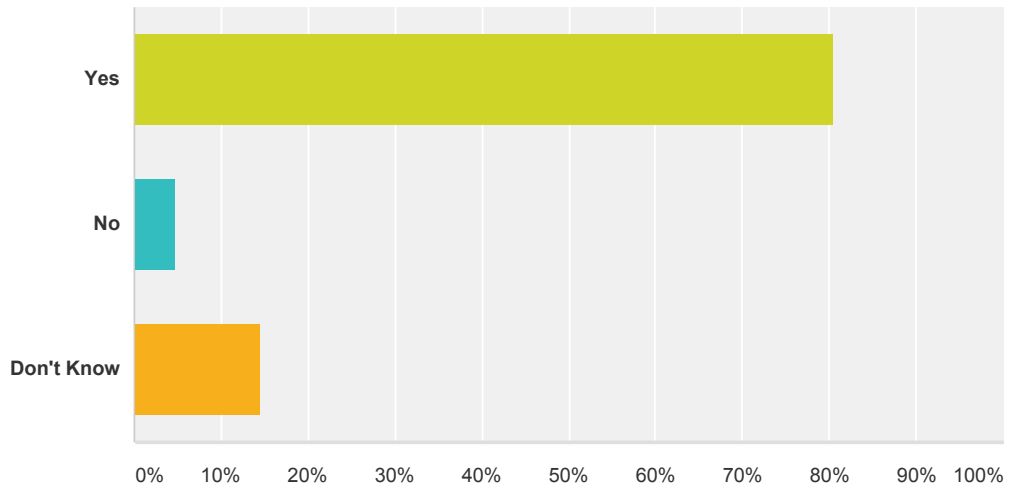
#	Comments	Date
1	Summer camp- not applicable	8/19/2014 11:31 PM
2	I have never discussed portfolio entries with any teachers, I only think we have conferences when we transition rooms.	8/19/2014 8:23 PM
3	Teachers need to notify parents with concerns prior to the conference. There should not be new information presented at the conference. Also, all areas of success and concerns should be reviewed at the conference and not ignored during face to face discussions.	8/19/2014 6:42 AM
4	I believe that the class is loving environment . I just would like to see more academics	8/18/2014 5:38 PM
5	Yes, these are great. I love to hear how my child is doing, but I often don't know what the comparison is to or where they should be at each stage of learning to know if what is in the portfolio is on track or not.	8/18/2014 9:11 AM
6	I am comfortable with what my child is learning. I like the portfolios, but find them most useful when her progress in an area is shown in the portfolio, rather than the portfolio just showing an example of her working on that developmental area. i.e. her ability to count in February and then her ability to count in June, vs just a showcase of her counting at one point of time.	8/14/2014 10:14 PM
7	I'm uncertain if my child has a portfolio: if he does, it has not been referenced by his teacher.	8/14/2014 9:16 AM

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8	I love this method of real capture of developmental product	8/13/2014 11:54 AM
9	I think if the teachers sense their is a learning issue with a child, the teachers should notify the parents as soon as they feel something is wrong.	8/13/2014 10:41 AM
10	Another one of the things we love about EC3 is the attention to monitoring and measuring progress.	8/13/2014 9:43 AM
11	Strongly agree. Children same age outside of EC3 are not as well developed.	8/13/2014 8:16 AM
12	No one has talked about this methodology w/us or a conference schedule.	8/12/2014 7:35 PM
13	I don't know what the work sampling portfolio method is.	8/12/2014 7:35 PM
14	I have not seen a portfolio.	8/12/2014 6:54 PM
15	Yes and no. This year was by far a big improvement over past conferences, but I was still left with a feeling of not fully understanding what the goals were and how they measured whether they were being met.	8/12/2014 6:48 PM

Q19 I know that information about my child and his/her progress is kept confidential.

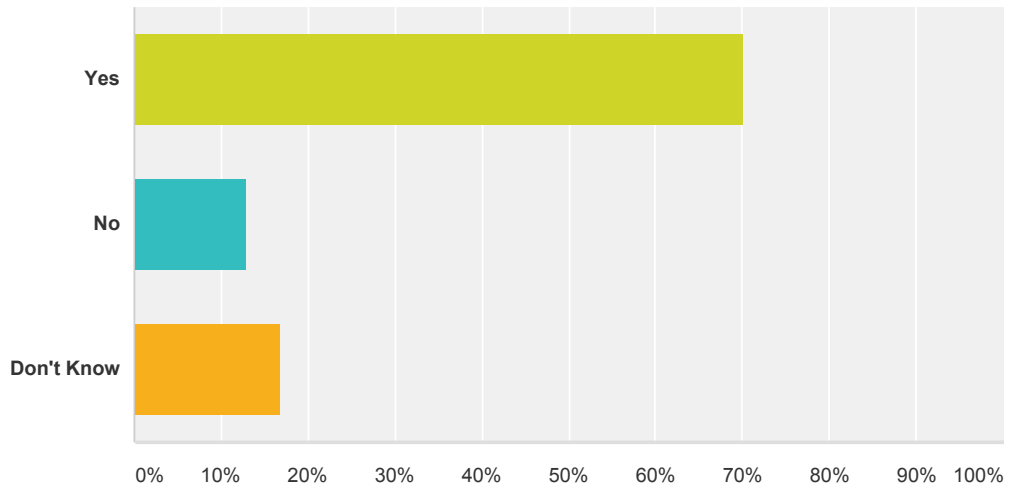
Answered: 124 Skipped: 5



Answer Choices	Responses	
Yes	80.65%	100
No	4.84%	6
Don't Know	14.52%	18
Total		124

Q20 I receive written reports about my child at least twice a year during conferences.

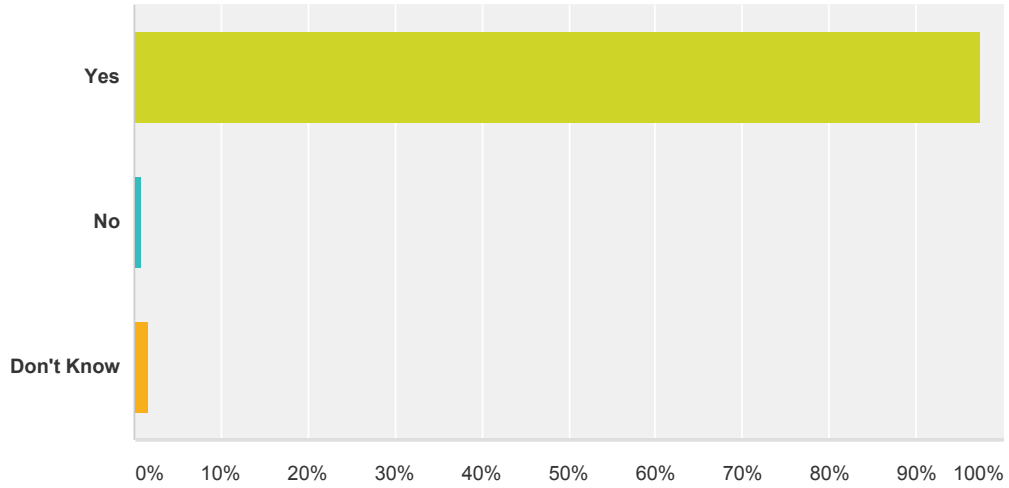
Answered: 124 Skipped: 5



Answer Choices	Responses
Yes	70.16% 87
No	12.90% 16
Don't Know	16.94% 21
Total	124

Q21 I am told about my child’s progress in language I understand and in ways that are respectful to me and my family.

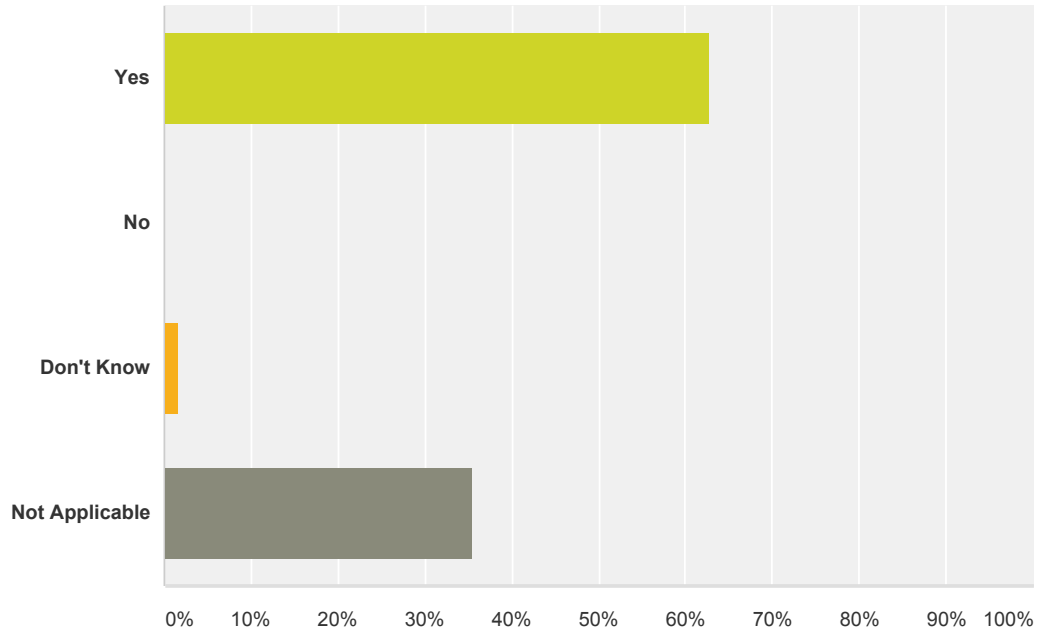
Answered: 124 Skipped: 5



Answer Choices	Responses	
Yes	97.58%	121
No	0.81%	1
Don't Know	1.61%	2
Total		124

Q22 The teachers and EC3 directors work with me to meet my child’s individual or special needs and help me get other resources within the community when needed.

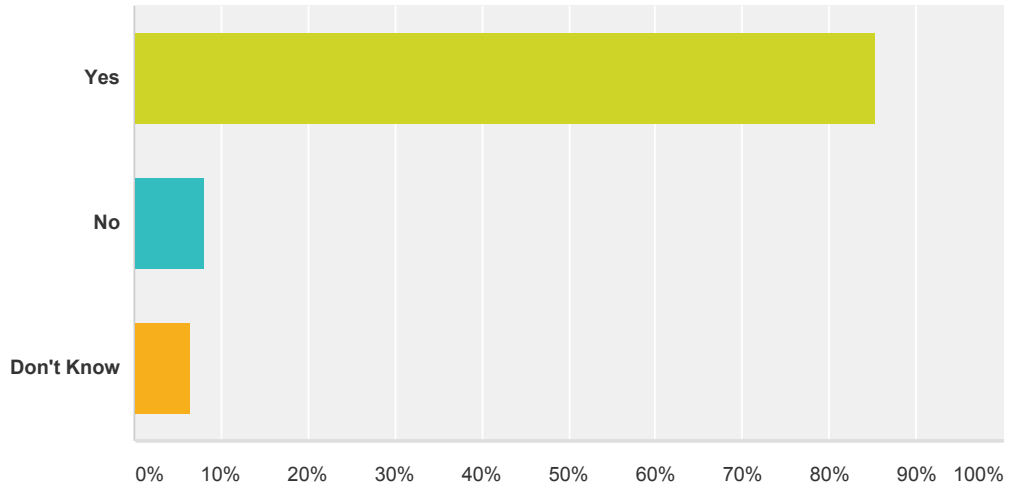
Answered: 124 Skipped: 5



Answer Choices	Responses	
Yes	62.90%	78
No	0.00%	0
Don't Know	1.61%	2
Not Applicable	35.48%	44
Total		124

Q23 The EC3 directors and teachers help me get to know other families in the program through various events or activities, and encourage us to support each other.

