

## 2013 Parent Survey: Response Summary

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In September 2013, 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 track family demographics and perceptions of service quality;
- To make improvements and adjustments to the program and staff training; and
- To fulfill requirements for accreditation and other quality rating systems

Overall, results were exceptionally positive. Comparing 2013 to 2012, we saw either steady numbers or positive growth in *every* category, across the board.

Our 2012 response rate was 57% (127 responses out of 224 people contacted). Our 2013 response rate increased to 69% (116 responses out of 169 people contacted).

In 2012, parents overwhelmingly want more nuanced feedback on their children's growth and development. Many asked for more detailed daily recaps, more information about how progress is measured, or more consistent conference schedules. In 2013, we implemented the twice-yearly parent-teacher conference schedule, which is one of the many changes that resulted in improvements in this category. The biggest improvements in positive responses were seen in the following two questions:

- “The teachers ask me about things that are important to our family, and use this information to help my child grown and learn.” The yes response 72.8% in 2012, and increased to 90.4% in 2013.
- “I receive written reports about my child at least twice a year.” The yes response went from 60.5% in 2012 to 81.3% in 2013.

In 2012, many parents expressed interest in community-building—everything from encouraging parent interaction and crafting an opt-in directory, to sharing child development resources and parenting tips. In 2013, we slowly began exploring opportunities to build relationships between families though center-wide or classroom events. We will continue to focus on this area, because the work we have done to date has resulted in positive improvement.

- “The EC3 directors and teachers help me get to know other families in the program, and they encourage us to support each other.” The yes response went from 64.5% in 2012 to 77.7% in 2013.

Like last year families have noticed the steady improvements we've been making on the facilities, and they encourage us to continue as budgets allow.

Areas where families would like to see continued improvements are nutrition; communications regarding what the children are learning and how to incorporate at home; and helping parents get to know support staff better.



**1. I have a good relationship with my child’s teachers and other staff.**

		Response Percent	Response Count
Yes		98.3%	114
No		0.9%	1
Don't Know		0.9%	1
<b>answered question</b>			<b>116</b>
<b>skipped question</b>			<b>0</b>

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

		Response Percent	Response Count
Yes		98.3%	114
No		0.0%	0
Don't Know		1.7%	2
<b>answered question</b>			<b>116</b>
<b>skipped question</b>			<b>0</b>

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

		Response Percent	Response Count
Yes		94.8%	110
No		4.3%	5
Don't Know		0.9%	1
<b>answered question</b>			<b>116</b>
<b>skipped question</b>			<b>0</b>

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

		Response Percent	Response Count
Yes		99.1%	115
No		0.9%	1
Don't Know		0.0%	0
<b>answered question</b>			<b>116</b>
<b>skipped question</b>			<b>0</b>

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

	Yes	No	Don't Know	Rating Count
Program mission and philosophy	91.4% (106)	5.2% (6)	3.4% (4)	116
Rules and expectations	93.1% (108)	1.7% (2)	5.2% (6)	116
Procedures for drop-off and pickup, and handling emergencies	98.3% (114)	0.9% (1)	0.9% (1)	116
When my child may be exposed to contagious diseases and what I should do to protect my child	98.3% (114)	1.7% (2)	0.0% (0)	116
<b>answered question</b>				<b>116</b>
<b>skipped question</b>				<b>0</b>

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

		Response Percent	Response Count
Yes		97.4%	113
No		0.9%	1
Don't Know		0.0%	0
Not Applicable		1.7%	2
<b>answered question</b>			<b>116</b>
<b>skipped question</b>			<b>0</b>

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

		Response Percent	Response Count
Yes		90.4%	104
No		7.8%	9
Don't Know		1.7%	2
Comments			14
answered question			115
skipped question			1

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

		Response Percent	Response Count
Yes		2.6%	3
No		2.6%	3
Don't Know		0.0%	0
Not Applicable		94.8%	109
answered question			115
skipped question			1

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

		Response Percent	Response Count
Yes		92.2%	106
No		4.3%	5
Don't Know		3.5%	4
<b>answered question</b>			<b>115</b>
<b>skipped question</b>			<b>1</b>

