



**Pasco-Hernando State College**

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**TODAYCARE**



**2019 TodayCare Parent Satisfaction  
Survey Report**

March 25, 2019

## INTRODUCTION & METHODOLOGY

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The TodayCare Children's Center at PHSC is accredited by the National Association for the Education of Young Children (NAEYC), which promotes high-quality early learning for all children through practice, policy, and research. By strictly adhering to the NAEYC Early Learning Program Accreditation Standards, the TodayCare Children's Center aims to ensure the quality of children's daily experiences in early learning and promote positive child outcomes.

The Center has been providing full-time, part-time and evening drop-in childcare for PHSC students, faculty and staff, as well as community families since August 2003. Since opening, they have maintained one of the highest quality preschool centers in Pasco County.

In order to ensure they continue to offer the best possible services for the children they are entrusted with, the management and staff of TodayCare partnered with the PHSC Office of Institutional Effectiveness to administer an annual Parent Satisfaction Survey.

The survey was administered via paper and pencil as parents and/or guardians dropped off or picked up their children from the Center. The survey was comprised of twenty-nine (29) questions. Each of which is displayed in the body of this report. The amount and type of questions were as follows:

- Twenty-three (23) Likert Statements on a Five Point Scale
- Three (3) Multiple Choice Demographic Questions
- Three (3) Open Ended Comment Questions

The survey was revised for 2019 which included updating Likert scale statements from a satisfaction scale rating, to an agreement scale rating. There are currently a total of seventy-eight (78) families enrolled at the TodayCare Children's Center. A total of 81 surveys were completed and returned to the Office of Institutional Effectiveness.

All survey responses are confidential and the comments submitted have been reviewed and edited to ensure anonymity. Comments have been organized into recurring themes. In order for a comment to be considered recurring, it had to have appeared in at least three different comments. Those that did not fit into one of the recurring themes have been categorized as "other."

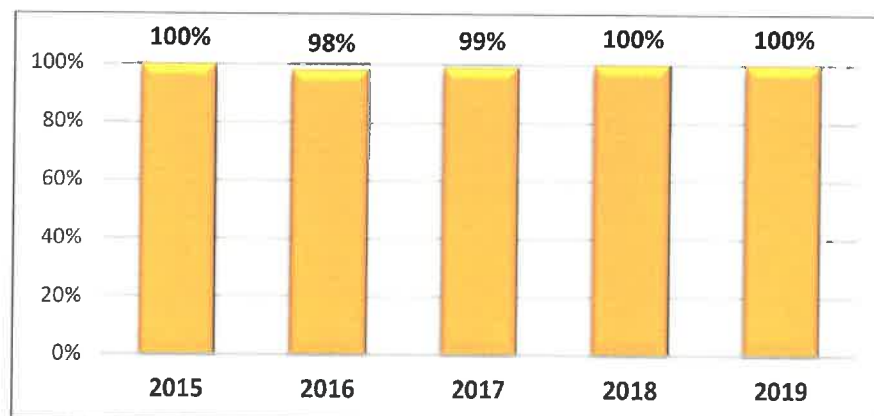
The Office of Institutional Effectiveness analyzed the survey response data and compiled this report.

## RESULTS SUMMARY

The survey results indicate that the overall level of parent/guardian satisfaction with the TodayCare Children's Center is very high. This is consistent with previous year's survey results.

Key findings are summarized below:

- 100% of respondents indicated they "Strongly Agree/Agree" with the following:
  - The Center provides a safe environment for my child.
  - The Center always smells clean.
  - The atmosphere at the Center is warm and nurturing.
  - I feel comfortable recommending the Center to others.
  - The Center Director is available when I have questions.
  - The Center provides creative and well-planned activities.
  - The Center provides appropriate indoor toys and play equipment.
  - My child's teachers know and care about my child.
  - The Center provides a healthy environment for my child.
  - The Center provides an appropriate teacher-to-child ratio.
  - The Center provides appropriate outdoor toys and play equipment.
  - I feel welcomed by the Director when I visit the Center.
  - I feel welcomed by the staff when I visit the Center.
  - My child enjoys coming to the Center.
  - I feel well informed about events at the Center.
  - The teachers regularly communicate with me about my child.
  - Overall, I am satisfied with the TodayCare Center at PHSC.
  