Answered: 124 Skipped: 5

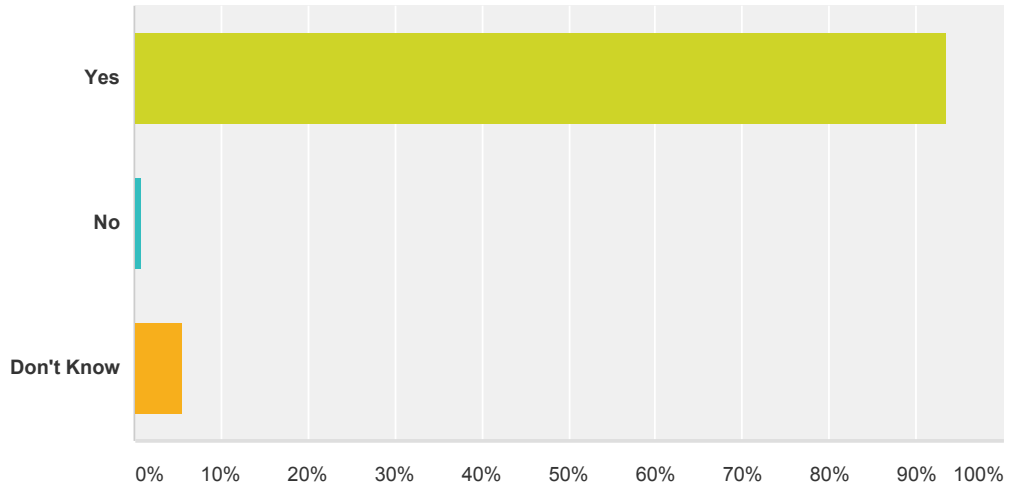


Answer Choices	Responses	
Yes	85.48%	106
No	8.06%	10
Don't Know	6.45%	8
Total		124

#	Comments	Date
1	I'm marking no on this just because it has not been my experience that the "getting to know" isn't active, but rather passive. I've never had a "support each other" experience.	8/25/2014 10:22 PM
2	I don't find that the teachers facilitate familiarity between parents.	8/19/2014 8:26 PM
3	Again, a strength.	8/14/2014 9:17 AM
4	I love the extra programming that EC3 does. We really liked the movie Saturday this past year.	8/13/2014 4:02 PM
5	I do not participate but it is available	8/13/2014 11:55 AM
6	Outside of Halloween, not really.	8/12/2014 7:37 PM
7	The opportunity is there to meet other parents, but teachers are not great about facilitating introductions. It would be nice to have the occasional, "hi, your child plays with jimmy all the time, let me introduce you to his parents". Name tags at events would also be nice.	8/12/2014 6:49 PM

Q24 I am always welcome at EC3 and am invited to participate by helping to plan events, volunteering, being involved in decisions about the programming, and taking on leadership roles.

Answered: 124 Skipped: 5

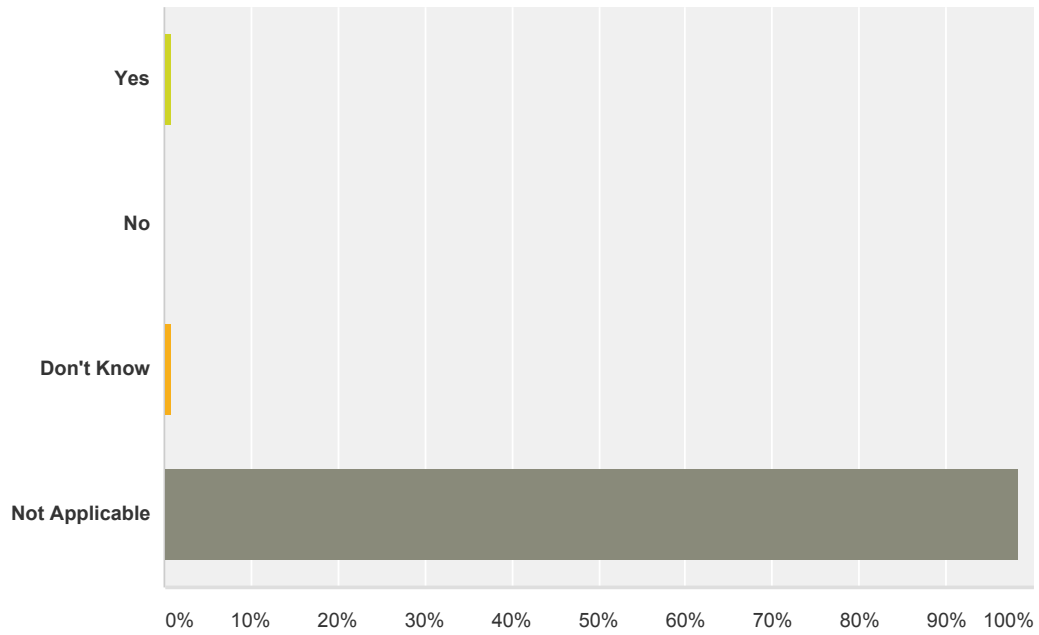


Answer Choices	Responses	
Yes	93.55%	116
No	0.81%	1
Don't Know	5.65%	7
Total		124

#	Comments	Date
1	If I have been invited to decisions about programming or taking on leadership i'm unaware, possibly via email? Honestly I may not have been paying attention to those types of communication as the idea of adding something to the plate is dizzying.	8/19/2014 8:26 PM
2	Through newsletter	8/19/2014 5:05 PM
3	I would say yes to helping plan events, and volunteering. decisions about programming and leadership roles is don't know.	8/13/2014 8:55 AM

Q25 I am provided a translator when needed.

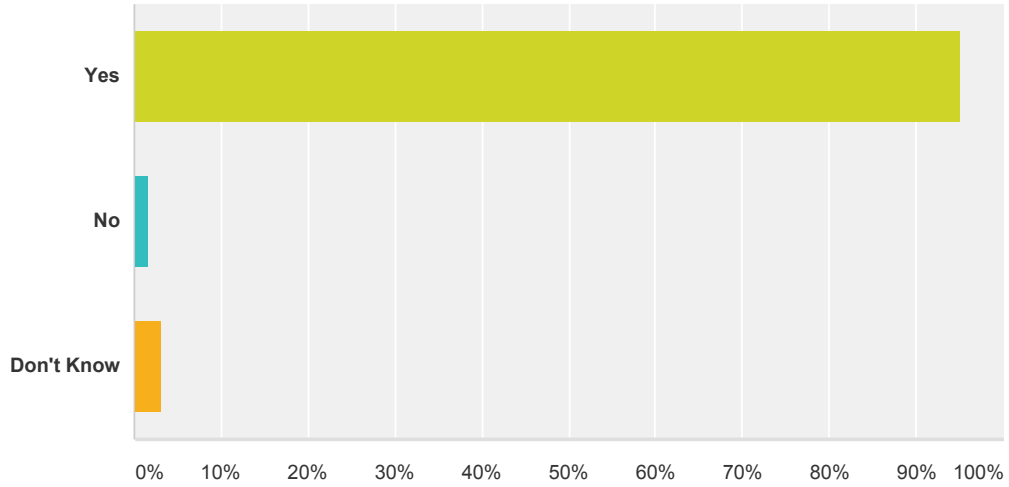
Answered: 124 Skipped: 5



Answer Choices	Responses	
Yes	0.81%	1
No	0.00%	0
Don't Know	0.81%	1
Not Applicable	98.39%	122
Total		124

Q26 The EC3 directors and staff help me learn about community events and resources that can help my child and family.

Answered: 124 Skipped: 5



Answer Choices

Responses

Yes

95.16%

118

No

1.61%

2

Don't Know

3.23%

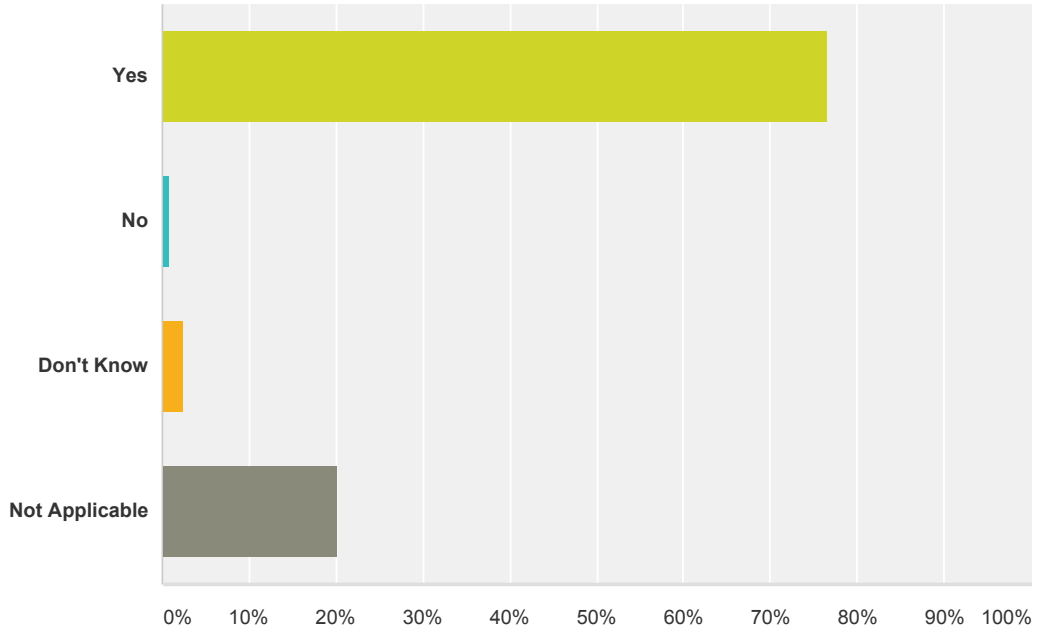
4

Total

124

Q27 The EC3 directors and staff give me information to help my child make a smooth transition to higher levels, including kindergarten.

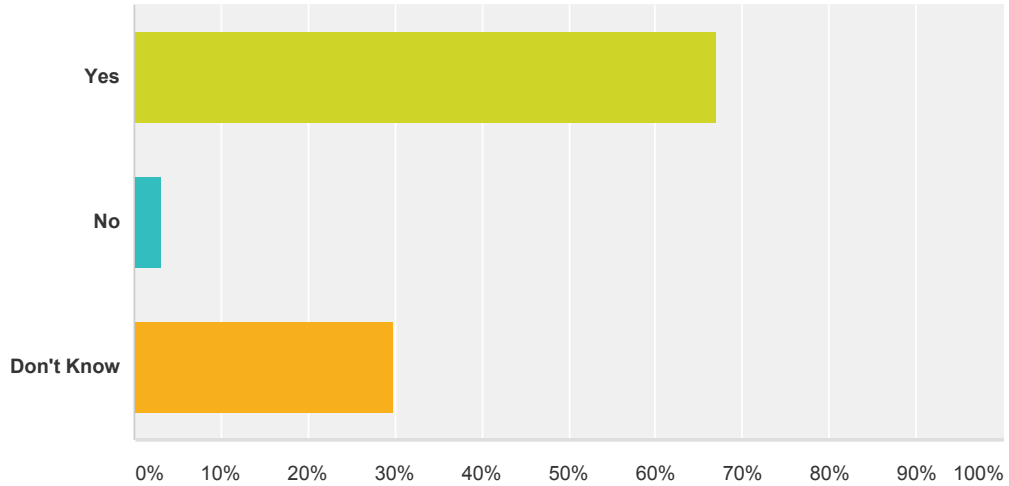
Answered: 124 Skipped: 5



Answer Choices	Responses	
Yes	76.61%	95
No	0.81%	1
Don't Know	2.42%	3
Not Applicable	20.16%	25
Total		124

Q28 When program evaluations/surveys are completed, I receive information about the findings.