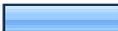
**10. When I disagree with how a teacher works with my child, I feel comfortable letting the teacher know and working together to find a solution that works for both of us.**

		Response Percent	Response Count
Yes		84.3%	97
No		3.5%	4
Don't Know		12.2%	14
<b>answered question</b>			<b>115</b>
<b>skipped question</b>			<b>1</b>

**11. I am comfortable with what my child is learning and how my child's progress is measured. I have the opportunity to discuss what is learned and how it is measured.**

		Response Percent	Response Count
Yes		93.0%	107
No		3.5%	4
Don't Know		3.5%	4
Comments			17
answered question			115
skipped question			1

**12. I know how the program makes sure that information about my child and his/her progress is kept confidential.**

		Response Percent	Response Count
Yes		66.1%	76
No		17.4%	20
Don't Know		16.5%	19
answered question			115
skipped question			1

**13. I receive written reports about my child at least twice a year.**

		Response Percent	Response Count
Yes		81.3%	91
No		8.9%	10
Don't Know		9.8%	11
<b>answered question</b>			<b>112</b>
<b>skipped question</b>			<b>4</b>

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

		Response Percent	Response Count
Yes		100.0%	112
No		0.0%	0
Don't Know		0.0%	0
<b>answered question</b>			<b>112</b>
<b>skipped question</b>			<b>4</b>

**15. 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.**

		Response Percent	Response Count
Yes		62.5%	70
No		0.0%	0
Don't Know		1.8%	2
Not Applicable		35.7%	40
<b>answered question</b>			<b>112</b>
<b>skipped question</b>			<b>4</b>

**16. The EC3 directors and teachers help me get to know other families in the program, and encourage us to support each other.**

		Response Percent	Response Count
Yes		77.7%	87
No		10.7%	12
Don't Know		11.6%	13
<b>Comments</b>			<b>13</b>
<b>answered question</b>			<b>112</b>
<b>skipped question</b>			<b>4</b>

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

		Response Percent	Response Count
Yes		94.6%	106
No		1.8%	2
Don't Know		3.6%	4
Comments			2
answered question			112
skipped question			4

**18. I am provided a translator when needed.**

		Response Percent	Response Count
Yes		0.0%	0
No		0.0%	0
Don't Know		0.0%	0
Not Applicable		100.0%	112
answered question			112
skipped question			4

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

		Response Percent	Response Count
Yes		96.4%	108
No		0.9%	1
Don't Know		2.7%	3
<b>answered question</b>			<b>112</b>
<b>skipped question</b>			<b>4</b>

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

		Response Percent	Response Count
Yes		83.9%	94
No		0.9%	1
Don't Know		2.7%	3
Not Applicable		12.5%	14
<b>answered question</b>			<b>112</b>
<b>skipped question</b>			<b>4</b>

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

		Response Percent	Response Count
Yes		79.5%	89
No		0.0%	0
Don't Know		20.5%	23
Comments			3
answered question			112
skipped question			4

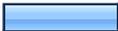
**22. I generally feel respected by the EC3 staff and that my contributions are valued.**

		Response Percent	Response Count
Yes		99.1%	111
No		0.9%	1
Don't Know		0.0%	0
answered question			112
skipped question			4

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

		Response Percent	Response Count
Yes		13.8%	15
No		0.0%	0
Don't Know		1.8%	2
<b>Not Applicable</b>		<b>84.4%</b>	<b>92</b>
<b>answered question</b>			<b>109</b>
<b>skipped question</b>			<b>7</b>

**24. 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.**

		Response Percent	Response Count
Yes		17.0%	19
No		0.0%	0
Don't Know		0.9%	1
<b>Not Applicable</b>		<b>82.1%</b>	<b>92</b>
<b>answered question</b>			<b>112</b>
<b>skipped question</b>			<b>4</b>

