



Pasco-Hernando State College
TODAYCARE



**2018 TodayCare Parent Satisfaction
Survey Report**

04/9/2018

INTRODUCTION

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.

METHODOLOGY

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-five (25) questions. Each of which is displayed in the body of this report. The amount and type of questions were as follows:

- 19 Likert Statements On a Five Point Scale
- 3 Multiple Choice Demographic Questions
- 3 Open Ended Comment Questions.

There are currently a total of sixty-eight (68) families enrolled at the TodayCare Children's Center. A total of 75 surveys were completed and returned to the Office of Institutional Effectiveness. Since more than one parent of a child may be asked to complete the satisfaction survey, the overall response counts exceed the number of families.

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.

SUMMARY OF RESULTS

Overall, this year's survey results indicate that the parents/guardians of children enrolled at TodayCare Children's Center are extremely happy with the level of care provided by the Center. This is consistent with previous year's responses as well.

Some key findings are summarized below:

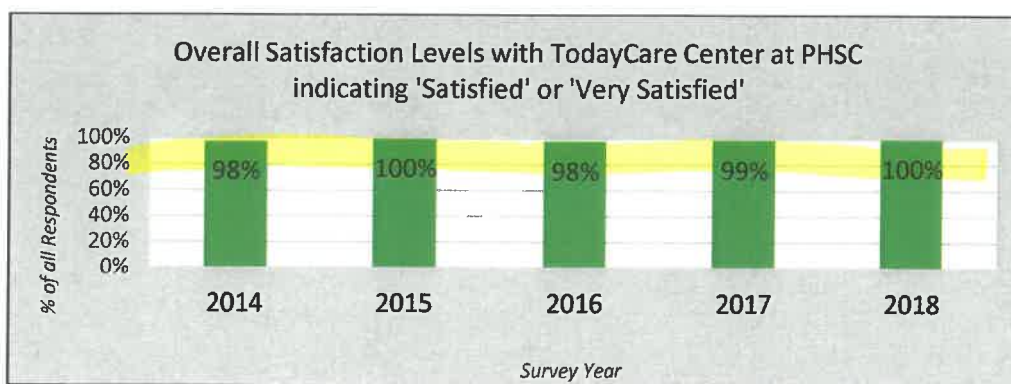
100% of respondents indicated they were 'Very Satisfied/Satisfied' with the following:

- I am comfortable recommending the Center to others.
- My child enjoys coming to the Center.
- My child's teachers know and care about my child.
- My child's teachers respond to my child's individual needs.
- The atmosphere at the Center is warm and nurturing.
- The Center always looks and smells clean.
- The Center provides a healthy/safe environment for my child.
- The Center provides adequate supplies and materials.
- The Center provides appropriate toys and play equipment.
- Overall, I am satisfied with the TodayCare Center at PHSC.

Over the past five years, the following three (3) statements were consistently ranked in the top five by their respective mean scores.

- The Center provides a healthy/safe environment for my child (4.97).
- The atmosphere at the Center is warm and nurturing (4.97).
- My child enjoys coming to the Center (4.95).

Nearly 100% of respondents have indicated an overall satisfaction rating of 'Very Satisfied/Satisfied' for the past 5 years.



About half (51%) of respondents have been using the center for their childcare needs for 2 years or more.

When asked what they liked best about the center, most respondents (54%) indicated it was the Staff and Teachers that pleased them most.

When asked how the Center has benefited their education and/or employment the majority of respondents (30%) indicated that having their child(ren) in the center is what made it possible for them to attend school and/or work.

SURVEY DATA

Q1-Q18. Please indicate your level of agreement with the following statements:

