



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

NAEYC FAMILY SURVEY RESULTS AND FEEDBACK SELF ASSESSMENT 2011

Number of Family Surveys distributed	123
Number of returned surveys	92
Percent surveys received	75%
Last date of survey received	1/27/2012

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.	96%	0%	4%	0
2. The teacher takes good care of my child, helps my child learn to get along with others, and is a good teacher.	99%	0%	1%	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.	78%	14%	8%	0
4. I talk with a teacher about my child at least once a week (or every day if my child is a baby.)	88%	10%	2%	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.	90%	5%	5%	0
6. I receive this information in a language that I understand.	100%	0%	0%	8
7. The teacher asks about things that are important to our family and uses this information to help my child grow and learn.	72%	18%	10%	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.	40%	40%	20%	87
9. I am invited to take part in classroom activities and events.	98%	1%	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.	77%	9%	14%	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.	89%	4%	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.	66%	17%	16%	0
13. I receive written reports about my child at least twice a year.	79%	8%	13%	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%	3%	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.	92%	5%	3%	56
16. The program helps me get to know other families in the program and encourages us to support each other.	66%	27%	7%	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.	84%	11%	5%	0
18. I am provided a translator when needed.	0%	0%	0%	92
19. The program staff helps me learn about community events and resources that can help my child and family.	78%	13%	9%	0
20. The program gives me information to help my child make a smooth transition to kindergarten or first grade.	89%	2%	9%	48
21. I believe the program administrator is an effective leader.	92%	3%	5%	0
22. I have been or will be included in program improvement efforts including a yearly program evaluation.	68%	11%	21%	0
23. When program evaluations are completed, I receive information about the findings.	51%	11%	38%	0
24. I generally feel respected by the program staff and that my contributions are valued.	89%	4%	7%	0
25. <i>For families with babies only:</i> The program supports breastfeeding by providing space, storing milk, instructing staff on handling procedures, etc.	100%	0%	0%	66
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.	96%	4%	0%	66

NAEYC SURVEY FEEDBACK FROM ANNUAL NAEYC SURVEY 2011

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

7. The teacher asks about things that are important to our family and uses this information to help my child grow and learn. (18%-NO, 10%-DK)

8. For families who speak a language other than English at home: The teacher and I discuss the language used to teach my child. (2-YES, 2-NO, 1-DK, 92 NA)

- Upon enrollment, parents are asked to fill out a background information sheet on each child. These sheets go directly to teachers so that they can learn more about your child and your family, including what language is used at home, any fears the child may have, allergies and food preferences, etc. This information is used to assist teachers in their efforts to work with each child individually. We also schedule conferences at least twice per year so that parents and teachers can share important information. We strongly encourage families to share any and all information that may assist teachers in working with their children.

12. I know how the program makes sure that information about my child and his or her progress is kept confidential. (17%-NO, 16%-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.

16. The program helps me get to know other families in the program and encourages us to support each other. (27%-NO, 7%-DK)

- FBCCC has several family focused events throughout the year, including Muffins with Moms, Doughnuts with Dads, Fall Festival, and Thanksgiving Luncheon. 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. These events provide you with the opportunity to meet and connect with other parents in your classrooms and the center.

22. I have been or will be included in program improvement efforts including a yearly program evaluation. (11%-NO, 21%-DK)

23. When program evaluations are completed, I receive information about the findings. (11%-NO, 38%-DK)

- The results of this survey will be used to evaluate our program and plan for program improvement and professional development for the coming year. Your input is very valuable to us and all responses/comments will be taken into consideration for program improvement planning.

NAEYC Family Survey 2011

Comments Section:

- Thanks for all you do!
- We love FBC Children's Center. Our son adopted from Russia at age 3 and 1/2 has thrived there.
- We love the program, but some of the things asked about above I would love to see incorporated. I think perhaps a PTA type committee might make sense. I also would LOVE to see a "introduce all our staff" board. Main teachers are easy, but there are so many other people that watch, support, and love my children and I never get "introduced" or only meet once. A board with all staff's pictures and just first names would be SOOOOOO helpful. Please consider as I hate not calling people by name... Thanks!
- I am extremely satisfied with our experience at First Baptist Church Children's Center. The staff is professional, courteous, well-trained and well-suited for the work they do. It is so hard to find a daycare where you know your child is safe, loved and cared for in the manner you expect, and I am so grateful for FBCCC!
- I feel this is a learning environment and I am thrilled with how much my three year old has learned. The care providers are true educators.
- Teachers do such a great job with our child who has a severe food allergy and Epi-pen. This is our second child coming through FBCCC and we've been so blessed with wonderful, amazing, patient teachers, especially but not only: Syreeta, Wanda, Kiki, Shanta, and Amira!
- We are very happy and fortunate to be here. I do wish that during the time between 5:30 and 6:00 pm, things seemed more organized and calm. You do not always know where the child will be or who is responsible for your child, and sometimes it seems like there is too much activity of people coming and going and talking to adequately keep an eye on the children who are sitting on the rug area and or running around in front of the sign in area.
- This survey is difficult to answer when we have two teachers who are not the same. Also, some questions are difficult to answer with two separate components would say yes to one half and no to the other. We really appreciate the menu changes to reduce fried and fatty foods, increase fiber and decrease sugar. Thank you!! We also really appreciate our teachers' willingness to give our child food from home although it is a lot more trouble. Fortunately, with the new menu we don't have to do that much anymore. Our overall experience has been very positive, thank you for all you do!
- We are very pleased with our child's teachers and with the administration at the center. We are glad that he is getting the education he deserves.
- Would like to see an annual or biannual meeting/open house to meet other parents and discuss the direction/plans the center has for the year and any significant changes – give parents a chance to voice concerns or opinions.
- I love First Baptist! The staff are awesome and made our transition excellent!
- We would like more details about daily activities and lesson plans. We are concerned that there may be a lack of directed teaching activities that will keep our child's interest (in 1-2 yr range). We love the staff and teachers at FBCCC and appreciate how approachable everyone has been. Thank you for all of your hard work!
- I am unable to answer a few of these questions since our family is fairly new to FBCCC. I appreciate all of the teachers' and administrators' efforts!
- I love First Baptist and room 116. I am so happy and feel that they really love my baby! Every teacher in the room is awesome!

- Strong, fair leaders make strong, fair teachers. Considering our previous child care center and behaviors we were dealing with, FBCCC has been wonderful! They have guided us and worked with us on ways to help our child. We are very pleased with the staff!
- Each teacher that works with my child is wonderful – very caring and attentive.
- The center is sensitive to my child’s food allergy. We enjoy the special programs. Keep up the great work!
- Would like to see a more defined nutritional policy around allergies.
- Would be helpful to have annual or twice yearly parent meetings to get updates or plans within the center and give parents the opportunity to get to know each other and help make decisions affecting our children.
- We are so happy with the childcare here. You all do an amazing job and I can’t say enough wonderful things. Thank you!
- I am very pleased with First Baptist Church child care... They are professional.
- We are extremely happy with the care our child is receiving. We have watched her learn and grow over the last few months and feel that she is in a safe environment that offers a lot of enrichment.
- We love Ms. Syreeta and Ms. Amira! They are excellent teachers! They are making an impact – positive impact on C. and her friends! Keep up the awesome job!

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 suggestions/concerns that came up during this survey.

The suggestion for a “Staff Board” is great! It does take a large staff to cover an 11-hour day in a center this size, and there are many people at FBCCC who contribute to the care and education of your children each day. We have a number of floaters and assistants on staff to help us cover the day, and these very important staff members work all over the building with all ages. We will try to get this proposal in motion soon!

I know that the end of the day has been of concern for several families. Beginning at 5:00 PM or so, we may have to combine some classes or move some staff around to maintain ratios. Teachers who come in at 7:00 AM to open begin leaving at 4:00 PM, and although we have a large staff, sometimes late afternoons present a problem when staff members are out sick or for other reasons. It can be very frustrating for parents when they come in the afternoon and don’t know where to look for their children. We are working on ways to better alleviate this issue.

A couple of families suggested having an annual or biannual parent meeting. We will be talking through the logistics of this proposal and will let you know when we have a plan in place. An open house of some kind at the beginning of the new school year sounds like a good plan!

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

Sincerely,

Shawn F. Martin