

2016 Parent Survey: Response Summary

In September 2016, 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. 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 (106 families at the time), and each parent with a valid e-mail address received an invitation to participate (176 individuals). We received 67 individual responses, or 38%.

Twenty-one percent of respondents had children enrolled in the infant program; 45% had children enrolled in the toddler program; and 58% had children in preschool. (Over 21% of respondents had more than one child enrolled at the time of the survey, so the per-program responses total more than 100%.)

EC3's families tend to have a long affiliation with the center: nearly 15% of respondents started bringing children to EC3 between 2007 and 2011.

Eighty percent of respondents were female; 65% were between the ages of 30 and 39; and 95% classified themselves as white. Twenty-seven percent of respondents reported to have annual household income between \$50,000 and \$100,000; 46% reported income between \$100,000 and \$150,000; and 19% reported income above \$150,000. Less than 8% of respondents reported income less than \$50,000.

Ingham County is where 67% of respondents live and 91% work. Eaton County is home to 16%, and it's where 5% are employed. Clinton County is where 13% of respondents live, and less than 2% 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, 9, 11, 12, 13, 14, 15, 16, 18, 19, 20, 21, 22, 24, 25, 26, 27, 28, 32, 33, 34, 35, 38)

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 and governance of EC3; and the meals and snacks are fresh and of good quality.

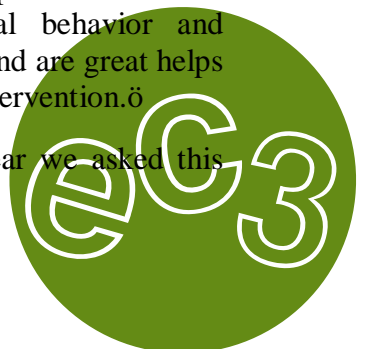
- Ninety-seven percent of respondents claim EC3 to be either "good" or "exceptional" at providing an exceptional program for families and students. (Question 35)
- "EC3 is amazing! I cannot imagine having my daughter at a better child development center. I am continually impressed with the knowledge provided by the teachers and support staff, the educational opportunities my daughter has at EC3, and the nurturing environment around her." (Open-ended response, question 38)
- Eighty-five 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)
- EC3 has improved its communication about the measurement of children's progress, as over 83% of respondents expressed satisfaction in this area (question 18). Seventy-six percent of respondents agreed they had received written reports about their child's progress. (Question 20) This was an area targeted for improvement as a direct result of last year's parent survey.
- Several questions are used solely to provide data to the National Association for the Education of Young Children (NAEYC) for maintaining EC3's accreditation (questions 9, 12, 21, and 25).

Exceptional Staff

(Questions 4, 6, 7, 11, 12, 15, 16, 17, 23, 29, 30, 31, 33, 35, 36, 38)

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

- Eighty-six percent of respondents claim EC3 to be either "good" or "exceptional" at hiring, maintaining, and supporting an exceptional staff (question 35), up from 83% last year.
- "These teachers have years of experience with this age and stage and I value their opinions!" (Question 16) The yes response was 90%, up from 86% last year. One parent added this comment: "We've received so much helpful information on normal behavior and development from our kids' teachers! They have seen it all over the years and are great helps in gauging whether something is just normal development or needs more intervention."
- "I am greeted daily by EC3 staff." (Question 29) This was the third year we asked this question, and the yes response remained above 96%.



Exceptional Value

(Questions 10, 11, 13, 14, 22, 23, 24, 26, 27, 31, 35, 38)

- 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) Despite this, however, several respondents commented with concerns about the tuition rate increase that took effect in September 2016.
- Ninety-five percent of respondents who needed or desired outside information and resources to meet their child’s needs received the help from EC3 teachers and directors. (Question 22)
- Eighty percent of respondents agreed that EC3 staff helped them get to know other families through events and activities. (Question 23)

Exceptional Environment

(Questions 32, 35, 37, 38)

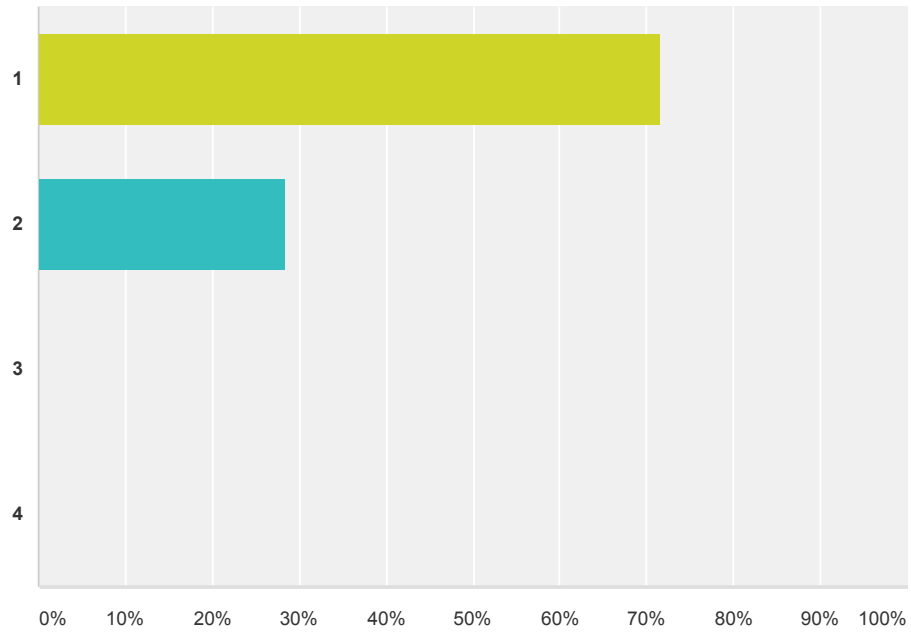
- Ninety-seven percent of respondents claim EC3 to be either “good” or “exceptional” at providing an exceptional environment for care and learning. (Question 35)
- EC3’s indoor common areas (hallways, gym, etc.) are deemed clean and in good condition by 98% of respondents. Classrooms also had a 95% approval rating. The outdoor spaces (playgrounds, parking lot, etc.) were satisfactory to 98% of respondents. (Question 37)
- One area for improvement mentioned was the need for major capital upgrades, such as new window treatments throughout the building. (Question 37)
- Respondents continue to note that having a full-time custodian on staff is beneficial. (Question 37)

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. Wherever possible and beneficial, changes are made to the program or facility, and staff members are trained accordingly, so that EC3 will continually improve in all ways.



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

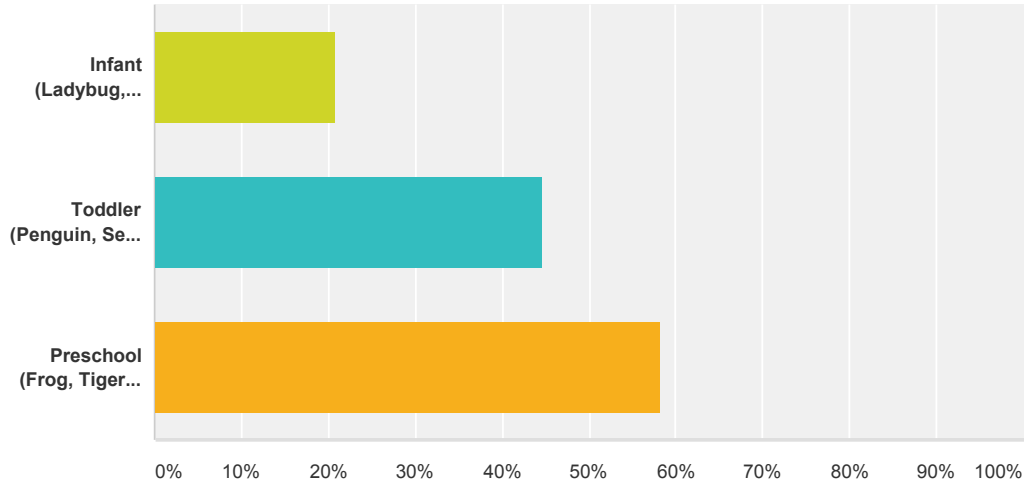
Answered: 67 Skipped: 0



Answer Choices	Responses	
1	71.64%	48
2	28.36%	19
3	0.00%	0
4	0.00%	0
Total		67

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

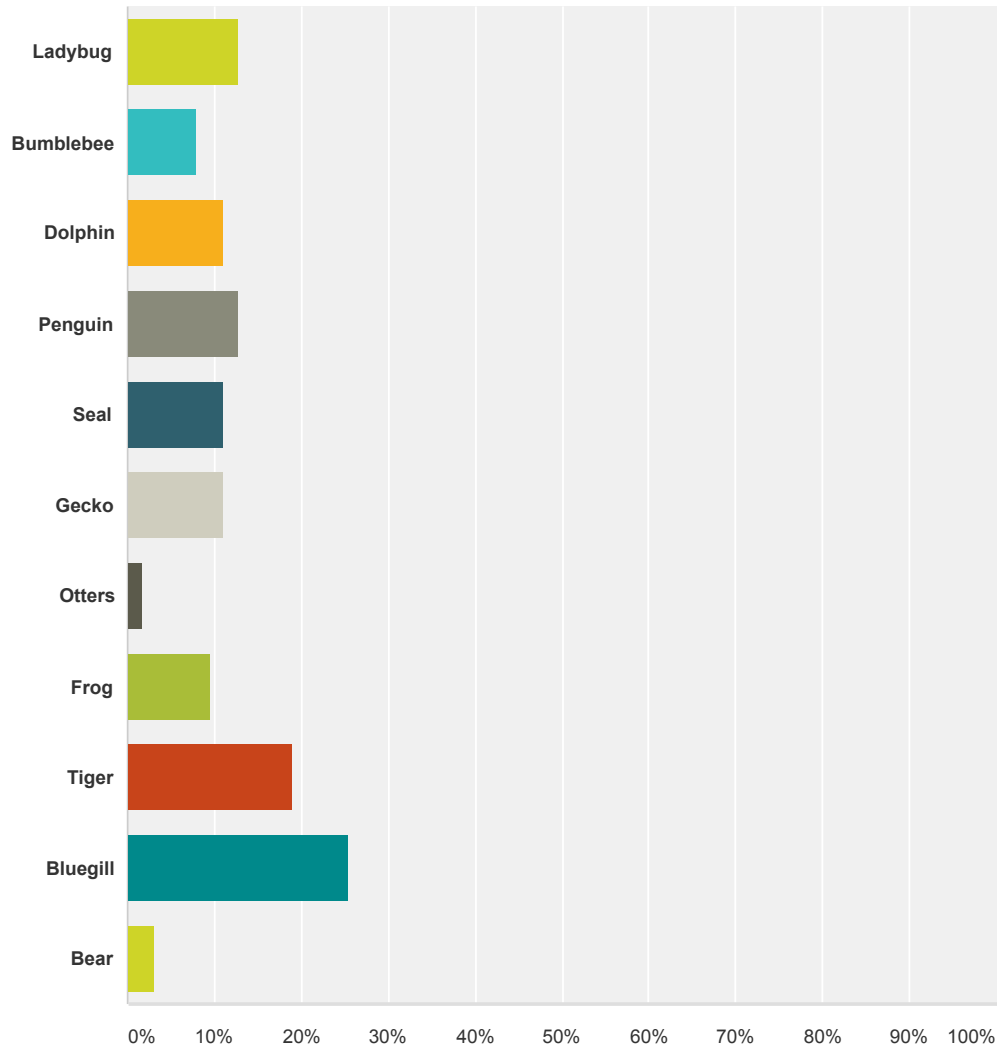
Answered: 67 Skipped: 0



Answer Choices	Responses
Infant (Ladybug, Bumblebee)	20.90% 14
Toddler (Penguin, Seal, Dolphin, Gecko, Otter)	44.78% 30
Preschool (Frog, Tiger, Bluegill, Bear)	58.21% 39
Total Respondents: 67	

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: 63 Skipped: 4



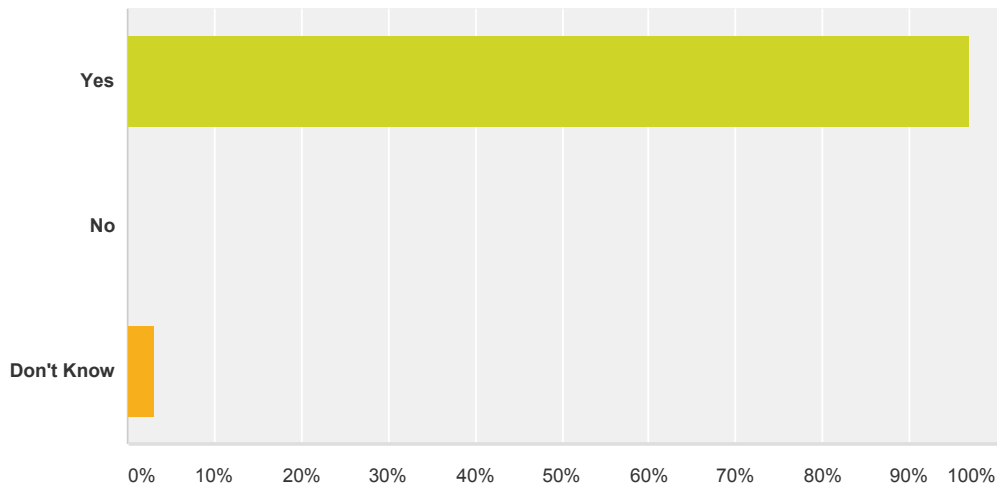
Answer Choices	Responses
Ladybug	12.70% 8
Bumblebee	7.94% 5
Dolphin	11.11% 7
Penguin	12.70% 8
Seal	11.11% 7
Gecko	11.11% 7
Otters	1.59% 1

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Frog	9.52%	6
Tiger	19.05%	12
Bluegill	25.40%	16
Bear	3.17%	2
Total Respondents: 63		

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

Answered: 63 Skipped: 4



Answer Choices	Responses
Yes	96.83% 61
No	0.00% 0
Don't Know	3.17% 2
Total	63

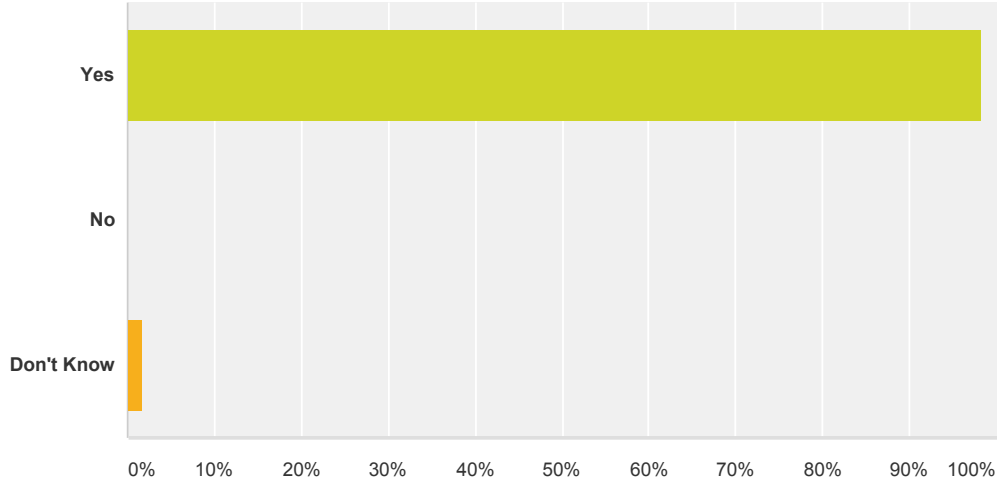
#	Comments	Date
1	we instantly felt comfortable with our sons teacher. She has always kept us in the loop about his care and his day. She always answers our questions.	9/26/2016 8:17 PM
2	We do email which I appreciate, since it is difficult for me to know the details of what's going on from day to day since I am not there for drop off and pick-up as my child is not there during my parenting time.	9/22/2016 6:30 PM
3	One classroom, yes. The other classroom, no.	9/21/2016 2:35 PM
4	Burger and Amy are the best!	9/17/2016 8:51 AM
5	The teachers are always kind and informative.	9/16/2016 6:47 PM
6	The Frog Room teachers are very friendly and share information readily about my child's day, friends, and development.	9/16/2016 1:09 PM
7	The teachers are amazing. We love them.	9/9/2016 12:16 PM
8	They communicate well and my son seems to really enjoy them	9/9/2016 10:36 AM
9	Krista and Ryan are wonderful, I look forward to seeing them and always know my child is in good hands.	9/8/2016 1:15 PM
10	Ryan and Krista are always approachable and easy to talk with about and her needs. They each take the time to talk with me when needed and always have good information and advice for me regarding s needs.	9/7/2016 9:27 AM
11	Currently in transition between rooms.	9/7/2016 9:09 AM
12	I have a fine relationship with everyone, but my wife does not like one of the primary teachers in the room. The teacher just rubs my wife the wrong way.	9/6/2016 3:22 PM
13	Angie and Alyssa are amazing. The communication is top notch. I know I can come to them with any issue and I know they will let me know about anything that comes up as well.	9/6/2016 2:36 PM

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14	I feel that Alyssa and Angie go above and beyond to make sure I feel comfortable with them and their interactions with my child. They make a clear effort to speak with us every morning and every evening.	9/6/2016 2:09 PM
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Q5 The teachers take good care of my child, help my child learn to get along with others, and are good teachers.