Response Summary

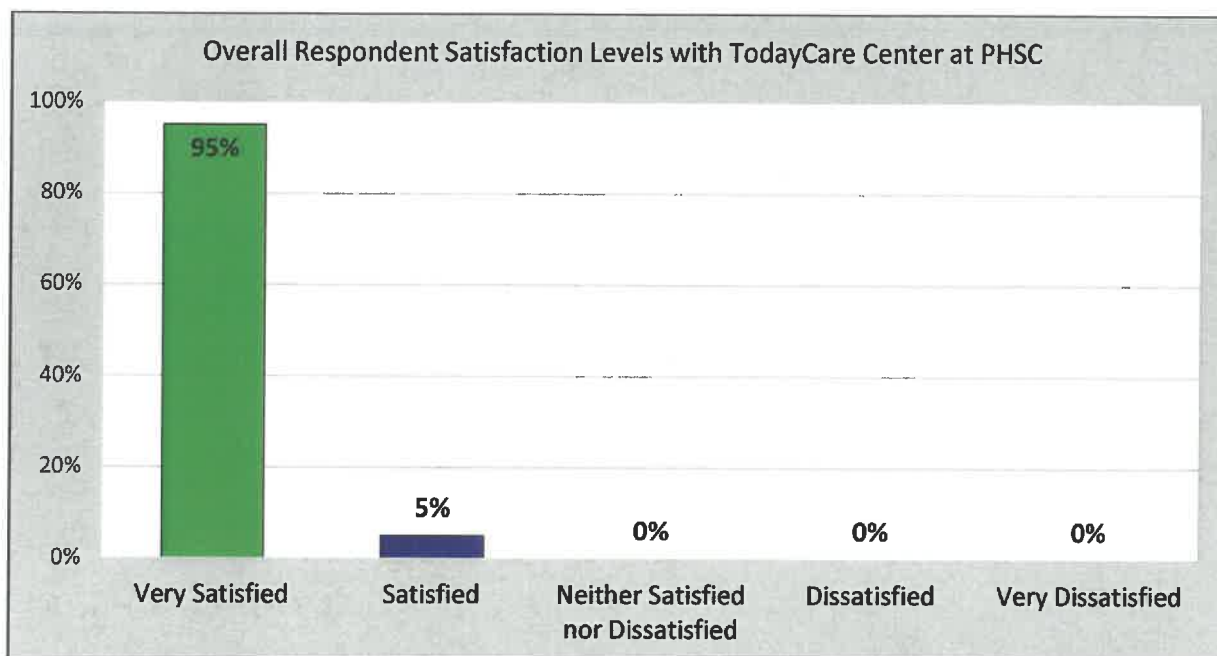
- 10 out of 18 indicator statements chosen to rate satisfaction had 100% of respondents indicate that they were 'Very Satisfied/Satisfied' and no statement received less than 4.72 on a scale where 5 was the highest rating.
- The lowest rated indicator statement was "I have frequent communication with the Center Director", which received a 4.72 on a 5 point scale.

Statements	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor Dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	N	Mean	SD
My child's teachers know and care about my child.	73	1	0	0	0	74	4.99	.12
	99%	1%	0%	0%	0%			
The Center always looks and smells clean.	72	1	0	0	0	73	4.99	.12
	99%	1%	0%	0%	0%			
The Center provides a healthy/safe environment for my child.	72	2	0	0	0	74	4.97	.16
	97%	3%	0%	0%	0%			
The atmosphere at the Center is warm and nurturing.	72	2	0	0	0	74	4.97	.16
	97%	3%	0%	0%	0%			
My child's teachers respond to my child's individual needs.	72	2	0	0	0	74	4.97	.16
	97%	3%	0%	0%	0%			
The Center provides appropriate toys and play equipment.	72	2	0	0	0	74	4.97	.16
	97%	3%	0%	0%	0%			
I am comfortable recommending the Center to others.	71	3	0	0	0	74	4.96	.20
	96%	4%	0%	0%	0%			
My child enjoys coming to the Center.	70	4	0	0	0	74	4.95	.23
	95%	5%	0%	0%	0%			
I feel welcomed by the staff/Director when I visit the Center.	71	2	1	0	0	74	4.95	.28
	96%	3%	1%	0%	0%			
The Center provides creative and well-planned activities.	71	2	1	0	0	74	4.95	.28
	96%	3%	1%	0%	0%			
The Center provides adequate supplies and materials.	69	5	0	0	0	74	4.93	.25
	93%	7%	0%	0%	0%			
The Center provides an appropriate teacher-to-child ratio.	70	3	1	0	0	74	4.93	.30
	95%	4%	1%	0%	0%			
I feel well informed about events at the Center.	67	5	1	0	0	73	4.90	.34
	92%	7%	1%	0%	0%			
The Center's security precautions/procedures are sufficient.	68	4	1	1	0	74	4.88	.46
	92%	5%	1%	1%	0%			
The teachers regularly communicate with me about my child.	66	7	1	0	0	74	4.88	.37
	89%	9%	1%	0%	0%			
I am satisfied with the value of service in relation to cost.	67	5	2	0	0	74	4.88	.40
	91%	7%	3%	0%	0%			
The Center has an appropriate discipline policy.	66	5	3	0	0	74	4.85	.46
	89%	7%	4%	0%	0%			
I have frequent communication with the Center Director.	61	6	6	1	0	74	4.72	.67
	82%	8%	8%	1%	0%			