- For the past five years, nearly 100% of respondents indicated they were "Very Satisfied/Satisfied" or "Strongly Agree/Agree" with their overall satisfaction with TodayCare.



- 47% of respondents have been using the Center for their childcare needs for two years or more.
- When asked what they like about the Center, 31% indicated it was the staff and teachers.
- When asked how the Center has benefited their education or employment, 56% indicated that having their child(ren) at the Center is what made it possible to attend work/school.

## SURVEY RESPONSES

### 1-22. Please indicate your level of agreement with the following statements:

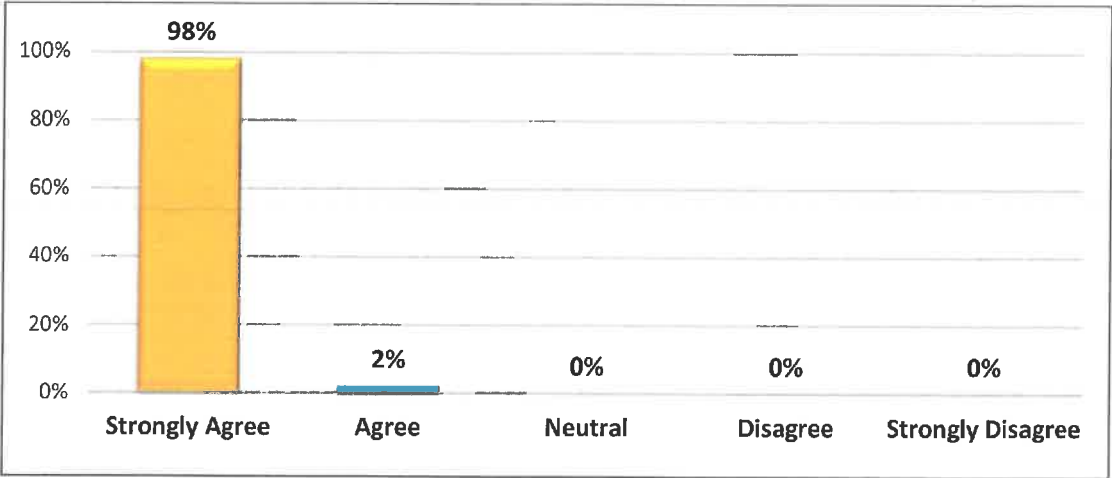
- The highest rated statement was “The Center provides a safe environment for my child” with 99% of respondents strongly agreeing.
- All statements received a mean score of 4.84 or higher on a 5.0 scale.

Statement	Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	N	Mean	SD																																																																																																																																																						
The Center provides a safe environment for my child.	99%	1%	0%	0%	0%	81	4.99	0.11																																																																																																																																																						
	80	1	0	0	0				The Center always smells clean.	98%	2%	0%	0%	0%	81	4.98	0.16	79	2	0	0	0	The Center always looks clean.	99%	0%	1%	0%	0%	81	4.98	0.22	80	0	1	0	0	The atmosphere at the Center is warm and nurturing.	96%	4%	0%	0%	0%	81	4.96	0.19	78	3	0	0	0	I am comfortable recommending the Center to others.	95%	5%	0%	0%	0%	81	4.95	0.22	77	4	0	0	0	The Center Director is available when I have questions.	94%	6%	0%	0%	0%	81	4.94	0.24	76	5	0	0	0	The Center provides creative and well-planned activities.	94%	6%	0%	0%	0%	81	4.94	0.24	76	5	0	0	0	The Center provides appropriate indoor toys and play equipment.	94%	6%	0%	0%	0%	81	4.94	0.24	76	5	0	0	0	My child’s teachers know and care about my child.	94%	6%	0%	0%	0%	81	4.94	0.24	76	5	0	0	0	The Center provides a healthy environment for my child.	94%	6%	0%	0%	0%	81	4.94	0.24	76	5	0	0	0	The Center provides an appropriate teacher-to-child ratio.	93%	7%	0%	0%	0%	81	4.93	0.26	75	6	0	0	0	The Center provides appropriate outdoor toys and play equipment.	93%	7%	0%	0%	0%	81	4.93	0.26	75
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I feel welcomed by the Director when I visit the Center.	93%	7%	0%	0%	0%	81	4.93	0.26																																																																																																																										
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	72	5	4	0	0																																																																																																																													

