

2021 Family Survey: Response Summary

In April 2021, EC3 conducted the annual Family Survey. This survey is the cornerstone of EC3's annual program evaluation, and the results are used for three purposes:

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

Overall, the survey results were quite positive. Responses are summarized in this report, and the complete results can be downloaded from the EC3 website.

SURVEY RESPONDENT DEMOGRAPHICS

The survey was conducted online and invitations were distributed via e-mail. The survey was targeted toward families of currently-enrolled children (87 families at the time), and each parent/guardian with a valid e-mail address received an invitation to participate (164 individuals). We received 92 individual responses, or 56%.

Twenty-two percent of respondents had children enrolled in the infant program; 42% had children enrolled in the toddler program; and 53% had children in preschool. (Over 16% of respondents had more than one child enrolled at the time of the survey, so the per-program responses total more than 100%.)

EC3's families tend to have a long affiliation with the center: nearly 20% of respondents started bringing children to EC3 between 2011 and 2016.

Sixty-two percent of respondents were female; 57% were between the ages of 35 and 44; and 92% classified themselves as white. Twenty percent of respondents reported to have annual household income between \$45,000 and \$100,000; 53% reported income between \$100,000 and \$200,000; and 16% reported income above \$200,000. Less than 11% of respondents reported income less than \$45,000.

Ingham County is where 69% of respondents live. Clinton County is home to 15%, and Eaton County is where 13% of respondents live.

SURVEY RESULTS

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

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



Exceptional Program

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

- Ninety-five percent of respondents claim EC3 to be either “good” or “exceptional” at providing an exceptional program for families and students (Question 22).
- EC3 received high marks in the areas of child learning and the measurement of children’s progress, as over 95% of respondents expressed satisfaction in this area (Question 13). Seventy-two percent of respondents agreed they had received written reports about their child’s progress (Question 14).
- Eighty-three percent of respondents agreed that EC3 teachers and staff work with them to meet children’s individual or special needs. (Question 16)

Exceptional Staff

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

- Ninety-one percent of respondents claim EC3 to be either “good” or “exceptional” at hiring, maintaining, and supporting an exceptional staff (Question 22).
- Ninety-eight percent of respondents consider the teachers to be knowledgeable sources of information on children’s physical, cognitive, and social-emotional development (Question 2), and 100% agree or strongly agree that teachers provide good care for children (Question 1).

Exceptional Value

- Ninety percent of respondents claim EC3 to be either “good” or “exceptional” at providing an exceptional value for each family’s tuition dollars (Question 22).
- Eighty-seven 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 16).
- Ninety percent agreed or strongly agreed that EC3’s child education and care is worth the price (Question 19).

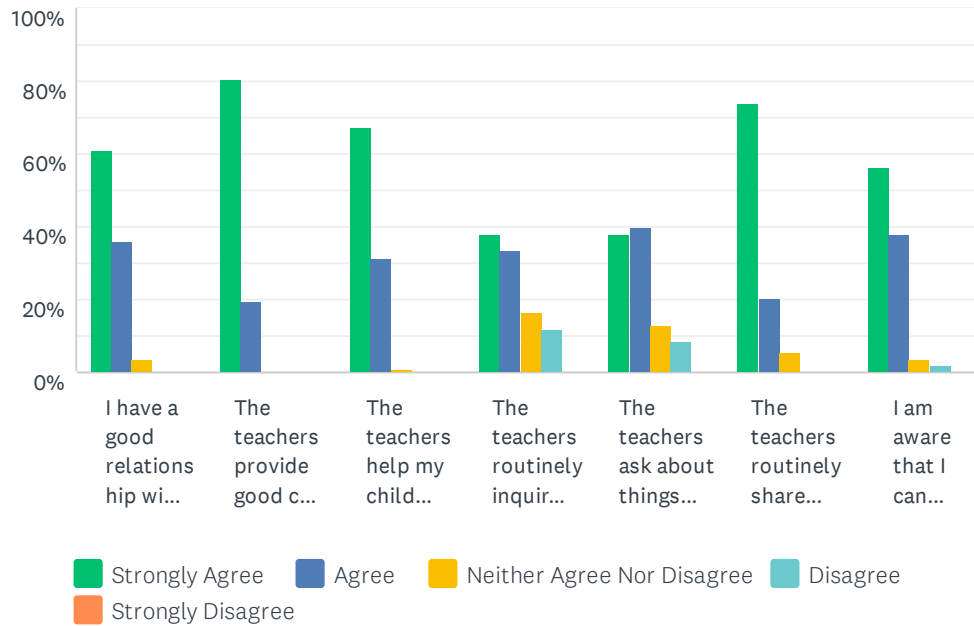
Exceptional Environment

- Ninety-five percent of respondents claim EC3 to be either “good” or “exceptional” at providing an exceptional environment for care and learning (Question 22).
- EC3’s indoor common areas (hallways, gym, etc.) are deemed clean and in good condition by 97% of respondents. Classrooms had a 94% approval rating. The outdoor spaces (playgrounds, parking lot, etc.) were satisfactory to 86% of respondents (Question 24).
- One area for improvement mentioned is the need for major capital upgrades, such as parking lot repair and new carpet throughout the building (Question 24).

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

Q1 Please indicate your level of agreement with the following statements.

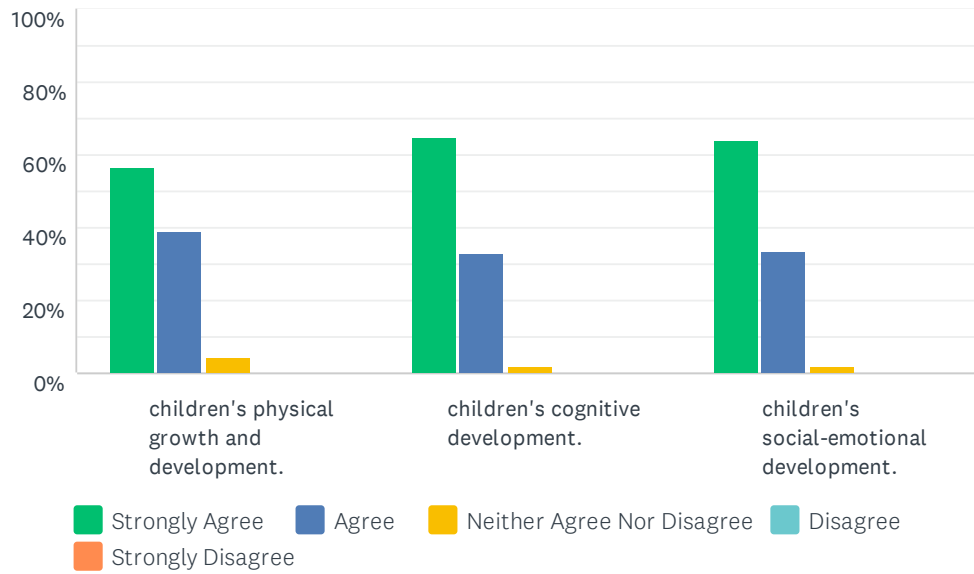
Answered: 92 Skipped: 0



	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
I have a good relationship with my child's teachers.	60.87% 56	35.87% 33	3.26% 3	0.00% 0	0.00% 0	92
The teachers provide good care for my child.	80.43% 74	19.57% 18	0.00% 0	0.00% 0	0.00% 0	92
The teachers help my child learn to get along with others.	67.39% 62	31.52% 29	1.09% 1	0.00% 0	0.00% 0	92
The teachers routinely inquire about things my child is doing at home.	38.04% 35	33.70% 31	16.30% 15	11.96% 11	0.00% 0	92
The teachers ask about things that are important to our family.	38.04% 35	40.22% 37	13.04% 12	8.70% 8	0.00% 0	92
The teachers routinely share information about things my child is doing at school.	73.91% 68	20.65% 19	5.43% 5	0.00% 0	0.00% 0	92
I am aware that I can schedule a meeting with my child's teacher at any time if I have questions or concerns.	56.52% 52	38.04% 35	3.26% 3	2.17% 2	0.00% 0	92

Q2 My child's teachers are knowledgeable sources of information regarding

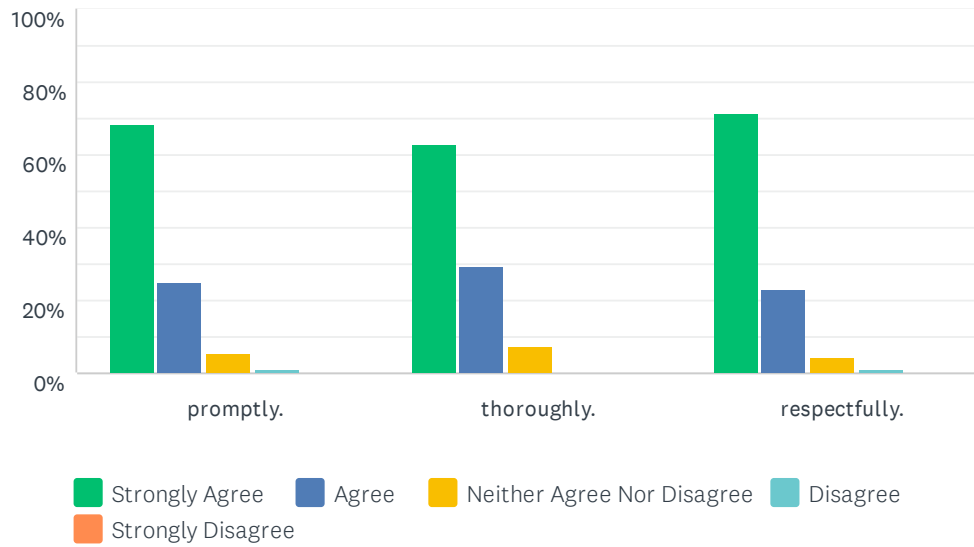
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	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
children's physical growth and development.	56.52% 52	39.13% 36	4.35% 4	0.00% 0	0.00% 0	92
children's cognitive development.	64.84% 59	32.97% 30	2.20% 2	0.00% 0	0.00% 0	91
children's social-emotional development.	64.13% 59	33.70% 31	2.17% 2	0.00% 0	0.00% 0	92