Q19. Please indicate your level of agreement with the following statement: Overall, I am satisfied with the TodayCare Center at PHSC. (n=74)

Response Summary

- 95% of respondents indicated that they were 'Very Satisfied' with the TodayCare Center overall and the remaining 5% were 'Satisfied'.

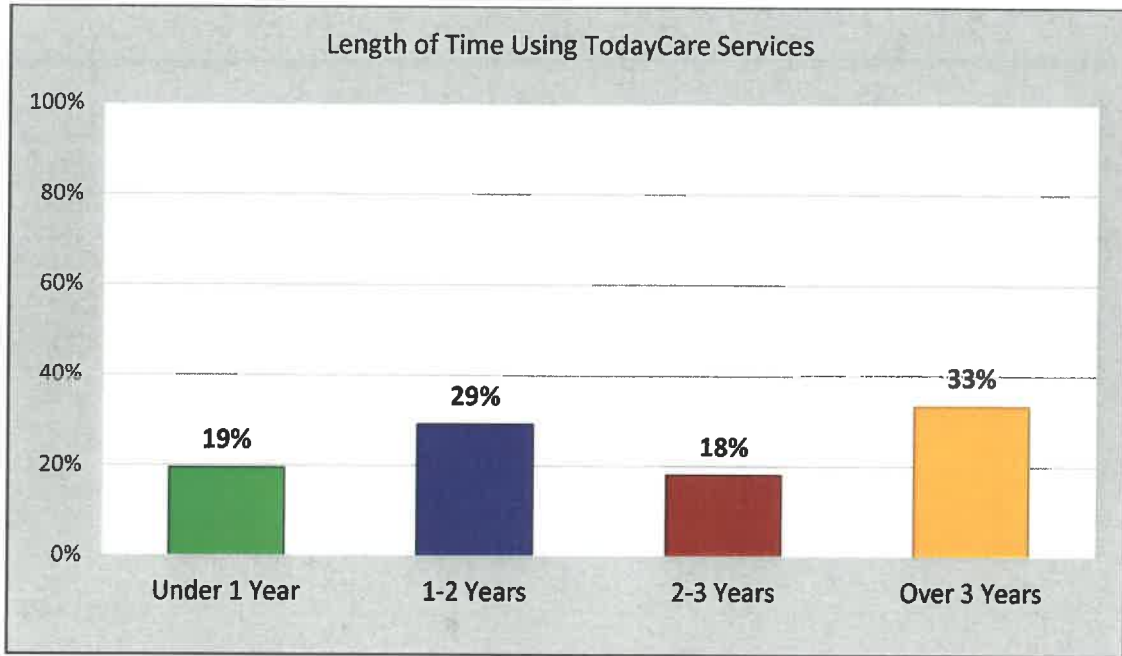


<i>Very Satisfied (5)</i>	<i>Satisfied (4)</i>	<i>Neither Satisfied nor Dissatisfied (3)</i>	<i>Dissatisfied (2)</i>	<i>Very Dissatisfied (1)</i>	N	Mean	SD
70	4	0	0	0	74	4.95	0.23
95%	5%	0%	0%	0%			

Q20. How long have you been using the Center for the care of your child(ren)? (n=72)

Response Summary

- About half (51%) of respondents have been using the center for their childcare needs for 2 years or more.