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

	1 (poor)	2 (fair)	3 (average)	4 (good)	5 (exceptional)	Rating Count
Providing an exceptional program for families and students.	0.9% (1)	0.0% (0)	0.0% (0)	17.0% (19)	<b>82.1% (92)</b>	112
Hiring, maintaining and supporting an exceptional staff.	0.9% (1)	0.9% (1)	2.7% (3)	31.3% (35)	<b>64.3% (72)</b>	112
Providing an exceptional value for each family's tuition dollar.	0.9% (1)	0.0% (0)	5.4% (6)	29.5% (33)	<b>64.3% (72)</b>	112
Providing an exceptional environment for care and learning.	0.9% (1)	0.0% (0)	0.9% (1)	8.9% (10)	<b>89.3% (100)</b>	112
<b>answered question</b>						<b>112</b>
<b>skipped question</b>						<b>4</b>

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

		Response Percent	Response Count
Yes		96.4%	108
No		1.8%	2
Don't know		1.8%	2
<b>Comments</b>			<b>15</b>
<b>answered question</b>			<b>112</b>
<b>skipped question</b>			<b>4</b>

## 27. I am satisfied with the condition and cleanliness of

	Yes	No	Don't know	Rating Count
EC3's indoor common areas (entrance, hallways, gym, etc.)	98.2% (110)	0.0% (0)	1.8% (2)	112
my child's classroom	94.6% (105)	3.6% (4)	1.8% (2)	111
EC3's outside areas (playgrounds, parking lot, gardens, etc.)	96.4% (108)	0.9% (1)	2.7% (3)	112
			Comments	9
			answered question	112
			skipped question	4

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

	Response Count
	37
	answered question
	37
	skipped question
	79

## 29. What is your gender?

		Response Percent	Response Count
Female		72.1%	80
Male		27.9%	31
		answered question	111
		skipped question	5

### 30. Which category below includes your age?

		Response Percent	Response Count
17 or younger		0.0%	0
18-20		0.9%	1
21-29		3.6%	4
<b>30-39</b>		<b>72.1%</b>	<b>80</b>
40-49		22.5%	25
50-59		0.9%	1
60 or older		0.0%	0
<b>answered question</b>			<b>111</b>
<b>skipped question</b>			<b>5</b>

### 31. With which race do you most identify?

		Response Percent	Response Count
<b>White</b>		<b>97.3%</b>	<b>107</b>
Black or African-American		1.8%	2
American Indian or Alaskan Native		0.0%	0
Asian		0.0%	0
Native Hawaiian or other Pacific Islander		0.0%	0
From multiple races		0.9%	1
<b>answered question</b>			<b>110</b>
<b>skipped question</b>			<b>6</b>

### 32. What is your approximate average household income?

		Response Percent	Response Count
\$0-\$24,999		5.6%	6
\$25,000-\$49,999		5.6%	6
\$50,000-\$74,999		14.0%	15
\$75,000-\$99,999		15.0%	16
<b>\$100,000-\$124,999</b>		<b>20.6%</b>	<b>22</b>
\$125,000-\$149,999		14.0%	15
\$150,000-\$174,999		12.1%	13
\$175,000-\$199,999		8.4%	9
\$200,000 and up		4.7%	5
<b>answered question</b>			<b>107</b>
<b>skipped question</b>			<b>9</b>

### 33. In what ZIP code is your home located? (enter 5-digit ZIP code; for example, 00544 or 94305)

	Response Count
	108
<b>answered question</b>	<b>108</b>
<b>skipped question</b>	<b>8</b>

**34. In what ZIP code is your work located? (enter 5-digit ZIP code; for example, 00544 or 94305)**

**Response  
Count**

105

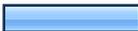
**answered question**

**105**

**skipped question**

**11**

### 35. In what year did your affiliation with EC3 begin?

		Response Percent	Response Count
2013		13.6%	15
2012		20.0%	22
<b>2011</b>		<b>21.8%</b>	<b>24</b>
2010		10.0%	11
2009		8.2%	9
2008		5.5%	6
2007		9.1%	10
2006		0.0%	0
2005		6.4%	7
2004		1.8%	2
2003		0.9%	1
2002		1.8%	2
2001		0.9%	1
2000		0.0%	0
1999		0.0%	0
1998		0.0%	0
1997		0.0%	0
1996		0.0%	0
1995		0.0%	0
1994		0.0%	0
1993		0.0%	0
1992		0.0%	0
1991		0.0%	0