**23. Please indicate your level agreement with the following statement: Overall, I am satisfied with the TodayCare Center at PHSC. (n=81)**

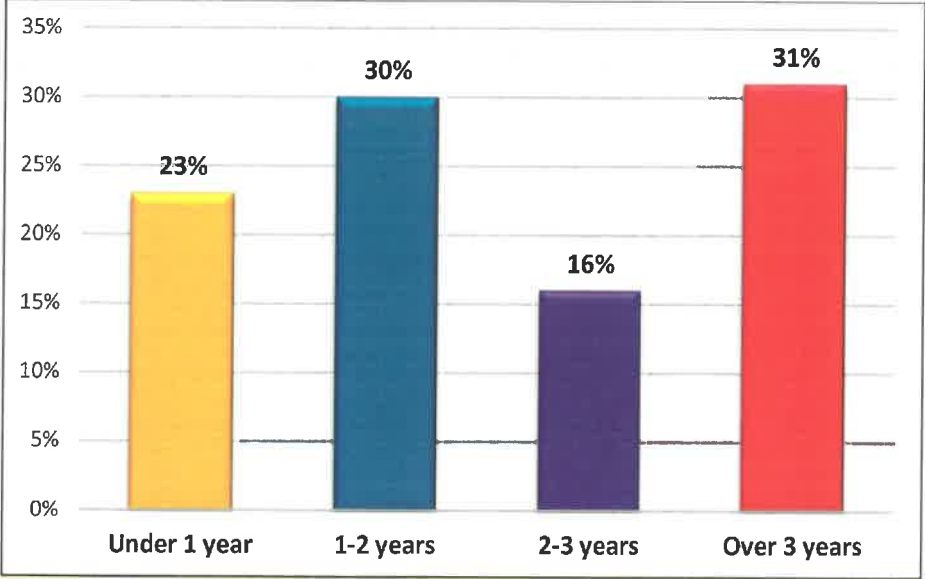
➤ 98% of respondents indicated they strongly agreed that overall they were satisfied with the TodayCare Center.



Strongly Agree 5	Agree 4	Neutral 3	Disagree 2	Strongly Disagree 1	N	Mean	SD
98%	2%	0%	0%	0%	81	4.98	0.16
79	2	0	0	0			

**24. How long have you been using the Center for the care of your child(ren)? (n=81)**

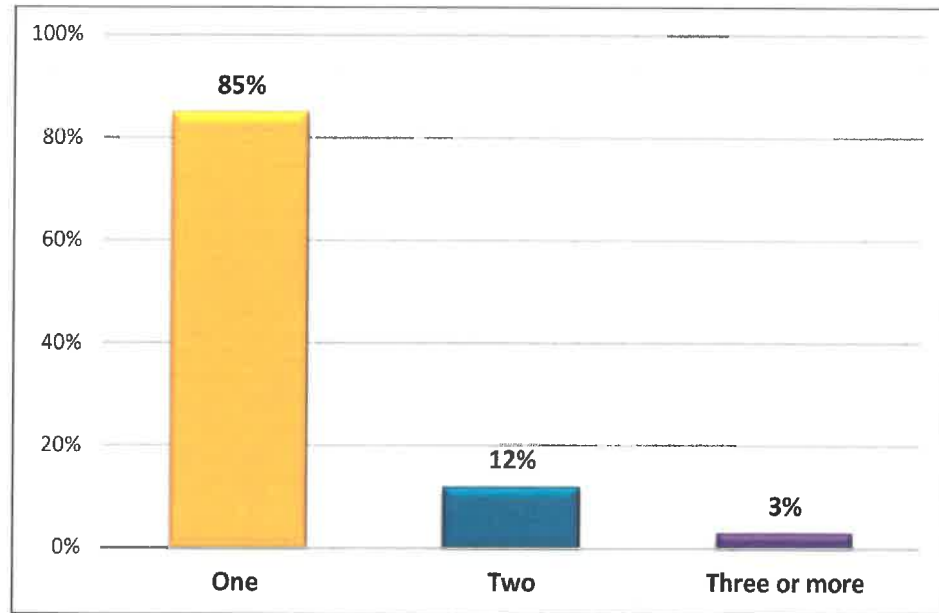
➤ 47% of respondents have been using the Center for two years or more.