Answered: 124 Skipped: 5

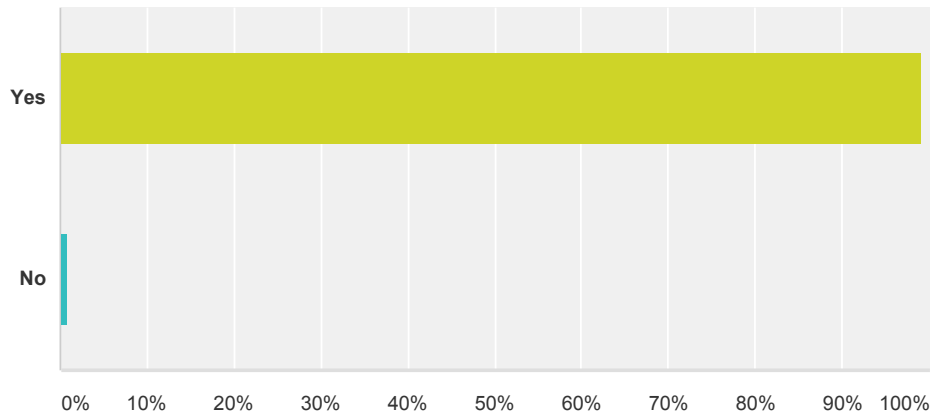


Answer Choices	Responses	
Yes	66.94%	83
No	3.23%	4
Don't Know	29.84%	37
Total		124

#	Comments	Date
1	I don't recall ever reviewing the findings of an EC3 survey, it is likely it was very available and I did not take notice.	8/19/2014 8:27 PM
2	first survey	8/13/2014 3:39 PM
3	I was interested in seeing the video when my daughter participated in the video taping onsite. Perhaps it has not been completed yet.	8/13/2014 11:34 AM
4	I believe that the information comes out in an annual report.	8/13/2014 8:56 AM
5	My son has only been there a few months.	8/12/2014 9:01 PM
6	We've never been told about these evaluations.	8/12/2014 7:37 PM

Q29 I am greeted daily by EC3 staff.

Answered: 123 Skipped: 6



Answer Choices

Responses

Yes

99.19%

122

No

0.81%

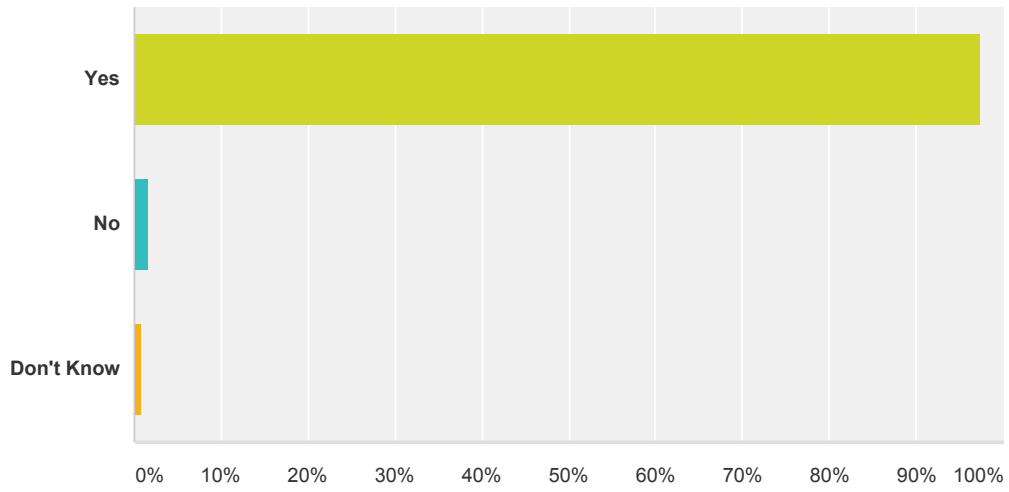
1

Total

123

Q30 I generally feel respected by the EC3 staff and that my contributions are valued.

Answered: 123 Skipped: 6



Answer Choices

Responses

Yes

97.56%

120

No

1.63%

2

Don't Know

0.81%

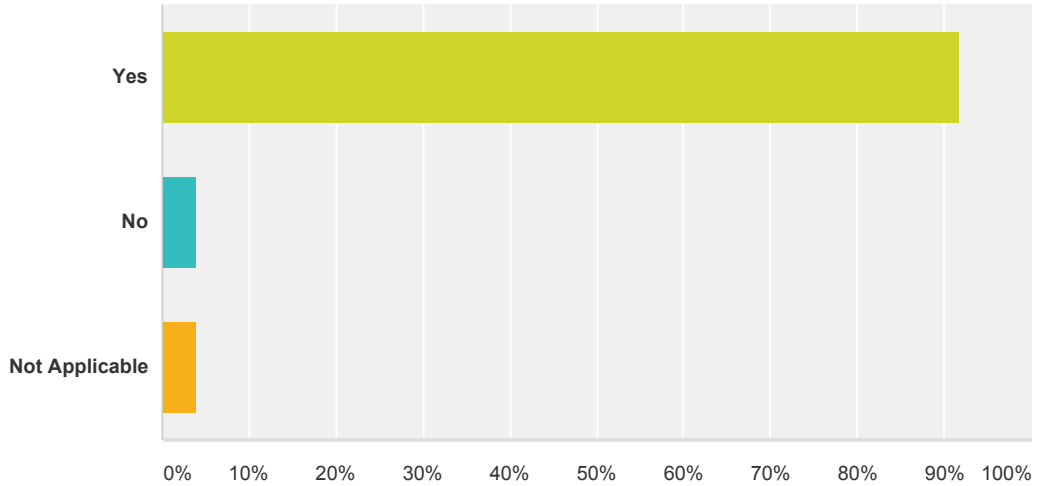
1

Total

123

Q31 Questions or concerns expressed to teachers or office staff are addressed promptly and thoroughly.

Answered: 123 Skipped: 6

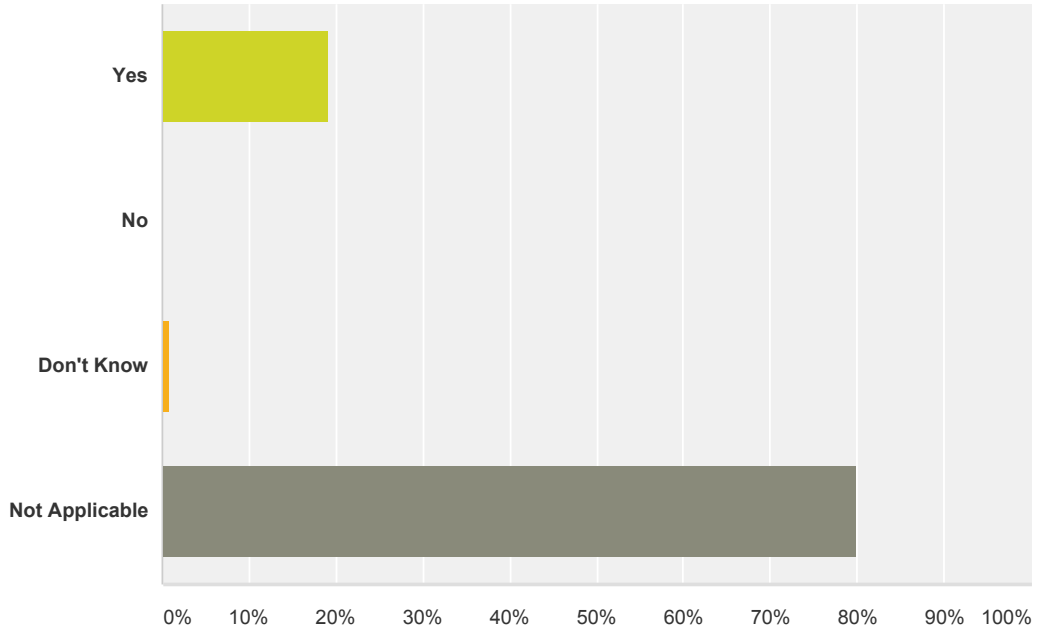


Answer Choices	Responses	
Yes	91.87%	113
No	4.07%	5
Not Applicable	4.07%	5
Total		123

#	Comments	Date
1	I am marking this no because we had an issue with another child this year. We were not made aware of the issue until months had passed. When we realized our child was being made to feel uncomfortable, we approached the teachers, and they acknowledged the problem with the other child. The teachers stated they were working on the problem, but I don't understand why aggressive behavior is not treated like any other communicable disease - it can affect the behavior and well-being of a child more so than some virus. While not bullying in the normal sense, the effects are similar. Anyway, the teachers did a great job communicating their plan and the progress made in correcting the behavior - for a while. After several days or a couple weeks, the communication dropped off. The situation seems to have been resolved, as our child is, once again, happy to go to school, but we have no idea what happened or what is happening. We appreciate the work they did, and this isn't meant to bash them, as they have a tough job and are wonderful people, but there was no closure on our end.	8/25/2014 11:01 PM
2	The office yes,	8/19/2014 5:37 PM
3	Betsy has been great! She is very approachable with comments and concerns. She addresses concerns quickly and provides follow up to ensure ongoing compliance.	8/19/2014 6:46 AM
4	Issues brought to the attention of teachers and office staff are handled quickly and to my satisfaction.	8/14/2014 9:19 AM
5	I am always impressed with the staff at EC3 and the time they take to discuss my child's day during the busy pick up hours. There are lots of children, but it never feels that way.	8/13/2014 9:40 AM
6	We've received prompt responses but the response was defensive as opposed to constructive and many of our concerns have yet to be addressed especially when it comes to the cleanliness of the toddler rooms.	8/12/2014 7:41 PM
7	They are well addressed...however the staff has not always 100% corrected the behavior afterward.	8/12/2014 7:40 PM

Q32 For families with babies only: The infant program supports breastfeeding by providing space, storing milk, instructing staff on handling procedures, etc.