Q3 When I express questions or concerns to TEACHERS/CLASSROOM STAFF, they are addressed

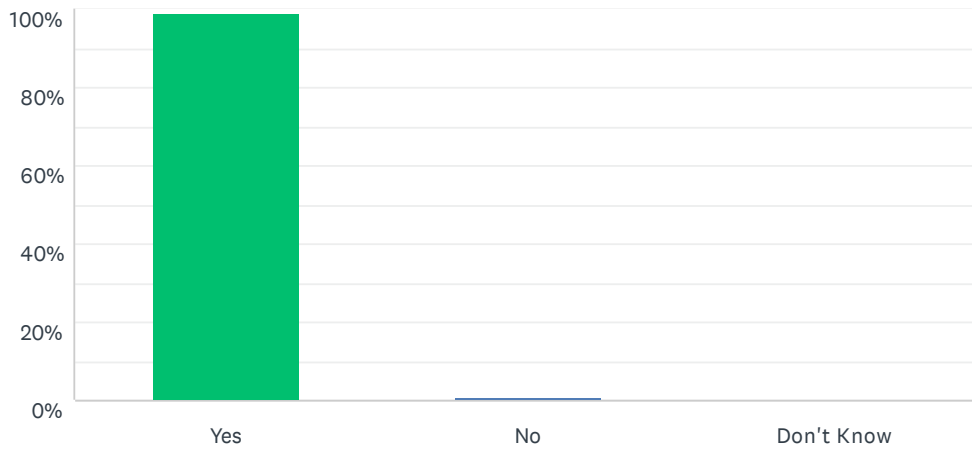
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	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
promptly.	68.48% 63	25.00% 23	5.43% 5	1.09% 1	0.00% 0	92
thoroughly.	63.04% 58	29.35% 27	7.61% 7	0.00% 0	0.00% 0	92
respectfully.	71.74% 66	22.83% 21	4.35% 4	1.09% 1	0.00% 0	92

Q4 I receive communication from a teacher (written or verbal) about my child at least once a week (or every day if my child is an infant).

Answered: 89 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	98.88%	88
No	1.12%	1
Don't Know	0.00%	0
TOTAL		89

Q5 I have seen information at enrollment and/or throughout the year about

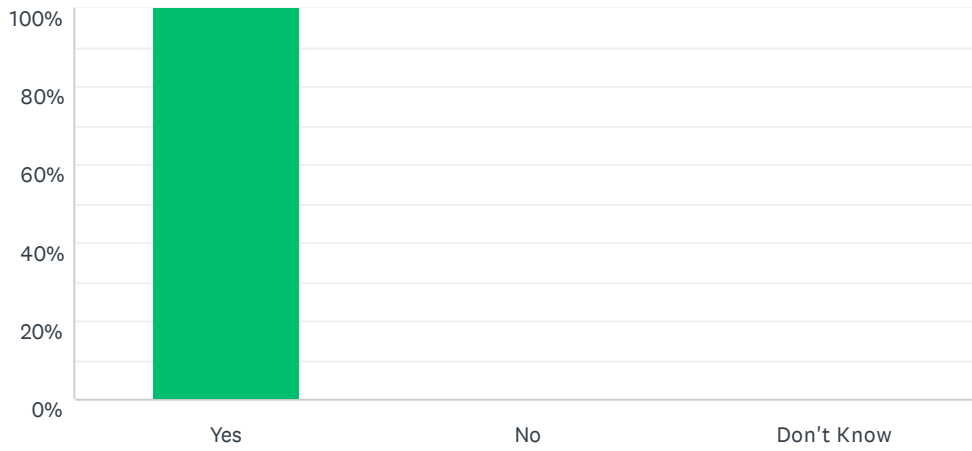
Answered: 89 Skipped: 3



	YES	NO	DON'T KNOW	(NO LABEL)	(NO LABEL)	TOTAL
EC3's mission and philosophy.	89.89% 80	4.49% 4	5.62% 5	0.00% 0	0.00% 0	89
EC3's rules and expectations for families.	93.26% 83	3.37% 3	3.37% 3	0.00% 0	0.00% 0	89
EC3's procedures for drop-off and pickup.	96.63% 86	3.37% 3	0.00% 0	0.00% 0	0.00% 0	89
when my child may be exposed to contagious diseases and what I should do to protect my child.	96.63% 86	3.37% 3	0.00% 0	0.00% 0	0.00% 0	89
EC3's procedures for handling emergencies.	87.50% 77	4.55% 4	7.95% 7	0.00% 0	0.00% 0	88

Q6 I receive information in a language that I understand.

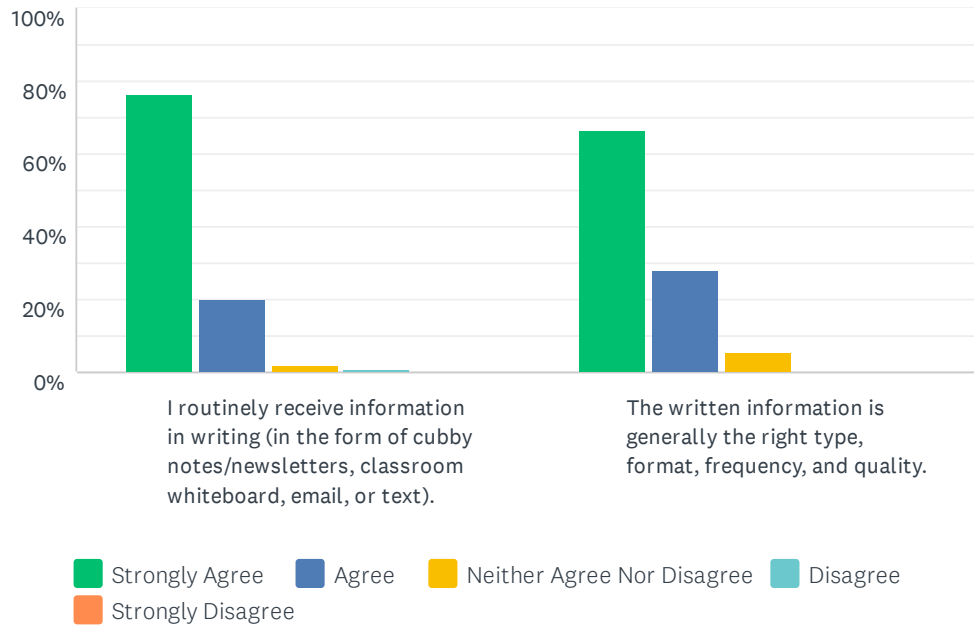
Answered: 89 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	100.00%	89
No	0.00%	0
Don't Know	0.00%	0
TOTAL		89

Q7 Regarding communication from the CLASSROOM/TEACHERS:

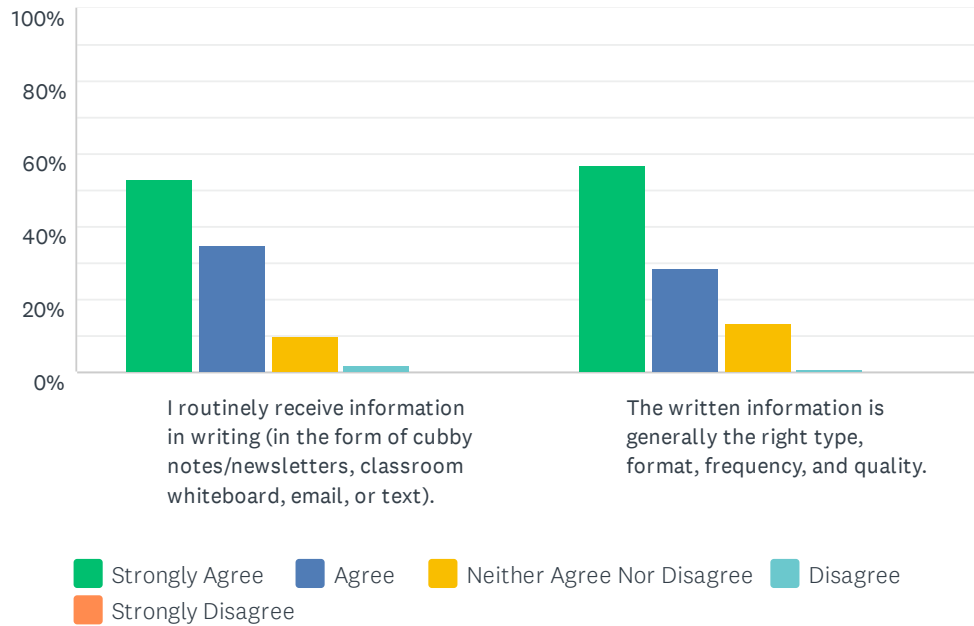
Answered: 89 Skipped: 3



	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
I routinely receive information in writing (in the form of cubby notes/newsletters, classroom whiteboard, email, or text).	76.40% 68	20.22% 18	2.25% 2	1.12% 1	0.00% 0	89
The written information is generally the right type, format, frequency, and quality.	66.29% 59	28.09% 25	5.62% 5	0.00% 0	0.00% 0	89