Answer	N	%
Under 1 year	19	23%
1-2 years	24	30%
2-3 years	13	16%
Over 3 years	25	31%
<b>Total</b>	<b>81</b>	<b>100%</b>

**25. How many children do you have enrolled at the Center? (n=81)**

➤ The majority of respondents (85%) have only one child enrolled.

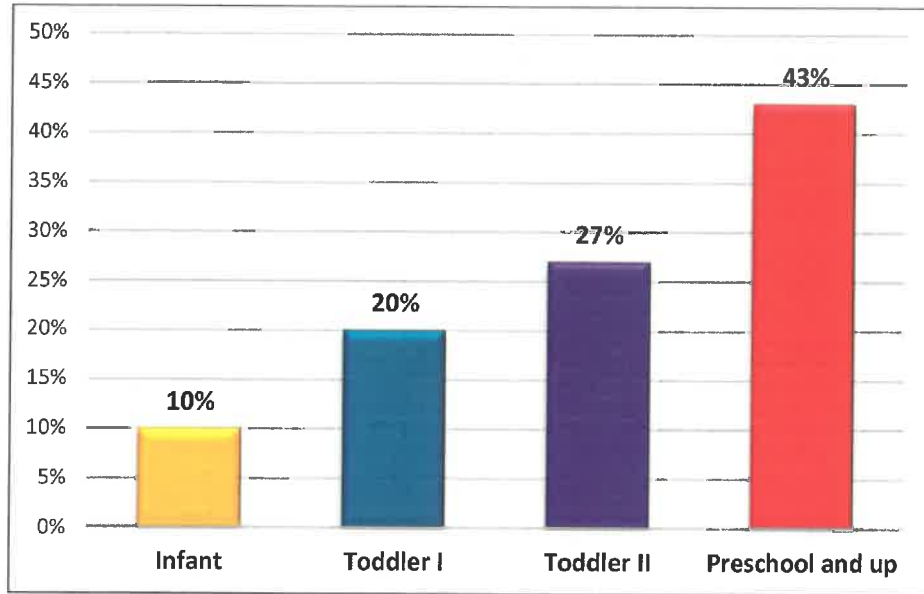


Answer	N	%
One	69	85%
Two	10	12%
Three or more	2	3%
<b>Total</b>	<b>81</b>	<b>100%</b>



**26. Please select the category that best defines the age group of your child(ren) at the Center. (Select all that apply). (n=93)**

- 43% of respondents indicated their child(ren) fall into the Preschool and up age group. While 47% fall into the Toddler I or Toddler II group.



Answer	N	%
Infant	9	10%
Toddler I	19	20%
Toddler II	25	27%
Preschool and up	40	43%
<b>Total</b>	<b>93</b>	<b>100%</b>

## 27. What do you like best about the center?

- 31% of parents/guardians indicated that they like the staff/teachers best with regard to the Center.

Comment Theme	N	%
Staff/Teachers	21	31%
Caring Atmosphere	13	19%
Cleanliness	8	12%
Child(ren) Enjoy Attending	7	10%
Safety	6	9%
Activities and Lessons for the Children	5	7%
Location	4	6%
Other	4	6%
<b>Total</b>	<b>68</b>	<b>100%</b>

- The warm and welcoming staff.
- Employees.
- The teachers.
- The respect and dedication of staff.
- The teachers and staff do everything they can to accommodate to my child's individual, specific needs to make sure she is happy, comfortable and growing everyday.
- The staff, everyone is always inviting and a joy to talk to.
- Staff is kind & always smiling.
- How great the teachers are, and there are few new teachers (not turnover).
- The people! Everyone is so friendly, thoughtful, professional.
- Everyone I meet at the center seems like they genuinely enjoy their time with the children.
- Everything. Everyone is friendly.
- Staff & facility.
- Love the teachers, they honestly help me be a better mom.
- They are so friendly and loving with all the kids.
- I like most the staff. Everyone is always pleasant and seems to be in a good mood.
- Staff is awesome.
- The staff treats my child like she is their own.
- The best thing I like about the Center is the personal feel my child and I have w/ the staff.
- They are always accommodating, friendly, and welcoming.
- The staff and everything! No complaints!
- The people.
- All staff know my children and treat them like family.
- I love how much everyone loves my kids.
- You are welcomed when you come in. Whenever you need the director she is there. All the teachers are truly caring.
- The caring staff.

