



501 West 5th St. Winston-Salem, NC 27101

NAEYC FAMILY SURVEY RESULTS AND FEEDBACK SELF ASSESSMENT 2010

Number of Family Surveys distributed	145
Number of returned surveys	83
Percent surveys received	57%
Last date of survey received	1/15/2011

NAEYC Family Survey Questions	Percent Yes	Percent No	Percent DK	NA
1. I have a good relationship with my child's teacher and other staff.	99%	0%	1%	0
2. The teacher takes good care of my child, helps my child learn to get along with others, and is a good teacher.	98%	0%	2%	0
3. The teacher often shares information about things happening in the program and wants to know about things my child is doing at home.	86%	12%	2%	0
4. I talk with a teacher about my child at least once a week (or every day if my child is a baby.)	93%	7%	0%	0
5. I have received information at enrollment and/or throughout the year about the program and my child's classroom, including information about: Program mission and philosophy, rules and expectations, procedures for handling emergencies, and exposure to contagious diseases and what I should do to protect my child.	92%	6%	2%	0
6. I receive this information in a language that I understand.	99%	1%	0%	4
7. The teacher asks about things that are important to our family and uses this information to help my child grow and learn.	84%	13%	2%	0
8. <i>For families who speak a language other than English at home:</i> The teacher and I discuss the language used to teach my child.	100%	0%	0%	76
9. I am invited to take part in classroom activities and events.	96%	2%	1%	0
10. When I disagree with how a teacher works with my child, I feel comfortable letting the teacher know and working together to find a solution that works for both of us.	84%	4%	12%	0
11. I am comfortable with what my child is learning and how my child's progress is measured. I have the opportunity to discuss what is learned and how it is measured.	92%	1%	7%	0

NAEYC Family Survey Questions	Percent Yes	Percent No	Percent DK	NA
12. I know how the program makes sure that information about my child and his or her progress is kept confidential.	72%	7%	20%	0
13. I receive written reports about my child at least twice a year.	73%	11%	16%	0
14. I am told about my child's progress in language I understand and in ways that are respectful to me and my family.	96%	1%	2%	0
15. The teacher and program work with me to meet my child's individual or special needs and help me get other resources within the community when needed.	83%	5%	13%	43
16. The program helps me get to know other families in the program and encourages us to support each other.	67%	24%	8%	0
17. I am always welcome at the program and am invited to participate by helping to plan events, being involved in decisions about the program, and taking on leadership roles.	83%	12%	5%	0
18. I am provided a translator when needed.	0%	0%	100%	79
19. The program staff helps me learn about community events and resources that can help my child and family.	72%	16%	12%	0
20. The program gives me information to help my child make a smooth transition to kindergarten or first grade.	76%	2%	22%	42
21. I believe the program administrator is an effective leader.	87%	2%	11%	0
22. I have been or will be included in program improvement efforts including a yearly program evaluation.	52%	12%	36%	0
23. When program evaluations are completed, I receive information about the findings.	46%	14%	40%	0
24. I generally feel respected by the program staff and that my contributions are valued.	95%	2%	2%	0
25. <i>For families with babies only:</i> The program supports breastfeeding by providing space, storing milk, instructing staff on handling procedures, etc.	23%	0%	77%	23
26. <i>For families with babies or children with special nutritional needs:</i> Staff work with me to meet my child's nutritional needs and document for me what my child eats each day.	57%	0%	43%	55

NAEYC SURVEY FEEDBACK FROM ANNUAL NAEYC SURVEY 2010

Response is provided on any items scoring 75% or less.

12. I know how the program makes sure that information about my child and his or her progress is kept confidential. (7%-NO, 20%-DK)

- Respect for staff, children, and families is a high priority at FBCCC. Therefore, we keep all information about children and families confidential. In the interest of best practice, it is sometimes necessary for staff members to have access to confidential information about children and families. This information is treated with strict confidentiality and sensitivity and is shared with appropriate staff members on a need-to-know basis only.
- Before sharing information about a child with other relevant providers, agencies or other programs, families will be asked for written consent.

13. I receive written reports about my child at least twice a year. (11%-NO, 16%-DK)

- Some families may not have been enrolled at FBCCC during fall conferences. In addition to the regular feedback on your child's daily notes and parent information boards, teachers will offer to meet with you in fall and spring for a formal conference. They will share the information about your child's progress during this time. Teachers are willing to conference more often than twice per year to meet the needs of your child and your family.

16. The program helps me get to know other families in the program and encourages us to support each other. (24%-NO, 8%-DK)

- FBCCC has several family focused events throughout the year, including Muffins with Moms, Doughnuts with Dads, Fall Festival, and Thanksgiving Luncheon. These events provide you with the opportunity to meet and connect with other parents in your classrooms. Many of our families have suggested that we publish classroom directories to share information such as parent email addresses and phone numbers. We plan to do just that in the near future. Of course, families will be given the option to "opt-out" if they choose to do so.

18. I am provided a translator when needed. (79 N/A, 100%-DK)

- FBCCC currently has one staff member who is fluent in Spanish and several parents who are bilingual or multilingual. Assistance is available for families who need a translator.

19. The program staff helps me learn about community events and resources that can help my child and family. (16%-NO, 12%-DK)

- FBCCC regularly posts community events on the Parent Information Board and periodically sends out flyers for community events. First Baptist Church also hosts parent lunch and learn events and workshops on a regular basis throughout the year, which all Children's Center families are invited to attend. The Children's Center Office maintains a list of community resources for referral.