1990	0.0%	0
1989	0.0%	0
1988	0.0%	0
1987	0.0%	0
1986	0.0%	0
1985	0.0%	0
1984	0.0%	0
<b>answered question</b>		<b>110</b>
<b>skipped question</b>		<b>6</b>

### 36. How many of your children attend or have attended EC3?

		Response Percent	Response Count
1		57.8%	63
2		38.5%	42
3		2.8%	3
4		0.9%	1
5		0.0%	0
6		0.0%	0
<b>answered question</b>		<b>109</b>	
<b>skipped question</b>		<b>7</b>	

**Page 4, Q7. The teachers ask about things that are important to our family, and use this information to help my child grow and learn.**

1	Summer camper...very little communication if any at pick up and at drop off	Sep 9, 2013 7:08 PM
2	Teachers appear to not be passionate about their role. Seems like this is a "job" and not a passion. Seem to not want to be bothered by conversation that is not about them.	Sep 9, 2013 4:57 PM
3	The teachers are fantastic and I feel very supported by their inquiries.	Sep 6, 2013 7:57 AM
4	I don't recall ever having been asked what's important to my family. Perhaps that conversation occurred at one time, but it did not leave a mark.	Aug 29, 2013 10:10 AM
5	Teacher are very in tune to behavior in class and identifying connections with activity at home.	Aug 28, 2013 12:38 PM
6	I don't think I've ever been asked this. (2+ years and 2 children)	Aug 27, 2013 8:49 AM
7	This program caters very well to a diverse group of families. They are very flexible and focused on individual families needs.	Aug 27, 2013 7:38 AM
8	She is very helpful in working on my toddlers speech development with me. She uses notes about what we did at home to encourage my daughter to talk.	Aug 27, 2013 7:15 AM
9	██████████ my daughter's teachers, have been excellent, personal, and involved in her care and education.	Aug 27, 2013 6:59 AM
10	The teachers have went out of their way to ask how we would like them to talk about Father's Day since our child has two moms. They are very sensitive to our family's needs.	Aug 26, 2013 5:38 PM
11	Love that we talk about goals at conferences	Aug 26, 2013 3:42 PM
12	This has been very helpful especially when our child has something new going on (the dentist) and the teachers can "talk it up" and make her more comfortable in a new situation.	Aug 26, 2013 1:08 PM
13	EC3 staff has been great to us and the boys.	Aug 26, 2013 7:01 AM
14	The teachers for the four classes our two boys have been involved in for the last two years have been exceptional in making sure they are inclusive with our non-traditional family.	Aug 26, 2013 6:32 AM

**Page 5, Q11. I am comfortable with what my child is learning and how my child's progress is measured. I have the opportunity to discuss what is learned and how it is measured.**

1	N/A....summer camper	Sep 9, 2013 7:09 PM
2	Disorganized room. Things just don't add up.	Sep 9, 2013 4:59 PM
3	██████ has really come out of her shell since being at EC3. We see her flourishing both at home and school and we attribute this in large part to her experiences at EC3.	Sep 6, 2013 7:58 AM
4	This is a complex question and should be separated into distinct questions. I am comfortable with what my child is learning, but I do not have a clear understanding of how that progress is measured. What measurements are used other than subjective observation?	Aug 29, 2013 10:11 AM
5	You do awesome work. ██████ has grown and developed at or above expectations	Aug 28, 2013 5:37 PM
6	The conferences were not effective. Little time was spent on discussing my child's progress. It was basically just to tell us that moving classrooms was approaching.	Aug 27, 2013 8:49 AM
7	Thoroughly enjoy the child's progress meetings with the teachers and reviewing the child's progression in minute detail with visual career portfolios enhancing and representing the child's development. Also enjoy that you are incorporating career development planning at an early stage with the childrens assigned "career jobs". I think Bluegills should have more than 8 jobs so each child can have some career (real-world) experience daily.	Aug 27, 2013 7:42 AM
8	I enjoyed the parent/teacher conference.	Aug 27, 2013 7:16 AM
9	My daughter has grown both socially and academically. She has been able to do the alphabet and count to twenty since 18 months. She routinely sings songs she learns at school and communicates incredibly well.	Aug 27, 2013 7:02 AM
10	There is no measurement, for those of us that are there for the summer.	Aug 27, 2013 6:24 AM
11	I would like more than two conferences per year. Maybe three? They progress so much when young.	Aug 26, 2013 1:30 PM
12	We love the picture documentation portfolios. What great keepsakes!	Aug 26, 2013 1:29 PM
13	I feel there has been improvement in the area of conferences and assessment. I would still like to see a more in-depth method of assessment.	Aug 26, 2013 1:11 PM
14	We just switched rooms, so I haven't had too much experience with this, but the teacher did immediately show me some progress my child made on her drawing skills	Aug 26, 2013 1:09 PM
15	The parent-teacher conferences have been great this past year--much improved over years past.	Aug 26, 2013 8:29 AM
16	W/O EC3 I don't think the transition for the boys would have been as easy and acceptable to them	Aug 26, 2013 7:02 AM