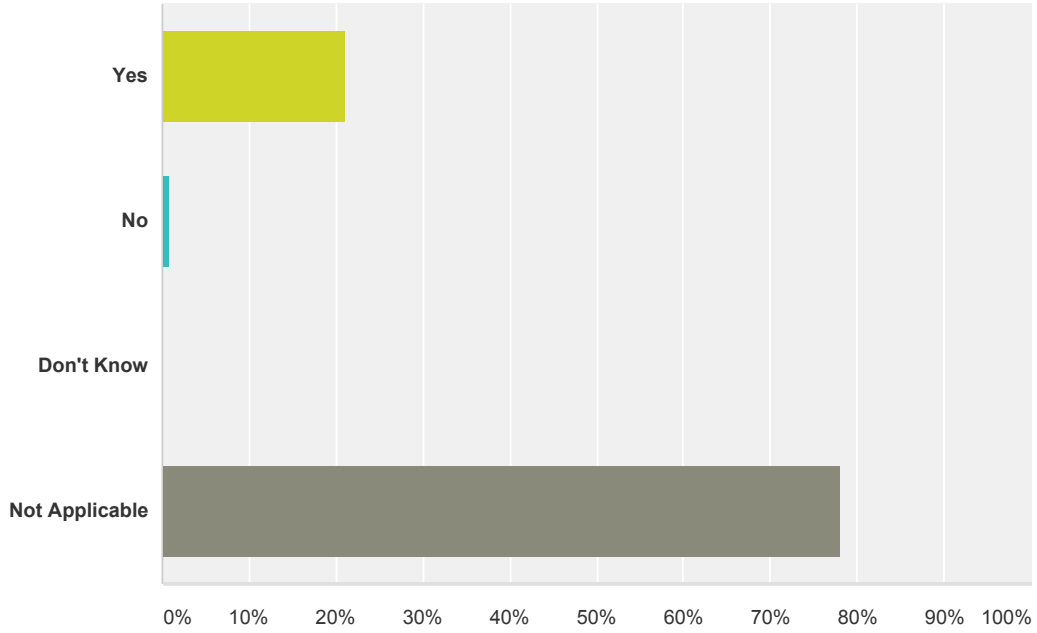
Answered: 120 Skipped: 9



Answer Choices	Responses	
Yes	19.17%	23
No	0.00%	0
Don't Know	0.83%	1
Not Applicable	80.00%	96
Total		120

Q33 For families with babies or children with special nutritional needs: Staff members work with me to meet my child's nutritional needs and document for me what my child eats each day.

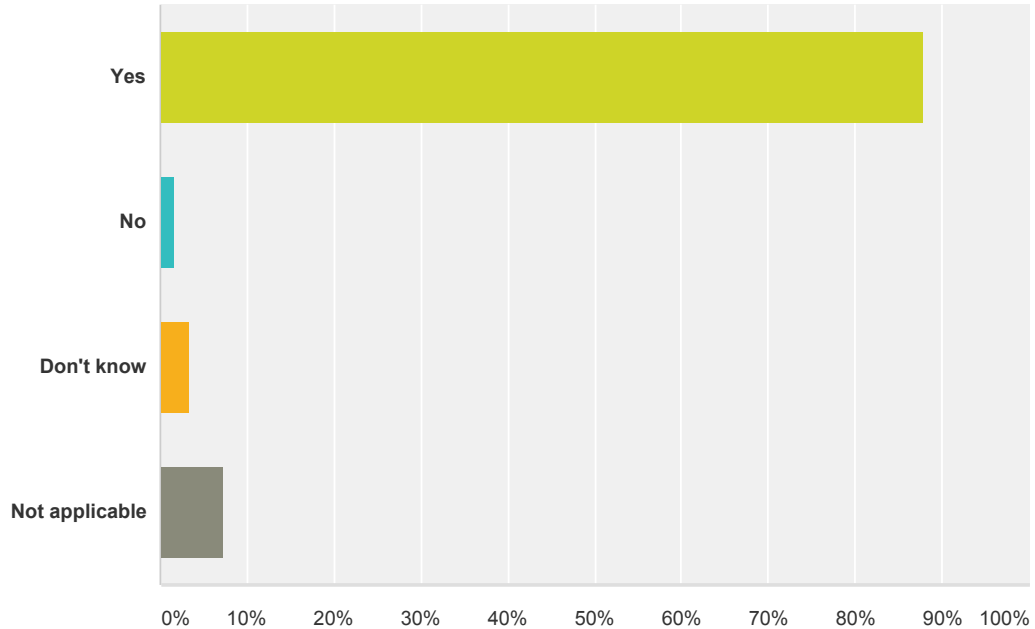
Answered: 123 Skipped: 6



Answer Choices	Responses	
Yes	21.14%	26
No	0.81%	1
Don't Know	0.00%	0
Not Applicable	78.05%	96
Total		123

Q34 I am satisfied with the quality, quantity, variety and value of food served for EC3's breakfasts and snacks.

Answered: 123 Skipped: 6



Answer Choices	Responses	
Yes	87.80%	108
No	1.63%	2
Don't know	3.25%	4
Not applicable	7.32%	9
Total		123

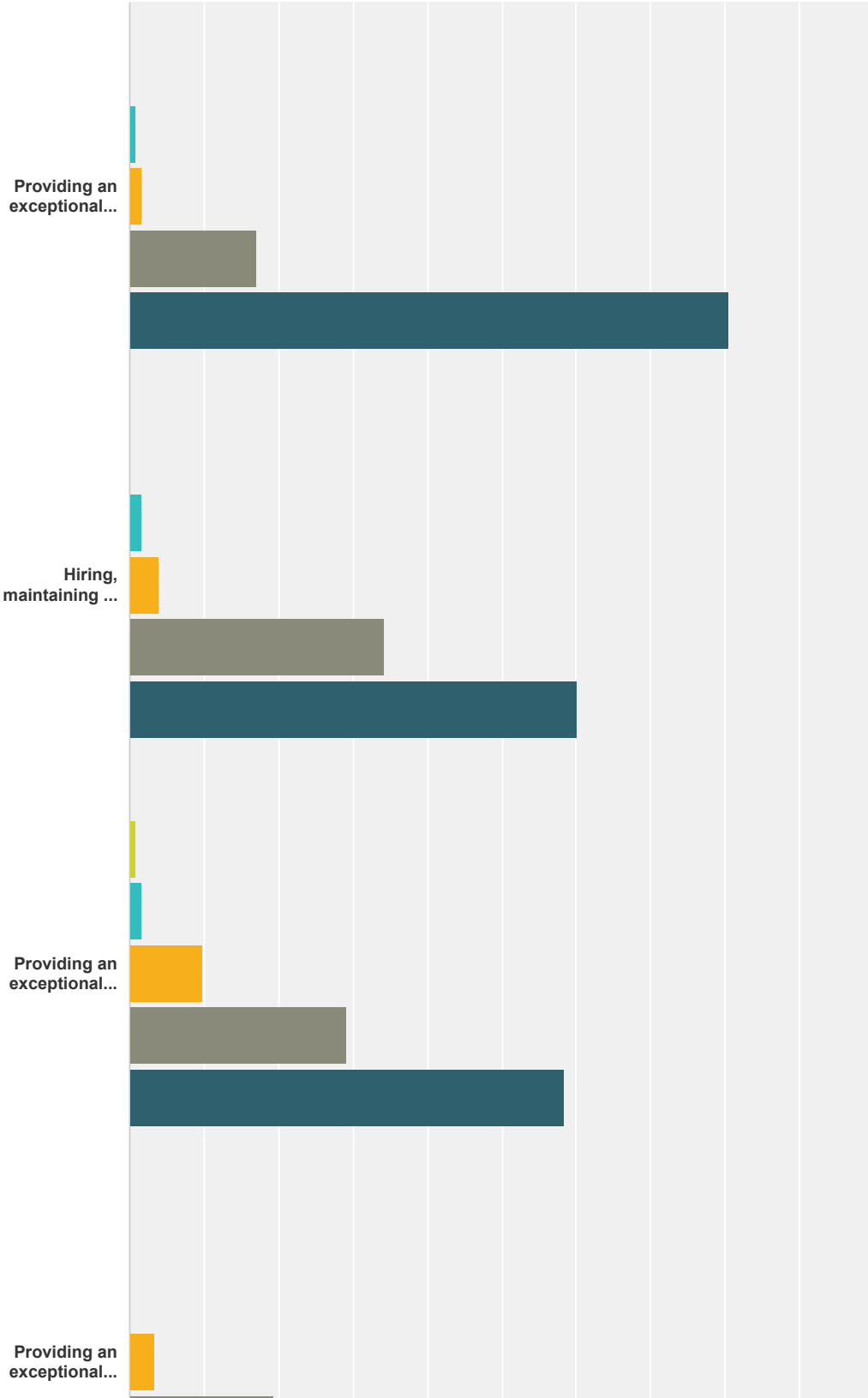
#	Comments	Date
1	It has gotten much better in this room than in our prior room. Healthier choices are available now.	8/26/2014 6:59 PM
2	EC3 does a great job with snacks. Thanks!	8/25/2014 11:01 PM
3	For the most part, I think we're a little on the starchy side but what are you going to feed a billion kids all the time?	8/19/2014 8:28 PM
4	I wish there were no hydrogenated oils or high fructose corn syrup.	8/19/2014 7:08 PM
5	Overall, yes. Though do feel that the more natural/fresh and less processed type foods, the better.	8/19/2014 4:48 PM
6	Much improved over the last two years!	8/19/2014 4:28 PM
7	My only suggestion is there have been a few times where the snacks that were served were different from what was on the menu. If Teachers could try to stick to what is on the menu it is better for parents who look at that before packing their child's lunch so duplication doesn't occur.	8/19/2014 9:10 AM
8	Big improvement moving towards fresh snacks	8/16/2014 10:32 AM
9	This has improved over the years. Thank you!	8/15/2014 8:24 AM

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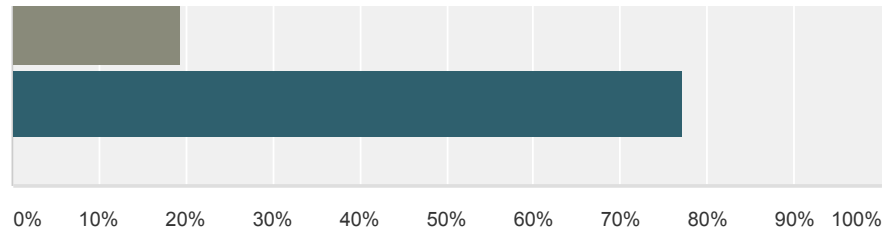
10	I've been impressed with the breakfasts in the last year. I don't like pizza being offered every week.	8/14/2014 10:17 PM
11	Overall, EC3 does a good job with the foods provided but would like to see more variety of fruits and vegetables provided for the snacks, and a few more healthy options for breakfast instead of cereal. I do like that the menu seems to provide less processed foods than others, and that is important to our family. I'd like to see that continued.	8/14/2014 3:11 PM
12	The younger programs seemed to have choices other than cereal more frequently than the Tigers.	8/13/2014 4:05 PM
13	Although the food choices have improved dramatically, we would still like to see a greater focus on whole, fresh foods.	8/13/2014 10:03 AM
14	I would love help introducing new vegetables to my son's diet.	8/13/2014 9:45 AM
15	Yes! I love the new and improved snack menu and the variety of healthy options. I don't remember the last time I saw nuggets on there! There is still the occasional pizza, but overall I have been impressed with the changes.	8/13/2014 9:40 AM
16	but was disappointed when the pizza program stopped ordering breadsticks. my kids wont eat pizza because of the tomato sauce (they don't like it) so I have had to pack them lunches 5 days a week	8/13/2014 9:27 AM
17	I think so, but not totally sure. I don't look at the menu's very often. My child seems satisfied and happy and that is what is important.	8/13/2014 8:57 AM
18	Our child is generally a better eater at school, than at home. At school, she more readily tries new foods than she would at home.	8/13/2014 12:07 AM
19	It'd be nice to have more variety	8/12/2014 10:45 PM
20	More variety, more vegetables, fewer processed foods would be great, but the offerings are generally okay.	8/12/2014 7:59 PM
21	Abby does a great job with the menu. And I always feel welcome to bring in organic milk and anything else. I would personally like to see juice not served at all in the program.	8/12/2014 6:51 PM
22	more wheat free options please	8/12/2014 6:11 PM

Q35 On a scale of 1 to 5 (1 being poor, 5 being exceptional), please rate EC3's efforts and accomplishment in:

Answered: 123 Skipped: 6



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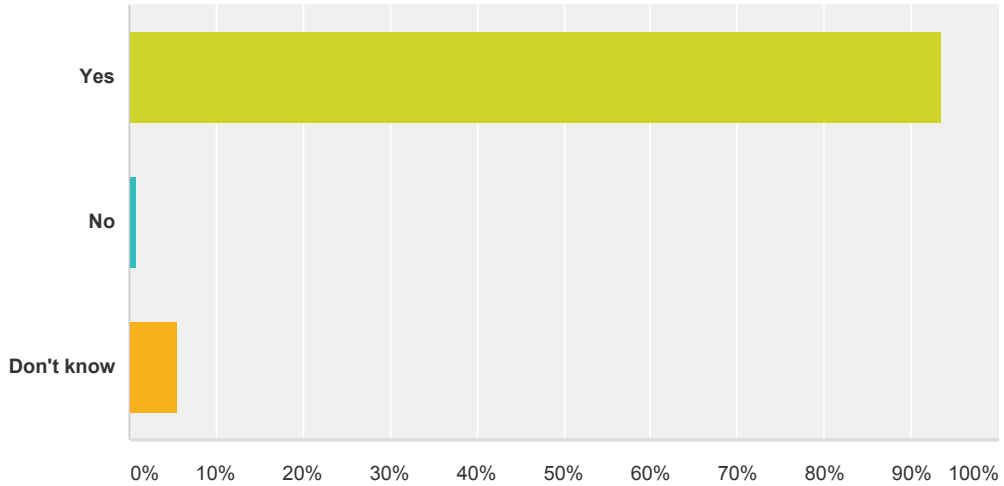


■ 1 (poor)
 ■ 2 (fair)
 ■ 3 (average)
 ■ 4 (good)
 ■ 5 (exceptional)

	1 (poor)	2 (fair)	3 (average)	4 (good)	5 (exceptional)	Total
Providing an exceptional program for families and students.	0.00%	0.81%	1.63%	17.07%	80.49%	
	0	1	2	21	99	123
Hiring, maintaining and supporting an exceptional staff.	0.00%	1.63%	4.07%	34.15%	60.16%	
	0	2	5	42	74	123
Providing an exceptional value for each family's tuition dollar.	0.81%	1.63%	9.76%	29.27%	58.54%	
	1	2	12	36	72	123
Providing an exceptional environment for care and learning.	0.00%	0.00%	3.25%	19.51%	77.24%	
	0	0	4	24	95	123

Q36 In working to meet these four stated goals, the Executive Director is an effective leader.

Answered: 123 Skipped: 6



Answer Choices	Responses	
Yes	93.50%	115
No	0.81%	1
Don't know	5.69%	7
Total		123

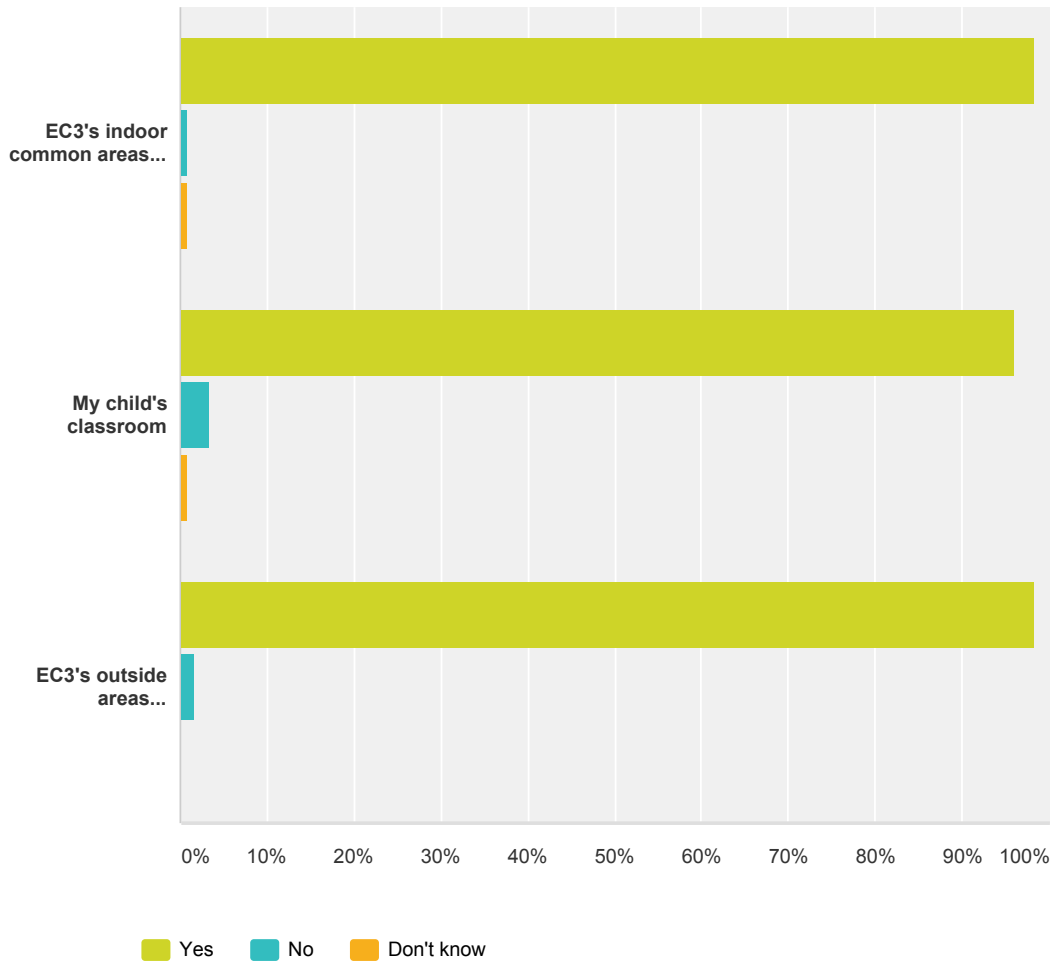
#	Comments	Date
1	Liz is great!	8/25/2014 11:02 PM
2	Ms. Weston is a dynamic, energetic leader. By far the best leader in the 10 years we have been associated with EC3.	8/18/2014 12:13 PM
3	Top notch!	8/14/2014 11:49 PM
4	Liz is always seems friendly, energetic, and positive.	8/14/2014 10:19 PM
5	I am very impressed with the staff - not only my child's main teachers, but even the relief and part-time staff that I have interacted with. We've used three different daycare centers and the staff at EC3 is by far the most professional group we have dealt with.	8/13/2014 3:42 PM
6	Yes..the current executive director is a beacon of positive energy	8/13/2014 11:58 AM
7	Elisabeth is a professional leader who connects and builds deep rapports with her team, parents and children. She is always quickly responsive and fair in meeting the needs of everyone.	8/13/2014 11:37 AM
8	The Executive Director does an exceptional job in maintaining quality in this particular center. She greets parents daily with warm and very welcoming smiles. She always addresses the needs and concerns of current EC3 families and employees.	8/13/2014 10:48 AM
9	Best director since we started here!!	8/13/2014 10:05 AM
10	Elizabeth is a wonderful director!	8/13/2014 9:46 AM
11	Lis- your tireless efforts are noticed and appreciated.	8/12/2014 10:08 PM

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- | | | |
|----|--|-------------------|
| 12 | We feel the Executive Director, although very nice and caring, has been very defensive when issues arise which we've asked to be addressed. Instead of taking action she assured us our issue wasn't valid. Obviously we were expecting more then a run down of policies which we can clearly see aren't being followed. Also, in comparison to other like child facilities EC3's tuition is becoming out of line. | 8/12/2014 7:52 PM |
| 13 | Effective, and also a supportive individual! | 8/12/2014 6:26 PM |
| 14 | great energy amazing outreach to community and building relationships with EC3 neighbors | 8/12/2014 6:13 PM |

Q37 I am satisfied with the condition and cleanliness of

Answered: 123 Skipped: 6



	Yes	No	Don't know	Total
EC3's indoor common areas (entrance, hallways, gym, etc.)	98.37% 121	0.81% 1	0.81% 1	123
My child's classroom	95.93% 118	3.25% 4	0.81% 1	123
EC3's outside areas (playgrounds, parking lot, gardens, etc.)	98.37% 121	1.63% 2	0.00% 0	123

#	Comments	Date
1	Roger is a great addition to the staff! I appreciate his work.	8/25/2014 11:02 PM
2	Parking lot is in poor shape and icy during the winter	8/23/2014 8:59 PM
3	One time they tried a science experiment by keeping a box of leftover pizza in the fridge for over a week, but that was only one time and they must have gotten their results because I didn't see leftover pizza chilling out so long after.	8/19/2014 8:29 PM
4	I would love to see the parking lot organized in a more efficient manner, but understand completely why that expense would not be a priority in any budget.	8/19/2014 4:56 PM

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5	Sometimes I feel the items aren't cleaned or sanitized as well as they should be.	8/19/2014 4:50 PM
6	Parking lot and gardens could use some weeding.	8/17/2014 9:31 AM
7	Having full time maintenance (handyman) is good investment. He also picked up on EC3 friendliness big difference from when he first hired in.	8/16/2014 10:34 AM
8	Roger is a great addition to the EC3 crew	8/14/2014 10:19 PM
9	I do not like that the gate to the toddler playground is never locked during the day. It is nice for parents to be able to enter there to pick up their kids, but it makes me nervous then that anyone can enter through that gate and then have excess to the building and playground.	8/14/2014 3:15 PM
10	The toddler land playground seems to be lacking in choices for play.	8/13/2014 4:06 PM
11	Overall cleanliness is good, but a lot of the classrooms seem cluttered. Especially the food prep/teacher areas.	8/13/2014 10:58 AM
12	I fell in love with EC3 from the moment I walked through those doors and I still love EC3 exactly 1 year later!	8/13/2014 10:48 AM
13	Would like to see the parking lot salted more during the winter. There was lots of dangerous ice this winter and only the entryway was salted. It's hard to safely navigate when carrying a child and their belongings.	8/13/2014 9:46 AM
14	Roger is always working hard/ putting in 100% to make the grounds look nice	8/13/2014 9:27 AM
15	I would have liked to have seen more salt used in the parking lot this winter (not just by the entryway). It was extremely slippery a lot of the time and it's dangerous, especially when we are carrying a lot of stuff.	8/13/2014 9:07 AM
16	The bluegill room, like many classrooms, is showing its age. The floor needs replacing, as do the cabinets, refrigerator and stove.	8/13/2014 12:09 AM
17	The toddler land common area always looks so cluttered and next to impossible to thoroughly clean. My child's room appears clean but there's room for improvement.	8/12/2014 10:49 PM
18	Our child's toddler room and the common areas are routinely filthy and obviously not cleaned properly on a daily basis.	8/12/2014 7:52 PM
19	The building, rooms and grounds are well maintained. It would be great to see more regular deep cleaning of areas like baseboards, windowsills, etc... And less clutter in the classrooms! Easier to keep things clean when there is less stuff around. The new paint in the rooms is great!	8/12/2014 6:53 PM

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Q38 Please provide any additional questions, comments, or suggestions for the EC3 management team and Board of Directors.

