

Arroyo Grande United Methodist Children's Center

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AGUMCC

AGUMCC Winter Survey Results 2020

The Family Survey for Winter of 2020 results are in. Of the total families who responded, 100% felt that their child was well cared for and that their child is happy and enjoys participating in the program. Overall, 75% of the families were very satisfied. 100% felt the program promotes their child's learning and development. According to the survey, families chose our program for the age-appropriate curriculum, socialization, and low child to teacher ratio.

93% felt that AGUMCC staff communicated well. The best way families liked to receive information was in person. The next best way was through Childpilot. Here are some comments the families wrote on how the program is meeting their family's needs:

"The staff are a warm, loving group of teachers. We feel very safe and our daughter loves going."

"We respect the extra COVID precautions that need to take place."

"Quality care and enjoyment."

"Having my son participation in this program has fostered his learning and communication and his ability to play and socialize with other children."

"I really like using the Childpilot app. It makes it an easy way to communicate with the teachers and administrator."

"We really like having the Childpilot App as a central location for everything and so we don't get paper."

"I love seeing the photos of my child during the day and know that it takes extra time along with everything else the teachers are doing."

"My son is so happy to come to school every day. That is the most important thing."

"My son loves going to school. He loves his teachers and his friends at AGUMCC! This is an answer to prayers because he was so attached to me when he started going at 2 years old. I love seeing how happy he is when I pick him up after school. I feel very comfortable leaving him at AGUMCC because his teachers genuinely care about him. I also see how hard the staff work to take care of all the children. We feel blessed to have a preschool that takes pride in teaching and caring for our son."

Our program is always striving to provide the best-care to families. That is why our program chooses to participant in the "Quality Counts" program for San Luis Obispo County. This program will provide the evidence to support our efforts towards quality. Nationwide the program is called "Quality Rating Improvement System" (QRIS). It uses four tools to assess and coach standards of quality. The first one is the *Desired Results Developmental Profile*, DRDP, which is a tool used to plan curriculum and conferences. The second tool is the *Environmental Rating Scale*, ECERS, which is used for setting up the classroom environments. The third tool is *Classroom Assessment and Scoring System*, CLASS, which assesses meaningful learning experiences and builds child, family and staff relationships. Lastly families are asked to complete an *Ages and Stages Questionnaire*, ASQ. Our program has received trainings and coaching on all four tools of quality. The program also provides stipends for our staff's professional growth or continued education. 50% of our families were aware that we participate in the San Luis Obispo Quality Counts Program. 62% knew we used the DRDP rating scale when planning for family conferences and curriculum for the children. 50% of the families knew we used ECERS to set up our classroom environments. 62% knew the staff participated in ongoing training and staff development. 75% knew that the families completed the ASQ to look at their child's development.

All of the families received a copy of their conference that shared information about their child's strengths and areas of development that their child is working on. Of the families that turned in the survey, 75% participated either a Zoom or an in-person conference. Of that group, 100% found the conferences to be informative and learned how their child was growing and developing. 83% received ideas about activities that they could do at home with their child.

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Parent involvement is the key to our program's success. Through parent participation we build a strong community. 25% of those who completed this survey said they helped by taking home the laundry. 44% donated supplies to the school and 62% participated in fundraising.

Here are some comments by the families when asked, "How we could improve our program?"

"A 7 am, start would be helpful."

"Having either earlier or later hours would be great. It is not necessary right now due to COVID but in the future we will need it."

"To have the hours like the school used to have prior to COVID."

"More children in the preschool class."

"The teachers should be paid more."

"Lower cost or a more flexible schedule. Also, more information on lessons plans such as songs the children sing to participate with my child at home."

"Lesson plans are hard to read on line. It would love it if the school used a more natural cleaner instead of bleach"

The Arroyo Grande United Methodist Children's Center Board would like to thank you for taking the time to complete the survey. 69% of these results were gathered from the online survey and 31% were from the pen and paper format. We are glad to meet the needs of both styles to reach the maximum potential of results. The survey results are beneficial to help us continually improve our program. We will continue to nurture the development of children while fostering friendships between our children, families, staff, the church, and the community.

Sincerely,

A handwritten signature in blue ink that reads "M Quaglino". The signature is written in a cursive style.

Maddy Quaglino, Director of AGUMCC