

MSUM Early Education Center
Family Survey Results
May 2019

Thanks for taking the time to complete our family survey for the 2018-19 school year! We will use the results and information to make adjustments and changes, as we can, to the help improve the Center. Below you will find the percentage of responses for each of the multiple choice questions and some general responses that may be helpful to address some themes that appeared in the open ended response questions.

Please let Lacey know if you have any questions or want to talk further about your answers. Keep in mind that the survey was anonymous so we cannot talk to you or help with your individual responses unless you ask further questions.

Thank you!

Question 1: Please rank your overall satisfaction with the Center and our program in general.

This question was answered by 39 people and received the following percentages for each response:

- 0% not satisfied
- 0% somewhat satisfied
- 2.56% satisfied (1 response)
- 7.69% moderately satisfied (3 responses)
- 89.74% completely satisfied (35 responses)

Question 2: Center staff knows and cares about my child and responds to his or her needs.

This question was answered by 39 people and received the following percentages for each response:

- 0% never
- 0% rarely
- 5.13% sometimes (2 responses)
- 94.87% always (37 responses)

Question 3: I feel comfortable and at ease leaving my child here each day. They are safe at the Center.

This question was answered by 39 people and received the following percentages for each response:

- 0% never
- 0% rarely
- 2.56% sometimes (1 response)
- 97.44% always (38 responses)

Question 4: The Center meets the needs of our family.

This question was answered by 39 people and received the following percentages for each response:

- 0% never
- 0% rarely
- 15.38% sometimes (6 responses)
- 84.62% always (33 responses)

Question 5: The Center staff is friendly and approachable. The atmosphere there is warm and nurturing

This question was answered by 39 people and received the following percentages for each response:

- 0% never
- 0% rarely
- 5.13% sometimes (2 responses)
- 94.87% always (37 responses)

Question 6: The Center policies are clear, fair, and consistently enforced

This question was answered by 39 people and received the following percentages for each response:

- 0% never
- 0% rarely
- 12.82 % sometimes (5 responses)
- 87.18 % always (34 responses)

Question 7: Tuition rates reflect the quality of service my family receives

This question was answered by 39 people and received the following percentages for each response:

- 0% not at all
- 12.82% somewhat (5 responses)
- 87.18% completely (34 responses)

Question 8: The curriculum meets my child's needs and is interesting for my child.

This question was answered by 39 people and received the following percentages for each response:

- 0% never
- 0% rarely
- 2.56% somewhat (1 responses)
- 97.44% always (86 responses)

Open ended questions:

Do you appreciate letters, messages, daily notes, etc. sent by my child's teacher and/or Center director? Has using Kinderlime made this easier or more complicated for you?

This question was answered by 39 people, all with the answer being, yes! That it was appreciated and our families liked using Kinderlime. 😊 We plan to continue to use this system for daily notes and for signing in and out each day. Thank you for helping to make it work.

There was one question about if Kinderlime could send a message reminding you if you have signed your child in or out. It unfortunately cannot and that wouldn't be helpful because you need to physically be at the Center to sign in and out; but if you are questioning it you can type in your child's code again. If they are signed in it will be set up to sign out. Instead of doing that just hit the 'X' to exit back out, if they are not signed in it will be ready to do that. You can do that to double check, then you will know either way. 😊

What do you appreciate most about the Center? What areas the Center could improve on?

Thank you for your feedback on this question. It received an overwhelming positive response, however there were a few questions and thoughts that we will try to clear up for everyone. These responses were only found once, but if someone is wondering probably others are as well:

- *"Can I reply back on Kinderlime?"* You can, you can read messages as well as send us a message. You cannot reply or comment to the daily summary, but you can send and reply to messages (similar to email). We then receive them like we would in an inbox. It's a nice way to send a quick note or ask a question that doesn't need a pressing response. If there is an emergency or you need to talk to us quickly we encourage you to call.
- *"Paying for days that the Center isn't open can be hard financially".* We completely understand that, however our expenses remain the same and we still need to pay our staff regardless of if we have children at the Center or not. Even though it seems like you are paying for the time we are closed in August in the overall calculations of the rate those 2 weeks are not included. If we adjusted so our families didn't pay for the August time your monthly cost for the other 11 months of the year would need to be higher. We decided that because of this it makes the most sense to keep with a consistent monthly rate. We hope that knowing it going in you are able to plan and budget for it.
- *"Rate increases each year seems extensive".* Unfortunately our cost of operating goes up each year. We could choose not raise the rates annually but then they would need to make a bigger jump every 2-3 years, which overall would be harder on families financial. We don't like to raise the rates but it sadly

does need to be done so we can remain sustainable and continue to provide the quality care that we do.

A few of the positive responses the Center received were:

"I've told Kristen this before, but the ultimate gift and the thing I most appreciate about the Center is the peace of mind it creates for both my wife and me. We don't ever have to worry that our son is being properly cared for. That's a real blessing."

"I feel completely safe and happy leaving my child with Karisa and Amy and the other staff. It feels like an amazing privilege to know with certainty my child is as well cared for as he would be if I were with him while I work. To me this center is the Gold standard."

"I don't know where to start. I'll say this. My older child went to the Early Childhood Center two years before kindergarten. WE loved it and when our second was born we couldn't wait to get him started as soon as he was old enough! We absolutely love it. While the fees are high, we really know all the "extras" we are getting with that amazing service and great teachers. Also, I work in an elementary building in Moorhead and get many of the Early Childhood students as kindergartners and they are ready for school! They know how to sit and listen to a teacher, how to share and how to learn! Your center does a wonderful job!"

Thank you for all of the feedback, both positive and negative, it will help us to reflect and grow on our practices. Please let us know if you have any further feedback or questions.

Thank you!!