**Page 5, Q11. I am comfortable with what my child is learning and how my child's progress is measured. I have the opportunity to discuss what is learned and how it is measured.**

17 The boys have had constant growth and progress in their academic basics, EQ, social skills, and general rules for group/classroom behavior. Aug 26, 2013 6:36 AM

**Page 6, Q16. The EC3 directors and teachers help me get to know other families in the program, and encourage us to support each other.**

1	I don't really feel like parents are that interested in knowing other parents or are encouraged to interact with one another.	Sep 9, 2013 5:44 PM
2	We haven't been enrolled long enough to take advantage of these opportunities.	Sep 9, 2013 3:10 PM
3	I'm not sure that EC3 isn't providing this information but more that its incumbent upon the parents to talk to one another during the day.	Sep 6, 2013 10:47 AM
4	I have never been introduced to another parent via a teacher.	Aug 29, 2013 10:14 AM
5	Through numerous parent and student events.	Aug 27, 2013 1:45 PM
6	This has improved over the years.	Aug 26, 2013 6:15 PM
7	We have met parents on volunteer Saturdays and on field trips! There is a real sense of community at EC3.	Aug 26, 2013 5:40 PM
8	I am not sure we are encouraged by EC3 to support one another. I think we just do that on our own.	Aug 26, 2013 1:31 PM
9	There are regular activities/events/fundraisers scheduled that create opportunities to meet other families.	Aug 26, 2013 1:31 PM
10	There is a lot of room to improve in this area, but I appreciate the work that is being done.	Aug 26, 2013 1:12 PM
11	I really enjoy the mom's lunch. Not only does it get me away from work for an hour, it's helpful to talk with the other moms about their experiences.	Aug 26, 2013 1:10 PM
12	The director has been very helpful introducing me to other parents.	Aug 26, 2013 8:30 AM
13	With Mom's Lunch monthly and various other activities and volunteering opportunities.	Aug 26, 2013 6:40 AM

**Page 6, Q17. I am always welcome at EC3 and am invited to participate by helping to plan events, being involved in decisions about the programming, and taking on leadership roles.**

1	Answered don't know because we haven't been directly asked to do anything.	Sep 9, 2013 5:44 PM
2	We have participated in field trips and other events.	Aug 27, 2013 7:06 AM

**Page 8, Q21. When program evaluations/surveys are completed, I receive information about the findings.**

1	I really do appreciate the effort that is put into these instruments and the communication of results.	Aug 29, 2013 10:15 AM
2	Appreciate the maticulous communications through the newsletters, magazines, daily updates, emails and EC3's audits. They are very quick to respond to electronic communications and telephone calls.	Aug 27, 2013 7:45 AM
3	First time.	Aug 27, 2013 7:07 AM