Q8 Regarding communication from the OFFICE/ADMIN STAFF:

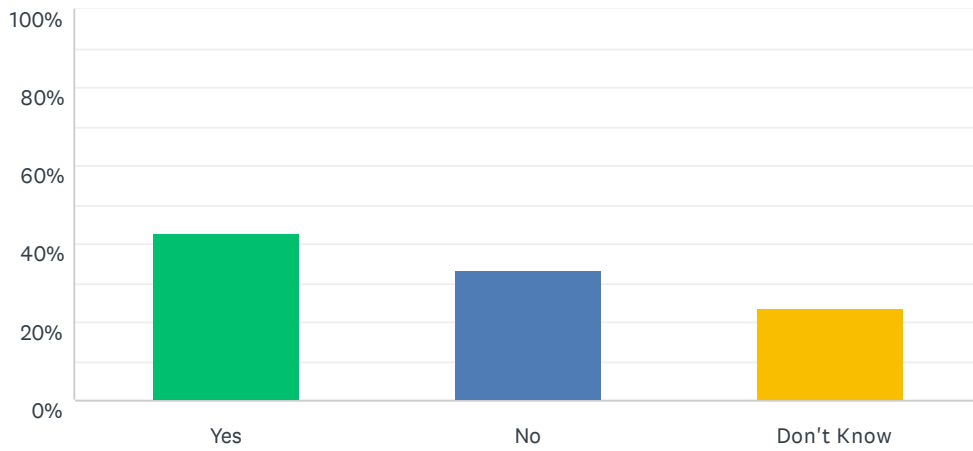
Answered: 89 Skipped: 3



	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
I routinely receive information in writing (in the form of cubby notes/newsletters, classroom whiteboard, email, or text).	52.81% 47	34.83% 31	10.11% 9	2.25% 2	0.00% 0	89
The written information is generally the right type, format, frequency, and quality.	56.82% 50	28.41% 25	13.64% 12	1.14% 1	0.00% 0	88

Q9 If given the option, I would like to receive most information using a mobile app.

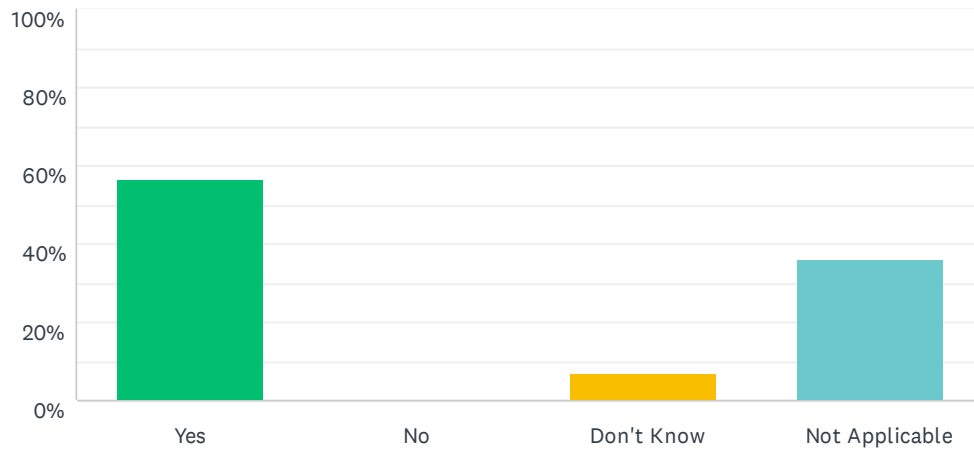
Answered: 89 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	42.70%	38
No	33.71%	30
Don't Know	23.60%	21
TOTAL		89

Q10 Before the pandemic, I was invited and welcome to take part in classroom activities and events.

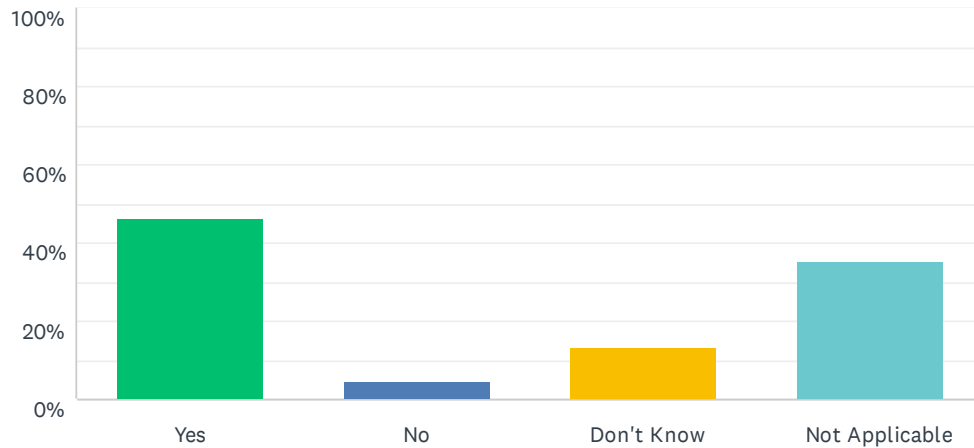
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ANSWER CHOICES	RESPONSES	
Yes	56.82%	50
No	0.00%	0
Don't Know	6.82%	6
Not Applicable	36.36%	32
TOTAL		88

Q11 Before the pandemic, the teachers and/or office staff encouraged me get to know other families in the program through various events or activities.

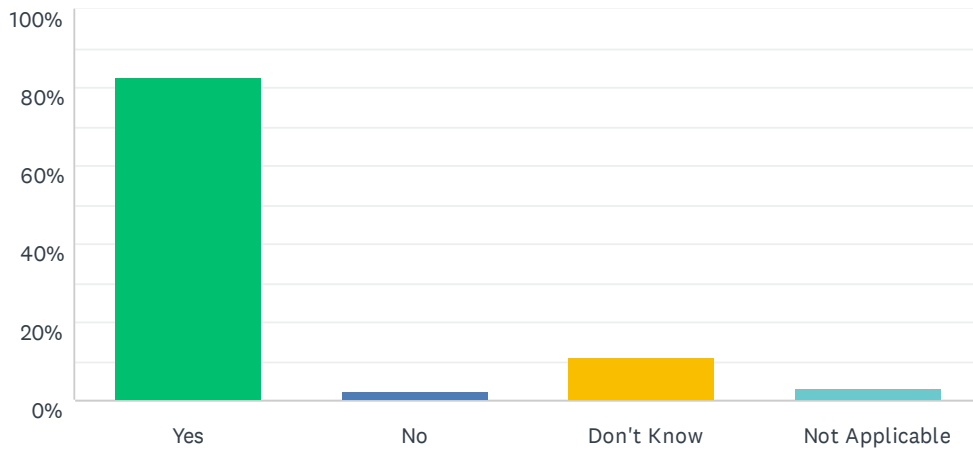
Answered: 88 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	46.59%	41
No	4.55%	4
Don't Know	13.64%	12
Not Applicable	35.23%	31
TOTAL		88

Q12 I am invited/encouraged to participate in the life of EC3 by being involved with committees and/or events.