- How much everyone cares.
- The teachers really care about these students and they say my name when they talk to me. Their VPK program is the best! My son gets so excited to come to school. Now I have to get him used to another school when he's been here since he was a baby.
- The teachers and staff are amazing. They are patient and care about the parents and children alike.
- All staff is always friendly and caring. We absolutely love TodayCare and couldn't be more happy with the service received.
- The caring and friendly atmosphere.
- The teachers & administrators are so caring & loving to my children.
- Everyone is loving and caring towards (REDACTED) and I feel very welcome every time I have an issue to talk about or praise to share.
- Fun/friendly/educational/caring
- The caring of the child in school and home.
- The cleanliness. Everyone is also very welcoming.
- Friendly staff, clean.
- Everything! Fabulous (well educated) teaching staff! Cleanliness! Convenience!
- It is clean all the time and the teachers are caring.
- The staff very friendly. The building very clean.
- Very clean, wonderful teachers.
- Wonderful staff, clean environment - My children love it here, as I do.
- Cleanliness. Teachers & staff truly seem to care about my child. They do lots of age appropriate activities.
- That my child loves coming here and loves her teachers.
- Teachers are amazing with all the kids and my child never has an issue with attending school.
- That my child is comfortable and looks forward to school. She loves all the teachers and tries to say hi to all of they welcome her. The staff is always welcoming and loving.
- Awesome place. My children love coming to school. They've learned so much.
- How my child feels it's a second home.
- My daughter loves coming here to see her friends. No matter what day, what time, she always asks to go to school.
- It's always so warm & welcoming & my kids never want to leave.
- My son loves it. It is a very safe place, the teachers are great.
- Every childcare worker is friendly and professional. They go above and beyond for my child. I feel it is always a safe and productive environment for my child.
- The staff and safety. Everyone is more than welcoming and I know my daughter is safe with everyone she comes in contact with. Communication is great.
- I am confident that my children are safe and well taken care of at the Center. The teachers are qualified and truly care about their students and their development.
- Knowing my son is safe and happy. He has learned so much.
- Everyone warm, friendly, welcoming from Director to teachers. A very comfortable safe family atmosphere.
- The teachers are amazing. Lots of creativity in each class. Turtle walks are our favorite. Jungle bus is a nice perk on Friday's.

- They are awesome with my child, provide educational and fun entertainment.
- All of the different activities my son gets to do.
- The engaged learning that is supplied for all children and the safe and clean environment.
- The fun activities my child can attend.
- I like the location of the daycare. It's less than 10 minutes and I am able to take classes while my son is safe at daycare.
- That it is nationally accredited, convenient to home.
- It is close to school. They always call when I am needed.
- Location.
- Everything
- I enjoy how the teachers can keep me updated through the day by using the app.
- The facility has bathrooms in the rooms to promote potty training, ratios are unbeat.
- I love my son's class and how much growth he has had in there.

**28. How has the Center benefited you in your schooling/job?**

- The majority (56%) of respondents indicated that the Center makes work or school possible.

Comment Theme	N	%
Makes Work or School Possible	30	56%
Flexible and Convenient Hours	9	17%
Safety	3	6%
Other	12	22%
<b>Total</b>	<b>54</b>	<b>100%</b>

- Allowing it to be possible to go to both work and school.
- It really helped as a single mom. If I wasn't for this place I don't know what I'd do for work.
- Has made it easier to get on jobs.
- Daycare allows us to work and benefit our child.
- Makes it so much easier for me because I was going to class late everyday or sometimes misses class.
- Yes. I am able to work flexible hours.
- Provided me with childcare so I can go to work.
- Since my daughter is able to come here and is safe I am able to maintain a 3.83 GPA and be a member of 2 honors societies.
- Allowed me to go back to work!
- I wouldn't be able to work or take classes if it wasn't for this center.
- Hours are convenient for my job.
- It allows me to focus on my job because I know my child is safe & loved.
- I am able to focus on work & rest.
- It is helping me a lot on my studying part.
- Allows plenty study time. On my 3rd year of college.