Answered: 63 Skipped: 4

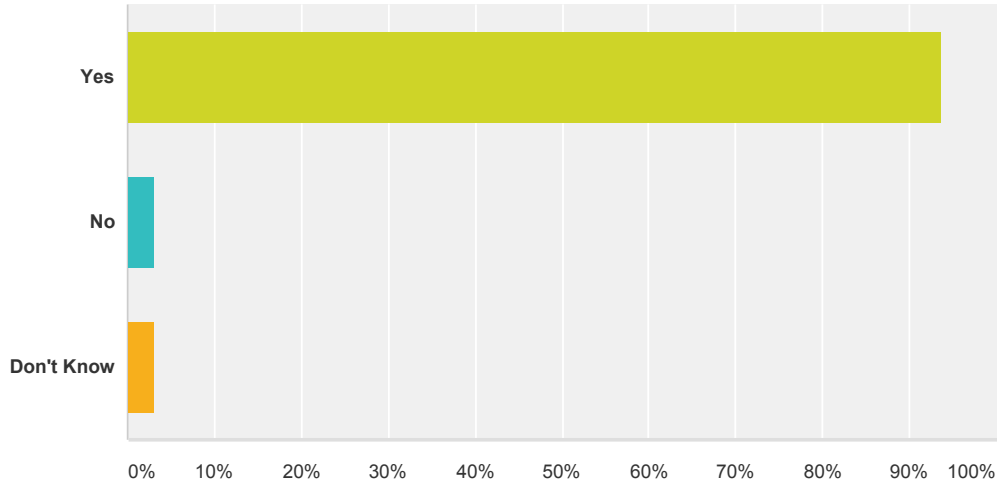


Answer Choices	Responses
Yes	98.41% 62
No	0.00% 0
Don't Know	1.59% 1
Total	63

#	Comments	Date
1	I am pleased with the organized curriculum since Cheryl started in the Bluegills.	9/22/2016 6:30 PM
2	One classroom, yes. I do not know the teachers well enough yet in the other classroom to comment on this.	9/21/2016 2:35 PM
3	I appreciate the support provided to my child to assist her in becoming more independent and learning appropriate social skills with other children in her classroom.	9/16/2016 1:09 PM
4	They are both very caring, thoughtful, and nurturing toward my child.	9/9/2016 12:16 PM
5	I had some issues with all of the turnover in the Bluegill room, but I think the team of Cheryl and Julie works well.	9/8/2016 11:33 AM
6	It is clear that Krista and Ryan have each developed their own special relationships with I can tell that she I well cared for and that she is learning, as she does new things at home that she learned at EC3.	9/7/2016 9:27 AM
7	Despite the comment to 4, all teachers take great care of my son.	9/6/2016 3:22 PM
8	We've really enjoyed the teachers this year. They have taught our daughter so much!	9/6/2016 2:09 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: 63 Skipped: 4

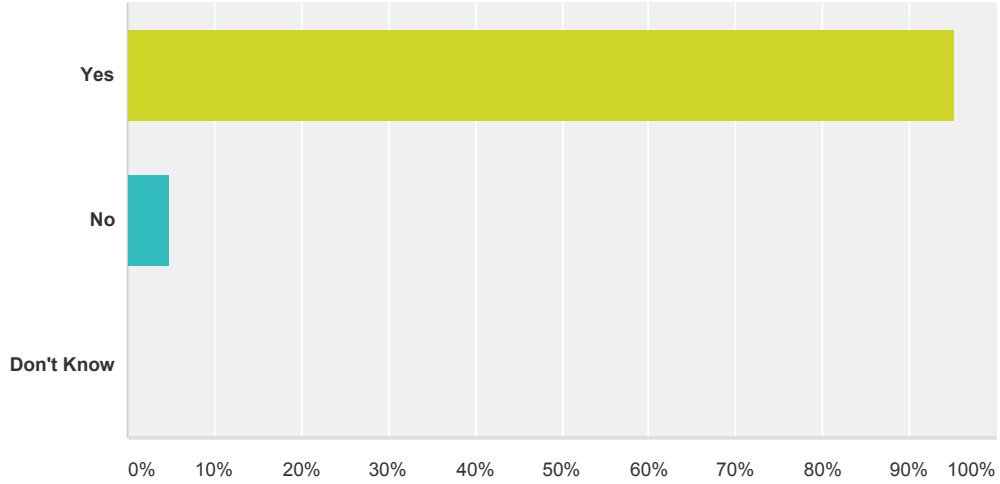


Answer Choices	Responses
Yes	93.65% 59
No	3.17% 2
Don't Know	3.17% 2
Total	63

#	Comments	Date
1	Again, one classroom, yes. The other classroom, no. Given our child recently transitioned, communication seems to be lacking.	9/21/2016 2:35 PM
2	They are so great about learning about what she does over the weekends and her family members' names.	9/17/2016 8:51 AM
3	My child's teachers inquire in the morning and at pick-up about how my child is doing.	9/16/2016 1:09 PM
4	I wish I knew more, they don't ask about much at home, but I do share.	9/11/2016 9:40 PM
5	Everyday they communicate what he has been doing and ask how he is doing at dropoff	9/9/2016 10:36 AM
6	I routinely receive thorough and thoughtful reports, both in writing and orally.	9/8/2016 1:15 PM
7	Not as much of this at the preschool level.	9/8/2016 8:30 AM
8	Ryan and Krista share different activities they are working on during the week and we try to re-enforce the learning at home. We also communicate well about what is happening at home and how it affects	9/7/2016 9:27 AM

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

Answered: 63 Skipped: 4

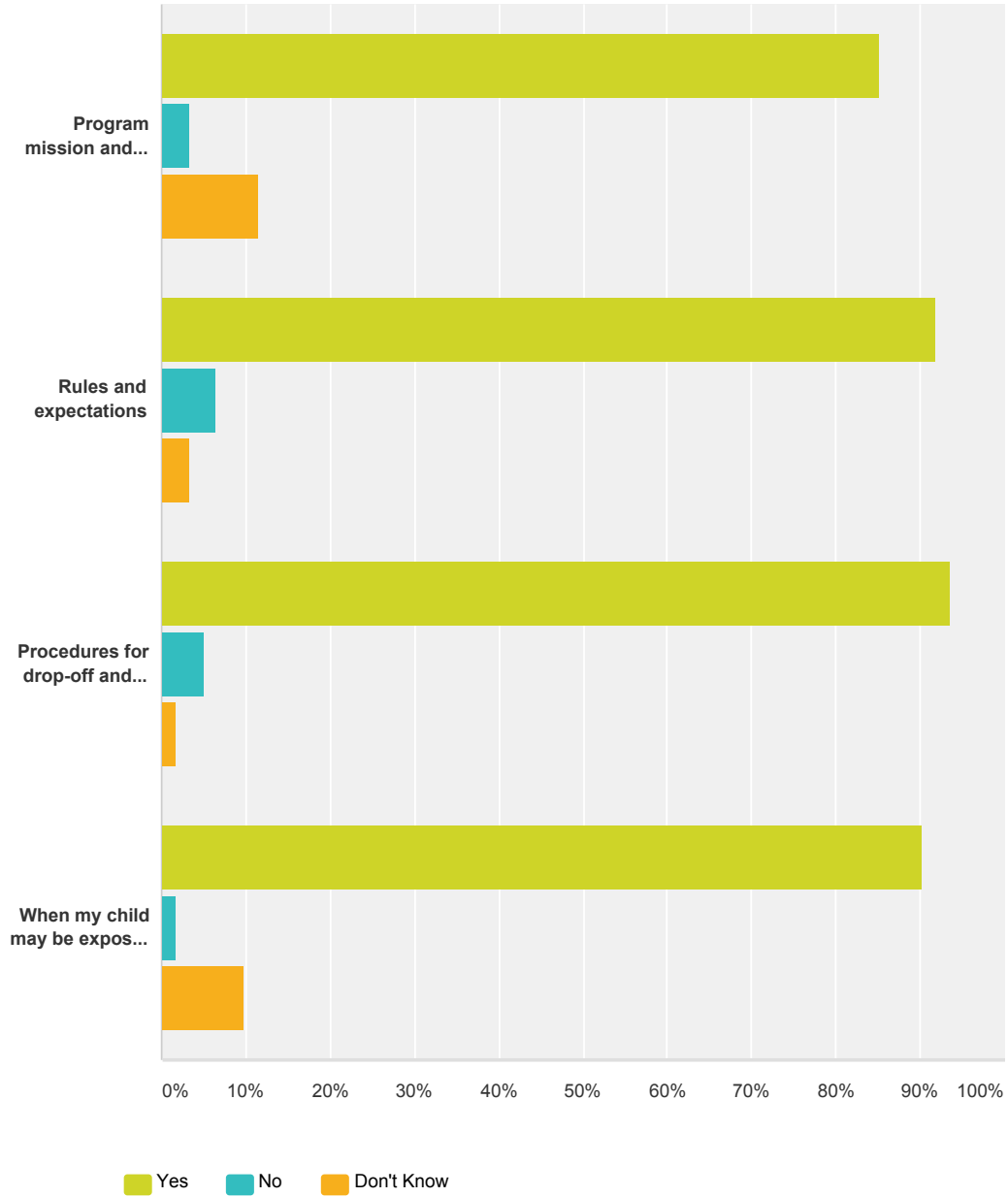


Answer Choices	Responses	Count
Yes	95.24%	60
No	4.76%	3
Don't Know	0.00%	0
Total		63

#	Comments	Date
1	We try to communicate on email. It is usually about once every week to two weeks.	9/22/2016 6:30 PM
2	Daily.	9/17/2016 8:51 AM
3	My child's teachers always make a point to discuss how my child is doing and offer feedback.	9/16/2016 1:09 PM
4	Every day I communicate with them and they are always willing to talk and listen.	9/9/2016 12:16 PM
5	I talk with both Krista and Ryan more than once a week and usually every day (depending on whether I am dropping off and/or picking up).	9/7/2016 9:27 AM

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: 61 Skipped: 6



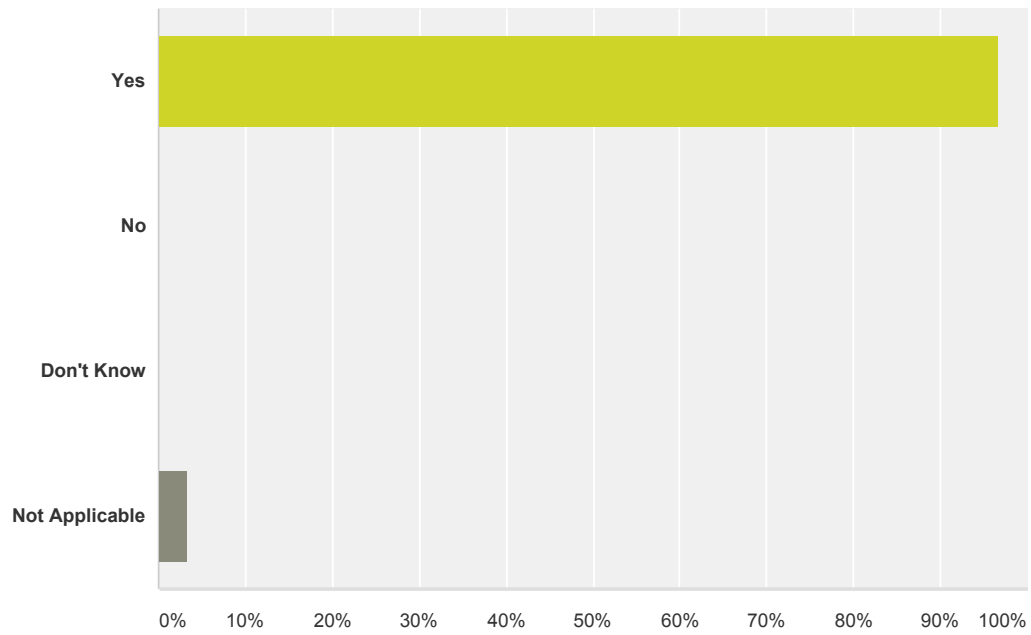
	Yes	No	Don't Know	Total Respondents
Program mission and philosophy	85.25% 52	3.28% 2	11.48% 7	61
Rules and expectations	91.80% 56	6.56% 4	3.28% 2	61
Procedures for drop-off and pickup, and handling emergencies	93.44% 57	4.92% 3	1.64% 1	61

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When my child may be exposed to contagious diseases and what I should do to protect my child	90.16% 55	1.64% 1	9.84% 6	61
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Q9 I receive this information (referenced above) in a language that I understand.

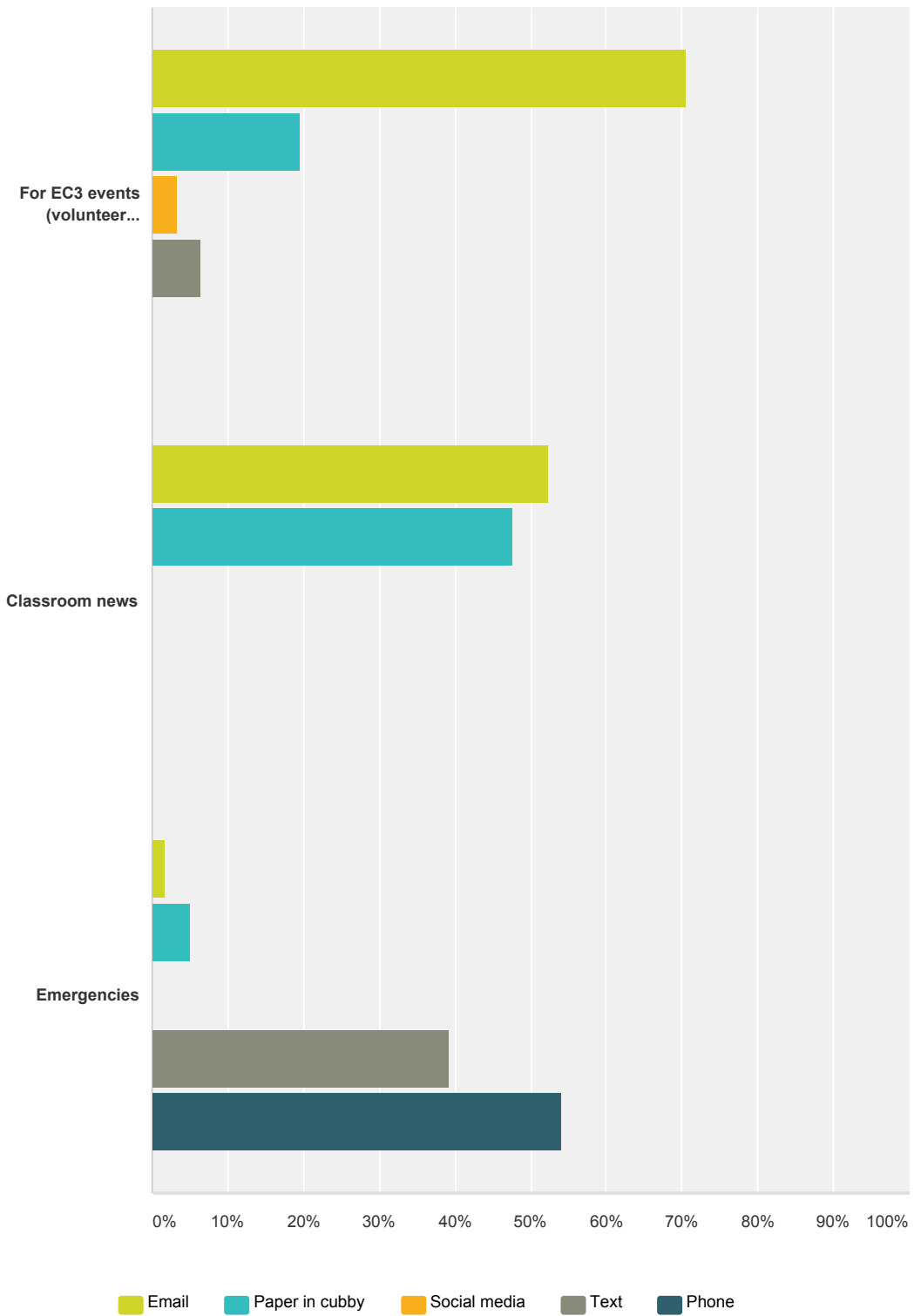
Answered: 61 Skipped: 6



Answer Choices	Responses	
Yes	96.72%	59
No	0.00%	0
Don't Know	0.00%	0
Not Applicable	3.28%	2
Total		61

