

## Program-Level Results

The results from the 2023 Parent Satisfaction Survey provide unique insights into how families feel about and perceive their child care program. We are committed to using the feedback to better serve the families enrolled in our program as a part of a continuous improvement cycle. An executive summary of consolidated data (across all RisingOaks Early Learning locations) is available at: <https://risingoaks.ca/parent-survey>

This includes a broader look at the four foundations, communication, program statement goals and feedback on our diversity, equity, inclusion and anti-racism initiatives. Below are summaries of the program-specific results for our centre, including strengths, opportunities for improvement, and next steps that we will take in 2023-24.

### Belonging

“Early childhood programs cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them.”

(How Does Learning Happen? (HDLH), 2014, p.25)

| Question Statement   | % of Positive Responses | % of Neutral Responses | % of Negative Responses |
|--|-------------------------|------------------------|-------------------------|
| The educators understand what makes my child unique and their interests.   | 100%                    | 0%                     | 0%                      |
| The educators value and respect differences in beliefs, values and culture among families in the child care program. | 86%                     | 10%                    | 3%                      |
| The educators supported my child in their most recent transition or change within the program.                       | 90%                     | 10%                    | 0%                      |
| <b>Belonging Foundation Total</b>  | <b>92%</b>              | <b>7%</b>              | <b>1%</b>               |

### Well-Being

“Early childhood programs nurture children's healthy development and support their growing sense of self.” (HDLH, 2014, p.29)

| Question Statement   | % of Positive Responses | % of Neutral Responses | % of Negative Responses |
|--|-------------------------|------------------------|-------------------------|
| The educators respond to my child's individual needs.                                | 93%                     | 7%                     | 0%                      |
| The educators help my child understand their feelings and how to deal with them.     | 93%                     | 3%                     | 3%                      |
| The educators share parenting tips and resources that are helpful to my family.      | 38%                     | 52%                    | 10%                     |
| The program my child is in has had a positive impact on my family's day-to-day life. | 86%                     | 14%                    | 0%                      |
| <b>Well-Being Foundation Total</b>   | <b>78%</b>              | <b>19%</b>             | <b>3%</b>               |

## Engagement

“Early childhood programs provide environments and experiences to engage children in active, creative, and meaningful exploration, play, and inquiry.” (HDLH, 2014, p.35)

| Question Statement   | % of Positive Responses | % of Neutral Responses | % of Negative Responses |
|--|-------------------------|------------------------|-------------------------|
| 8. The educators provide learning experiences that build on my child's abilities and interests.        | 90%                     | 7%                     | 3%                      |
| 9. The educators support my child to play and solve problems with other children.                      | 97%                     | 3%                     | 0%                      |
| 10. My child is given opportunities to explore nature in a variety of ways, both indoors and outdoors. | 93%                     | 7%                     | 0%                      |
| <b>Engagement Foundation Total</b>   | <b>93%</b>              | <b>6%</b>              | <b>1%</b>               |

## Expression

“Early childhood programs foster communication and expression in all forms.” (HDLH, 2014, p.41)

| Question Statement  | % of Positive Responses | % of Neutral Responses | % of Negative Responses |
|---|-------------------------|------------------------|-------------------------|
| 11. My child is given opportunities to explore diversity in various ways.   | 76%                     | 24%                    | 0%                      |
| 12. I feel comfortable talking to the educators about my questions, concerns, and my child's learning.              | 90%                     | 7%                     | 3%                      |
| 13. The documentation and communication from the educators help me to understand how and what my child is learning. | 66%                     | 17%                    | 17%                     |
| 14. There are opportunities to provide written or verbal feedback to my program.                                    | 79%                     | 21%                    | 0%                      |
| <b>Expression Foundation Total</b>  | <b>78%</b>              | <b>17%</b>             | <b>5%</b>               |

## Net Promoter Score

How likely is it that you would recommend RisingOaks Early Learning to a friend or colleague?

| Detractors (0-6) | Passives (7-8) | Promoters (9-10) | Net Promoter® Score |
|------------------|----------------|------------------|---------------------|
| 10.7%<br>(3)     | 21.4%<br>(6)   | 67.9%<br>(19)    | <b>57</b>           |

The Net Promoter Score is the difference between the % of promoters minus the % of detractors.

Creators of NPS, Bain & Company, suggest a score:

- Above 0 is good
- Above 20 is favorable
- Above 50 is excellent
- Above 80 is world class

## Strengths of our program

In reviewing our scores and comments, the following areas of strength have been identified:

- Educators are invested in the growth and development of children.
- Educators are nurturing and respond to the children's emotional needs.
- The Educators help the children to understand their feelings and how to deal with them.
- Families feel comfortable speaking with the Educators about questions, concerns and the children's learning

## Opportunities to enhance our program

In reviewing our scores and comments, the following have been identified as areas for enhancement:

- More communication regarding children's daily experiences, engagement, and learning
- More opportunity to get involved with the surrounding community.

## Program learnings and next steps

- Educators will provide reflective documentation that demonstrates learning and includes different perspectives.
- Educators in all programs will focus on communication with parents that highlights the learning that is occurring. This will be done through documentation, conversations and parent app.
  - Introduction of a new parent app to support ongoing communication to be introduced early in 2024.
- With many newer educators we will strive to plan more community engagement opportunities based on the needs and interests of the children in the programs.

## Program comments

We would like to thank all of the families who took the time to complete our 2023 Parent Satisfaction Survey sent out in families in May 2023. You have provided us with valuable information that will help us to implement positive changes to our programs.

We also thank you for recognizing what we are doing well, and sharing in our successes.

The survey has been shared with educators as we will all work together to enhance our programs moving forward. Children and families remain our priority as we aim to meet the needs of all families enrolled at RisingOaks Early Learning | Our Lady of Fatima.

We appreciate all of your feedback.