- When I went to school on campus it was very convenient. Still works out great as an online student working full time.
  - Daycare greatly helps with schooling, it allows me to take classes on campus and have my son on campus with me.
  - I've been able to work & manage other things that I couldn't do before.
  - By allowing me to attend without worrying about the care of my child.
  - I am able to spend more time studying for my school.
  - I have been able to complete my AA Degree in one year and one semester so it has helped me a lot.
- 
- The center accommodates my school schedule.
  - It has given me the extra time I need to excel in my studies.
  - It is perfect. And it works out great for my classes.
  - It allows me time to complete school work.
  - Allowed me to work while knowing my child is very very well cared for.
  - The only reason I was able to graduate and am able to work now is because of the on campus childcare.
  - Yes, it's so convenient and reassuring to have you right here while I'm at work at the College.
  - Having daycare available on campus has made attending nursing school much easier.
  - I am able to have class and study without any worry.
  - Hours are convenient with my work schedule for the care needed.
  - It is convenient to be able to pay and use half or full time care depending on my school schedule. The pricing is fair and the quality of TodayCare surpasses many other daycares in proximity.
  - The hours help tremendously!
  - Great hours allow my grandchild to attend while his parents are at work!
  - Very flexible with our schedules.
  - Long, flexible hours have been helpful.
  - The centers times open help ensure we all make it to work/school on time.
  - Very flexible with our scheduling needs. Feel comfortable going to work knowing my daughter s cared for.
  - The Center is very accommodating to my schedule everyday.
  - Comfort and safety. Knowing they are being educated beyond the requirement.
  - I feel comfortable at work knowing my child is safe and happy.
  - It helps me to feel safe when it comes to not being around my daughter. Knowing how much she loves it, makes it a lot less stressful.
  - I do wish there were more openings for my child to attend to work more.
  - Yes, they are always willing to help.
  - TodayCare has been awesome with my appointments and my job.
  - Peace of mind that he is being well cared for.
  - The Center is conveniently located near my job which has made having both of my children in daycare.
  - N/A
  - I am assured of good care for my kids.
  - N/A

- Has been perfect
- It is out of my way but worth the drive.
- Fits within our schedule.
- Yes!

## 29. What would you like to see improved about the Center?

- When asked what could be improved about the Center, 57% of all respondents had no improvements to suggest.

Comment Theme	N	%
No Improvement Suggested	24	57%
Meals and Snacks	5	12%
Other	13	31%
<b>Total</b>	<b>42</b>	<b>100%</b>

- Nothing.
- Nothing.
- Nothing it's perfect!
- I wish (REDACTED) could follow my child through each stage of his time at TodayCare! She is the best! Honestly I can find no improvements that need to be made.
- Nothing.
- I really can't think of anything, I think everyone is great and I am more than satisfied already.
- I don't think it could get any better. You guys are amazing.
- Nothing at all. This center is like no other. The best of the best.
- Nothing I can think of.
- Nothing! They are amazing! Except maybe they should stop wearing khakis and polo's. Terrible uniform.
- As far as I can see, there are no issues.
- Nothing.
- I don't have anything on my mind yet.
- Nothing.
- Nothing, it is perfect.
- Keep up the good job. Everybody here is awesome.
- I think it is perfect.
- Nothing.
- No suggestions at this time.
- Nothing right now.
- I love everything about this center. I am very grateful for all they do everyday.
- I've got no complaints!
- It is great the way it is.
- Not much - very satisfied - my daughter & entire family loves the school & feels comfortable.
- Would be great if lunch was an option to add on rather than packing everyday (except Friday).

- Providing breakfast for children especially when early arrival.
- Allow peanut butter. (But we understand.)
- I would like to see more options for lunches. I'd be willing to pay for more days similar to pizza Friday. It's hard to pack cold lunches 5 days a week without my child getting bored.
- A little more detail about their day/eating habits on the app. Sometimes I wonder if he got breakfast or what he didn't eat.
- N/A Lower prices would be cool, but that's life.
- Maybe some outside toys for sensory use.
- Just keep up the great work!
- My son loved to feed the turtles. Maybe more adventures but I love his class.
- The doors always slam shut very loudly.
- Slide 2 or swings outside if insurance allows.
- Sometimes you get the feeling from the front area when talking about certain things of "that's not my job" almost like there's no cohesion. It's very weird sometimes.
- More learning activities.
- I would like to see the infant room be more attentive to red marks on children no matter the issue so we can eliminate what could be the issue.
- Just more openings.
- Honestly? Nothing I can actually pinpoint - maybe add more classrooms? The 2's and 3's classrooms are ALWAYS full!
- Maybe a bit more security at the door. Different PIN.
- Security.