**Page 10, Q26. In working to meet these four stated goals, the Executive Director is an effective leader.**

1	Elizabeth has been great.	Sep 10, 2013 8:45 AM
2	Liz is awesome. The best leadership we have seen at the center in 8 years. Cannot say enough about how great a job she has done (from a parent's point of view, at least).	Sep 9, 2013 6:14 PM
3	Hiring/employee exit decisions have been a concern this year (2012-2013). Not a consistent pattern with support staff in rooms (a week of different pick up teachers).	Sep 9, 2013 5:11 PM
4	We have an exceptional executive director who is very professional, intelligent, hard-working and approachable.	Aug 30, 2013 8:51 AM
5	Liz seems to be a great combination of friendly and down-to-business. She seems like a great leader for EC3!	Aug 29, 2013 10:27 AM
6	We have seen such great changes/improvements to EC3 since Liz has taken the position of Executive Director.	Aug 29, 2013 6:20 AM
7	Yes, Elisabeth is great! She is very on top of things, has a great attitude and is enthusiastic about what she does.	Aug 27, 2013 10:06 AM
8	The director has exceptional response time, sensitivity and love towards the children, amazing communication, visually on-site and readily available to parents, welcomes feedback and encourages team work. Just absolutely wonderful leader.	Aug 27, 2013 7:48 AM
9	We have nothing but great experiences with the entire staff of EC3	Aug 27, 2013 7:11 AM
10	Liz is a fantastic director and always approachable!!	Aug 26, 2013 5:42 PM
11	Lis really is one of the best administrators (in daycare or any environment) that I have ever encountered. A rare combination of friendly personality that gets things done!	Aug 26, 2013 3:46 PM
12	I am impressed at the ED as a leader. I wonder why there has been so much office and board turnover since she has become ED though.	Aug 26, 2013 1:33 PM
13	Lis is great! She knows all of the parents and the children by name. It's nice not to feel like a cog in the big machine. She makes interactions very personal.	Aug 26, 2013 1:12 PM
14	Liz Weston really knows what she's doing. The staff think very highly of her too.	Aug 26, 2013 8:35 AM
15	Liz is the best Patty was a big help as well!!	Aug 26, 2013 7:03 AM

**Page 10, Q27. I am satisfied with the condition and cleanliness of**

1	It's an old building. That said, I often see staff sanitizing room surfaces but it's simply tough to keep things clean in an old building. I'm not acutely dismayed by this fact, but it is a fact.	Sep 9, 2013 10:17 PM
2	Of all of the rooms we have been through at EC3, this room has been the most concerning-if not worst room.	Sep 9, 2013 5:11 PM
3	Understand the challenges of maintaining an older facility. Sometimes sanitation seems lacking.	Sep 9, 2013 3:39 PM
4	On what I'm sure is a tight budget, EC3 does a great job in maintaining the building and grounds! Thank you.	Aug 29, 2013 10:27 AM
5	In general, I think the outside area is nice and many improvements have been made however, I would like to see a few more improvements. For example, trees replanted, swings replaced in the toddler playground and the fence painted.	Aug 28, 2013 8:32 AM
6	The parking lot layout is not good, but I recognize it would be extremely costly to change it.	Aug 27, 2013 8:49 AM
7	Pleaes remove the nasty bucket in the kids bathroom on the 3rd floor. Not sure what it is? But when I see it I wonder what it is???	Aug 27, 2013 7:48 AM
8	Outside has improved with the new maintenance person.	Aug 26, 2013 6:17 PM
9	The room - particularly as it relates to areas that touch food - are grimy.	Aug 26, 2013 1:33 PM

**Page 11, Q28. Please provide any additional questions, comments, or suggestions for the EC3 management team and Board of Directors.**

