

Arroyo Grande United Methodist Children's Center

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AGUMCC

AGUMCC Fall Survey Results 2017

The Family Survey for Fall of 2017 results are in. 100% of the families surveyed felt that their child was well cared for and that our program promotes their child's learning and development. 92% of the families were "Very Satisfied" and 7% were "Satisfied". According to the survey, families chose our program for two main reasons: socialization and our location. The other two reasons were for our low child to teacher ratio and the age appropriate curriculum.

Here are some comments the families wrote on how the program is meeting their family's needs: "We love UMCC and appreciate all that you do!" "We love this program and the staff! It's beyond what we could have wished for! We are blessed to have it for our daughter." "My kids love going to school and that couldn't make me happier." "My daughter asked everyday even on the weekends about school. She has grown and developed tremendously." "Extremely Happy!!"

71% of our families knew that we are participating in a program called "Quality Counts Program for San Luis Obispo County. Our program is always striving to provide the best-care to families. This program will provide the evidence to support our efforts towards quality. Nationwide the program is called "Quality Rating Improvement System" (QRIS). It uses four tools to assess and coach standards of quality. The first one is the *Desired Results Developmental Profile*, which is a tool used to plan curriculum and conferences. The second tool is the *Environmental Rating Scale*, which is used for setting up the classroom environments. The third tool is *Classroom Assessment and Scoring System*, which assesses meaningful learning experiences and builds child, family and staff relationships. Lastly families are asked to complete an *Ages and Stages Questionnaire*. Our program has received trainings and coaching on all four tools of quality. The program also provides stipends for our staffs professional growth or continued education.

Of the families that turned in the survey, 100% participated in Parent/Teacher Conferences. Of that group, 100% found the conferences to be informative and learned how their child was growing and developing. They also set goals for their child and received ideas about activities that they could do at home with their child.

Parent involvement is the key to our program's success. Through parent participation we build a strong community. Our program offers something almost monthly for the families. These activities provide opportunities for families to support the needs of the classroom and provide opportunities for families to build connections with one another. 41% of those who have completed this survey said that they have been a classroom helper by taking home the laundry, making playdough, or doing a "school to home" activity. 100% answered that they have participated in fundraising and 92% participated at school socials.

When asked how we could improve our program, the families gave us two suggestions. The first suggestion was: "To have a lunch option for the toddlers who stay for half day." The lunch option for toddlers is logistically challenging. We have tried it in the past several times. Each time it has not worked out due to the combining task of teacher/parent interaction of some children leaving for the day while others children are transitioning into nap. Another suggestions was, "to keep the children in after nap when weather is cold." Children naturally love to be outside and may not want to wear their jacket or hat in cold weather. If this is a concern for you as a parent, please let your child's teacher know so she can follow through in having your child wear his or her jacket or hat.

100% of the families felt the staff communicate well. The top two ways families like to receive information were in person or through their Family Folders in the classroom. The second best was by the newsletter or emails. Lastly, only 33% read the bulletin boards to get information.

The Arroyo Grande United Methodist Children's Center Board would like to thank you for taking the time to complete the survey. 86% of these results were gathered from the online survey and 14% was from the pen and paper format. We are glad to meet the needs of both styles to reach the maximum potential of results which in turn will provide us the information needed to provide the best of service to our families. Also, the survey results are beneficial to help us continually improve our program. We look forward to continue the nurturing and development of children while foster friendships between our children, families, staff, the church, and the community.

Sincerely,

Maddy Quaglino,
Director of AGUMCC