Q10 The most effective method of communication for me is:

Answered: 61 Skipped: 6



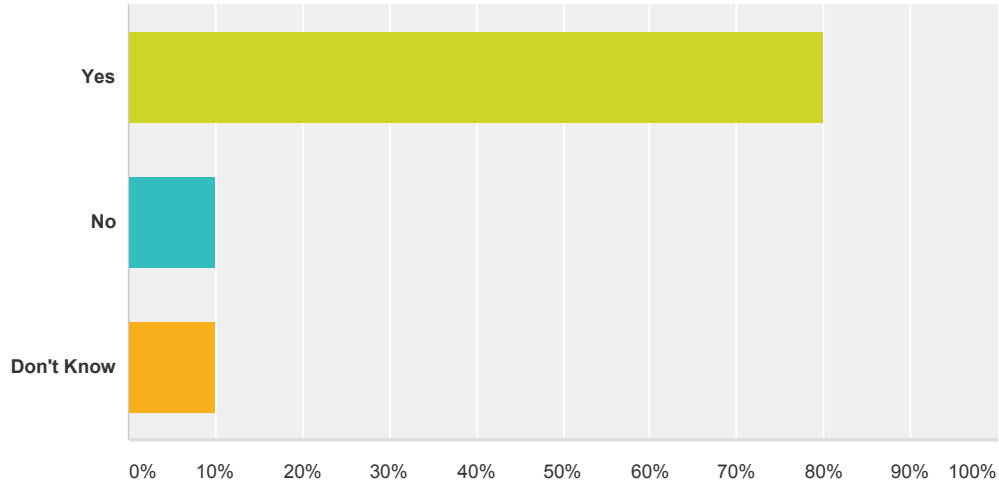
	Email	Paper in cubby	Social media	Text	Phone	Total
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For EC3 events (volunteer opportunities, date night, drop & shop)	70.49% 43	19.67% 12	3.28% 2	6.56% 4	0.00% 0	61
Classroom news	52.46% 32	47.54% 29	0.00% 0	0.00% 0	0.00% 0	61
Emergencies	1.64% 1	4.92% 3	0.00% 0	39.34% 24	54.10% 33	61

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

Answered: 60 Skipped: 7

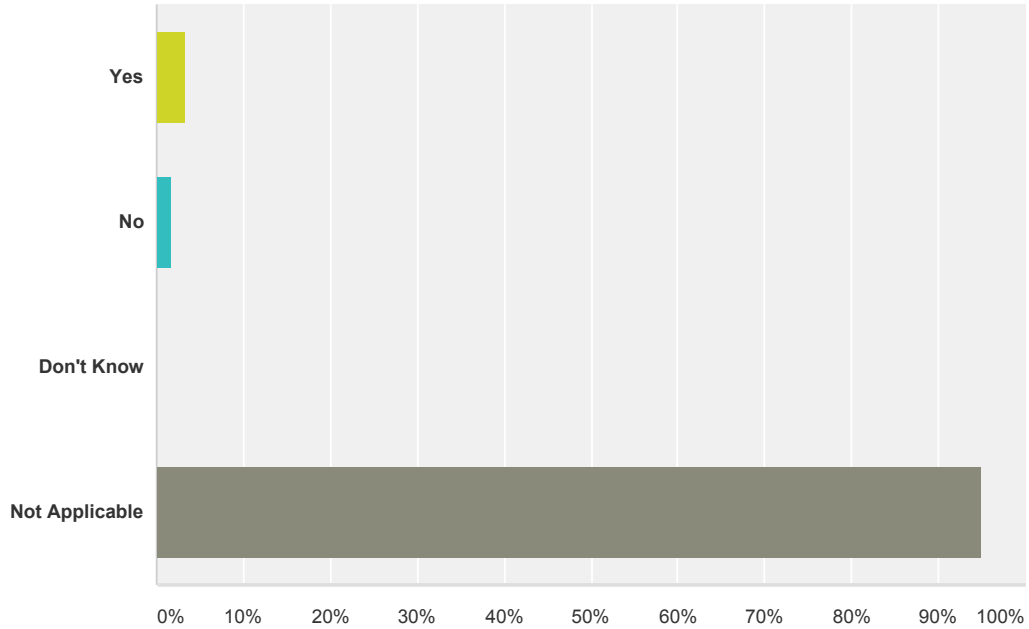


Answer Choices	Responses	
Yes	80.00%	48
No	10.00%	6
Don't Know	10.00%	6
Total		60

#	Comments	Date
1	Not sure as I am not there daily	9/22/2016 6:35 PM
2	One classroom, yes. The other classroom, no.	9/21/2016 2:37 PM
3	They give me very useful strategies to try at home to try to keep things consistent.	9/17/2016 8:54 AM
4	My child transitioned into her new classroom fairly recently so we have not yet had a chance to have a conference. That said, I always share updates about my child's weekends and mornings and feel that her teacher utilizes this information to connect home and school.	9/16/2016 1:11 PM
5	I can't remember them asking specifically about this, but we do have conversations about our family and what we do, but I am not sure how or if this information is used in the classroom.	9/7/2016 9:34 AM

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

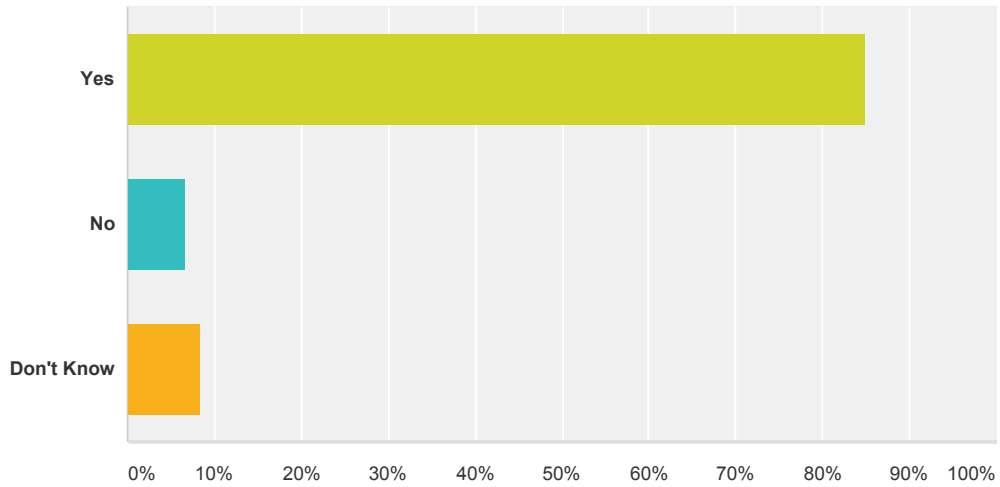
Answered: 60 Skipped: 7



Answer Choices	Responses
Yes	3.33% 2
No	1.67% 1
Don't Know	0.00% 0
Not Applicable	95.00% 57
Total	60

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

Answered: 60 Skipped: 7

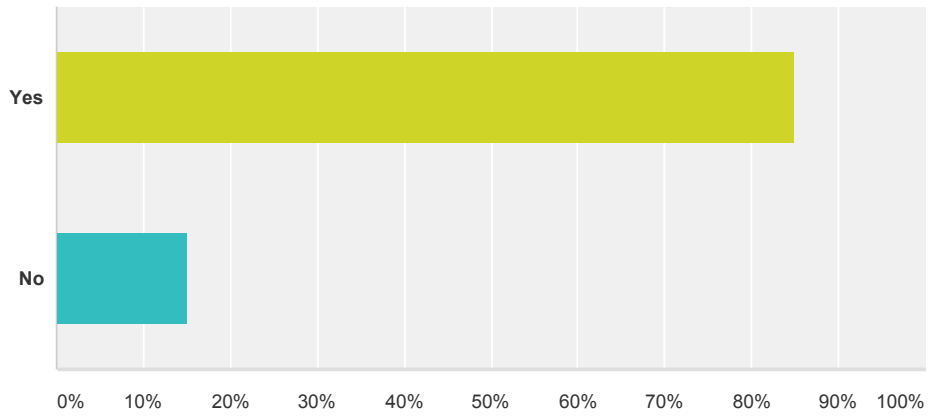


Answer Choices	Responses
Yes	85.00% 51
No	6.67% 4
Don't Know	8.33% 5
Total	60

#	Comments	Date
1	We transitioned into the Frog room fairly recently so there have not yet been activities/events.	9/16/2016 1:11 PM
2	I haven't been invited, but I know I'm always welcome.	9/14/2016 12:31 PM
3	Every day I feel comfortable staying and visiting in the classroom.	9/9/2016 12:17 PM
4	I have been invited to and attended several events this year-the 4th of July Parade and another social event where we celebrated in room. I also attended and enjoy the Halloween parade, although we haven't had it with the Seals yet.	9/7/2016 9:34 AM
5	This is sometimes a point of contention. My wife feels as if the repeated asking is insistence and makes her feel as if the expectation implies a lack of appreciation of the fact that she works. Again, there is only one teacher that does the insistence though.	9/6/2016 3:26 PM
6	We very recently started attending EC3.	9/6/2016 2:34 PM
7	Not sure much of that happens for infants.	9/6/2016 2:12 PM
8	We are sent invitations for classroom activities. I really liked when they had a sign-up sheet for parents to come in and help out (reading). I would love to see this continue throughout the year.	9/6/2016 2:11 PM

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

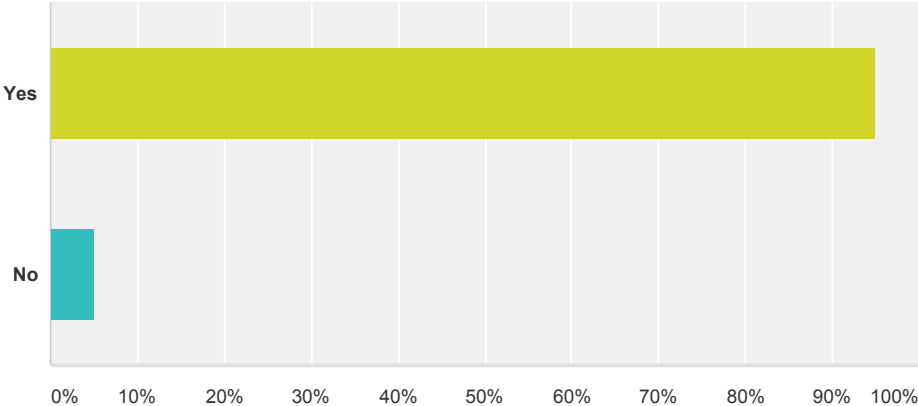
Answered: 60 Skipped: 7



Answer Choices	Responses	
Yes	85.00%	51
No	15.00%	9
Total		60

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

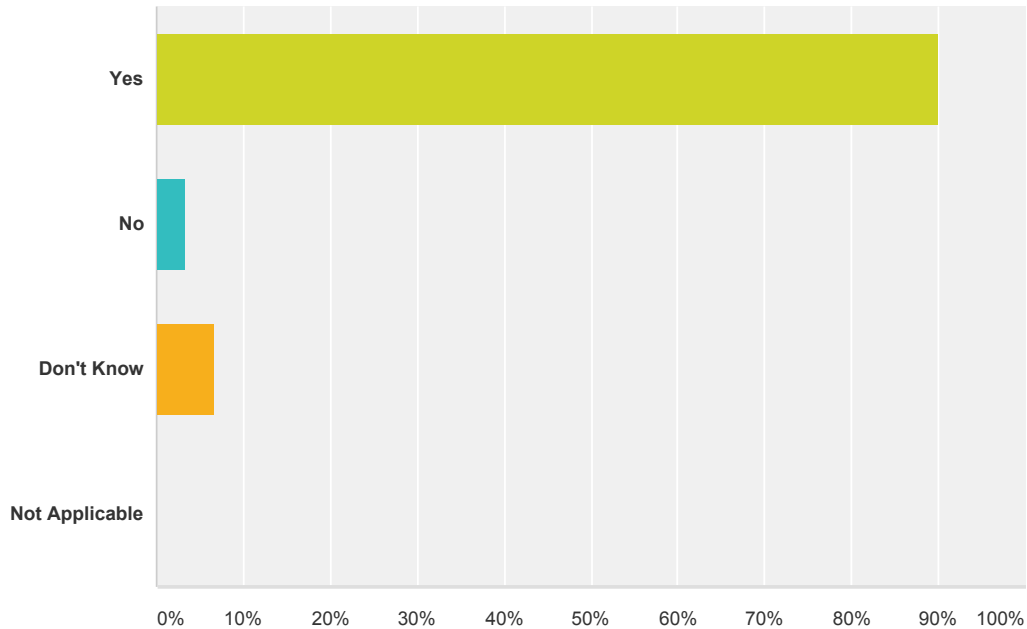
Answered: 60 Skipped: 7



Answer Choices	Responses	
Yes	95.00%	57
No	5.00%	3
Total		60

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

Answered: 60 Skipped: 7

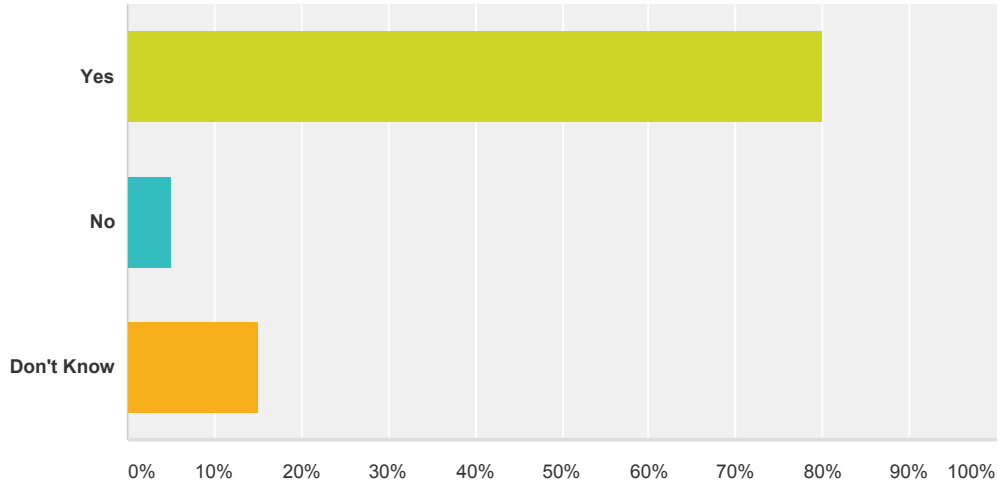


Answer Choices	Responses	
Yes	90.00%	54
No	3.33%	2
Don't Know	6.67%	4
Not Applicable	0.00%	0
Total		60

#	Comments	Date
1	One classroom, yes. The other classroom, given our child just transitioned the lines of communication have no been open as much as in other classrooms my child has been in.	9/21/2016 2:37 PM
2	They are the best!	9/17/2016 8:54 AM
3	Yes, these teachers have years of experience with this age and stage and I value their opinions!	9/15/2016 8:49 AM
4	I often discuss with both Ryan and Krista behaviors and how to work with her and to reinforce what is learning at EC3. Krista and Ryan are supportive of extended breastfeeding. EC3 may want to educate all of its teachers on the benefits of extended breastfeeding (into toddlerhood) as there is extensive research on this. I am happy to share resources as I work in Maternal and Child Health.	9/7/2016 9:34 AM
5	We've received so much helpful information on normal behavior and development from our kids' teachers! They have seen it all over the years and are great helps in gauging whether something is just normal development or needs more intervention.	9/6/2016 4:14 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: 60 Skipped: 7

