



The results are in!

Thank you for taking part in our annual 2011 NAEYC Family Survey. The results were overwhelming positive and we are very appreciative of your feedback. We use your feedback to reflect on and set goals within our program. The 24 questions you answered translate out into 62 criteria we must meet regarding the family criteria for our NAEYC accreditation! Below are some of the highlights and goals we will work towards:

Highlights:

- *We scored 100% on 15/24 survey questions and our lowest score was a respectable 89%! Those are great scores and we're proud of our program and staff for that!
- *100% of you believe our teachers and program work with you to meet your child's individual needs or we help you connect with other resources within the community.
- *100% talk with your child's teacher regularly (or daily for a baby), communication is an area we believe is vital to help raise your children.
- *96% of you report that program staff helps you learn about community events and resources that can help my child and family.

Goals for improvements:

- ***Each year we strive for a better completion rate amongst families. This year we received a 53% return rate and sent surveys out via email for the first time. If we do not currently have your e-mail, please send it to Christie at cdapelo@grandmashouse.org.
- ***To our newer families (11% "Don't Know" responses) who did not realize these evaluation findings are shared with you annually, here it is. ☺ This year you are also receiving these results via email if you have shared that address with us.
- ***89% feel welcome and invited to participate by helping to plan events, being involved in decisions about the program and taking on leadership roles. For the six respondents who answered: "Don't Know", we offer you the *Tosa Center Circle*!

In an effort to build family involvement and help you connect with our program and other families, the *Tosa Center Circle* began in January 2010. The "Circle" and Christie meet every other month to discuss ways to make the center more "user-friendly". The group focuses on helping Christie and the staff execute family nights, conference nights, Month of the Young Child activities, etc. with suggestions on how to help them run more smoothly from the family perspective. Their idea to hold family nights on a smaller scale, by classroom or age group, has been well received by all families. We are always looking for new members and new perspectives; please email Christie if you are interested in becoming apart of this family group. The time commitment is minimal and the atmosphere is casual and friendly!

Again, thank you for taking part in our annual survey.

Christie Dapelo
Center Director

Kim Spankowski
Education Director