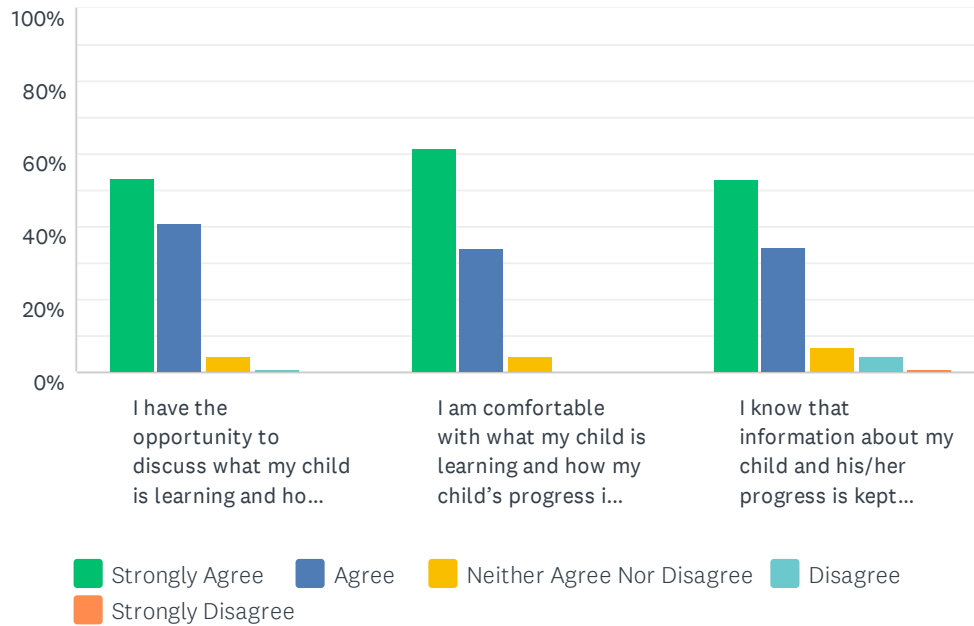
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ANSWER CHOICES	RESPONSES	
Yes	82.95%	73
No	2.27%	2
Don't Know	11.36%	10
Not Applicable	3.41%	3
TOTAL		88

Q13 Regarding what my child is learning and how it is measured,

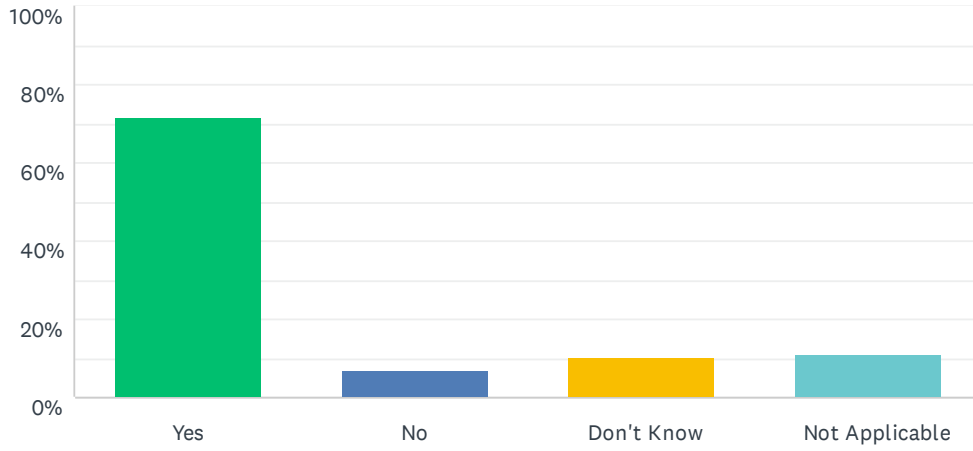
Answered: 88 Skipped: 4



	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
I have the opportunity to discuss what my child is learning and how it is measured.	53.41% 47	40.91% 36	4.55% 4	1.14% 1	0.00% 0	88
I am comfortable with what my child is learning and how my child's progress is measured.	61.36% 54	34.09% 30	4.55% 4	0.00% 0	0.00% 0	88
I know that information about my child and his/her progress is kept confidential.	52.87% 46	34.48% 30	6.90% 6	4.60% 4	1.15% 1	87

Q14 I receive written reports about my child at least twice a year during conferences.

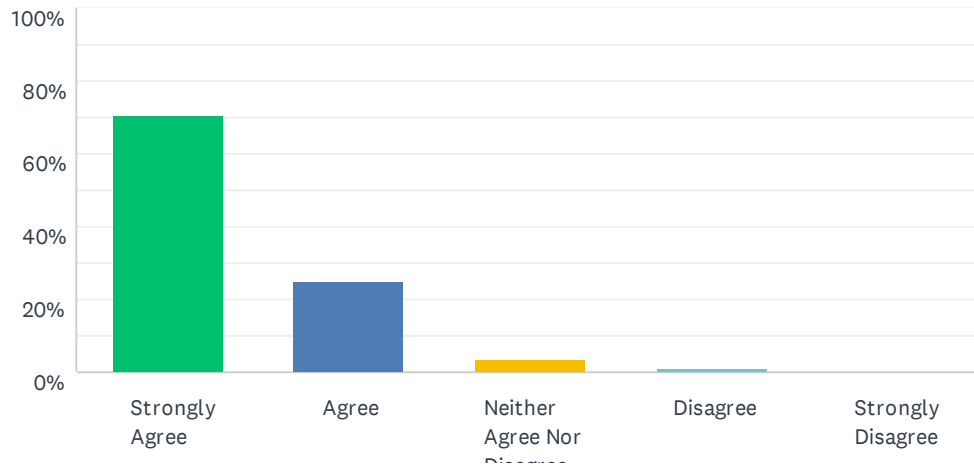
Answered: 88 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	71.59%	63
No	6.82%	6
Don't Know	10.23%	9
Not Applicable	11.36%	10
TOTAL		88

Q15 I am told about my child’s progress, challenges, and behaviors in a way I understand, and in a way that is respectful to my family's lifestyle and beliefs.

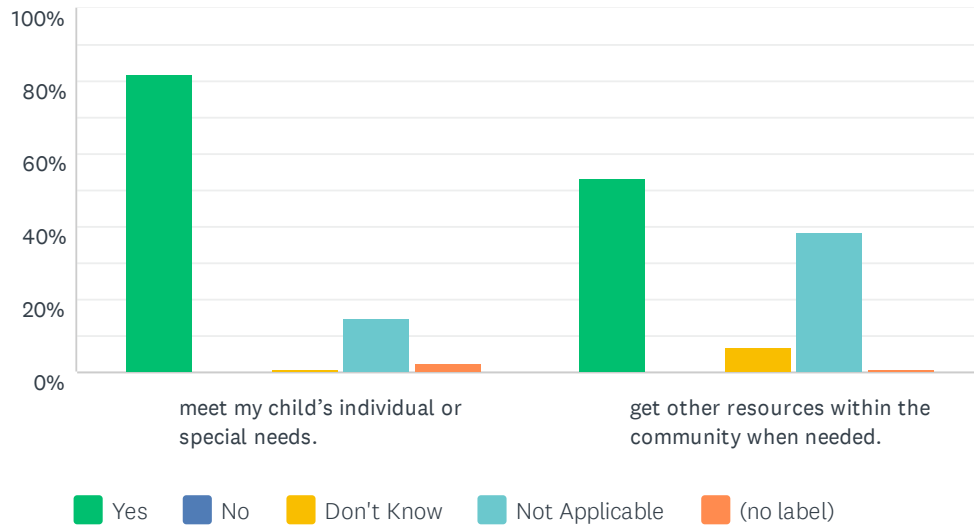
Answered: 88 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly Agree	70.45%	62
Agree	25.00%	22
Neither Agree Nor Disagree	3.41%	3
Disagree	1.14%	1
Strongly Disagree	0.00%	0
TOTAL		88

Q16 The teachers and/or office staff work with me to

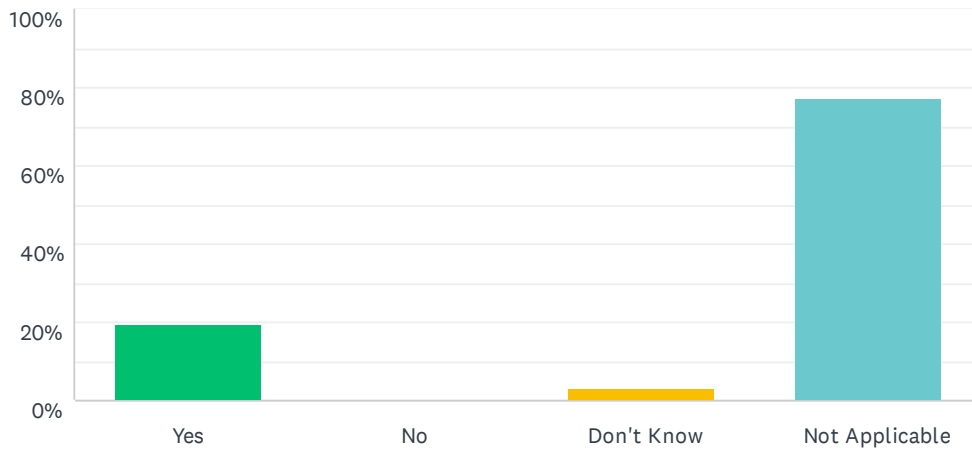
Answered: 88 Skipped: 4



	YES	NO	DON'T KNOW	NOT APPLICABLE	(NO LABEL)	TOTAL
meet my child's individual or special needs.	81.82% 72	0.00% 0	1.14% 1	14.77% 13	2.27% 2	88
get other resources within the community when needed.	53.41% 47	0.00% 0	6.82% 6	38.64% 34	1.14% 1	88

Q17 For families with infants: The program supports breastfeeding by providing space, storing milk, and instructing staff on handling procedures.