Answered: 31 Skipped: 98

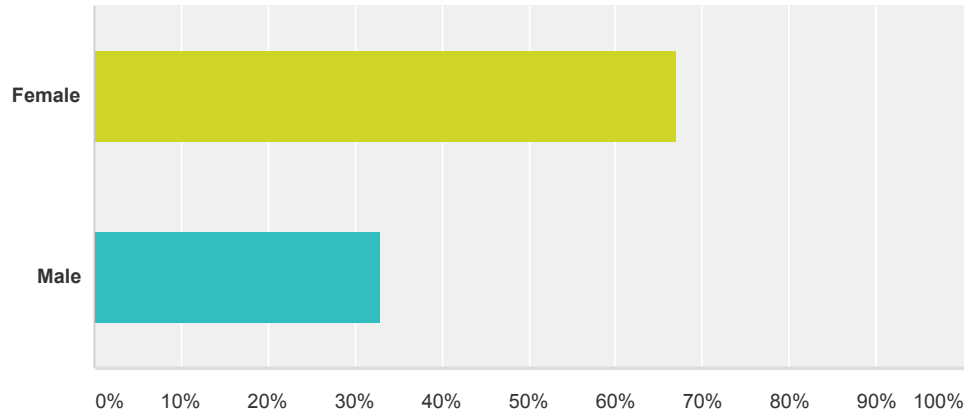
#	Responses	Date
1	I would encourage verification (physician) of allergies to food and take a parent's word for it. It is required for public schools and will prepare parents for that step.	8/26/2014 7:02 PM
2	As a new member of EC3 I couldn't be more please in my decision to bring my daughter here. What a wonderful group of teachers and support staff!	8/22/2014 1:53 PM
3	Thank you for all you do!	8/20/2014 3:53 AM
4	I cannot think of a single thing that EC3 could do better. I hope the Center is operational and successful for many, many years to come. My daughter is always happy to see me at the end of the day, but she also always wants to stay a little longer. That speaks volumes about what a special place EC3 is and I don't know of a better test a working parent could give his or her child-care provider.	8/19/2014 9:51 PM
5	The weekly emailed newsletter is great- especially to note upcoming events at EC3 and events in the community on weekends.	8/19/2014 6:52 PM
6	We continue to be delighted with the care and learning that our son receives at EC3, and recommend it highly to anyone who will stand still long enough.	8/19/2014 4:57 PM
7	Overall, very satisfied with the experience our kiddo is getting at EC3. Has had very caring teachers that are making a positive difference.	8/19/2014 4:50 PM
8	My child has many food allergies and I was very pleased with how this was handled within the classroom.	8/19/2014 4:25 PM
9	My daughter and I are incredibly pleased with EC3. My daughter's teachers are knowledgeable and do an awesome job of incorporating fun in learning and my daughter enjoys her time. The food discussion issues are minor in my mind. The only other suggestion I would have is that the contract terms be better explained verbally. When I initially inquired, I was given the impression that services were charged per day and billed biweekly. It was not clearly explained that I would be required to pay biweekly whether or not my daughter attended daycare and even if her days fell on holidays when EC3 is closed. Since I had budgeted based on the amount of time she would actually be in class, this caused some financial challenges. Part of this is my fault for not reading the contract more closely but I also think a better verbal explanation would have helped.	8/18/2014 11:26 AM
10	I really wish transition times were communicated better. It seems decisions are made and put down on paper (date/room on paper in cubby) without asking the parents ahead of time what their wishes are. In most cases, the teachers know best, but parental concerns are often overlooked in this area. It's be nice to have even a 5 minute discussion with the teachers or director PRIOR to those decisions being made.	8/18/2014 9:16 AM
11	See you next summer	8/16/2014 10:35 AM
12	This was our first year at summer camp. Our son had a great time and got exposed to many new things. I have heard other patents say this program has really improved. Our son liked jump in jax and granger the best. I thought they all looked fun.	8/15/2014 8:29 AM
13	We love EC3. I am always impressed at the level of thoughtfulness that goes into transitions between classrooms.	8/14/2014 10:20 PM
14	Thank you for always doing your best to help us feel at ease leaving our children in your care while we go to work...	8/14/2014 2:48 PM
15	In regards to the question "infants with special nutritional needs": I find this to be an area truly lacking. Despite simple instructions, such as "give my child three 3oz. bottles or cups of whole milk throughout the day", it appears to be a big issue. Big enough to get the program director involved! With so many different feeding and drinking schedules in the infant room, I think a better system needs to be created.	8/14/2014 9:23 AM

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16	I feel great about where my child is developmentally and socially thanks to the hard work of teachers and staff at EC3. Thank you for doing an amazing job.	8/13/2014 1:55 PM
17	Excellent facility. Please start teaching the spanish and arabic alphabet to the students.	8/13/2014 11:38 AM
18	We have been so very happy with having our son attend EC3. Everyone has been wonderful and supportive. It's been nothing short of amazing and it feels so good to see our son thriving at EC3 and to hear him tell us about his day.	8/13/2014 11:00 AM
19	EC3 is being managed perfectly in my eyes. This is the best ran Child Care Center I have ever come in contact with. The office team works perfect together.	8/13/2014 10:50 AM
20	Keep up the great work!!	8/13/2014 10:24 AM
21	I thought we would receive a summary of the fundraising auction but I never saw one. I would like to receive this information.	8/13/2014 9:46 AM
22	Love the white board in the front, the weekly newsletter and the inclusion of community activities for families.	8/13/2014 9:41 AM
23	please do not make the graduation on a friday and in conjunction with other major events on the ec3 campus	8/13/2014 9:28 AM
24	I'm very happy with EC3 and the educational and social experience that my daughter receives.	8/13/2014 12:10 AM
25	In the summer months I am concerned about the security of the toddler land door to the playground. The gated fence is not locked and the side entrance is not secure during the day. This is concerning to me to think that anyone could walk in off the street and not go through the secured front entrance.	8/12/2014 10:52 PM
26	Our biggest complaint is the inconsistency when the main teacher is not present. It is frustrating that we feel the same person is necessary to be 100% satisfied. The communication/daily reports, feeding, cleanliness have all been issues with subs or part time workers over the last year.	8/12/2014 7:43 PM
27	We wouldn't send our child anywhere else. EC3 is, hands-down, the most loving and professional place for both children and their families. It is always amazing and impressive to see the creativity, energy, and passion that go into each daily activity. Thank you for the incredible journey.	8/12/2014 7:34 PM
28	As we approach leaving EC3 for kindergarten, I can say we are very happy that we chose EC3 for our son's preschool years. The experience was well worth the money. He is a happy and secure kid, in big part due to his EC3 experiences. The teachers we have had in the Frog, Tiger and Bear rooms have excelled in many areas. He has always felt valued and cared for by them. He has a high level of confidence and self worth. He has always been encouraged to be creative, explore and to really enjoy life. In thinking about things that I wasn't 100% happy about: EC3 teachers should be held to a higher standard of education. Most of my son's teachers did not have a college degree or a CDA. I do appreciate that staff are required to complete so many hours of annual training. I would have liked to experience much less teacher turnover. In both the Frog room and Tiger rooms there was a really high level of turnover. I would really like to have seen a more established curriculum. The project approach isn't a curriculum, it is a method of delivering curriculum. I never truly understood what my child was supposed to be learning at each level, or how his learning was really being assessed. While I am comfortable that he is ready for kindergarten and will be farther along than children who didn't have the luxury of quality preschool, that doesn't tell me much about where he is and what he is capable of. It would also be great to have some sort of mini-conference or final assessment report as he is leaving for kindergarten. Where he was in May tells me nothing about where he is in late August and if there are areas where there might be concern. Lastly, as a parent who volunteered my own time, I would love to see EC3 require that all parents volunteer a set number of hours each year, or pay a premium of some sort if they choose not to. Thank you to all the amazingly hard working staff at EC3 for all that you do. It truly has been a wonderful experience, and I believe that in the coming years you will continue to improve the quality of programming and be a leader in Michigan for high quality early childhood education.	8/12/2014 7:20 PM
29	All messages should have the who, what, where, when, why, how and what is required of the parent. Just tell me the details and what I have to do. Too many times I get papers or phone calls and am unclear exactly what is requested of me. I also want to know how my child is doing relative to other children of the same age and I don't get that.	8/12/2014 7:02 PM
30	They always have time to talk with me about any concerns, and have info on resources to help me as a parent, including community resources.	8/12/2014 6:28 PM
31	Keep up the great work!	8/12/2014 5:50 PM

Q39 What is your gender?

Answered: 115 Skipped: 14



Answer Choices

Female

Male

Total

Responses

66.96%

33.04%

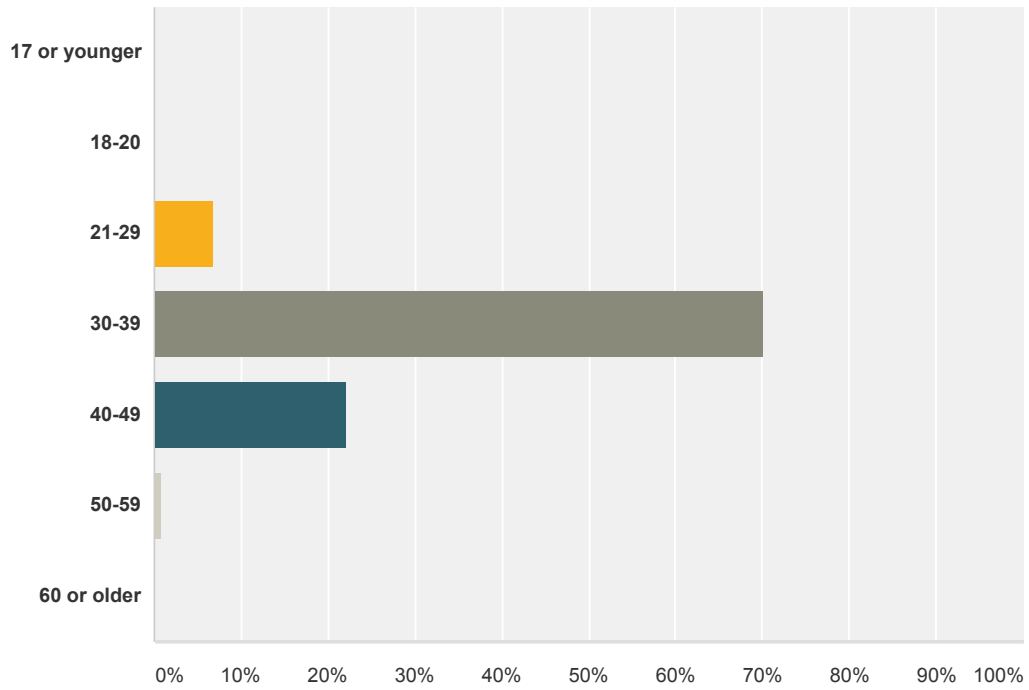
77

38

115

Q40 Which category below includes your age?