1	We love you, EC3!	Sep 16, 2013 7:40 AM
2	██████████ and ██████████ are all just amazing caregivers. We are very happy EC3 supporters.	Sep 9, 2013 10:21 PM
3	Thanks for great work. We used to love the observation room and connection w LCC.	Sep 9, 2013 6:15 PM
4	Would EC3 consider assisted care on holidays such as MLK day, days surrounding major (thanksgiving, Christmas, 4th of july) holidays when many families are required to still attend work?	Sep 9, 2013 6:09 PM
5	This has been the most challenging year for us with EC3. It had reached levels of almost withdrawing our child several times. We were listened to by director, change was tried/implemented and then the room teachers reverted to same original process etc. The experiences we went though this year have caused a reduction in our level of engagement with EC3.	Sep 9, 2013 5:18 PM
6	Overall, been very pleased with EC3 team and care and work with son.	Sep 9, 2013 3:40 PM
7	I could not be happier with ec3! I feel it is a home away from home for wes. I know he is protected and truly loved by his teachers and the staff.	Sep 9, 2013 2:58 PM
8	Keep up the great work!	Sep 9, 2013 7:29 AM
9	I very feel comfortable taking my child to EC3 and will recommend them every chance I get.	Sep 8, 2013 3:58 PM
10	EC3 is amazing!	Sep 7, 2013 2:02 PM
11	I think it would be helpful to have a way for parents to be able to email teachers with questions/concerns rather than always taking up drop off/pick up time and/or making phone calls to teachers to talk to them about specific things. It would probably be helpful to teachers as well if they had an email address and then a way to check/respond to these emails during their planning time.	Sep 6, 2013 11:56 AM
12	EC3 is awesome & they do a fantastic job of providing care for my 3 year old.	Sep 6, 2013 11:07 AM
13	My child is transitioning to a new classroom at the moment and I've been pleased with the process. However, I think it would be helpful for parents to have a meeting with the future teacher and current teacher prior to transition week. We filled out the form but a quick 30 min meeting would also be beneficial to allow parents to ask questions/understand the what's about to come.	Sep 6, 2013 10:51 AM
14	My only real issue with EC3 is that I feel like I am constantly being asked to donate and that is a bit frustrating. Our family would rather spend a few extra dollars in tuition each month than be pestered to donate. I don't mind a few fundraisers but it just feels constant. Other than that, I feel that EC3 is a wonderful organization and I am confident that my children are nurtured, respected and well taken care of! Staff really seems to enjoy what they do and that really matters! Thank you.	Sep 6, 2013 7:08 AM
15	Thank you for all of your hard work and for your willingness to be flexible with our	Sep 6, 2013 7:05 AM

**Page 11, Q28. Please provide any additional questions, comments, or suggestions for the EC3 management team and Board of Directors.**

schedule and tuition as we transition from two children to three. As always, be diligent with the budget so that the tuition can remain stable and/or go down. Three kids at EC3 = YIKES for our budget. :)

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|----|---|-----------------------|
| 16 | The parking lot was sometimes tricky to get into and out of. Other than that we were extremely happy with our experience at EC3.  | Aug 31, 2013 6:08 AM  |
| 17 | Continue to update nutritional practices and emphasis. There has been positive movement in this direction and I think having fresh, local, quality foods available is critical to healthy development in children.  | Aug 30, 2013 8:52 AM  |
| 18 | <p>A couple of comments about the survey: 1) In question #3, I think this would be better structured as a scaled question, rather than a binary, yes or no. 2) In question #13, do the reports mentioned include the daily sheets, or is this referring to actual reports? General comments 1) In reference to question #24, there are sometimes inaccuracies on my child's sheet regarding foods. Some that were sent are omitted, and some are just wrong. I would like to see better accuracy in this fashion. We tried hard to give our child a good variety of foods throughout the week, and while missing a thing here or there isn't bad, cumulatively it leaves us wondering what our child has and hasn't eaten. 2) I have some concern about support staff and the knowledge they have about my child. This is nothing regarding a specific individual or the group, just that it sometimes seems that the children are left with support staff without a lead teacher. Perhaps these are one-off instances that stick in my memory, and of course emergencies occur, but I am uncomfortable with a support staff person who may not really know my child acting as his primary caregiver - even for an hour or two. That just scares the bejeezus out of me! 3) I would like to see more objective measures of my child's progress and objective measures of the weekly or monthly lessons. I do appreciate the day-to-day feedback given by teachers in this way. For example, "your child recognized these 3 colors in every exercise we did with them today." I would just like to see this documented in a more structured fashion. A simple weekly/monthly review, for instance, Primary Colors: Your child recognized 1, 2, 3, 4, 5 of the primary colors we worked on this week/month. Numbers: Your child successfully counted to ___ in three out of five exercises this week/month. 4) About the "exceptional" questions in the survey - I think superlatives need to be used with care. We send our child to EC3 because it is one of the best centers in the area. In all reality, there are about maybe 3 or 4 centers in the area we might send our child to. So, in that sense, EC3 is average, but it's average of the best. I cannot compare EC3 to some lesser organization and call EC3 exceptional, because I would never, ever, ever send my child to some place of lesser quality. In this way there is nothing wrong with average, yet, compared to exceptional it's almost poor. A ranking of average doesn't reflect the reality of the quality of EC3. 5) I don't always feel comfortable sharing concerns with the staff. I sometimes feel that staff can be defensive, and I'm sure they get a lot of crap from psychotic parents, but, as someone attune to such things, it makes it difficult to share concerns when the first response is defensiveness. The thing is, I realize that sometimes ouchies happen, and, in such a case, my questions aren't meant as accusations, but rather a quest for understanding to help my child overcome their concerns/fears/uncomfortableness. 6) I would like a better understanding of security measures in place to prevent gun- or explosive-wielding nutjobs from entering the building and grounds. What, for example, would happen if a nutter</p> | Aug 29, 2013 11:01 AM |