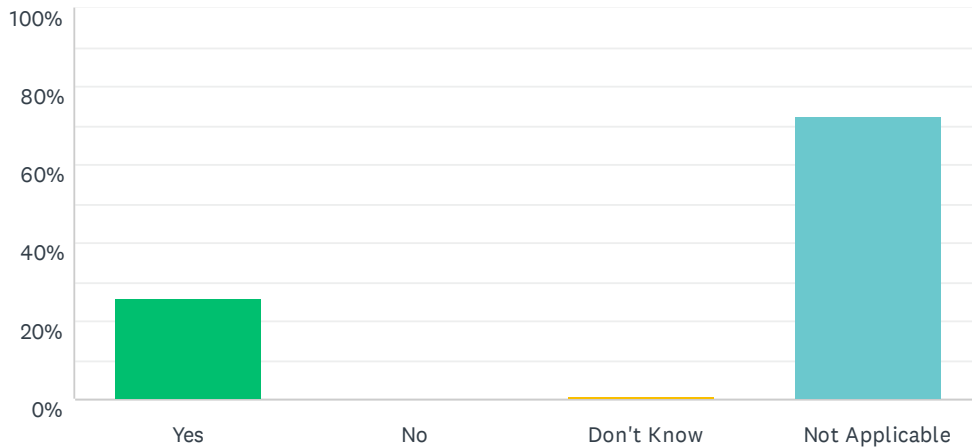
Answered: 88 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	19.32%	17
No	0.00%	0
Don't Know	3.41%	3
Not Applicable	77.27%	68
TOTAL		88

Q18 For families with infants OR children with special nutritional needs: Staff members work with me to meet my child’s nutritional needs and provide appropriate documentation on what my child eats each day.

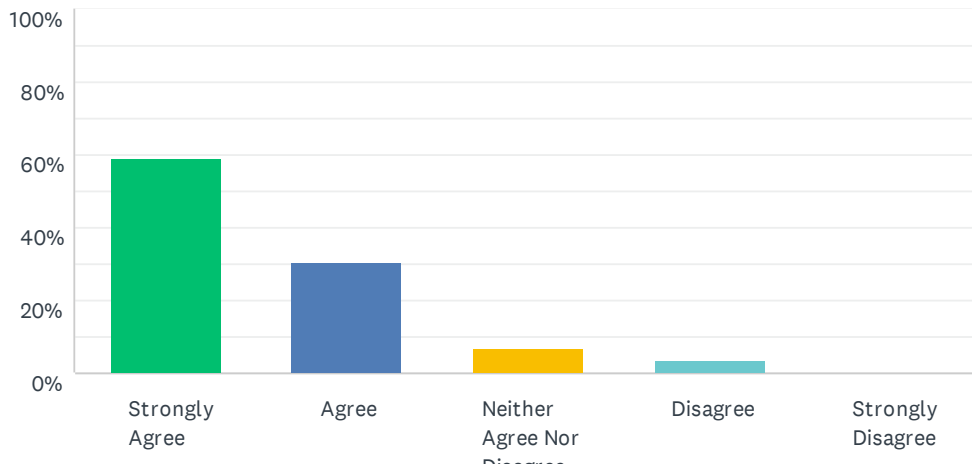
Answered: 88 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	26.14%	23
No	0.00%	0
Don't Know	1.14%	1
Not Applicable	72.73%	64
TOTAL		88

Q19 In general, the education and care my child receives is worth the price.

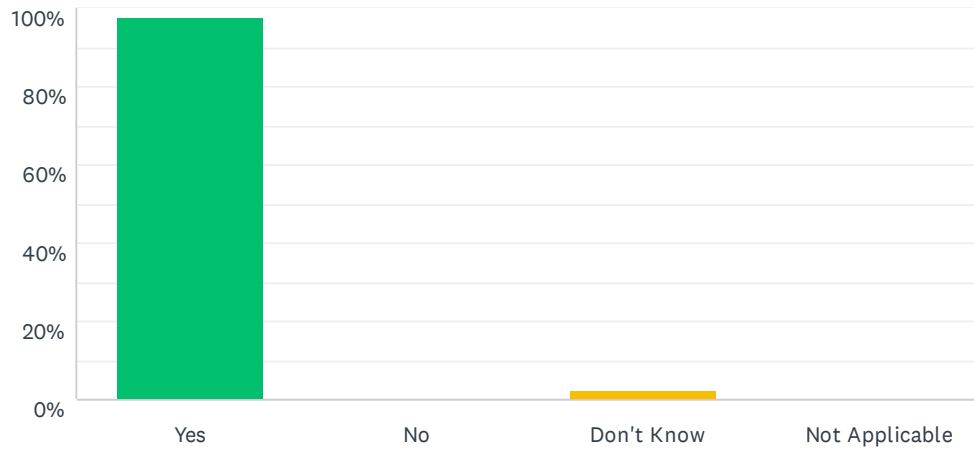
Answered: 88 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly Agree	59.09%	52
Agree	30.68%	27
Neither Agree Nor Disagree	6.82%	6
Disagree	3.41%	3
Strongly Disagree	0.00%	0
TOTAL		88

Q20 I am greeted daily by EC3 staff.

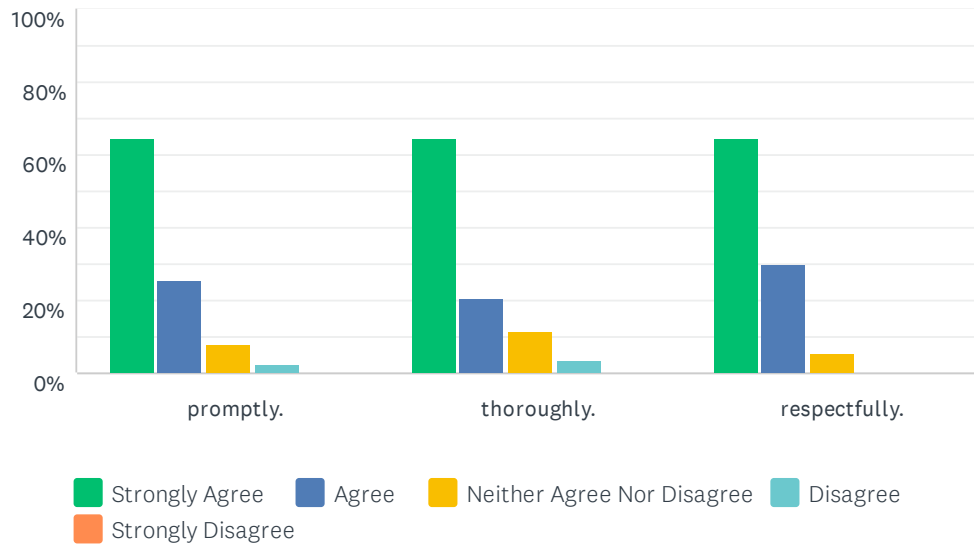
Answered: 87 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	97.70%	85
No	0.00%	0
Don't Know	2.30%	2
Not Applicable	0.00%	0
TOTAL		87

Q21 When I express questions or concerns to the OFFICE STAFF, they are addressed

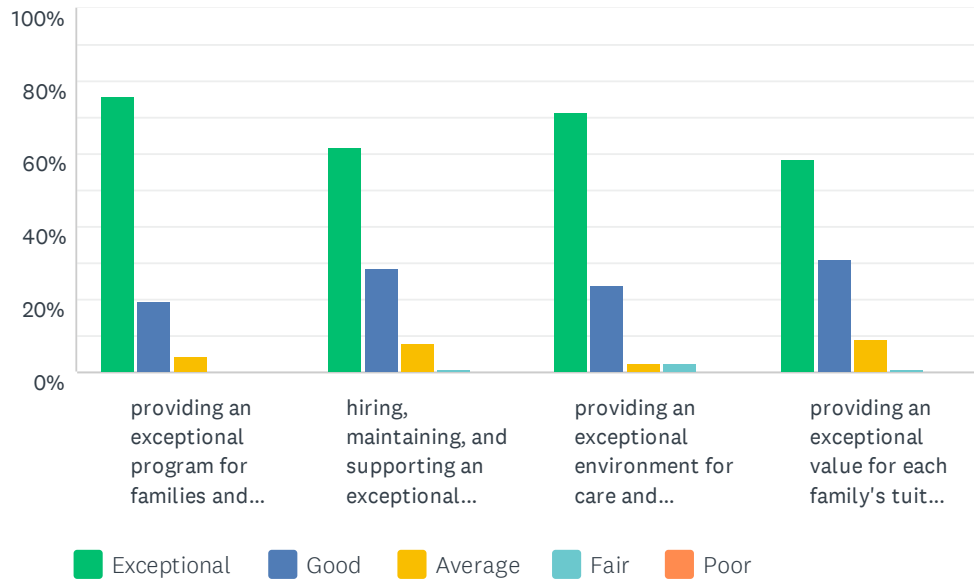
Answered: 87 Skipped: 5



	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
promptly.	64.37% 56	25.29% 22	8.05% 7	2.30% 2	0.00% 0	87
thoroughly.	64.37% 56	20.69% 18	11.49% 10	3.45% 3	0.00% 0	87
respectfully.	64.37% 56	29.89% 26	5.75% 5	0.00% 0	0.00% 0	87