Answered: 117 Skipped: 12



Answer Choices

Responses

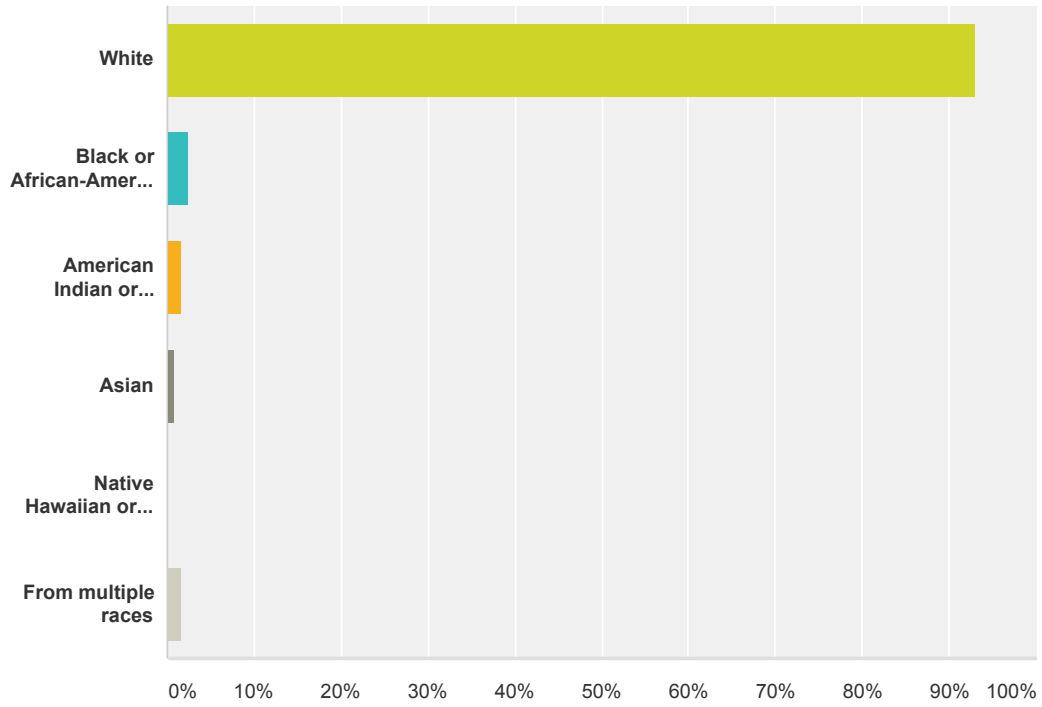
- 17 or younger
- 18-20
- 21-29
- 30-39
- 40-49
- 50-59
- 60 or older

0.00%	0
0.00%	0
6.84%	8
70.09%	82
22.22%	26
0.85%	1
0.00%	0

Total **117**

Q41 With which race do you most identify?

Answered: 117 Skipped: 12



Answer Choices

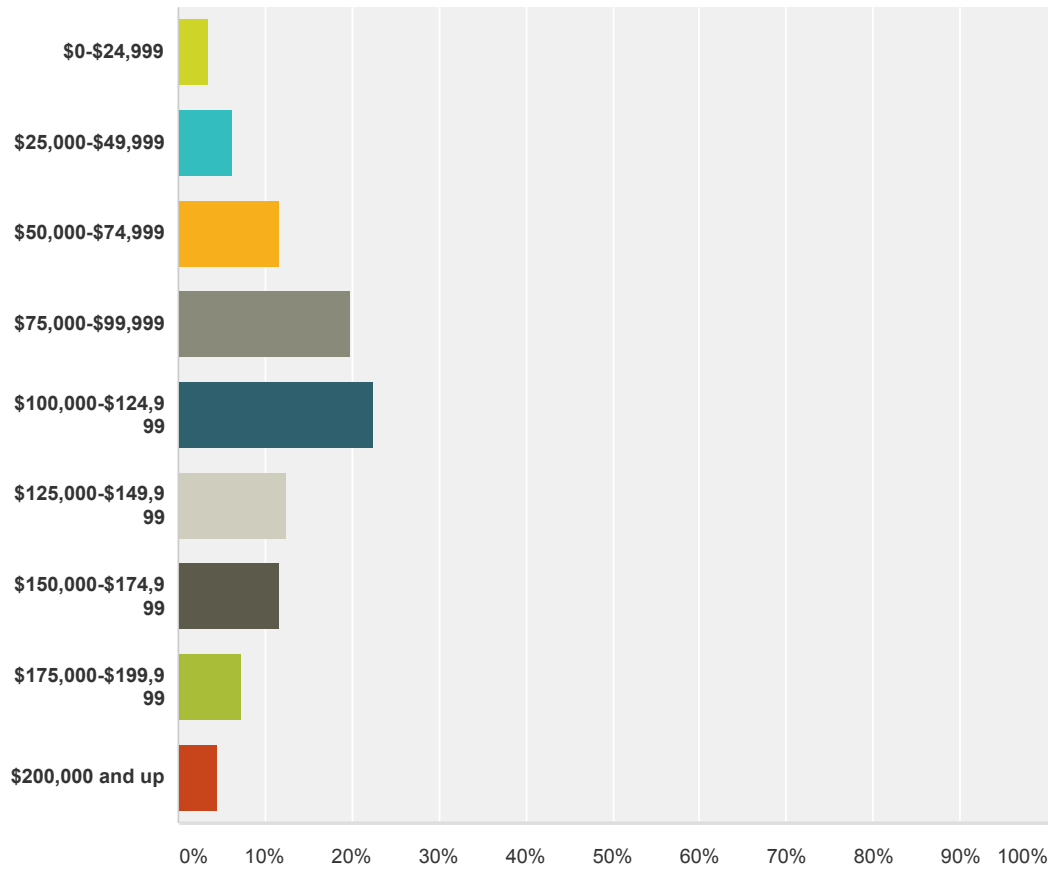
Responses

White	93.16%	109
Black or African-American	2.56%	3
American Indian or Alaskan Native	1.71%	2
Asian	0.85%	1
Native Hawaiian or other Pacific Islander	0.00%	0
From multiple races	1.71%	2

Total **117**

Q42 What is your approximate average household income?

Answered: 111 Skipped: 18



Answer Choices

Responses

\$0-\$24,999

3.60%

4

\$25,000-\$49,999

6.31%

7

\$50,000-\$74,999

11.71%

13

\$75,000-\$99,999

19.82%

22

\$100,000-\$124,999

22.52%

25

\$125,000-\$149,999

12.61%

14

\$150,000-\$174,999

11.71%

13

\$175,000-\$199,999

7.21%

8

\$200,000 and up

4.50%

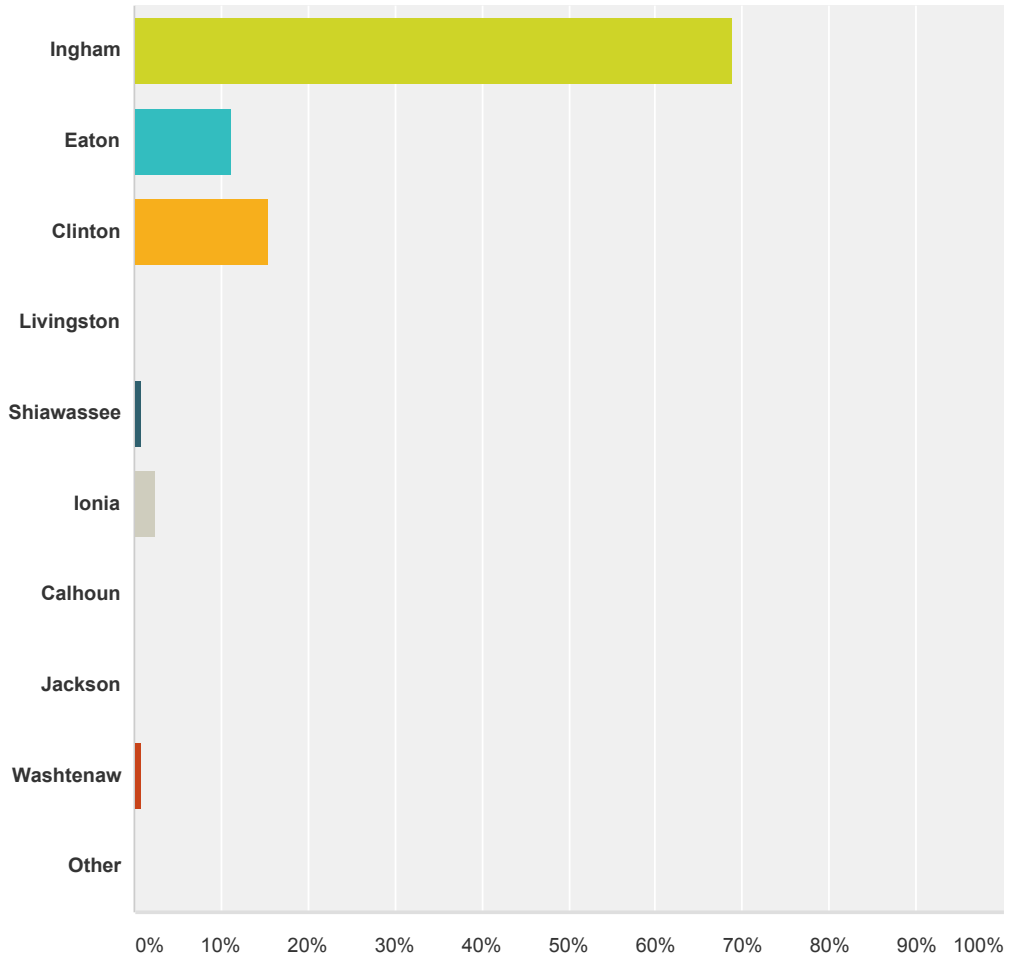
5

Total

111

Q43 In what county is your home located?

Answered: 116 Skipped: 13



Answer Choices

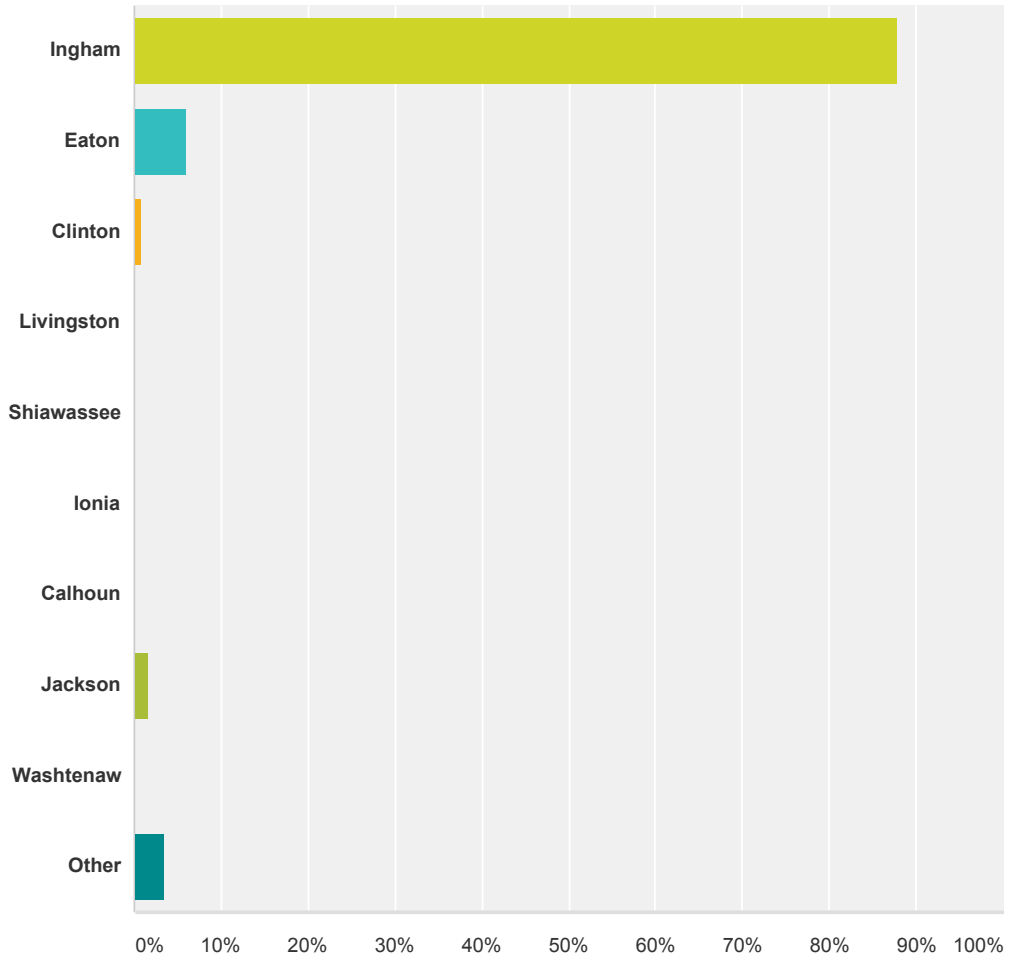
Responses

Ingham	68.97%	80
Eaton	11.21%	13
Clinton	15.52%	18
Livingston	0.00%	0
Shiawassee	0.86%	1
Ionia	2.59%	3
Calhoun	0.00%	0
Jackson	0.00%	0
Washtenaw	0.86%	1
Other	0.00%	0

Total 116

Q44 In what county is your work located?