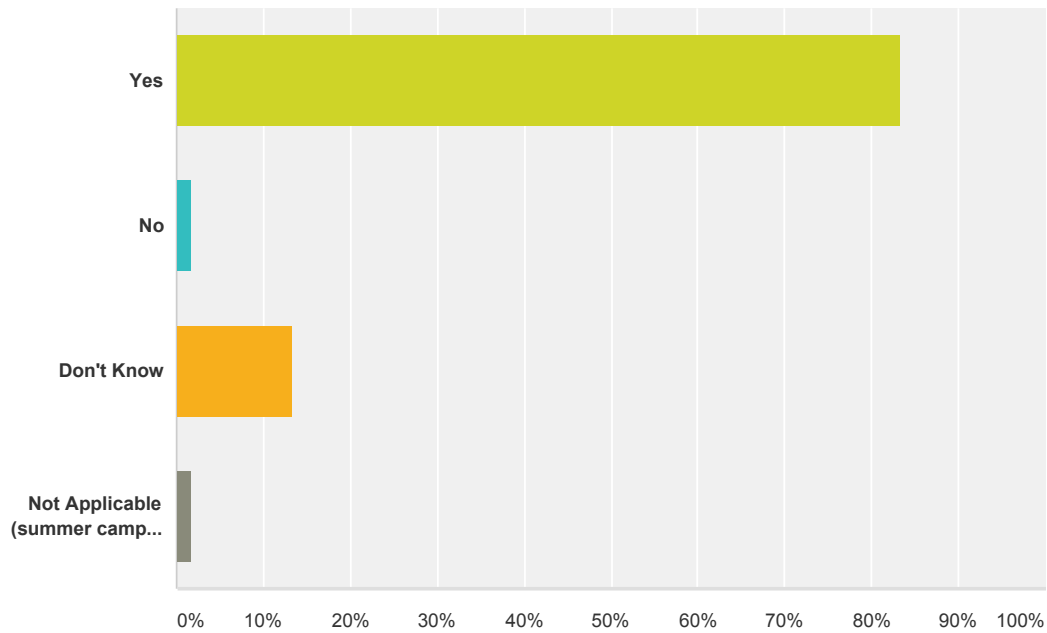


Answer Choices	Responses	
Yes	80.00%	48
No	5.00%	3
Don't Know	15.00%	9
Total		60

#	Comments	Date
1	Yes, Cheryl has been very helpful this way.	9/22/2016 6:38 PM
2	In one classroom, yes. The other classroom, no.	9/21/2016 2:37 PM
3	I have not had this be an issue in my child's classroom but would certainly be comfortable to let her teachers know to find a workable solution.	9/16/2016 1:13 PM
4	Sometimes.	9/14/2016 12:31 PM
5	There were issues in the older classrooms last year regarding bathroom behavior and I felt as though it could have been handled better by teaching staff.	9/12/2016 4:14 PM
6	Hasn't happened.	9/9/2016 10:38 AM
7	I haven't disagreed with her teachers to date, but if I did, I think I would be comfortable raising an issue with either Ryan or Krista.	9/7/2016 9:35 AM
8	Not always.	9/6/2016 3:49 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: 60 Skipped: 7



Answer Choices	Responses
Yes	83.33% 50
No	1.67% 1
Don't Know	13.33% 8
Not Applicable (summer camp only)	1.67% 1
Total	60

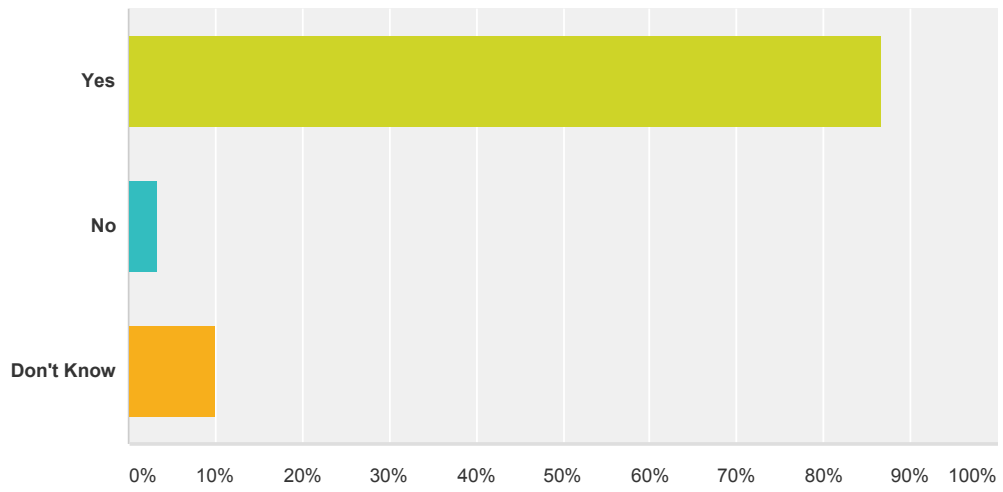
#	Comments	Date
1	The work-sampling portfolio has been utilized in my child's previous classrooms so I am confident it will be well utilized in her new classroom as well to measure developmentally appropriate progress for her age.	9/16/2016 1:13 PM
2	I was particularly impressed by the curriculum the Frogs did this year. I feel like my son is well ahead of others his age thanks to their lessons and efforts.	9/9/2016 11:51 AM
3	This is difficult to rate because there has been a good deal of teacher turn-over in the Bluegill Room. I believe Cheryl has a good system in place and Julie is also working to come up to speed. I think the coming year will be a more positive experience when it comes to the learning process and conferences.	9/8/2016 3:09 PM
4	I have not had the opportunity to participate in conferences thus far.	9/8/2016 12:00 PM
5	It was fun looking through portfolio at our last parent-teacher meeting.	9/7/2016 9:35 AM

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6	I trust EC3 knows what they are doing. I like to make sure my son meets the expected milestones and is properly socialized. Thus I mainly monitor behavioral problems he may have. I do not really care about specific content at his age, and anyway, my wife and I will probably be teaching him the content we want him to know even once school starts. School is for socialization, and EC3 is doing great in that regard.	9/6/2016 3:31 PM
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Q19 I know that information about my child and his/her progress is kept confidential.

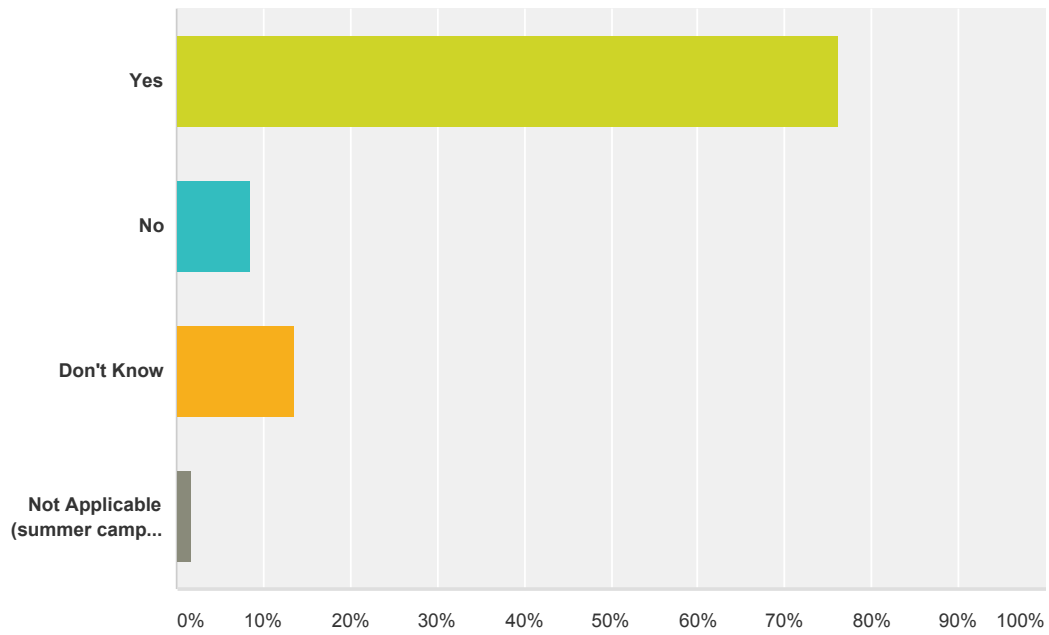
Answered: 60 Skipped: 7



Answer Choices	Responses
Yes	86.67% 52
No	3.33% 2
Don't Know	10.00% 6
Total	60

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

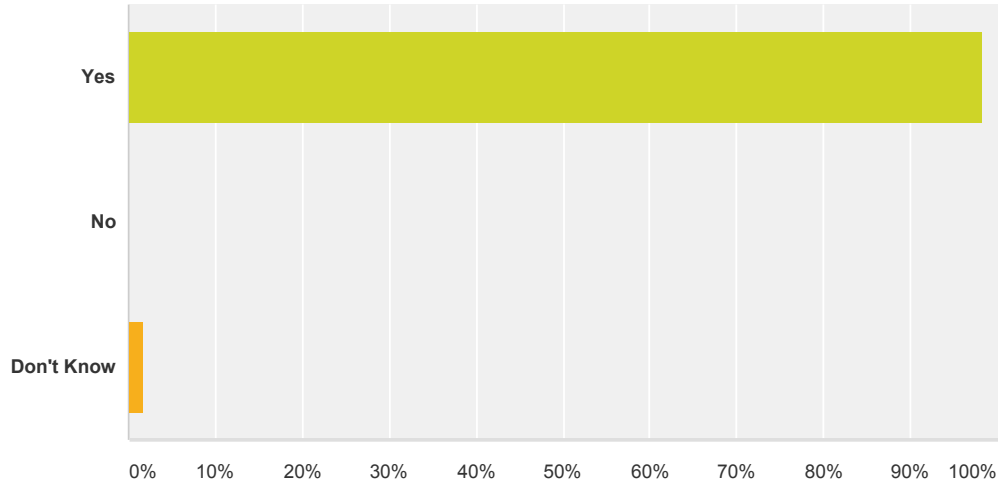
Answered: 59 Skipped: 8



Answer Choices	Responses	
Yes	76.27%	45
No	8.47%	5
Don't Know	13.56%	8
Not Applicable (summer camp only)	1.69%	1
Total		59

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

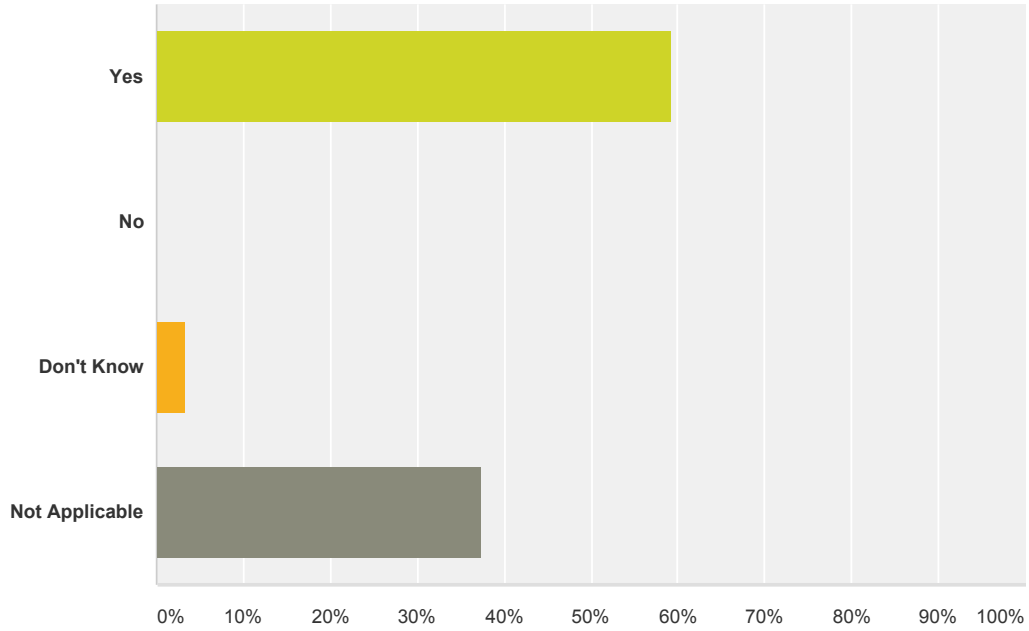
Answered: 59 Skipped: 8



Answer Choices	Responses	
Yes	98.31%	58
No	0.00%	0
Don't Know	1.69%	1
Total		59

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.

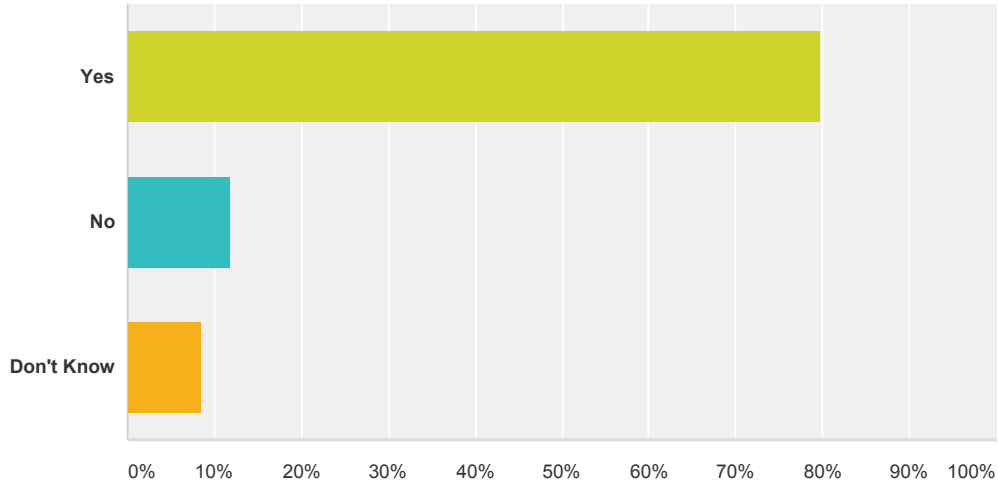
Answered: 59 Skipped: 8



Answer Choices	Responses	
Yes	59.32%	35
No	0.00%	0
Don't Know	3.39%	2
Not Applicable	37.29%	22
Total		59

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: 59 Skipped: 8

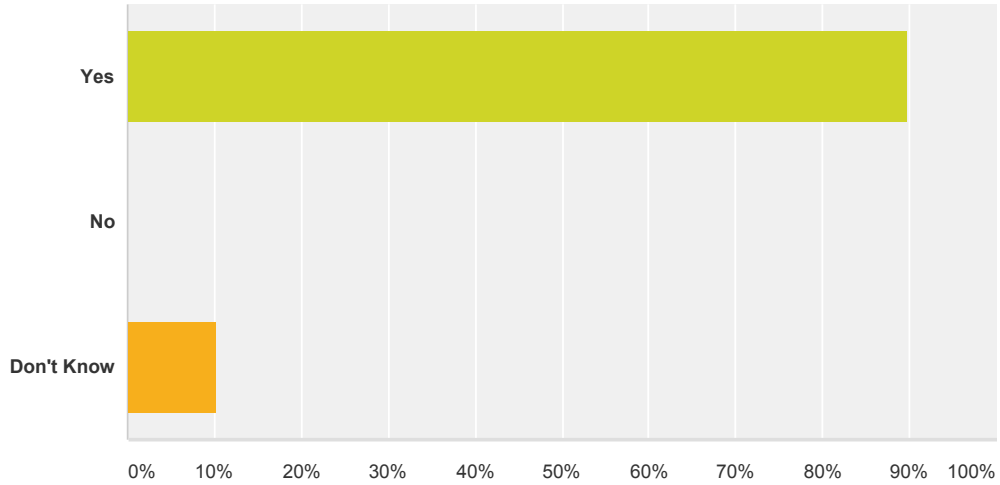


Answer Choices	Responses
Yes	79.66% 47
No	11.86% 7
Don't Know	8.47% 5
Total	59

#	Comments	Date
1	Absolutely loved the one Mom's night I went to last year, just can't get to them a lot of the time due to my work schedule.	9/22/2016 6:41 PM
2	Sort of. I would say just at the auction.	9/14/2016 12:32 PM
3	It would be nice if there could be more interaction between parents of kids in the same class. It is very useful in setting up play dates with the kids.	9/8/2016 11:35 AM
4	I do think teachers could make more of an effort to introduce parents to each other at the various events (field trips, holiday parties, etc.).	9/7/2016 9:00 PM
5	As I have only had a child at EC3 for 5 weeks, many of these items have not come up yet.	9/7/2016 5:24 PM
6	I don't know of activities just for parents, other than the mom's lunch, which is not convenient for parent's who work. I would enjoy more time to meet other parents without the kids present. Perhaps a happy hour for all parents, not just moms.	9/7/2016 9:37 AM
7	While the EC3 fundraiser is vital, I felt left out and disappointed that we could not afford to purchase anything from the fundraiser. There was a lot of publicity about it and I talked to other parents who felt like it was hurtful to those who didn't have the means to participate. It felt awkward telling other parents we didn't have the financial ability to attend this activity.	9/6/2016 2:15 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: 59 Skipped: 8

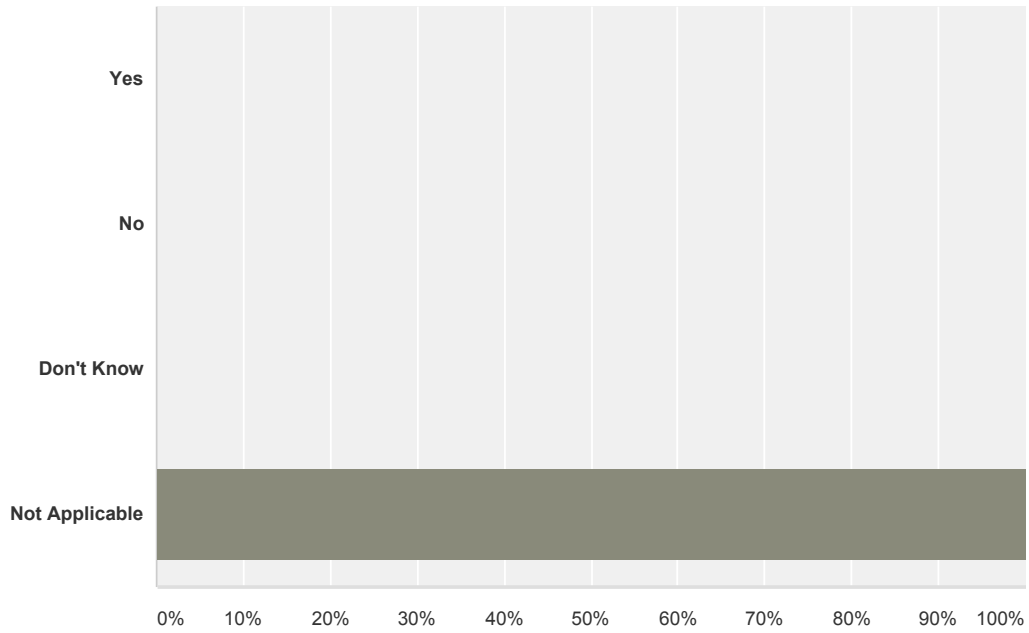


Answer Choices	Responses
Yes	89.83% 53
No	0.00% 0
Don't Know	10.17% 6
Total	59

#	Comments	Date
1	While volunteerism is open to everyone, I get the feeling there is interest in handpicking the board.	9/11/2016 7:43 PM
2	Welcome - yes Plan - no Volunteer - yes Decision making - no Leadership roles - no	9/8/2016 12:04 PM
3	As I have only had a child at EC3 for 5 weeks, many of these items have not come up yet.	9/7/2016 5:24 PM

Q25 I am provided a translator when needed.