Q22 Rate EC3's efforts and accomplishment in

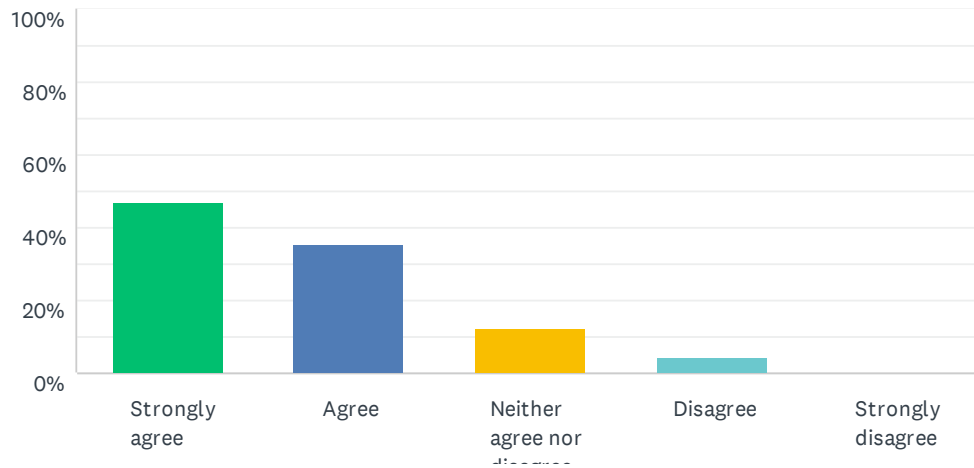
Answered: 87 Skipped: 5



	EXCEPTIONAL	GOOD	AVERAGE	FAIR	POOR	TOTAL
providing an exceptional program for families and children.	75.86% 66	19.54% 17	4.60% 4	0.00% 0	0.00% 0	87
hiring, maintaining, and supporting an exceptional staff.	62.07% 54	28.74% 25	8.05% 7	1.15% 1	0.00% 0	87
providing an exceptional environment for care and learning.	71.26% 62	24.14% 21	2.30% 2	2.30% 2	0.00% 0	87
providing an exceptional value for each family's tuition dollars.	58.62% 51	31.03% 27	9.20% 8	1.15% 1	0.00% 0	87

Q23 In working to meet these four goals stated in the previous question, the CEO/Executive Director is an effective leader.

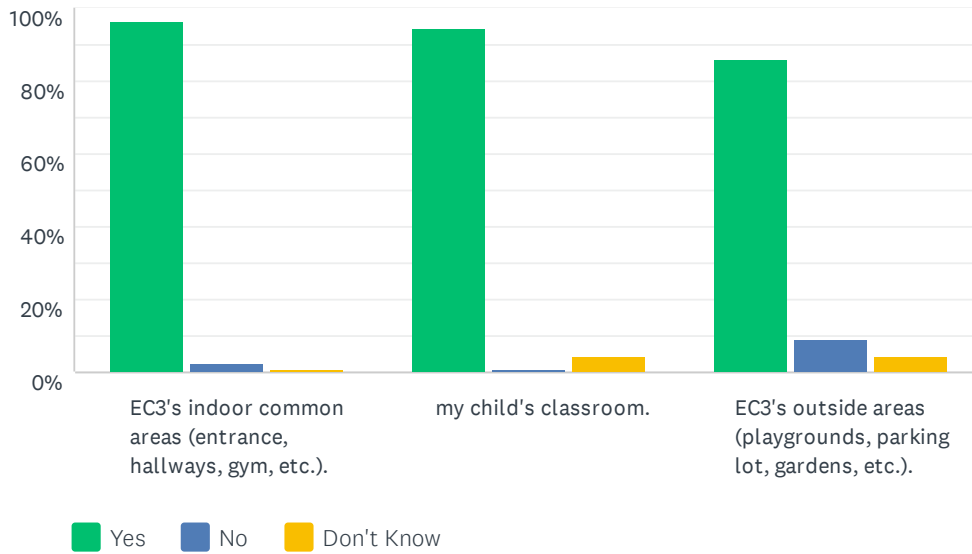
Answered: 87 Skipped: 5



ANSWER CHOICES	RESPONSES	
Strongly agree	47.13%	41
Agree	35.63%	31
Neither agree nor disagree	12.64%	11
Disagree	4.60%	4
Strongly disagree	0.00%	0
TOTAL		87

Q24 I am satisfied with the condition and cleanliness of

Answered: 87 Skipped: 5



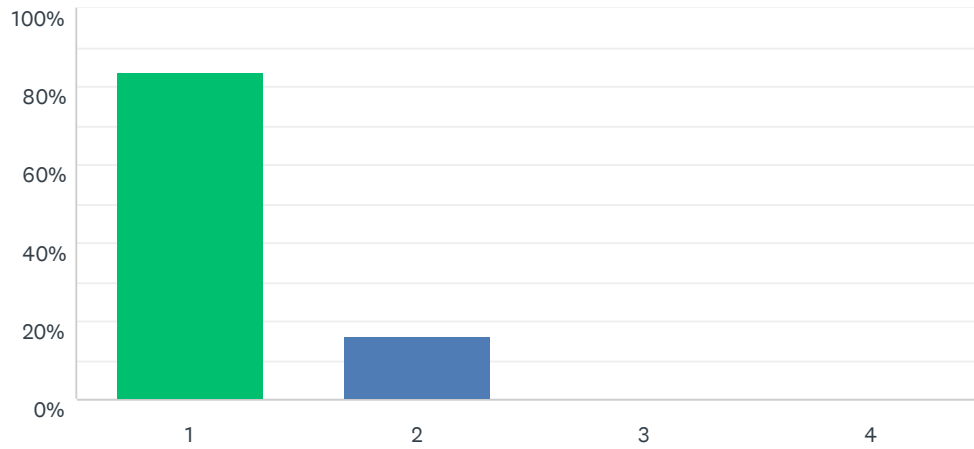
	YES	NO	DON'T KNOW	TOTAL
EC3's indoor common areas (entrance, hallways, gym, etc.).	96.55% 84	2.30% 2	1.15% 1	87
my child's classroom.	94.25% 82	1.15% 1	4.60% 4	87
EC3's outside areas (playgrounds, parking lot, gardens, etc.).	86.21% 75	9.20% 8	4.60% 4	87

Q25 Please provide any additional questions, comments, or suggestions for the EC3 management team and Board of Directors.

Answered: 19 Skipped: 73

Q26 How many of your children are CURRENTLY enrolled at EC3?

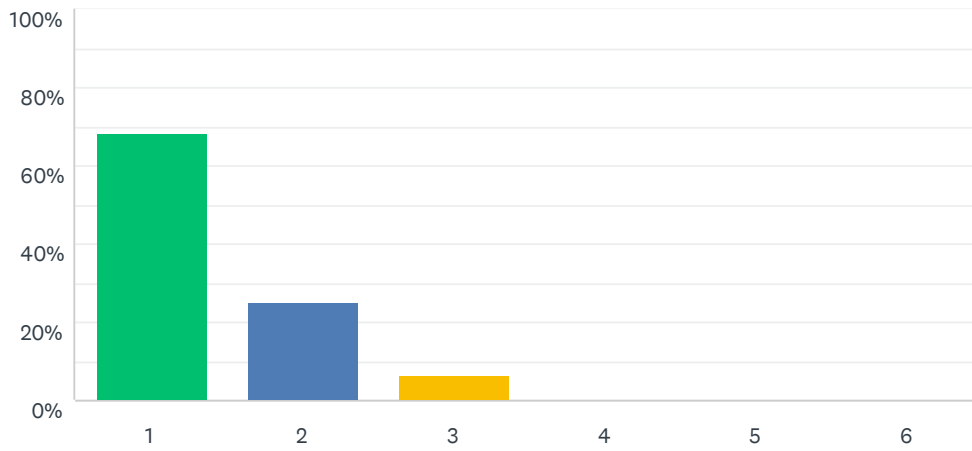
Answered: 79 Skipped: 13



ANSWER CHOICES	RESPONSES
1	83.54% 66
2	16.46% 13
3	0.00% 0
4	0.00% 0
TOTAL	79

Q27 What is the total number of your children WHO ATTEND OR HAVE EVER ATTENDED EC3?

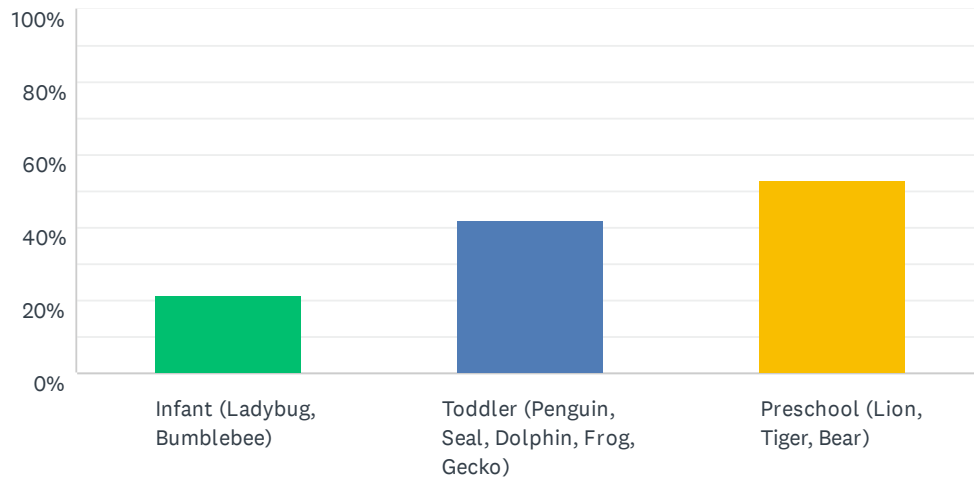
Answered: 79 Skipped: 13



ANSWER CHOICES	RESPONSES	
1	68.35%	54
2	25.32%	20
3	6.33%	5
4	0.00%	0
5	0.00%	0
6	0.00%	0
TOTAL		79

Q28 What program is your child currently in? If you have more than one child in care, please select all that apply.