Answered: 116 Skipped: 13



Answer Choices

Responses

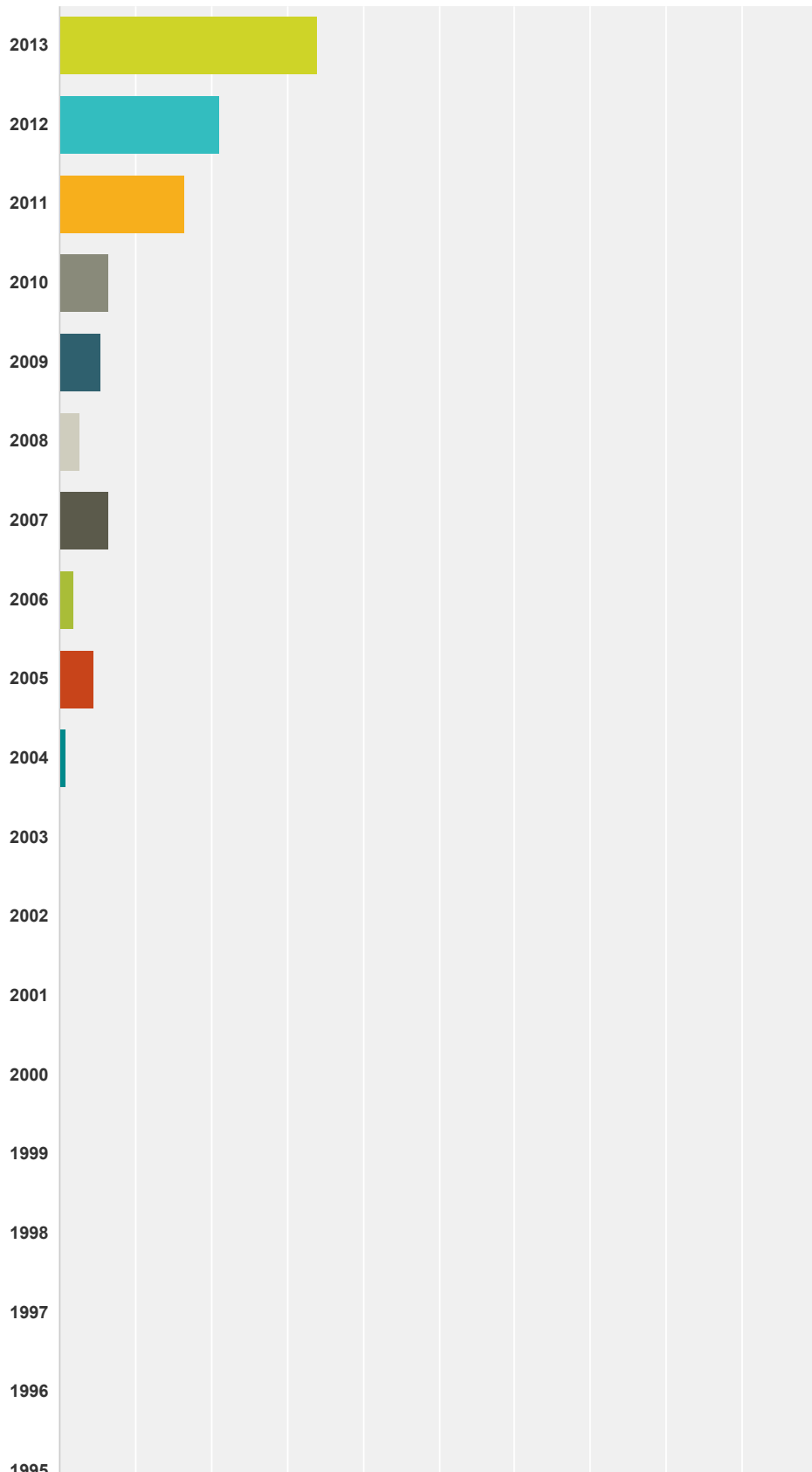
Ingham	87.93%	102
Eaton	6.03%	7
Clinton	0.86%	1
Livingston	0.00%	0
Shiawassee	0.00%	0
Ionia	0.00%	0
Calhoun	0.00%	0
Jackson	1.72%	2
Washtenaw	0.00%	0
Other	3.45%	4

Total

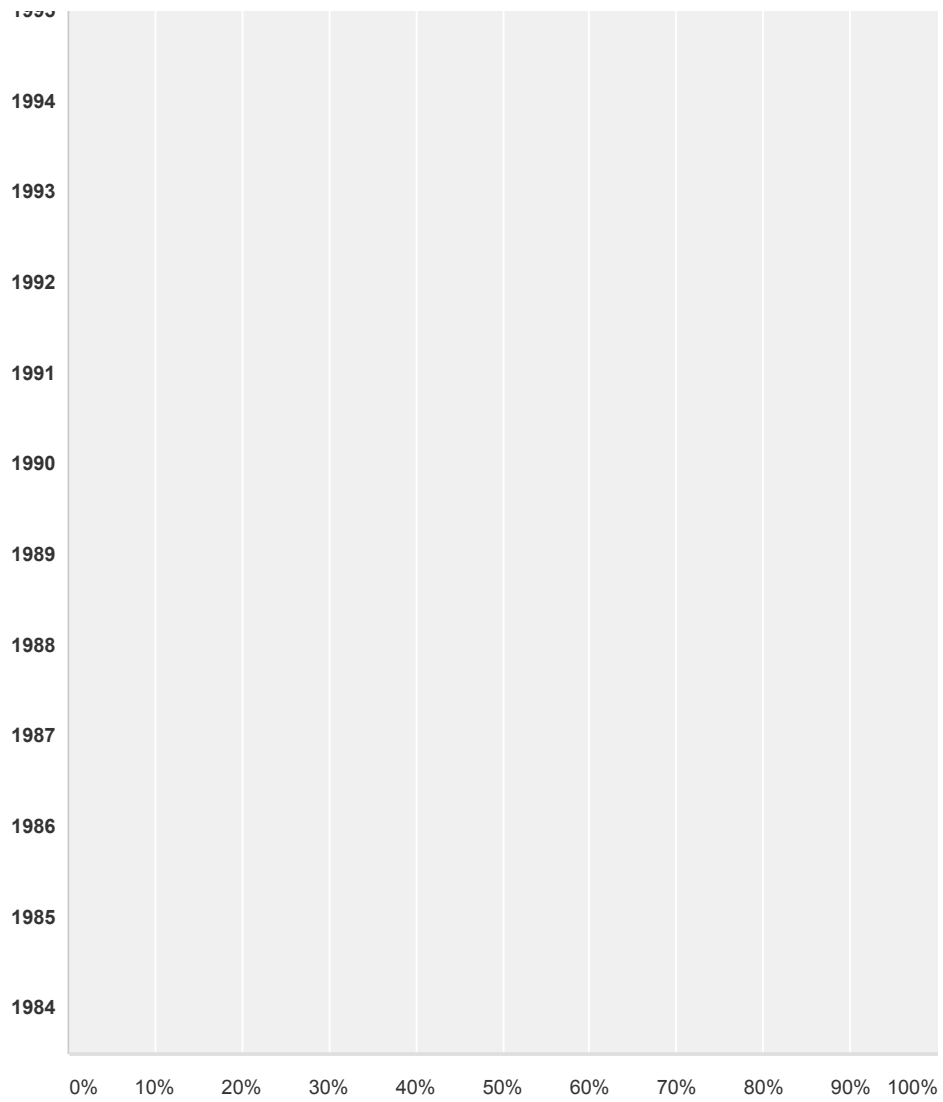
116

Q45 In what year did your affiliation with EC3 begin?

Answered: 109 Skipped: 20



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Answer Choices

Responses

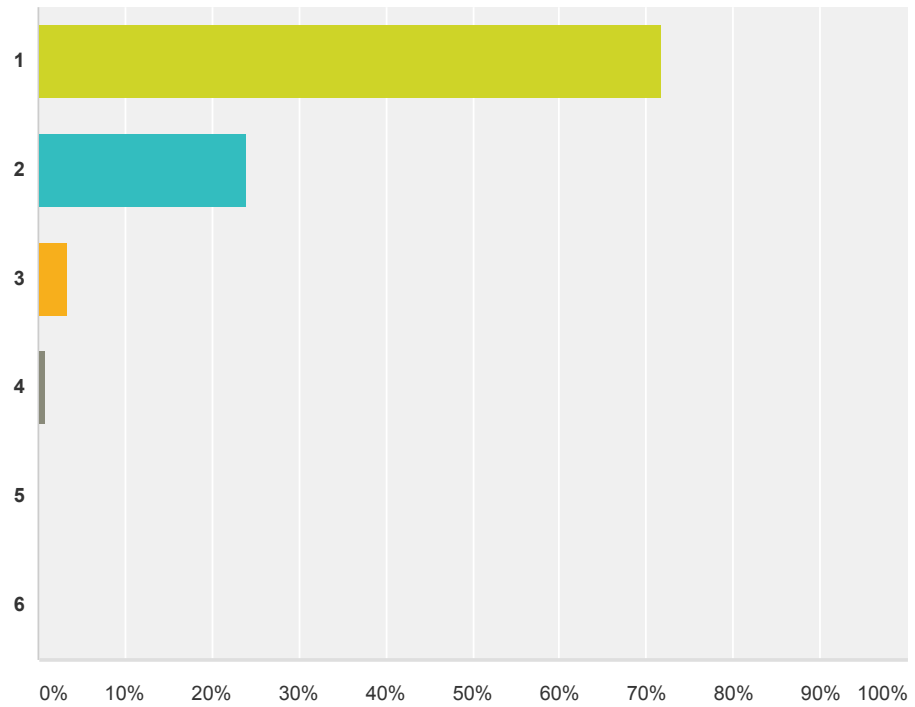
Year	Percentage	Count
2013	33.94%	37
2012	21.10%	23
2011	16.51%	18
2010	6.42%	7
2009	5.50%	6
2008	2.75%	3
2007	6.42%	7
2006	1.83%	2
2005	4.59%	5
2004	0.92%	1
2003	0.00%	0

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2002	0.00%	0
2001	0.00%	0
2000	0.00%	0
1999	0.00%	0
1998	0.00%	0
1997	0.00%	0
1996	0.00%	0
1995	0.00%	0
1994	0.00%	0
1993	0.00%	0
1992	0.00%	0
1991	0.00%	0
1990	0.00%	0
1989	0.00%	0
1988	0.00%	0
1987	0.00%	0
1986	0.00%	0
1985	0.00%	0
1984	0.00%	0
Total		109

Q46 How many of your children attend or have attended EC3?

Answered: 117 Skipped: 12



Answer Choices

Responses

1	71.79%	84
2	23.93%	28
3	3.42%	4
4	0.85%	1
5	0.00%	0
6	0.00%	0
Total		117