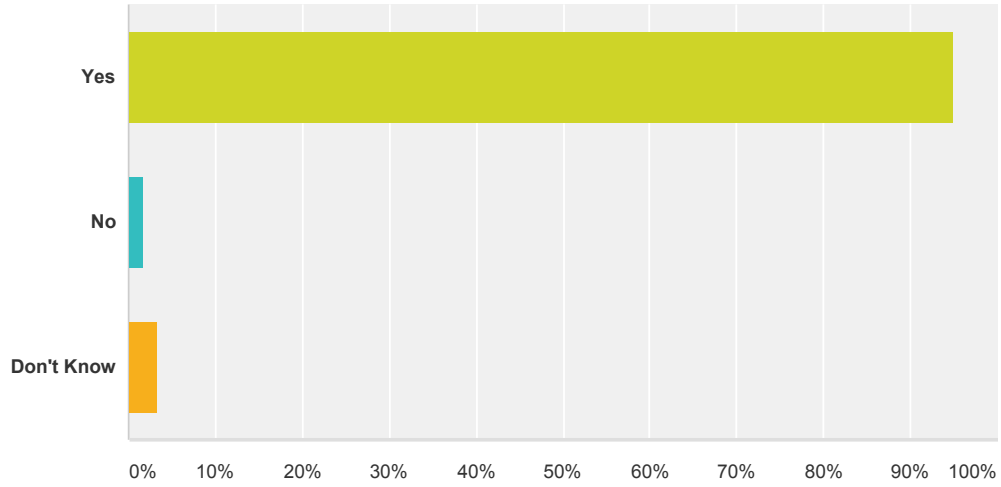
Answered: 59 Skipped: 8



Answer Choices	Responses
Yes	0.00% 0
No	0.00% 0
Don't Know	0.00% 0
Not Applicable	100.00% 59
Total	59

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

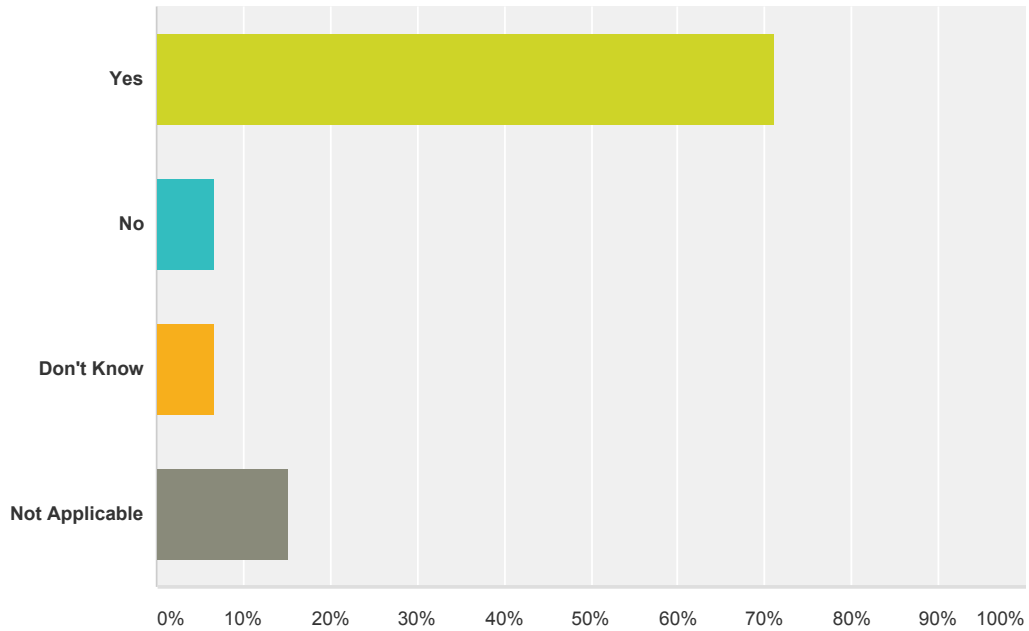
Answered: 59 Skipped: 8



Answer Choices	Responses	
Yes	94.92%	56
No	1.69%	1
Don't Know	3.39%	2
Total		59

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

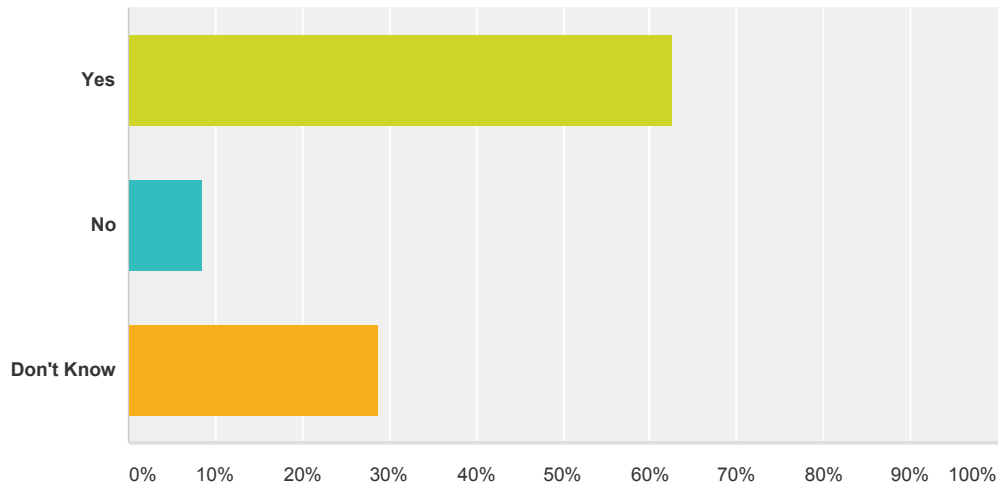
Answered: 59 Skipped: 8



Answer Choices	Responses	
Yes	71.19%	42
No	6.78%	4
Don't Know	6.78%	4
Not Applicable	15.25%	9
Total		59

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

Answered: 59 Skipped: 8

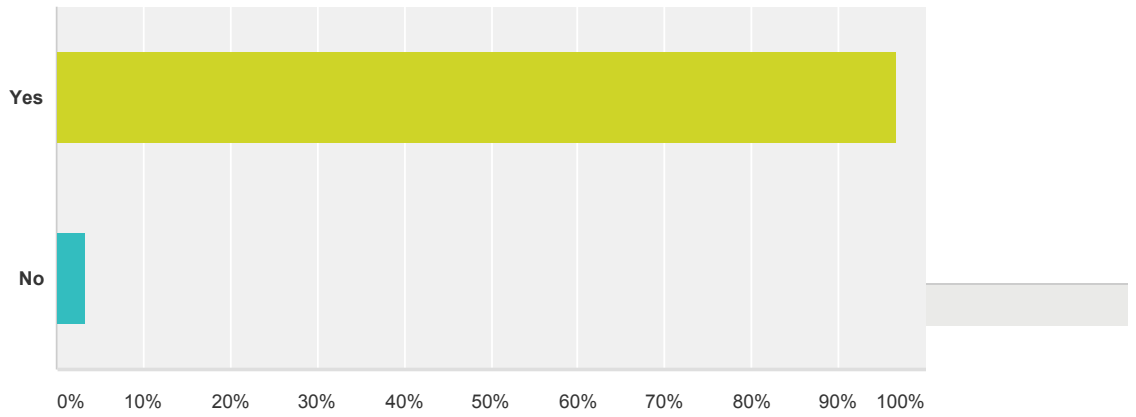


Answer Choices	Responses
Yes	62.71% 37
No	8.47% 5
Don't Know	28.81% 17
Total	59

#	Comments	Date
	There are no responses.	

Q29 I am greeted daily by EC3 staff.

Answered: 59 Skipped: 8



Answer Choices

Responses

Yes

96.61%

57

No

3.39%

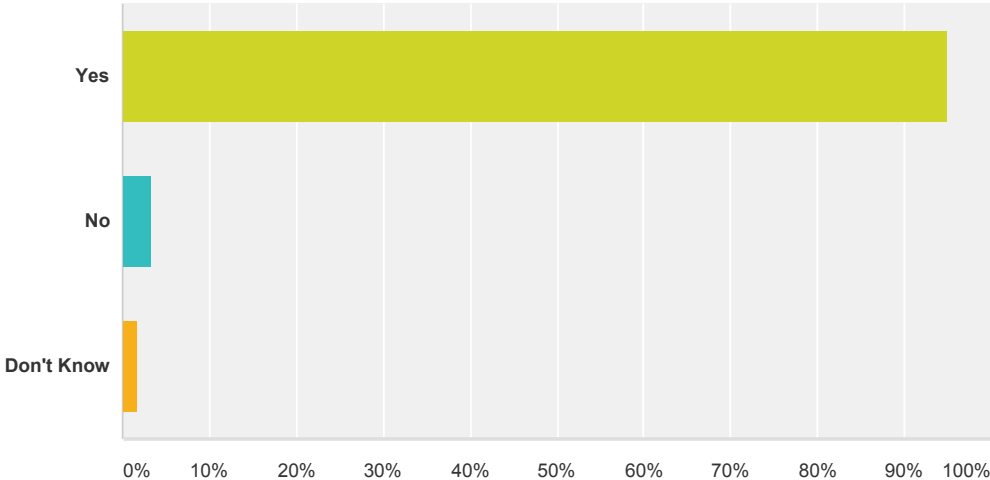
2

Total

59

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

Answered: 59 Skipped: 8



Answer Choices

Yes

No

Don't Know

Total

Responses

94.92%

3.39%

1.69%

56

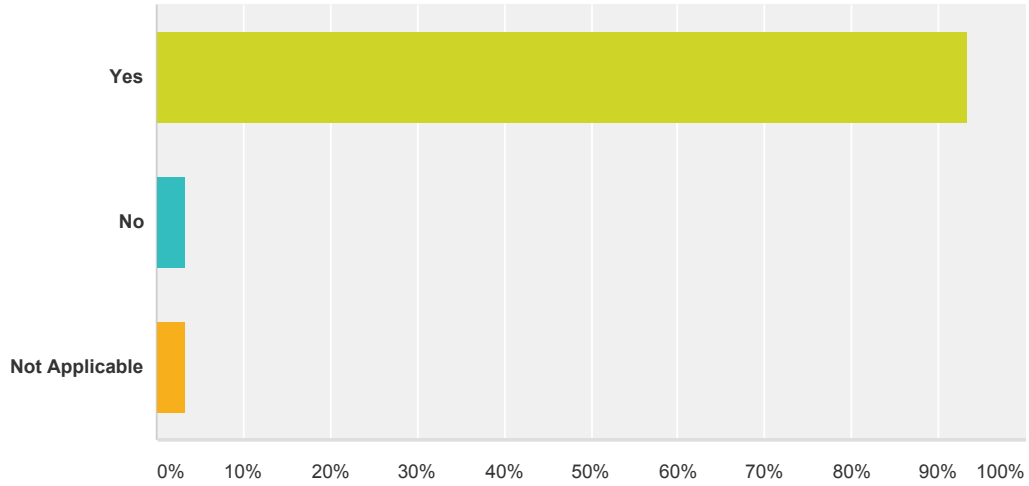
2

1

59

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

Answered: 59 Skipped: 8



Answer Choices

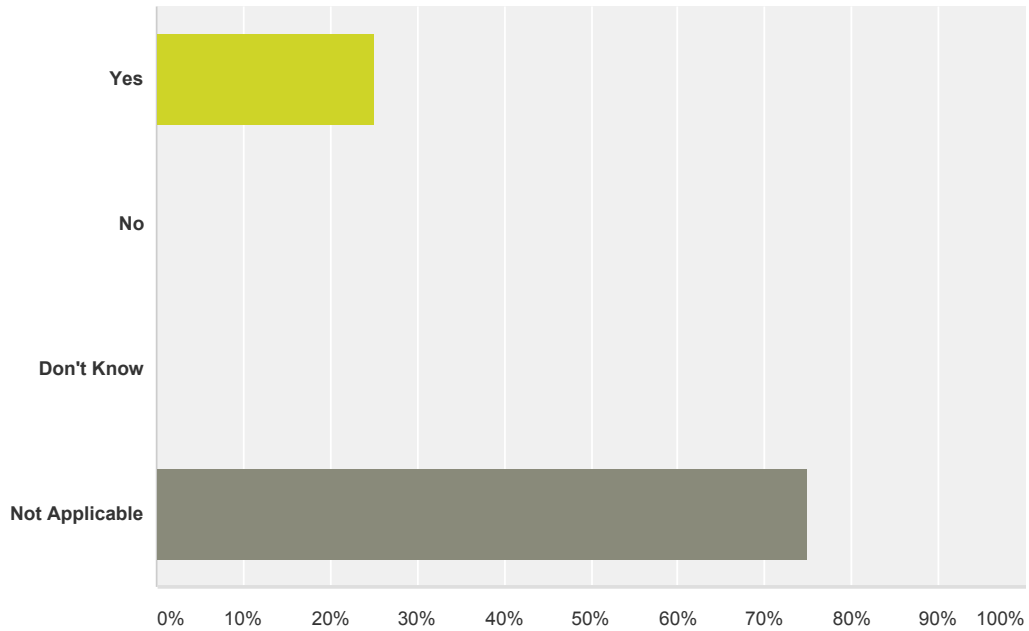
Responses

Yes	93.22%	55
No	3.39%	2
Not Applicable	3.39%	2
Total		59

#	Comments	Date
1	I often feel like staff is quick to become defensive regarding concerns and do not attentively listen to what the concern is or work constructively with the parent to find ways to address the concern.	9/21/2016 2:42 PM
2	I feel the teachers address my concerns and to an extent the office staff.	9/14/2016 12:34 PM
3	Overall yes but sometimes I feel that concerns expressed to the office are brushed off and not taken seriously.	9/9/2016 11:55 AM
4	Never had a concern.	9/8/2016 1:18 PM