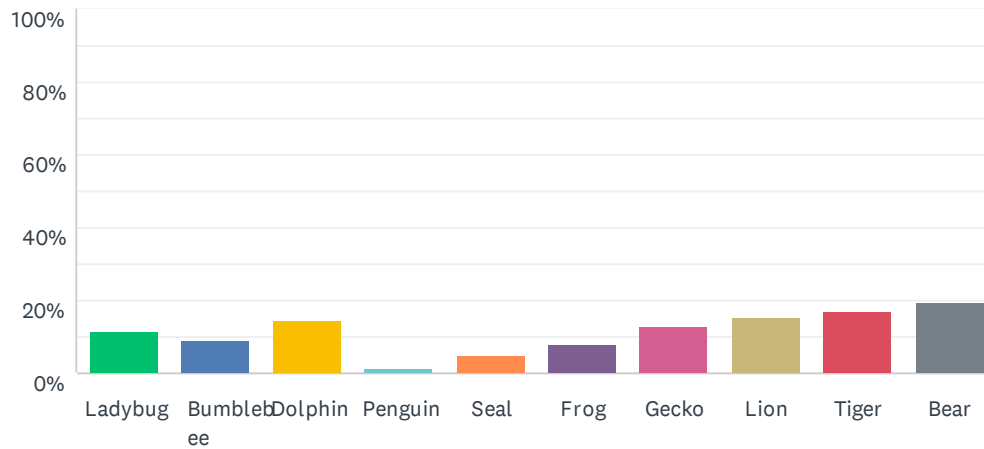
Answered: 79 Skipped: 13



ANSWER CHOICES	RESPONSES	
Infant (Ladybug, Bumblebee)	21.52%	17
Toddler (Penguin, Seal, Dolphin, Frog, Gecko)	41.77%	33
Preschool (Lion, Tiger, Bear)	53.16%	42
Total Respondents: 79		

Q29 What classroom is your child currently in? If you have more than one child in care, please select all that apply.

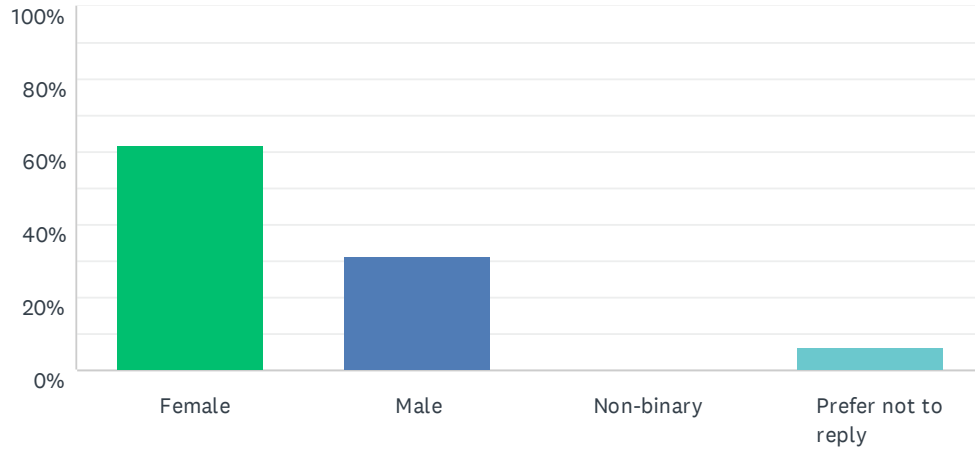
Answered: 77 Skipped: 15



ANSWER CHOICES	RESPONSES
Ladybug	11.69% 9
Bumblebee	9.09% 7
Dolphin	14.29% 11
Penguin	1.30% 1
Seal	5.19% 4
Frog	7.79% 6
Gecko	12.99% 10
Lion	15.58% 12
Tiger	16.88% 13
Bear	19.48% 15
Total Respondents: 77	

Q30 What is your gender?

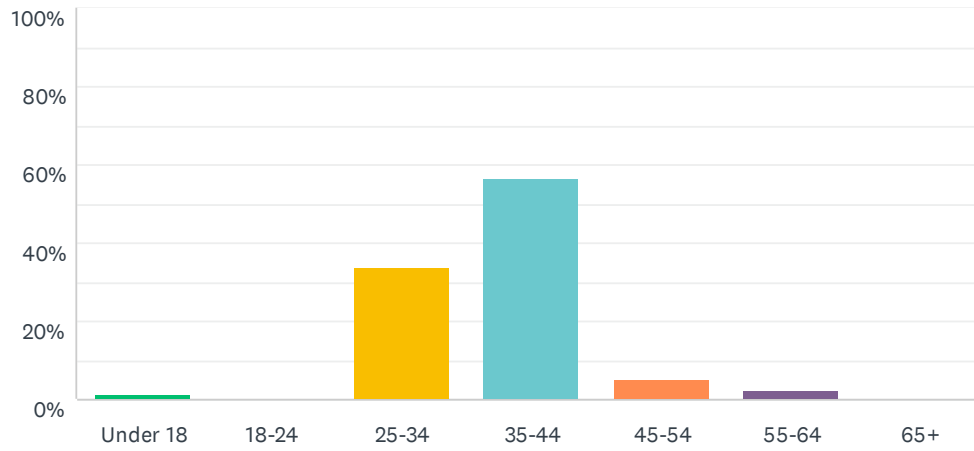
Answered: 79 Skipped: 13



ANSWER CHOICES	RESPONSES	
Female	62.03%	49
Male	31.65%	25
Non-binary	0.00%	0
Prefer not to reply	6.33%	5
TOTAL		79

Q31 Which category includes your age?

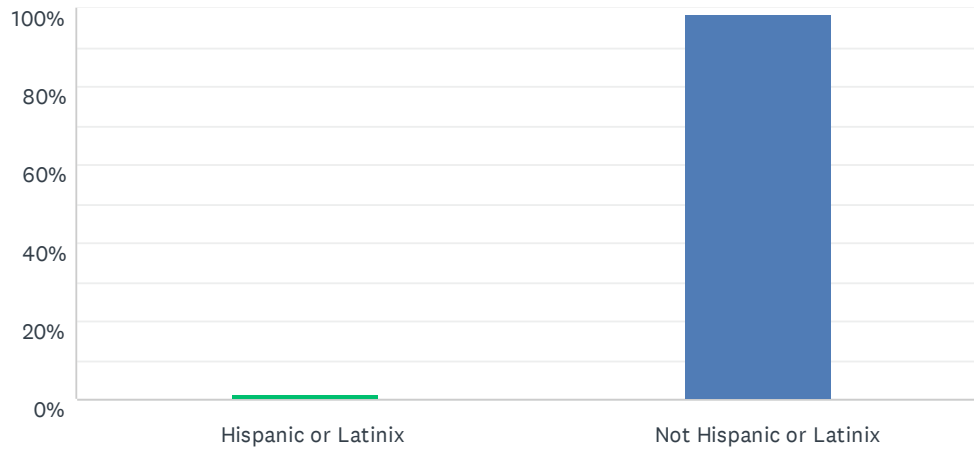
Answered: 79 Skipped: 13



ANSWER CHOICES	RESPONSES
Under 18	1.27% 1
18-24	0.00% 0
25-34	34.18% 27
35-44	56.96% 45
45-54	5.06% 4
55-64	2.53% 2
65+	0.00% 0
TOTAL	79

Q32 What is your ethnicity?

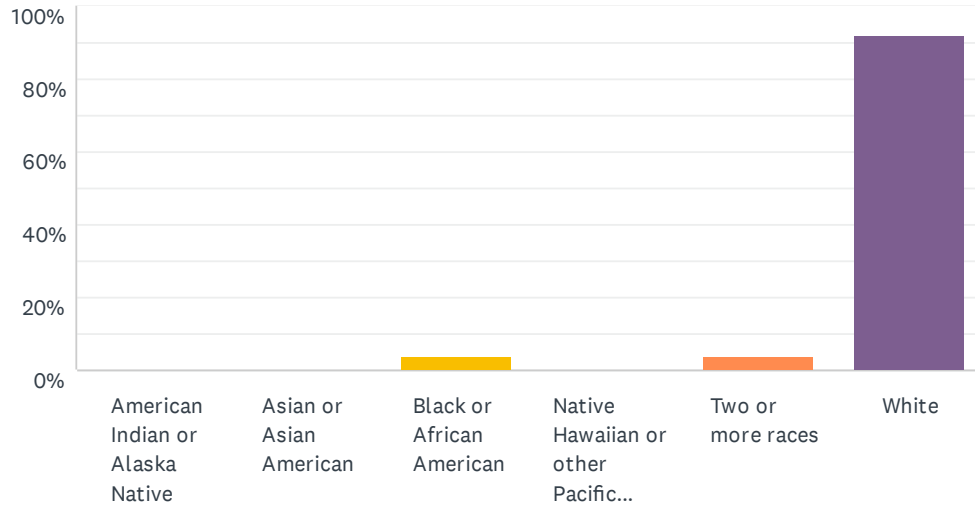
Answered: 79 Skipped: 13



ANSWER CHOICES	RESPONSES	
Hispanic or Latinix	1.27%	1
Not Hispanic or Latinix	98.73%	78
TOTAL		79

Q33 What is your race?

