

MSUM Early Education Center
Family Survey Results
May 2024

Thanks for taking the time to complete our family survey for the 2023-24 school year! We will use the results and information to make adjustments and changes, as we can, to 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 26 people. It was based on a star ranking system (1-5 stars). Two people gave a 4-star rating and twenty four people gave a 5-star. Giving a total average of 4.92 stars.

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

This question was answered by 26 people and received the following percentages for each response:

- 0% never
- 0% rarely
- 0% sometimes
- 100% always (26 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 26 people and received the following percentages for each response:

- 0% never
- 0% rarely
- 0% sometimes
- 100% always (26 responses)

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

This question was answered by 26 people and received the following percentages for each response:

- 0% never
- 0% rarely
- 0% sometimes
- 100% always (26 responses)

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

This question was answered by 26 people and received the following percentages for each response:

- 0% never
- 0% rarely
- 0% sometimes
- 100% always (26 responses)

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

This question was answered by 26 people and received the following percentages for each response:

- 0% never
- 0% rarely
- 0% sometimes
- 100% always (26 responses)

Question 7: The curriculum meets my child's needs and is engaging for my child.

This question was answered by 26 people and received the following percentages for each response:

- 0% never
- 0% rarely
- 8% sometimes (2 responses)
- 92% always (24 responses)

Question 8: How often do you read newsletters, notes, or activity information sent via Procure by your child's teacher or Lacey.

This question was answered by 26 people and received the following percentages for each response:

- 0% never
- 0% rarely
- 19% sometimes (5 responses)
- 81% always (21 responses)

Question 9: The level of communication is...

This question was answered by 26 people and received the following percentages for each response:

- 0% Too little
- 100% Just the right amount (26 responses)
- 0% too much

Open ended questions:

10: What do you appreciate most about the EEC?

This question had 22 responses. 50% of respondents' answers were focused on the child! Some of the individual responses included:

"Quality of care provided"

"Consistency, genuine care, responsive to individual needs (truly looking for what works best for each child to guide, nurture, and teach)"

"Absolutely everything. Great staff, great curriculum, we feel that our child is cared about, our child has opportunities to learn and grow"

"The teachers are amazing and feel like extended family. The communication from the teachers is great and they are always willing to discuss and collaborate whenever there is an issue."

"I appreciate that there is such a variety of learning happening and the conscious discipline has been so great... we have been using it at home as well!"

II. What areas could the EEC improve on?

This question was answered by 18 people, many of the answers were "Nothing" or "NA", the only common theme throughout was "Children". Some of the random responses are:

"Nothing comes to mind. I assume there are at least a few 'scholarship' opportunities for lower income families" – the answer is yes! There are Parent Aware scholarships offered through state, as well as County assistance accepted for those who qualify. A someday goal of ours is to have a scholarship fund for those 'bubble' families that don't qualify for the Parent Aware or other state aides. Cost along with this is something that we can change without the help of our elected officials! Speak out when you can! 😊

"The newsletters are sometimes hard to read because the backgrounds are so busy. It would be nice if they were in a solid color so they were easier to read. I'd also like to know of events parents are invited to at the center sooner. It can be difficult to get time away from work on short notice."- we will try our best to send out information sooner if we know it. Typically, we do as soon as we plan, but could try to plan sooner! Also! A pro-tip for the Newsletters is that if you change your phone options to 'light' they show up better. We will also try to keep this in mind and upload the PDF as well.

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!!