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

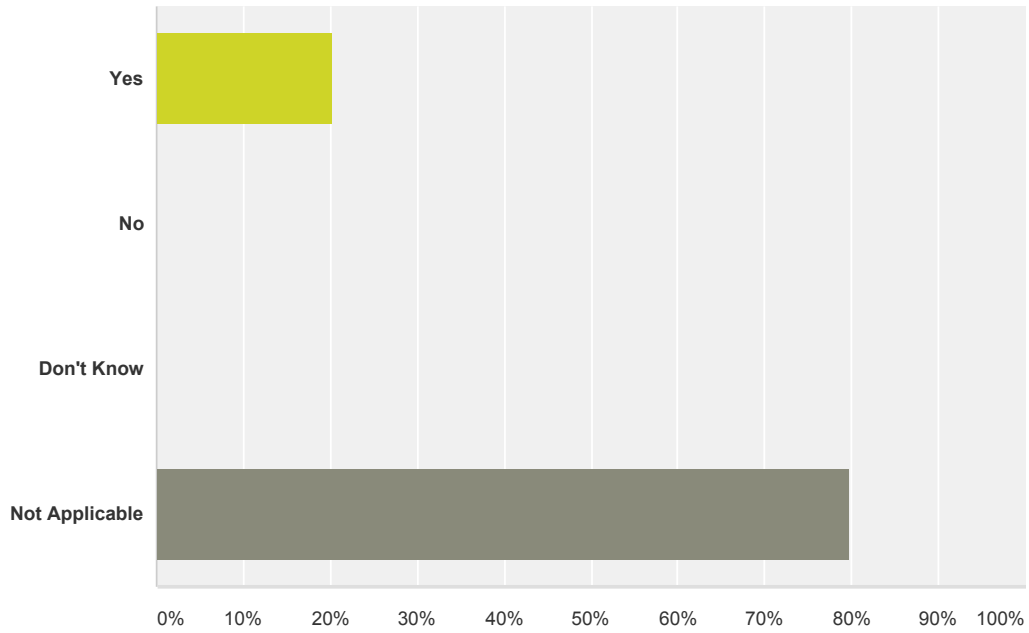
Answered: 56 Skipped: 11



Answer Choices	Responses	
Yes	25.00%	14
No	0.00%	0
Don't Know	0.00%	0
Not Applicable	75.00%	42
Total		56

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: 59 Skipped: 8



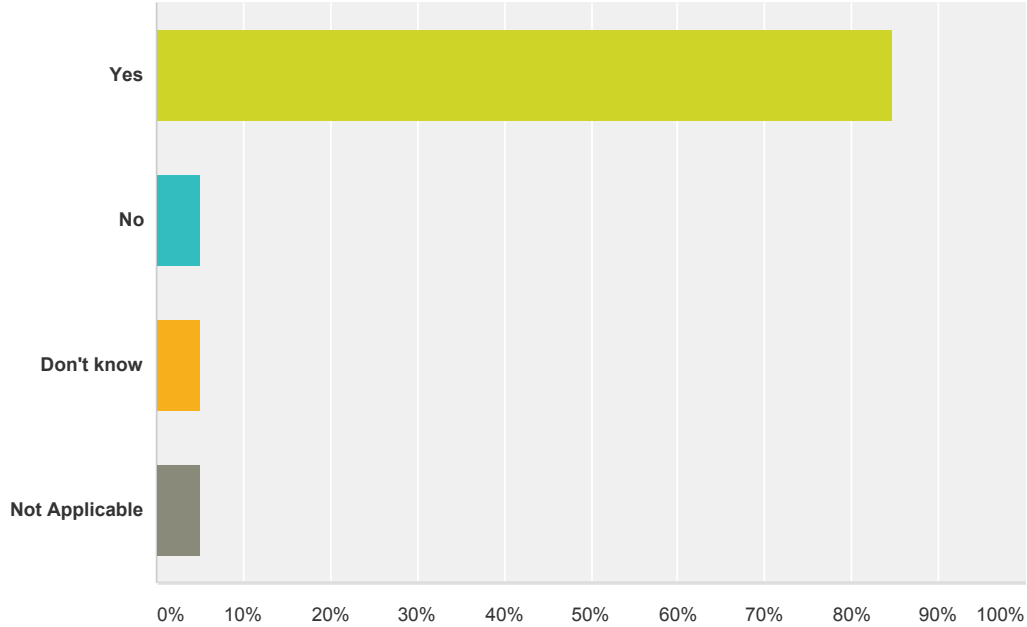
Answer Choices

Responses

Yes	20.34%	12
No	0.00%	0
Don't Know	0.00%	0
Not Applicable	79.66%	47
Total		59

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

Answered: 59 Skipped: 8



Answer Choices

Responses

Yes	84.75%	50
No	5.08%	3
Don't know	5.08%	3
Not Applicable	5.08%	3
Total		59

#	Comments	Date
1	I am pleased with what I have seen, but I am not always aware as I forgot to look online. I will work on this.	9/22/2016 6:45 PM
2	I would like to see more variety at breakfast. Cereal everyday is a little excessive. Pancakes is offered once a week but oatmeal is never offered anymore, nor is french toast or waffles. Yogurt could be offered more often and other fruits as well at breakfast, as well as toast.	9/21/2016 2:42 PM
3	Yes, the food at EC3 has really improved over the years!	9/15/2016 8:55 AM
4	I think breakfast could be a bit more varied. It seems like it is mainly cereal.	9/14/2016 8:47 PM
5	I think toddler land does a great job with snacks and breakfast.	9/14/2016 12:34 PM
6	The pizza rolls seem unappetizing, but I guess toddlers like them.	9/8/2016 1:18 PM
7	This was a big selling point for us when choosing EC3. It was very reassuring to see that snacks and breakfasts were similar to what we serve at home.	9/6/2016 11:39 PM
8	Snacks could have a bigger variety. I don't like crackers and water 3 days a week lately.	9/6/2016 6:12 PM
9	Breakfast seems to always be cereal, which my son isn't interested in. In the Seal room, there used to be pancakes.	9/6/2016 3:50 PM

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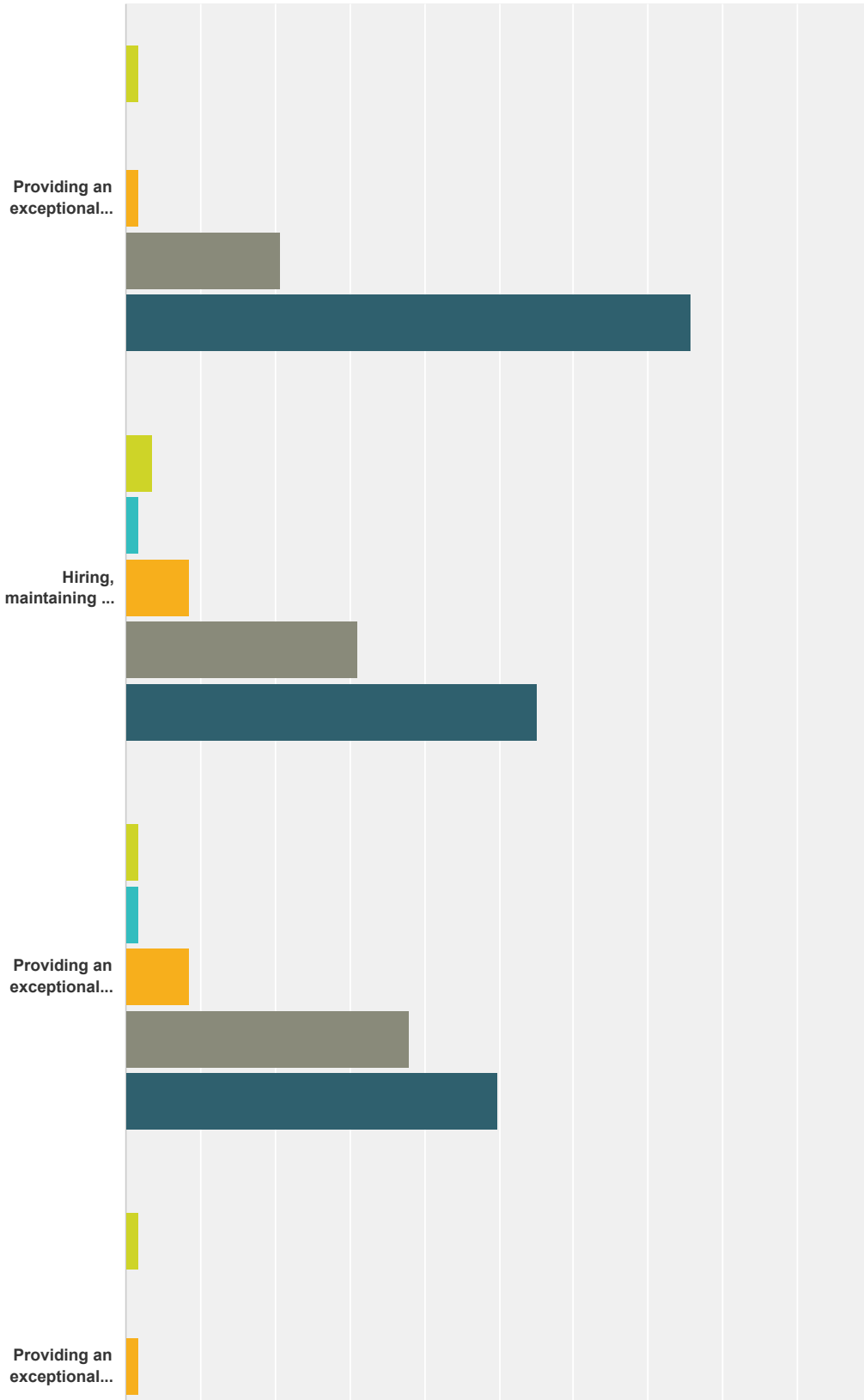
10

My son can eat very little of what EC3 provides due to a milk and soy allergy (and other less sever allergies).
However, he does get dry cereal and some other such snacks, but I don't think feeding my son is their responsibility.

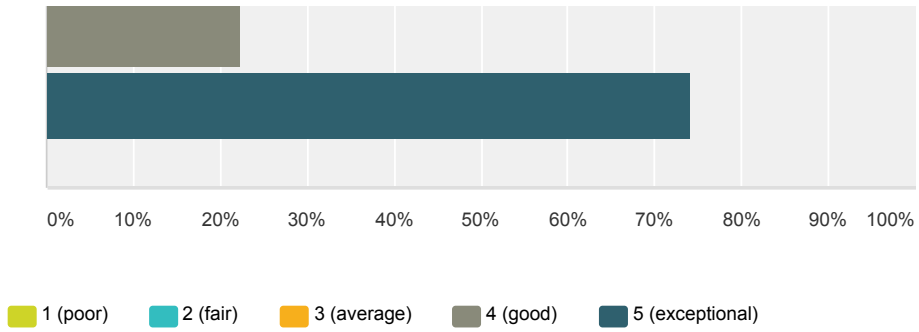
9/6/2016 3:35 PM

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

Answered: 58 Skipped: 9



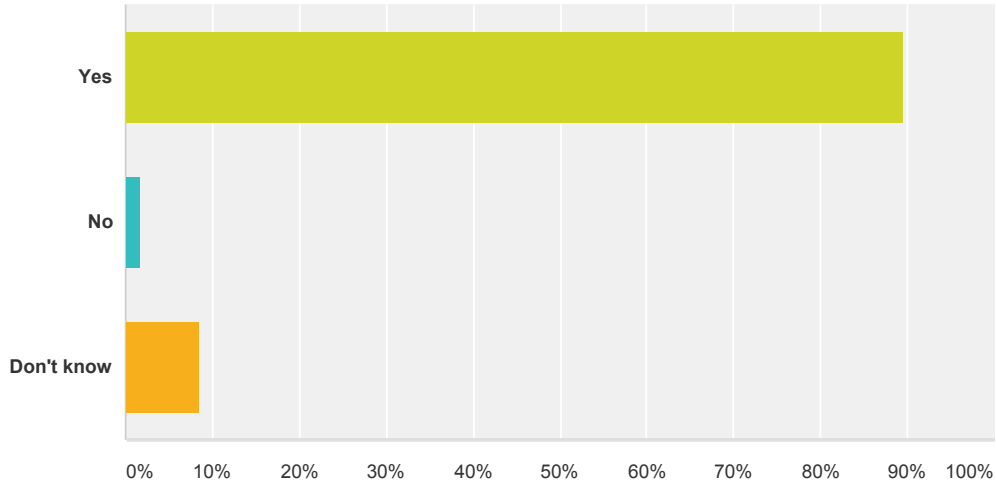
EC3 Annual Parent Survey 2016



	1 (poor)	2 (fair)	3 (average)	4 (good)	5 (exceptional)	Total
Providing an exceptional program for families and students.	1.72%	0.00%	1.72%	20.69%	75.86%	
	1	0	1	12	44	58
Hiring, maintaining and supporting an exceptional staff.	3.45%	1.72%	8.62%	31.03%	55.17%	
	2	1	5	18	32	58
Providing an exceptional value for each family's tuition dollar.	1.72%	1.72%	8.62%	37.93%	50.00%	
	1	1	5	22	29	58
Providing an exceptional environment for care and learning.	1.72%	0.00%	1.72%	22.41%	74.14%	
	1	0	1	13	43	58

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

Answered: 58 Skipped: 9

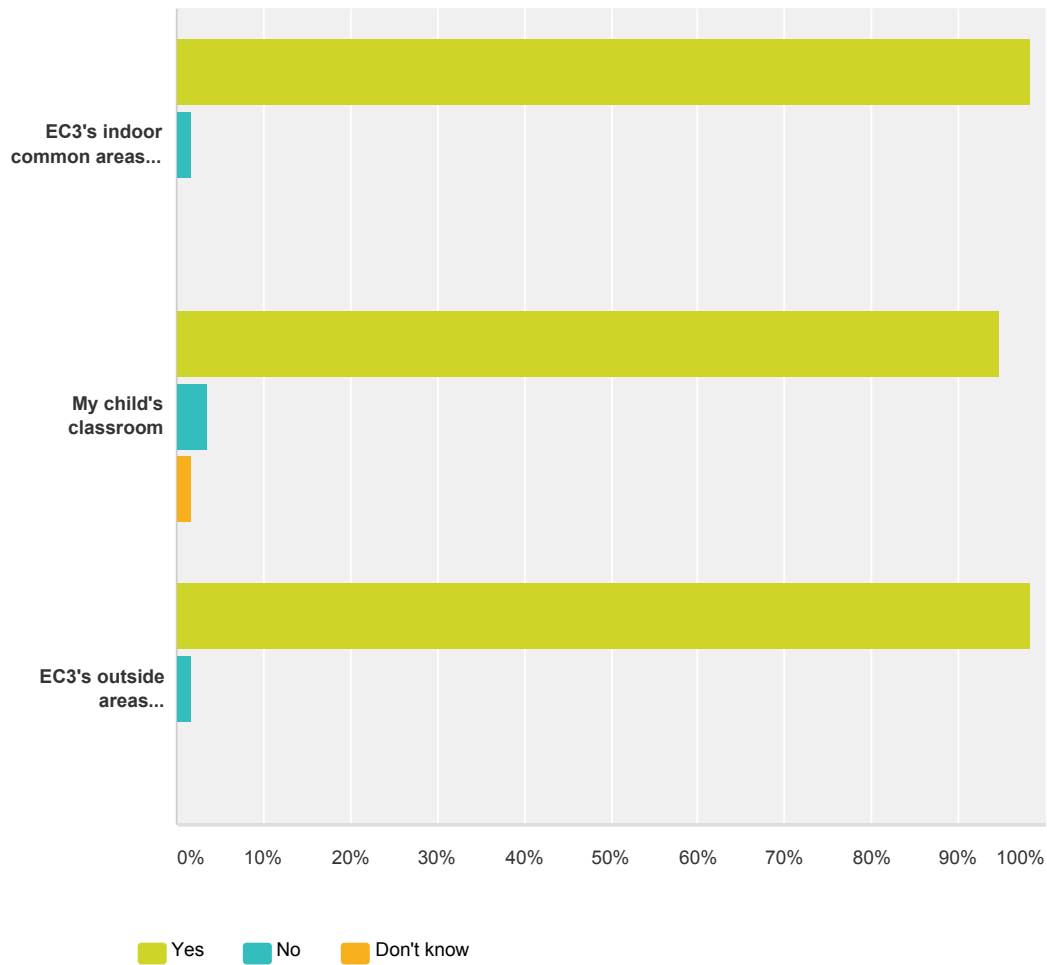


Answer Choices	Responses	
Yes	89.66%	52
No	1.72%	1
Don't know	8.62%	5
Total		58

#	Comments	Date
1	Absolutely!	9/22/2016 6:48 PM
2	The program cost is the biggest challenge. I am afraid that the cost of EC3 is becoming prohibitive for many potential families. The cost increases in our short time EC3 have been surprising	9/20/2016 10:22 AM
3	Lis is an outstanding leader and is constantly seeking out grants to help EC3 improve programming while trying to save money.	9/17/2016 8:58 AM
4	Yes! Very enthusiastic and hardworking. Seems to have a good relationship with the teachers. Everyone is very supportive.	9/15/2016 8:59 AM
5	I would love to see less turnover by teaching and support staff.	9/12/2016 4:17 PM
6	Lis is part of the reason we chose EC3 and she has not disappointed us.	9/9/2016 10:40 AM
7	Lis is awesome!	9/8/2016 11:36 AM
8	She deserves a raise and should be encouraged so stay at EC3 for a long time!	9/7/2016 9:13 AM
9	Betsy is great.	9/6/2016 3:35 PM