22. I have been or will be included in program improvement efforts including a yearly program evaluation. (12%-NO, 36%-DK)

23. When program evaluations are completed, I receive information about the findings. (14%-NO, 40%-DK)

- The results of this survey will be used to evaluate our program and plan for program improvement. Our response to this survey and publishing the results this year will hopefully generate a more positive response in upcoming years.

25. For families with babies only: The program supports breastfeeding by providing space, storing milk, instructing staff on handling procedures, etc. (77%-DK)

- FBCCC is fully committed to supporting and encouraging breastfeeding. Our infant teachers are trained in procedures for proper storage and handling of human milk. Breastfeeding mothers are welcome to come to the center and nurse their babies at any time.

26. For families with babies or children with special nutritional needs: Staff work with me to meet my child's nutritional needs and document for me what my child eats each day. (43%-DK)

- FBCCC distributes current menus and posts menus on our website, in all classrooms, and on the Parent Information Board. Parents of infants and toddlers receive a daily information sheet that provides detailed feeding information. Parents of preschoolers who would like more specific information on what their children have eaten during the day can request that information from the teacher.
- The NC Department of Health and Human Services regulates our food choices. For children who have food allergies that have been medically diagnosed, we allow substitutions. A [Food Allergy List](#) is posted in every classroom as well as in the lunch room and kitchen areas. We are required to serve all children milk (with the exception of infants) unless we have a medical statement from a physician stating that a child has an allergy or intolerance to milk.

NAEYC Family Survey 2010

Comments Section:

- "We are very pleased with the level of care at First Baptist."
- "The staff is wonderful. In particular, Ms. KiKi, Ms. AJ and Ms. Traci go above and beyond with the children. I know that my child is in a safe, loving environment. My only complaint is the schedule around the Christmas/New Year holidays."
- "Some of these questions don't feel as applicable now that my child is in the after school program; for example, I DID get written info about my child, was included in events, etc. when he was in the 4-y/o preschool class. Not as relevant now that he's only there a couple of hours a day."
- "My children are school age and have been attending the after-school care program for two years. The teachers are caring and involved. We would like our children to be involved in more structured activities during the period they spent at FBCCC."
- "I think the staff at First Baptist is wonderful. Everyone is very caring and thoughtful even if they are not directly a teacher of my child. I would like to have more information about the other families in my child's classroom, even a room list with parents names so that you don't always have that awkward moment of just saying hi and never using anyone's name. It would also be helpful to have a list with addresses for birthday party info. Thanks."
- "Teacher shares flyers, write on board so that is very good sharing of information. Teachers do not ask questions about what is happening at home. Overall, we are very satisfied with this center. I feel like the teachers take good care of our children. We missed scheduling the teacher / parent conference this year and I wish we had done it! This is a very good chance to communicate about our child's learning with the teacher."
- "There have been several instances of information regarding my child not attending on a certain day or being late not getting communicated from the front desk to his/her teachers when it was called in to the front desk."
- "Would like to know curriculum – what teachers are working on with kids. Don't feel like I know what teachers do with kids except what is posted on weekly calendar (i.e. gym, chapel, market, etc.)"

- “I love this school and the staff. Thank you!”
- “If any parents are included in these efforts (program improvement) their names should be disclosed so that other parents may share suggestions.”
- “#19 - Love the advent calendar! #21 - Ms. Cheryl runs an effective and organized program and I am continually impressed!!!! Keep up the good work!”
- “We have been attending FBCCC for 4 years now and I have nothing bad to say. We have enjoyed every minute of our time there and look forward to the next 3 years. We LOVE all the people at the facility. “
- “We could be better informed about volunteer opportunities at the school and how to sign up for them.”
- “I think FBCCC is a great facility where I feel my children receive good quality care. We are very pleased with our experience there.”
- “We are very pleased with the services.”
- “Don’t know curriculum and what’s being taught day to day. Would like to know calendar of what teachers are working on week to week.”
- “Great program. We have been really happy.”
- “While we love the teachers, we do wish the staff that is there in the morning (7:45am – 8:00am) at drop-off was slightly more proactive and responsive to the children. No clue when we are supposed to be getting regular written or oral updates or when conferences start. Overall, we are very happy with the center!”

From the Director:

I would like to thank everyone who participated in this survey. Family input is a valuable component in the continued success of our program. We very much appreciate the kind words and helpful suggestions. I would like to take a moment to address a couple of issues that came up during this survey.

Several comments were made regarding the availability of family information such as names, addresses, and phone numbers of enrolled families for the purposes of communication between families. We plan to create a Family Directory in the near future. Families will have the option to decline inclusion if they so choose. More information on this project will be sent home soon.

There were also comments made regarding curriculum and what children were actually doing during the week. All classrooms should have current Weekly Activity/Lesson Plans as well as Daily Schedules posted. I would encourage parents who have questions regarding specific activities to address those questions to their children’s teachers. Teachers try to follow Weekly Activity/Lesson Plans closely, although they must be flexible enough to change plans and modify activities according to the needs and interests of the children.

Again, thank you for your valuable input. Please feel free to contact me at any time with questions or concerns.

Sincerely,

Shawn F. Martin