



PARENT SATISFACTION SURVEY

COMMUNITY RESULTS

PETERBOROUGH

This survey was completed by families of children (0 to 12 years of age) who attended a licensed Child Care or EarlyON program in the City or County of Peterborough in spring 2018.



Parent satisfaction is a key indicator of a QUALITY early learning program



63 Early Years Community Partners Participated



1,145 Family Responses



PURPOSE

- Measure parent satisfaction across the system
- Identify priority areas
- Create systems approach to improving quality

STRENGTHS



- 99% of parents see positive interactions between educators and children



- 98% have positive interactions with educators
- 98% feel educators are patient and caring
- 98% feel educators are professional in appearance and behaviour

Our greatest strength is our educators



90.4% of families were VERY satisfied with their program. Less than 1% of families were not satisfied.

OPPORTUNITIES

Based on family input, these four areas were identified as having the most room for improvement. This makes them ideal priority areas.



- 63% of parents feel there are opportunities for them to become involved in the program



- 65% feel the program has helped them to connect with other parents and families



- 67% are aware of screening and interventions for their child's development or behaviour (if their child needs it)
- 67% are more aware of child and family programs, services, and resources in our community (since attending the program)

Our greatest opportunities are centered around awareness and connection

A strength of School Age Child Care programs and EarlyON programs is creating connections with families. They are also strong at making parents and families more aware of services, resources, and interventions that are available to them.

A strength of Full Day Child Care programs is ensuring children's learning is visible through documentation and that it is useful and easy to understand. They are also strong at providing outdoor environments that encourage active play.

What did families like most about their early learning program?

- Educators
- Programs/Activities
- Relationships
- Safety