Q37 I am satisfied with the condition and cleanliness of

Answered: 58 Skipped: 9



	Yes	No	Don't know	Total
EC3's indoor common areas (entrance, hallways, gym, etc.)	98.28% 57	1.72% 1	0.00% 0	58
My child's classroom	94.83% 55	3.45% 2	1.72% 1	58
EC3's outside areas (playgrounds, parking lot, gardens, etc.)	98.28% 57	1.72% 1	0.00% 0	58

#	Comments	Date
1	Tiger classroom is a little chaotic and dirty and not as organized as other classrooms I have seen.	9/21/2016 2:43 PM
2	I have been bothered by Roger not wearing booties in the classroom, and I have mentioned this a few times to office staff. After that I saw him without booties at least 3 times, although I will say the past few weeks I have seen him wear them. I also do not like that parents go in with shoes and no one says anything. I understand there is probably nothing that can be done, however, I want to mention it.	9/19/2016 12:02 PM
3	I see Roger picking up litter and working very hard to keep EC3 tidy. He is an incredibly hard worker.	9/17/2016 8:58 AM
4	The outside playgrounds are exceptional. I love the space my child has to explore, interact with play equipment, and gain confidence in her large and small motor capabilities.	9/16/2016 1:16 PM

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5	clean yes, but sometimes there are boxes, wagons, strollers, give away items sitting in the hallway. This doesn't bother me, but might look messy to a first-time visitor.	9/15/2016 8:59 AM
6	Occasionally the parking lot in the winter is not well maintained. Walking across holding babies is particularly dangerous!	9/9/2016 11:58 AM
7	Classrooms need some work. New appliances are needed. New curtains. Time for updating!	9/8/2016 5:58 PM
8	As well as can be expected with an old building being used by so many children. I like the addition of Roger. He always seems to be cleaning or fixing something.	9/6/2016 3:10 PM

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

Answered: 21 Skipped: 46

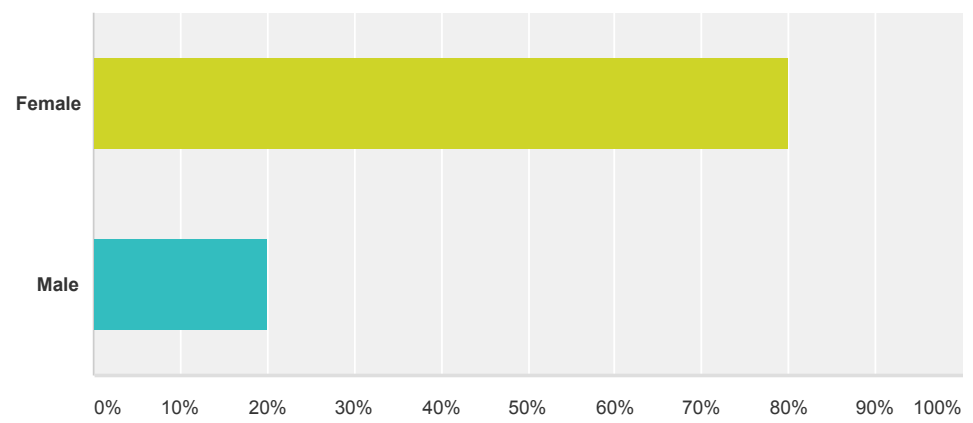
#	Responses	Date
1	N/A	9/22/2016 6:48 PM
2	The tuition is becoming increasingly more and is to the point where even a well-off family can no longer afford to send two kids to EC3. Also, the fact that current families are not given a letter and explanation as to the recent increase is absurd. Instead the new tuition is just casually noted in the transition notice. I believe current families who have been giving a lot of time and money to the center deserve more notice and an explanation than that, especially when the tuition is now higher than comparable centers in the area. At this point, our family is able to make the tuition payments but it is stretching our budget. If there is another increase we will be forced to look elsewhere. While we have been happy with the quality of care we have received in the infant, toddler, and early preschool rooms, the staff turnover in the preschool room and planned curriculum is not as good. This coupled with the recent tuition hike gives us pause as to whether EC3 is the best place for our child.	9/21/2016 2:52 PM
3	One are that I believe is a problem is the closure policy. We depend on the school/day care and expect it to be available. We are not school teacher and do not work for the State, so when EC3 elects to close to match those schedules it really affects those of us who are still expected to be at work. Also, the lack of backup power should be addressed, possibly a fund raising topic for the upcoming year.	9/20/2016 10:26 AM
4	I am extremely satisfied with the care my daughter receives at EC3. It is simply the best place for kids!	9/17/2016 8:59 AM
5	I am overall pleased with the staff and teachers and my child loves coming to school everyday.	9/16/2016 6:50 PM
6	EC3 is amazing! I can not imagine having my daughter at a better child development center. I am continually impressed with the knowledge provided by the teachers and support staff, the educational opportunities my daughter has at EC3, and the nurturing environment around her.	9/16/2016 1:23 PM
7	I am constantly recommending EC3 to others. We have been very happy with our experience! Keep up the great work!	9/15/2016 8:59 AM
8	I'm not supportive of the practice of increasing tuition yearly. EC3 needs to think creatively on how to raise additional funds when needed.	9/14/2016 12:38 PM
9	I am concerned that prices increased even though more was earned in the auction than what was the goal	9/11/2016 9:48 PM
10	We love EC3 and it's a GREAT place for our toddler!	9/9/2016 12:27 PM
11	Our whole family has benefitted from having our son at EC3. It's a fabulous center with loving, caring, educated, engaging staff.	9/9/2016 12:20 PM
12	While the education my children are receiving at EC3 is excellent and worth spending more than a typical daycare, I am quite displeased with the increases. We are a two income, well off family and it is quickly getting out of our price range!	9/9/2016 11:59 AM
13	My child just graduated and is in Kindergarten now. She was very familiar with the classroom setting thanks to EC3 and was very comfortable. I really appreciate all of the wonderful care and instruction that she received.	9/8/2016 11:37 AM
14	*	9/7/2016 5:26 PM
15	My only real concern is the high staff turnover we have seen in the Bluegill room. I hope that other rooms are not experiencing similar turnover, and I hope that Ms. Cheryl and Ms. Julie will feel comfortable, happy, and supported enough to remain the teachers and provide the kids with some stability.	9/6/2016 11:45 PM
16	Thank you for taking great care of my children.	9/6/2016 10:27 PM
17	Thank you for caring for my children as if they were your own.	9/6/2016 6:14 PM
18	Thank you!	9/6/2016 4:16 PM

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- | | | |
|----|---|------------------|
| 19 | I am still not a fan of the change in the multi-child discount. We only have one child at EC3 now, but it still doesn't make economic sense. Those families are shouldering a larger slice of the tuition pie, but not necessarily consuming the same multiple. Certain overhead expenses (i.e. building, program, office & admin) would be the same regardless of whether I had one child in the program, or two or three. In addition, I think it makes sense to reward the families spending more money with the center. Finally, I suspect that a family that already has a few years experience with EC3 would require less time and energy to service when their next child starts. | 9/6/2016 3:22 PM |
| 20 | EC3 is an amazing place for my son! | 9/6/2016 2:56 PM |
| 21 | Go back to the mission and goals and let that drive your decision-making. Keep the same standards across all classrooms. | 9/6/2016 2:21 PM |

Q39 What is your gender?

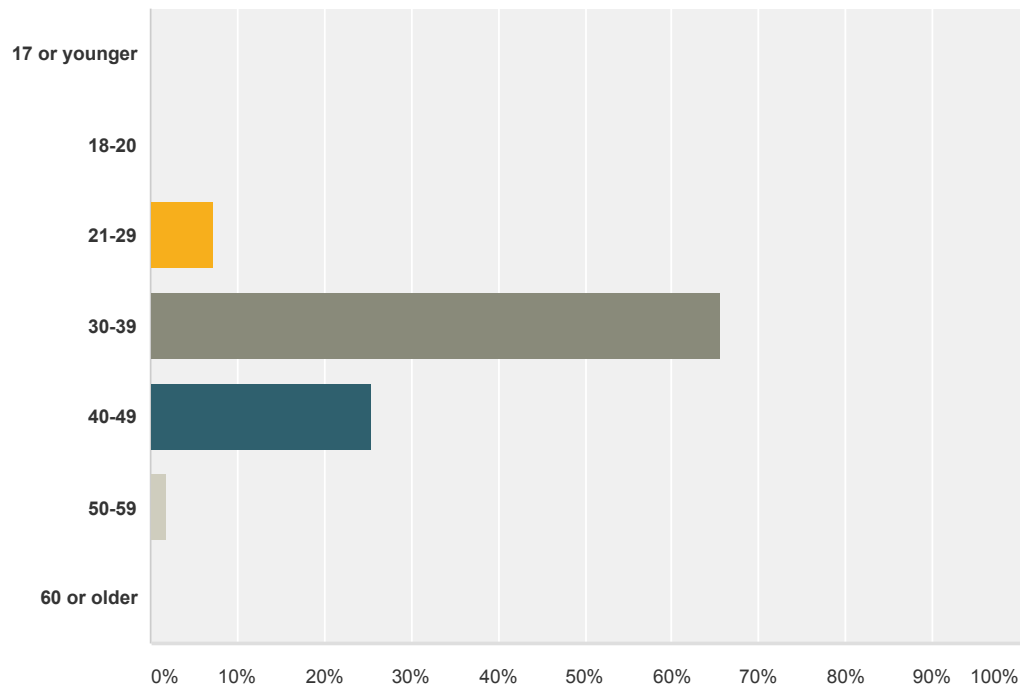
Answered: 55 Skipped: 12



Answer Choices	Responses	
Female	80.00%	44
Male	20.00%	11
Total		55

Q40 Which category below includes your age?

Answered: 55 Skipped: 12



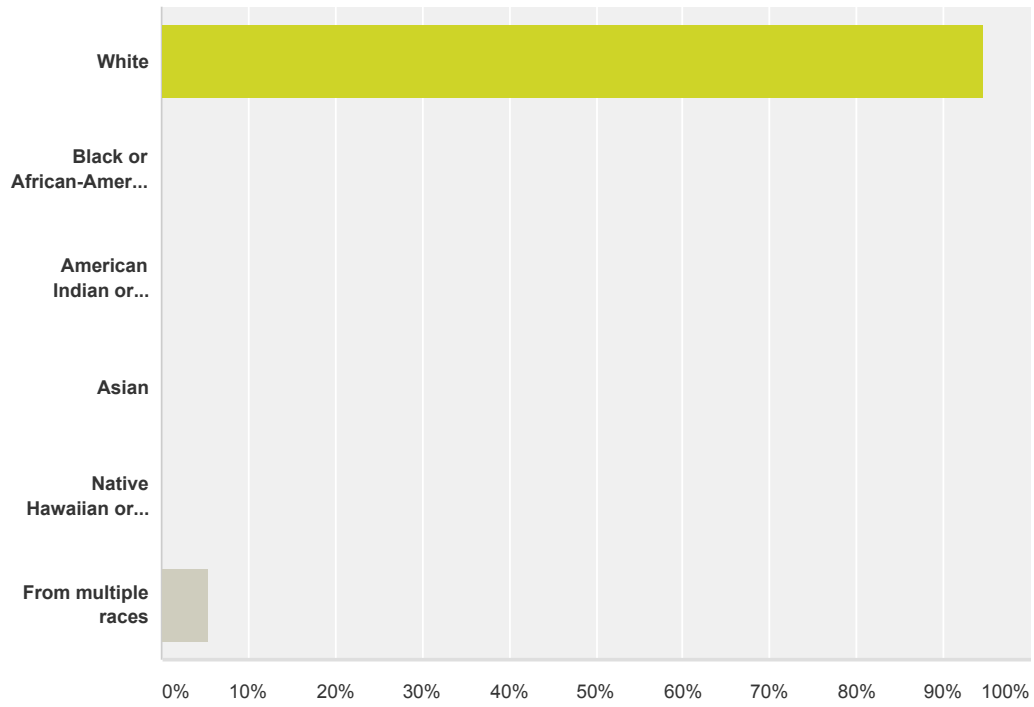
Answer Choices

Responses

17 or younger	0.00%	0
18-20	0.00%	0
21-29	7.27%	4
30-39	65.45%	36
40-49	25.45%	14
50-59	1.82%	1
60 or older	0.00%	0
Total		55

Q41 With which race do you most identify?

Answered: 55 Skipped: 12



Answer Choices

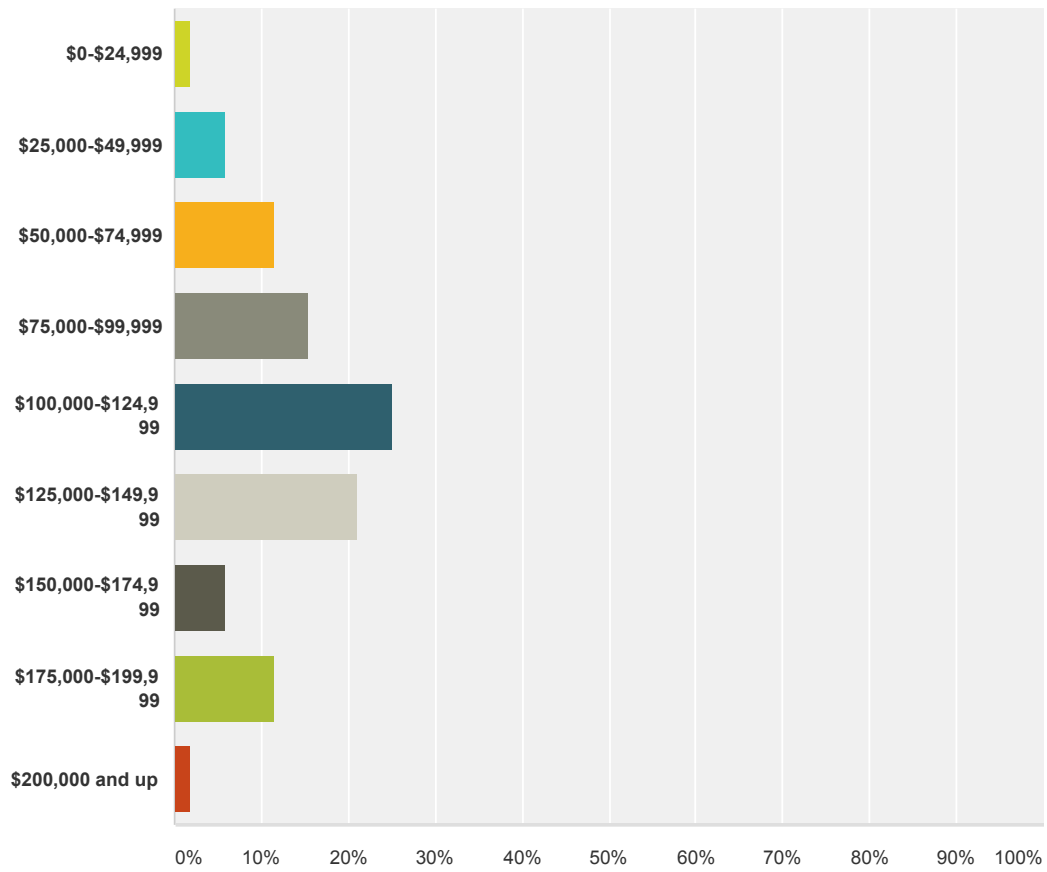
Responses

White	94.55%	52
Black or African-American	0.00%	0
American Indian or Alaskan Native	0.00%	0
Asian	0.00%	0
Native Hawaiian or other Pacific Islander	0.00%	0
From multiple races	5.45%	3

Total **55**

Q42 What is your approximate average household income?