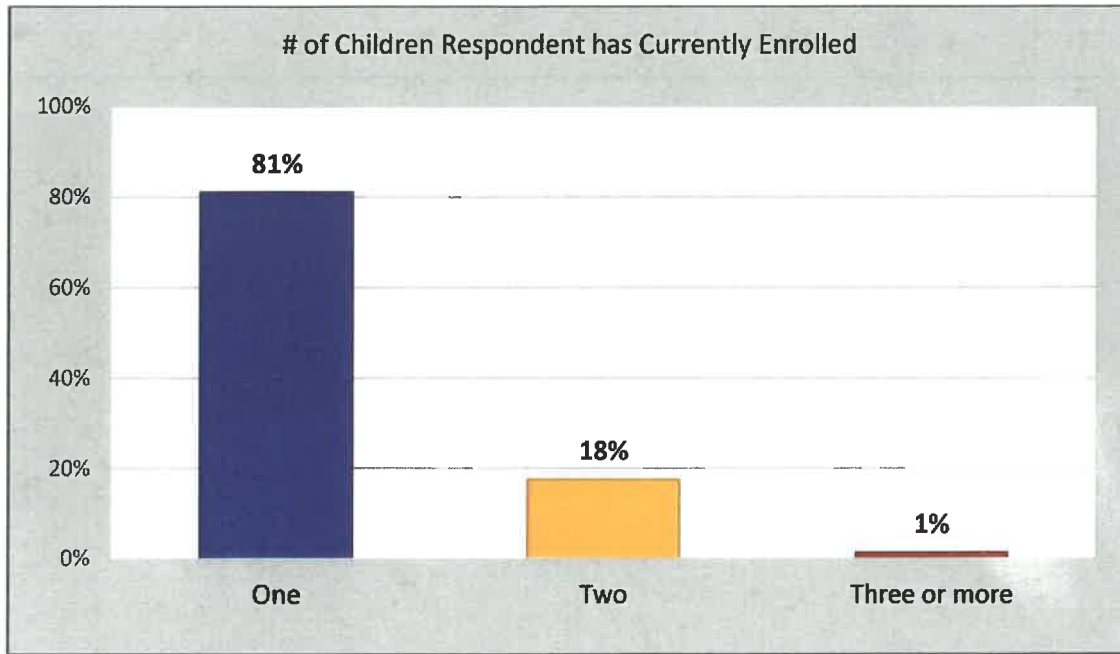


ANSWER	N	%
Under 1 Year	14	19%
1-2 Years	21	29%
2-3 Years	13	18%
Over 3 Years	24	33%
TOTAL	72	100%

Q21. How many children do you have enrolled at the Center? (n=74)

Response Summary

- The majority (81%) of all respondents have only one child enrolled.