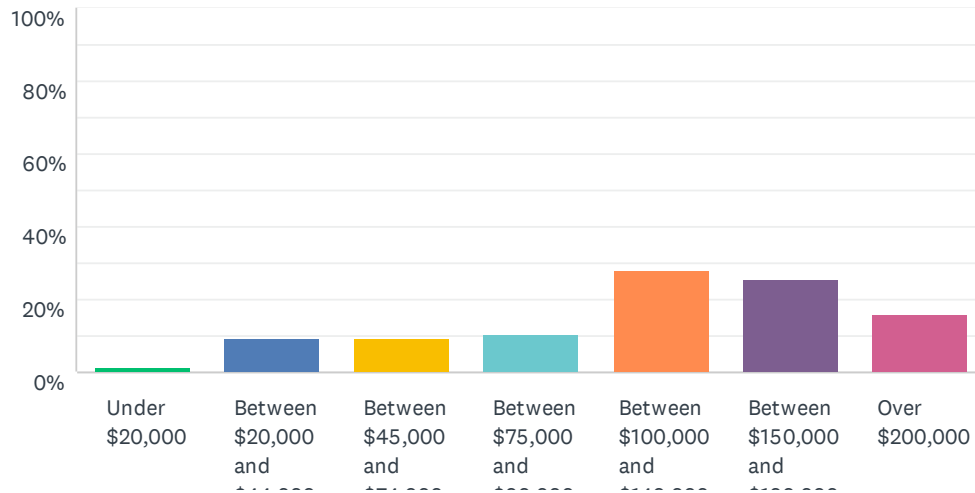
Answered: 77 Skipped: 15



ANSWER CHOICES	RESPONSES	
American Indian or Alaska Native	0.00%	0
Asian or Asian American	0.00%	0
Black or African American	3.90%	3
Native Hawaiian or other Pacific Islander	0.00%	0
Two or more races	3.90%	3
White	92.21%	71
TOTAL		77

Q34 What is your approximate average household income?

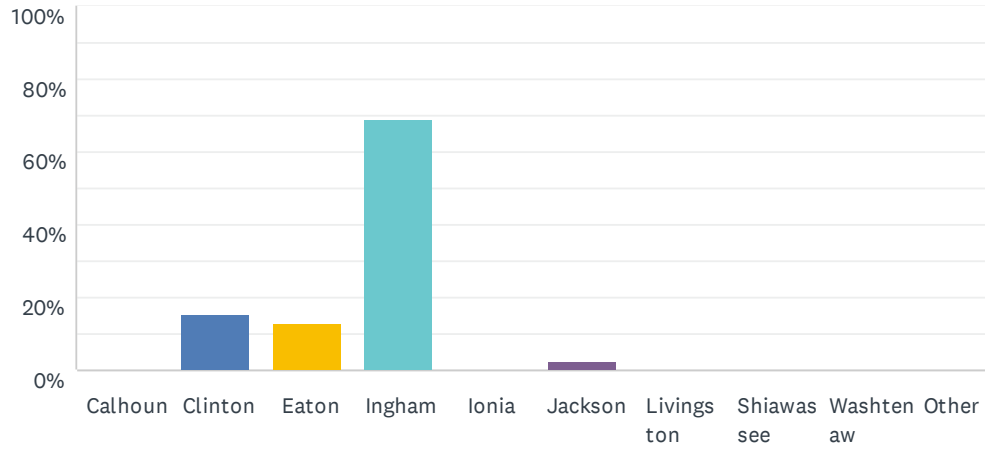
Answered: 75 Skipped: 17



ANSWER CHOICES	RESPONSES	
Under \$20,000	1.33%	1
Between \$20,000 and \$44,999	9.33%	7
Between \$45,000 and \$74,999	9.33%	7
Between \$75,000 and \$99,999	10.67%	8
Between \$100,000 and \$149,999	28.00%	21
Between \$150,000 and \$199,999	25.33%	19
Over \$200,000	16.00%	12
TOTAL		75

Q35 In which county is your home located?

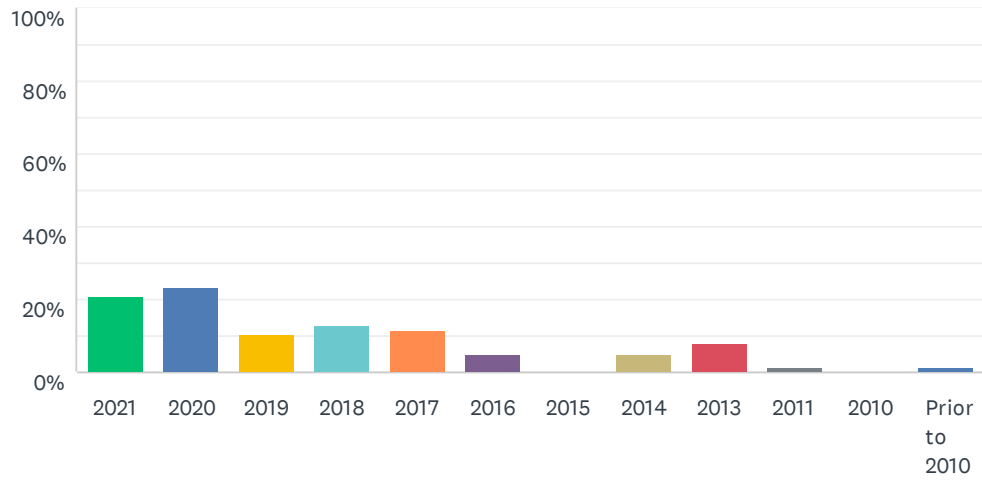
Answered: 78 Skipped: 14



ANSWER CHOICES	RESPONSES
Calhoun	0.00% 0
Clinton	15.38% 12
Eaton	12.82% 10
Ingham	69.23% 54
Ionia	0.00% 0
Jackson	2.56% 2
Livingston	0.00% 0
Shiawassee	0.00% 0
Washtenaw	0.00% 0
Other	0.00% 0
TOTAL	78

Q36 In what year did your affiliation with EC3 begin?

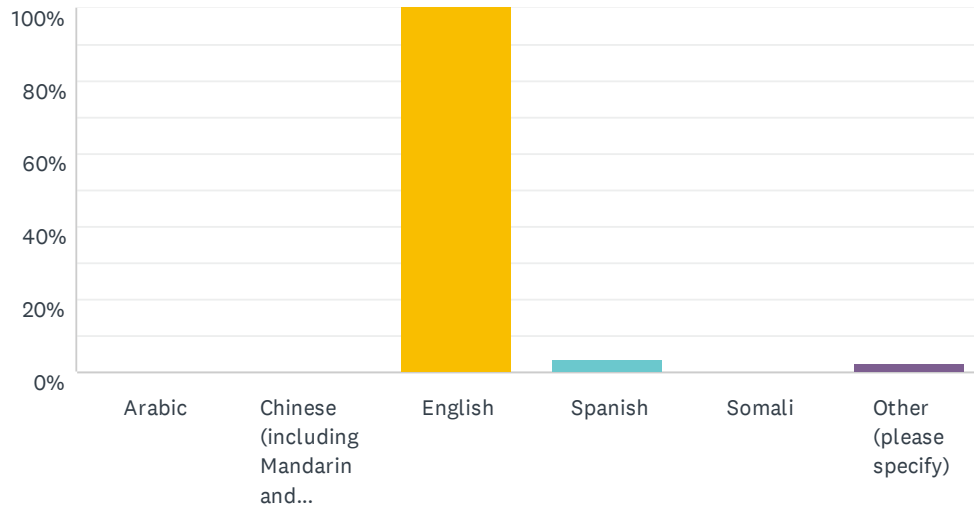
Answered: 77 Skipped: 15



ANSWER CHOICES	RESPONSES	
2021	20.78%	16
2020	23.38%	18
2019	10.39%	8
2018	12.99%	10
2017	11.69%	9
2016	5.19%	4
2015	0.00%	0
2014	5.19%	4
2013	7.79%	6
2011	1.30%	1
2010	0.00%	0
Prior to 2010	1.30%	1
TOTAL		77

Q37 Please check all languages that are spoken in your home.

Answered: 80 Skipped: 12



ANSWER CHOICES	RESPONSES	
Arabic	0.00%	0
Chinese (including Mandarin and Cantonese)	0.00%	0
English	100.00%	80
Spanish	3.75%	3
Somali	0.00%	0
Other (please specify)	2.50%	2
Total Respondents: 80		