**Page 11, Q28. Please provide any additional questions, comments, or suggestions for the EC3 management team and Board of Directors.**

jumped the fence and accosted the children or staff? I hate to be alarmist, but have such things been considered? I've sometimes seen only one staff person on the big playground with several children. In this pathetic day and age we live in, that seems potentially unsafe. Are the number of LPD patrols through the neighborhood satisfactory? If not, has EC3 considered working with LPD to increase police presence in the area? 6) Despite the paragraphs above, EC3 is a wonderful place. I am happy with the care my child receives. The staff seems genuinely concerned about my child, and my child seems to enjoy being with them. A good deal of the growth I have seen in my child is directly credited to EC3. A BIG thank you to everyone at the center!

19	Our son just completed one year at EC3 and it has exceeded our expectations. Keep up the good work!	Aug 29, 2013 8:51 AM
20	I have two children at EC3. My oldest is graduating this year and started at 6 weeks old. EC3 has been great for our family and my children's well-being. I am consistently shocked at the tuition bills but having my children in a safe and friendly environment, I have not even I	Aug 28, 2013 6:06 PM
21	We will miss EC3! Everyone at EC3 has made being a working firsttime parent very comforting and easy transition. Everyone at EC3 is professional and easy to talk too. Moving into the next phase of the education system will be both a struggle ( because we will miss EC3) and a breeze (because EC3 does an awesome job) keep up the exceptional job.	Aug 28, 2013 5:46 PM
22	Current leadership is wonderful!! Our children have thrived at EC3. To the extent possible, we love to see continued consistency of staff in the classrooms, including support staff.	Aug 28, 2013 10:17 AM
23	We just had an increase in tuition. Where are those funds applied? Is it possible to have lunch provided?	Aug 27, 2013 10:59 AM
24	Thank you for making EC3 such a great place!	Aug 27, 2013 10:07 AM
25	Maybe I am missing this information, but I'd like to know what they are learning daily or weekly. I know they have a planner, but it's not always clear what's being learned and it's not always readily available. I feel that we could help the learning process at home if we knew what to continue with at home. And vice versa, if they know what we're working on at home, they can encourage or further it in the classroom. Just not enough discussion - or time to discuss - to that end. Also, not entirely comfortable with support staff being unsupervised in the infant room, as more than once it's come to my attention they are unaware of basic information or did what THEY thought was best when the parents clearly stated otherwise.	Aug 27, 2013 8:53 AM
26	Very happy with EC3. Would like to see some "faith-based" programs or at least some activities available to those who have interests.	Aug 27, 2013 7:49 AM
27	I feel my daughter is very well cared for and will benefit from her time at EC3.	Aug 27, 2013 7:18 AM
28	I have and will continue to recommend EC3 to anyone with young children.	Aug 27, 2013 7:11 AM