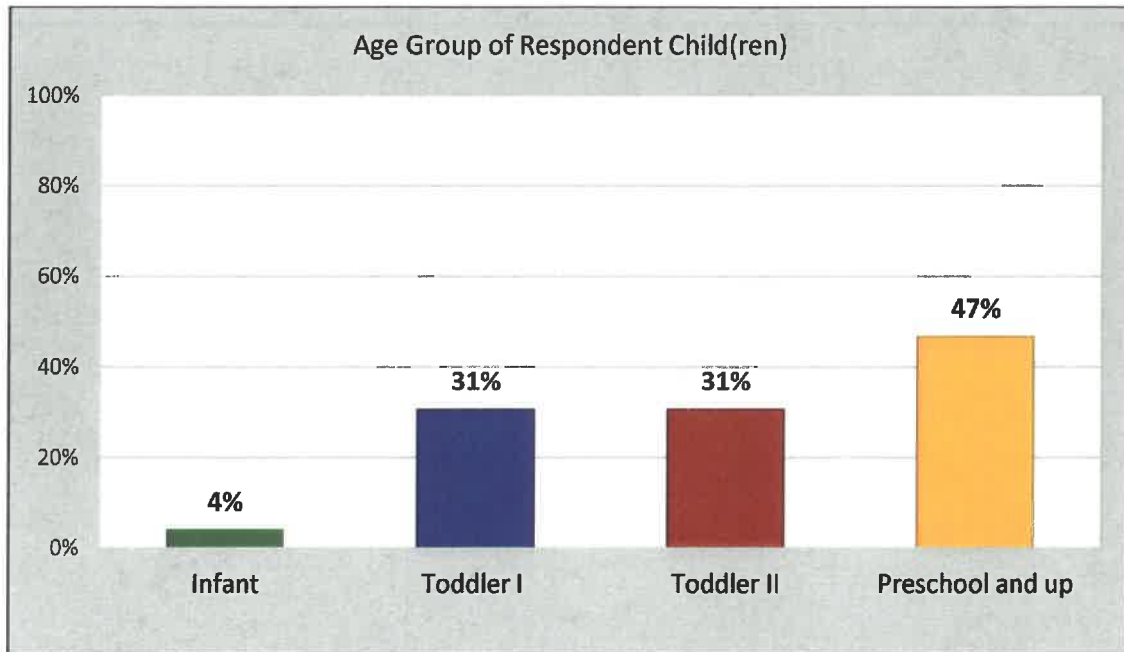


ANSWER	N	%
One	60	81%
Two	13	18%
Three or more	1	1%
TOTAL	74	100%

Q22. Please select the category that best defines the age group of your child(ren) at the Center. (Select all that apply). (n=74)

Response Summary

- Nearly half (47%) of respondents indicated their child(ren) fall in the Pre-School and up age group. While 62% fall in the Toddler I or Toddler II group.



ANSWER	N	%
Infant	3	4%
Toddler I	23	31%
Toddler II	23	31%
Preschool and up	35	47%

Q23. What do you like best about the Center?

Response Summary

- While 54% of parents/guardians indicated what they liked the best about the center was the staff and teachers, the rest of the responses were fairly evenly distributed.

Comment Theme	N	%
Staff and Teachers	37	54%
Warm and welcoming environment	6	9%
Cleanliness	5	7%
Activities and Lessons for the Children	5	7%
Convenient Location	4	6%
Other	11	16%
TOTAL	68	100%

- Awesome teachers, clean and safe facility.
- Everyone is caring, loving and patient. They are all great with the kids. I always highly recommend to others.
- Everyone is so friendly.
- Everyone is very friendly.
- Everything- warm and friendly staff excellent teachers that truly care about each child.
- Excellent teacher and staff.
- Friendly staff and great teachers.
- Great staff/ teachers + *{Name Redacted}* loves school!
- How nice and helpful everyone is. Everyone treats the kids as their own.
- I have always loved the staff. Especially the ladies at the front desk... they are very involved. I always feel safe leaving my daughter here.
- I love how everyone is friendly and actually care about my daughter. They want her to be successful and are always teaching her.
- I love that the teachers care about the children and their development. The teachers are all amazing, aware, tuned into my child needs and extremely concerned of the values and lessons they are teaching. I love all the staff and teachers. *{Names Redacted}* are the best!
- Love the teachers!!!!
- *{Name Redacted}* is an amazing teacher. She takes time to listen to her children, allow them opportunities to problem solve on their own and provide a safe learning environment. *{Names Redacted}* are always warm and friendly when we first come in the door and provide excellent care when other staff is out.

- My child loves the children and teachers. Everyone is always friendly and welcoming.
- My child's teachers truly care about him. The center is always clean, all staff is very friendly.
- My children's teachers are amazing! I love that their classes are structured and that they have a routine every day!
- Staff always welcoming. Integrated learning and fun. Child always happy to go to Daycare. Teachers are very helpful. Great communication between teachers and parents. Love the Kambyu app.
- Teachers really care about children.
- The caring staff and the amount of knowledge my son gets.
- The dedication to loving, caring, and nurturing the children.
- The friendliness of the whole staff.
- The friendly faces.
- The friendly staff, very organized and clean. I always stay informed.
- The friendly staff.
- The staff are very friendly nurturing and caring. The center is very clean and well cared for. The director takes pride in making sure all children get what they need to be successful, no matter what the accommodation.
- The staff is amazing.
- The staff is great and there is not a lot of turn over.
- The staff! They are an amazing group of individuals.
- The staff/teachers.
- The people.
- The teachers in my child's classroom and most others were wonderful and front staff is lovely.
- The teachers really teach and care about the children.
- The teachers.
- They are very caring/organized.
- Very friendly and comfortable environment.
- Very friendly and family oriented environment.
- I love the environment of support; I can ask anyone at today care about recommendations and they have wonderful experience to help me and the baby! Also- the Apple Pay is awesome!
- The center treats my child as an individual and supports him in areas he's needs it most.
- The Learning Environment. Staff is friendly and attentive.