Answered: 52 Skipped: 15



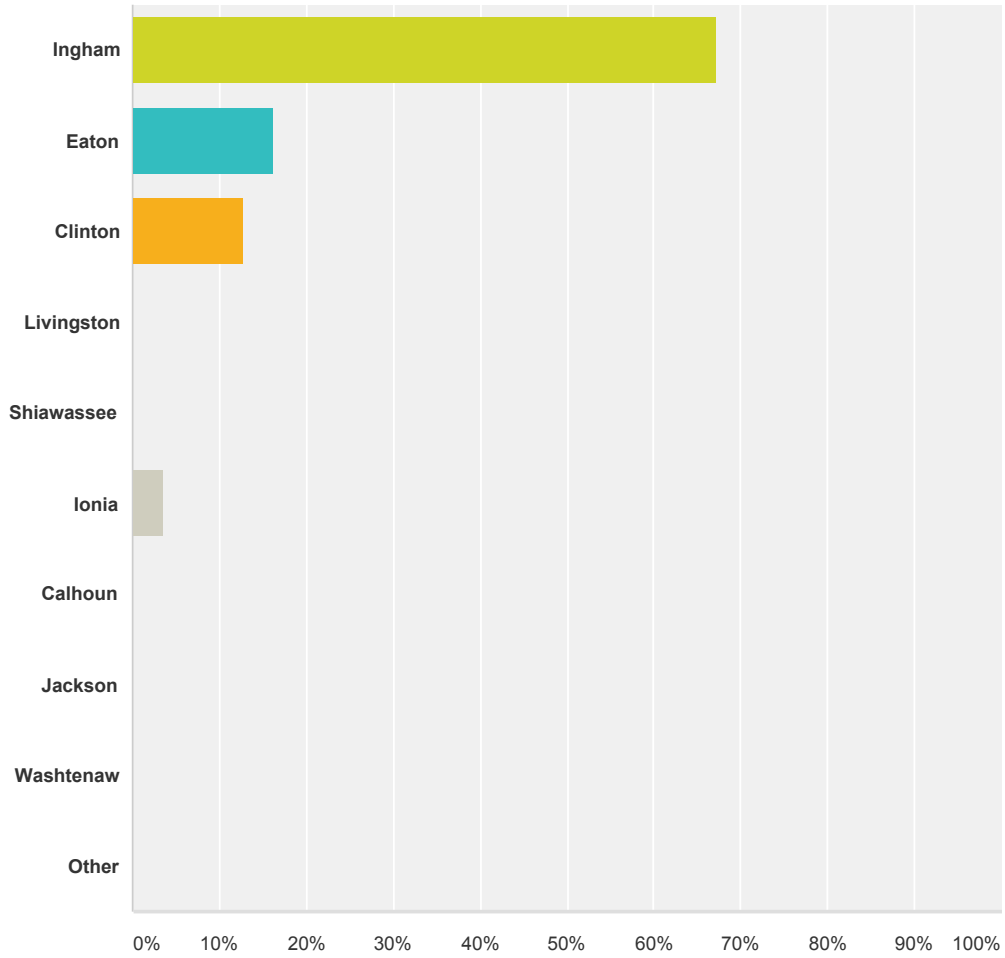
Answer Choices

Responses

\$0-\$24,999	1.92%	1
\$25,000-\$49,999	5.77%	3
\$50,000-\$74,999	11.54%	6
\$75,000-\$99,999	15.38%	8
\$100,000-\$124,999	25.00%	13
\$125,000-\$149,999	21.15%	11
\$150,000-\$174,999	5.77%	3
\$175,000-\$199,999	11.54%	6
\$200,000 and up	1.92%	1
Total		52

Q43 In what county is your home located?

Answered: 55 Skipped: 12



Answer Choices

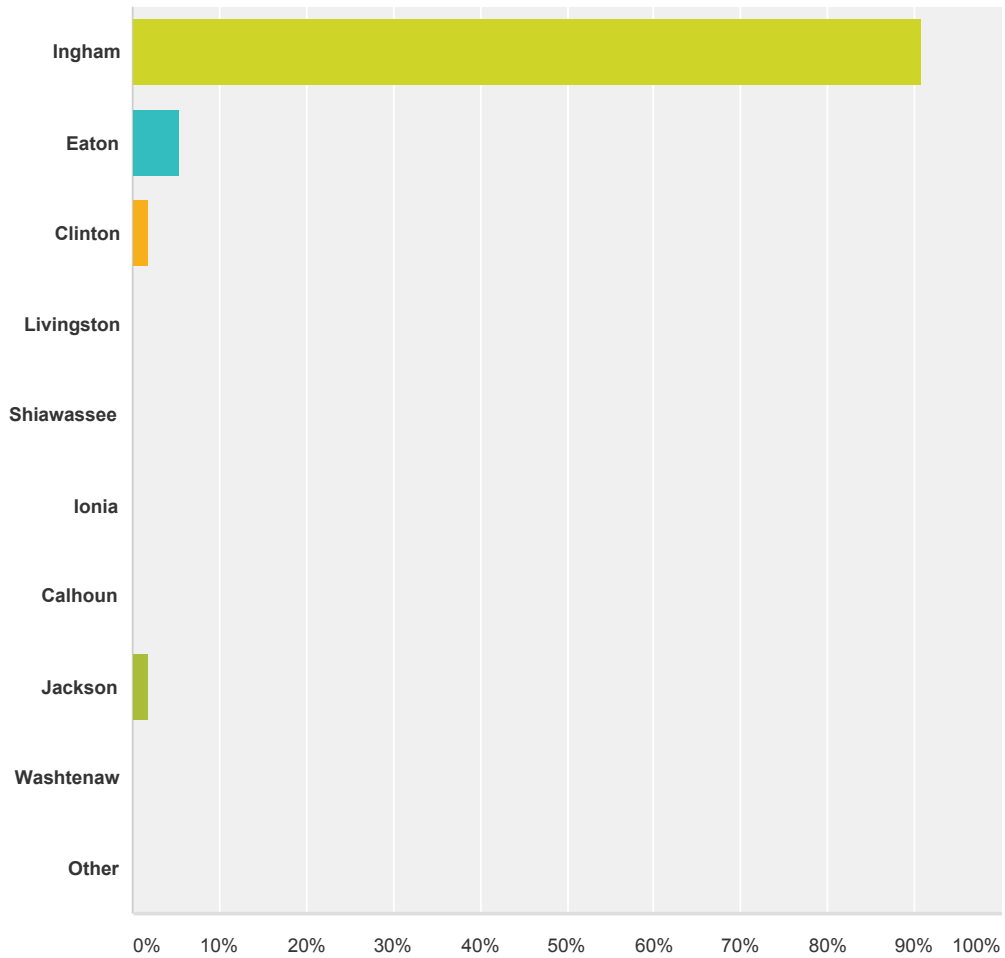
Responses

Ingham	67.27%	37
Eaton	16.36%	9
Clinton	12.73%	7
Livingston	0.00%	0
Shiawassee	0.00%	0
Ionia	3.64%	2
Calhoun	0.00%	0
Jackson	0.00%	0
Washtenaw	0.00%	0
Other	0.00%	0

Total 55

Q44 In what county is your work located?

Answered: 55 Skipped: 12



Answer Choices

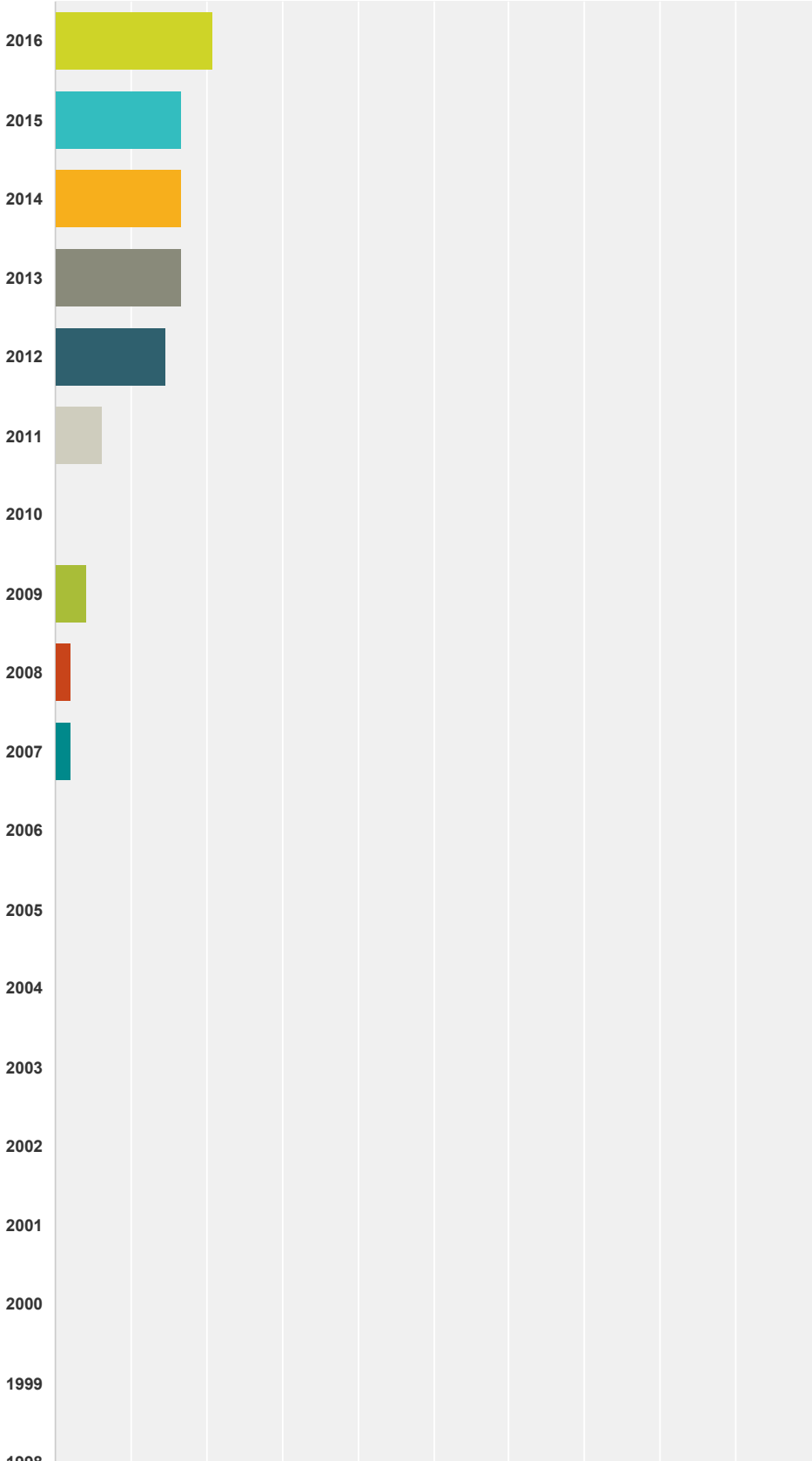
Responses

Ingham	90.91%	50
Eaton	5.45%	3
Clinton	1.82%	1
Livingston	0.00%	0
Shiawassee	0.00%	0
Ionia	0.00%	0
Calhoun	0.00%	0
Jackson	1.82%	1
Washtenaw	0.00%	0
Other	0.00%	0

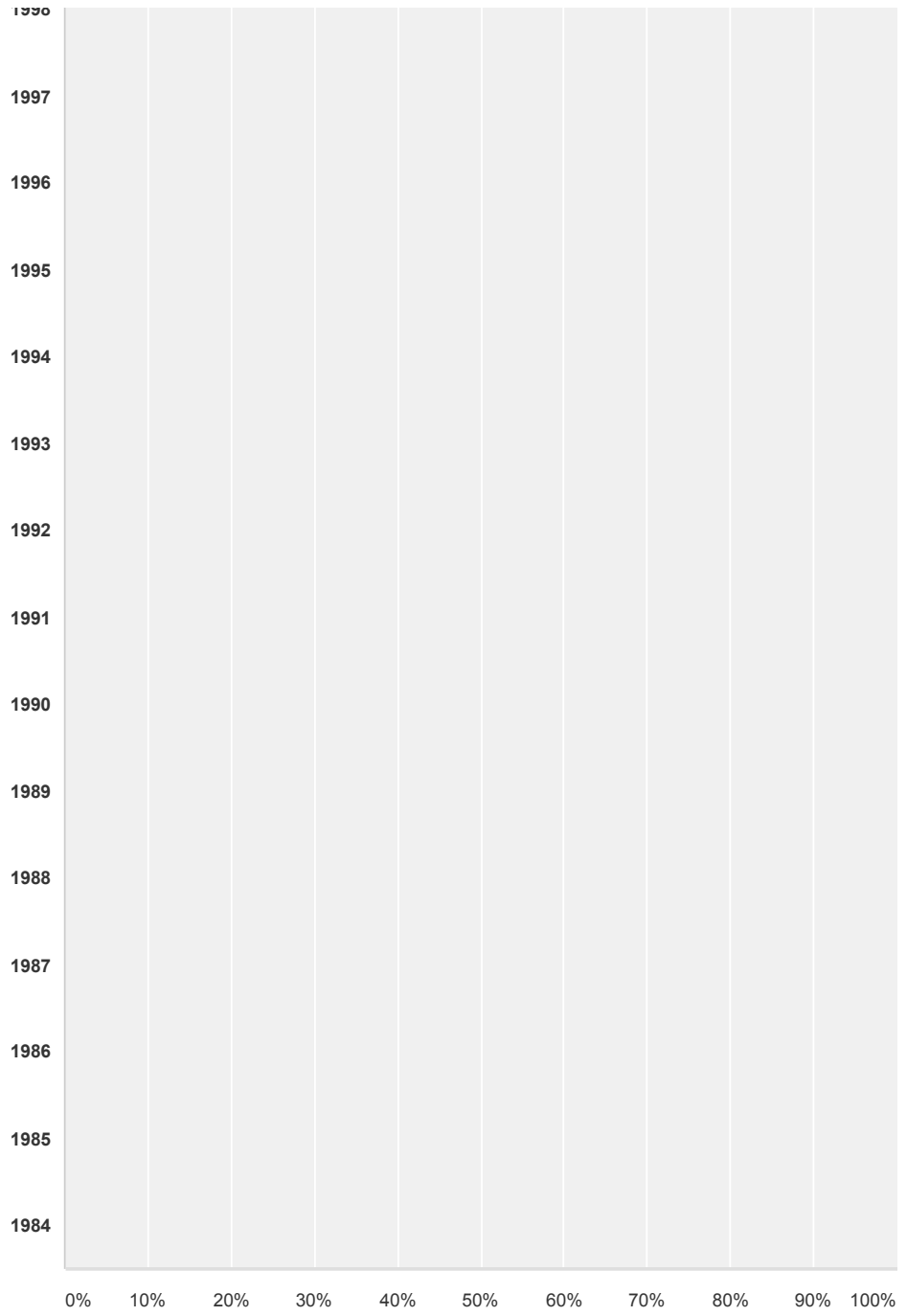
Total 55

Q45 In what year did your affiliation with EC3 begin?

Answered: 48 Skipped: 19



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Answer Choices

Responses

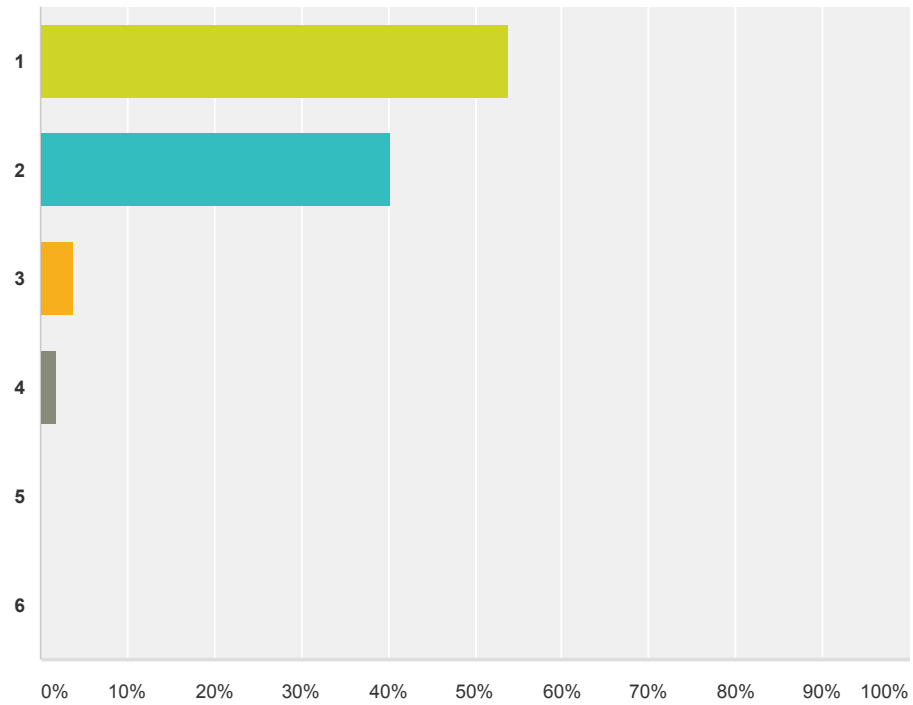
2016	20.83%	10
2015	16.67%	8
2014	16.67%	8
2013	16.67%	8
2012	14.58%	7
2011	6.25%	3

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2010	0.00%	0
2009	4.17%	2
2008	2.08%	1
2007	2.08%	1
2006	0.00%	0
2005	0.00%	0
2004	0.00%	0
2003	0.00%	0
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		48

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

Answered: 52 Skipped: 15



Answer Choices

Responses

1	53.85%	28
2	40.38%	21
3	3.85%	2
4	1.92%	1
5	0.00%	0
6	0.00%	0
Total		52