- The warm and welcoming atmosphere. Everyone greets us by name and says good-bye when we leave.
- The welcome feel you get when coming in. Many of the teachers know you and your child by name!
- Welcoming and inviting- love the daily sheet emailed and the pictures of the kids.
- Clean, friendly and he learns a lot!
- Clean, friendly, teachers do an amazing job at teaching the kids.
- Clean, Welcoming, safe environment.
- I love how clean and organized they are.
- The cleanliness and friendly staff.
- Events! Fantastic staff!
- I like all activities and functions. I feel comfortable leaving my children, and know they are well taken care of.
- Lessons, engagement w/ children, cleanliness and guidance. Informative.
- My child learns a lot and has fun.
- Teaching plan.
- Convenient location, warm caring staff, great value.
- It is convenient for our family. I feel my children are well taken care of throughout the day and enjoy coming to school. The teachers are invested in their students and are excited for them to learn and succeed.
- It's convenience for students & faculty.
- Location/ high quality Pre-school program.
- Communication is wonderful. Very clean. Caring staff - my child talks about her teachers on days she doesn't come to school and makes pictures for them over the weekend.
- Everything.
- Fun.
- I like the communication, learning, and playtime.
- I love how there are less children per teacher, allowing for more attention.
- My child is happy to come here and over all enjoys her day.
- Security, friendliness, genuine concern for children.
- Small classroom sizes.
- That my daughter enjoys coming to school, she loves jungle bus, and the warm atmosphere. I also like the fact my daughter comes home and tells me what she has learned.

- The safety and education as well as staff and that my child loves it.
- We have had children attending for over 10 years. We feel like family & we're treated like family. The use of Kaymbu plus posting photos to see what my child is doing while at school.

Q24. How has the Center benefited you in your schooling/job?

Response Summary

- When asked how the Center has benefited their schooling or jobs, the majority of respondents indicated that having their child(ren) in the center is what made it possible for them to attend school and/or work. Peace of mind came in second with 28% of respondents.

Comment Theme	N	%
Makes work or school possible	18	30%
Peace of mind	17	28%
Flexible and convenient hours	11	18%
Convenient location	6	10%
Beneficial to child	3	5%
Other	6	10%
TOTAL	61	100%

- Able to provide care 80% of the time I need due to my work schedule 7a.m -7p.m.
- Allows me to work.
- By allowing me to go to school and not worry about my children.
- Gives me a place to leave my child where I have no worries about her while I'm at work.
- Gives me chances to expand my work.
- Has allowed me to be able to complete everything professionally.
- I am able to work full time and trust that my kids are well taken care of all day.
- I am able to work the hours needed, the center is open early enough and stays open until 6 p.m.
- I can work.
- I was able to attend classes.
- I'm secure and able to work and attain my degree because my child is safe and well cared for.
- It allows me as a single mother to provide a good living to support my daughter.
- Lets me be able to go to work.

- Made having a job and going to school possible.
- They take care of my daughter so I can work 8 hours every day.
- This is one of the sole reasons I get to get my degree.
- Watching *{Name Redacted}* is the only way I could have gone to school.
- Yes, need time for job.
- Being right on campus gives me great ease of mind.
- I am able to drop them off early and I know that my children will be well taken care of so I can make it to work and not have to worry.
- I am able to go to class without worry. I know he is in great hands. Thank you!
- I can feel assured my children are safe when I am at work.
- I can go to work with confidence that she is well taken care of.
- I feel confident my children are well cared for and happy.
- I feel great knowing she is right next door! The peace of mind is unbelievable.
- I have a place my child is when I'm at work where I know she is nurtured and cared for and I don't have any worries. I wouldn't have her anywhere else.
- I know my daughter is safe here. It puts me at ease when I am at school.
- It has provided peace of mind. When I drop off my child to go to work, I don't have to worry about his safety, health or education. I know he is very well cared for on all things.
- Just wonderful knowing my child loves it here - keeps mom and dad happy.
- Knowing my child is well cared for and healthy, safe, happy.
- Not worrying about my child's welfare during work and peace of mind.
- Peace of mind knowing she is safe and secure.
- Provided excellent care so I can work and not worry about my child.
- Provides peace of mind that my kids are safe, while I'm at work.
- TodayCare provides a safe place for my child to learn and play so I have the flexibility to get things done without worry.
- Convenient hours to work around.
- Convenient hours.
- Flexibility and long hours.
- Flexible hours.
- It is convenient with our schedules.
- Nice hours.

- Provides care when needed and is flexible.
- Provides the care during hours while I'm at work, which is helpful.
- The hours are very flexible, and I love the option for nighttime care!
- Very well with my schedule.
- Yes, open when I need it to be.
- Convenience.
- Being able to be close by really helps!
- I have has my daughter enrolled since I have been in school here for 3 years. Extremely convenient with great pricing. We love it here!
- It benefits me with schooling because it is right on campus, which makes it much easier.
- It is located conveniently to our home and work.
- It is on campus, it's very easy.
- He has grown both socially and academically.
- Helps me keep the child on a schedule and assistance with potty training and other needs.
- The center allows my child to grow and expand his confidence. While he has progressed with his writing, comprehension and math.
- Allows my husband and myself to give appropriate care.
- Helps me have free time to concentrate on my homework assignments and exams in my classes at PHSC.
- It allows me to rest.
- It has work well for our family.
- The center has helped me with my job in a great deal.
- They will work-with you if you ever have an issue. Very good about that.

Q25. What would you like to see improved about the Center?

Response Summary

- When asked what could be improved upon at the Center, 49% of all respondents had no improvements to suggest indicating how happy they were with the facility and the staff. The second most common theme was health and security at 12%.

Comment Theme	N	%
No improvements suggested	25	49%
Health and security	6	12%
Lunches and snacks	3	6%
Payment systems and pricing policies	3	6%
Other	14	27%
TOTAL	51	100%

- At this moment, I do not feel anything needs improvement at this time.
- Cannot think of anything at this time.
- Everything is great!
- I honestly can't think of anything.
- Needs no improvements, perfect the way it is.
- No improvements I can think of at this time! Keep doing awesome!
- No recommendations- Thank you for all you do!
- None.
- Nothing.
- Nothing!
- Nothing!
- Nothing!
- Nothing at the moment.
- Nothing, everything is fantastic!
- Nothing! Everything is perfect!
- Nothing, I love it here and so does my child.
- Nothing, I love this center.
- Nothing in my point of view. I couldn't be any happier with my child's pre-k progress or his teacher's effort on helping him develop into well balanced little man.

- Nothing, it is a great place.
- Nothing, it's great here.
- Nothing! It's perfect!
- Nothing that I can think of at the moment. I am completely satisfied with everything.
- Nothing! This is the best center I have ever been to.
- Nothing very satisfied.
- Really can't think of anything to improve upon.
- The only thing I can offer as an improvement is to not have hats in the dress up area as this could possibly share lice. Other than that, we love Today Care.
- Children who are extremely sick or excessively aggressive are the only potential issue for us through we understand circumstances that make these things difficult to handle.
- Security code should be changes on a regular basis. Keypad numbers are worn off from use making the code obvious.
- Security; While the code on the door is a helpful measure, I'd like to see or be informed on how the school would react in a dangerous situation.
- Sending or refusing kids to attend that are visibly sick. Too often, I have seen kids that should be at home and not getting other kids sick.
- Teachers spread out on playground.
- Offering lunches would be great.
- Healthier snacks and incorporated healthy diet teaching.
- Maybe providing lunch for them once or twice a week.
- Maybe pricing for single mothers? A reduced rate somehow?
- Non-payment for days not attended.
- Online payment?
- Better communication with teachers and parents. Otherwise, everything has been great!
- Field trips.
- Increase in pay for employees.
- I wish I could be here more but overall I am happy w/ what they provide.
- Later hours even if only 2-3 days a week.
- More communication with how the day went. Very limited information given about the day.
- More fun.
- More pictures and notes sent in the kaymbu system.

- More pictures sent on days of parties.
- Need more parking.
- Some more outside equipment.
- Some of the teachers I am not so happy about and fear when my child goes to these classrooms.
- VPK hours flexibility.
- We are so sad that this will be her last year here kindergarten next year. She has been coming here her whole life!!