

Parent Questionnaire of TLC – 2009-10 Results --

42 surveys returned out of 77 given

Child's Class (Returned survey): Monkeys (6) Frog (7) Pony (9) Puppy (10) Bear (9) Eagle (3)

Thank you for taking your valuable time to complete this questionnaire. Your opinion is important to us. It helps us to plan for next year. We listen. Please check one appropriate answer – **if you mark 1 or 2 please tell how we could make it a 3. Based on the experiences of my child and myself here at Trinity Lutheran Childcare Center, I am able to say that:**

- | 3 | 2 | 1 | |
|-----|----|----|---|
| Yes | | No | |
| 39 | 2 | 0 | 1. My child's teacher knows and cares about my child and responds to her/his individual needs.
My son absolutely loves Ms. Julie & Ms. LaShonda |
| 40 | 2 | 0 | 2. I feel comfortable and at ease leaving my child here each day. |
| 41 | 1 | 0 | 3. My child's teacher listens to me, respects me as a parent, and supports us as a family. |
| 38 | 3 | 1 | 4. I know who to go to with my concerns and feel confident that my concerns will be addressed respectfully and promptly. <ul style="list-style-type: none"> • Teacher or director? • More pro-active approach with staffing concerns |
| 38 | 3 | 1 | 5. I am comfortable with the style and forms of limit setting used by the staff. <ul style="list-style-type: none"> • I really think time out does not work for repeat misbehavior |
| 39 | 2 | 1 | 6. The communication systems keep me well informed about what is happening in the program each day and what I need to know to plan. <ul style="list-style-type: none"> • Daily Reports were great when done... especially when they have to be there all day... it helped us prioritize our care on the way home. • I would like more information about what is being taught in the classroom |
| 30 | 12 | 0 | 7. The daily conversations and parent-teacher conferences sufficiently inform me of my child's progress. <ul style="list-style-type: none"> • Teacher not there at our drop off or pick-up • Haven't had a conference yet – came mid-year • Not daily conversation if I pick-up late; Daily progress notes in box? • I would like the daily progress notes again • No daily conversations • I don't get to talk w/ teacher daily on my child's progress • Not academic progress. I only had one parent conference at the beginning of the year. • I do not consistently receive a daily report. |
| 39 | 2 | 1 | 8. I read the newsletters/calendars and messages sent home and posted for parents. <ul style="list-style-type: none"> • Always • Most of the time |
| 35 | 7 | 0 | 9. I use the website to get information – www.tlchildcare.com <ul style="list-style-type: none"> • Up-date more often – I didn't see May's calendar uploaded (at the time this survey was turned in) • Love having access to information on website! |

Which kind of communication is most helpful? Circle all that apply:

monthly e-mail newsletter 28 activity calendar 26 prayer calendar 3 snack calendar 13
daily reports 17 sign-in e-mails (front computer) 25 website 14 notes on the door 13
informal conversation with staff 21 parent/teacher conference 12 other: _____

- You do a wonderful job communicating to the parents
- Word of mouth

3 2 1
Yes No

- 40 2 0 10a. The atmosphere here is warm and nurturing.
- 40 1 1 10b. My child and I are given a friendly greeting each day by the AM staff
- 35 5 1 10c. My child and I are given a friendly farewell each day by the PM staff
- Not sure, I don't pick up but when I do they are great.
- 40 2 0 11. My child is happy and safe here.
- 39 3 0 12. My child's growth and development have been supported and stimulated by her/his participation in this program.
- I am concerned. My child has a hard time writing his name or recognizing letters/numbers
 - She has definitely grown to love Jesus!
- 37 4 1 13. Staff knows what they are doing and are enthusiastic about working here.
- Teens in afternoon don't pay enough attention outside
 - Enthusiasm? But it is May, so that's not fair judgement☺
 -
- 39 3 0 14. Center policies are clear, fair, and consistently enforced. (Cont. on back)
- It seems like different teachers have different expectations regarding behavior which sometimes makes it difficult for my child to know what is expected of him.
- 38 3 1 15. Snacks served are nutritious and varied.
- Maybe not that nutritious
- 37 4 1 16. Tuition rates reflect the quality of service we receive.
- I would like to see assistance programs.
- 39 3 0 17. Outdoor spaces are thoughtfully designed and well maintained.
- Monkey bars a bit high for smaller kids
- 40 2 0 18. Indoor spaces are clean and appealing and meet the needs of the children.
- 41 1 0 19. Supplies and equipment are adequate and kept in good condition.
- 39 3 0 20. The curriculum meets my child's needs and is fun for my child.
- Not sure he may need special attention or testing?
 - I don't have a good idea of what the curriculum is or what my child should be doing developmentally. I would love to know what the curriculum is.
 - Would love to see more classtime/learning time (homework) etc...
- 37 5 0 21. My participation in the program is welcomed – I have opportunity and choices about how to participate.
- I work all day☺
 - I haven't had an opportunity

3 2 1
Yes No

- 37 5 0 22. Parent functions keep me informed and help me feel more comfortable in the program.
- 39 3 0 23. I am comfortable recommending this program to friends and have done so.
- Many times
 - Yes!!
- 42 0 0 24. The ProCare computer sign-in has been informative with billing, shot records, notes, and tracking in-out times.
- 41 1 0 25. The financial manager has been helpful with billing or scheduling questions. I understand the billing cycle and statement.
- She is very helpful and understanding – thank you.
 - Very helpful
- 13 4 25 26. We participate in Tuition Express and find it convenient.
- Just do not care for this type of payment
 - I like to be in control
 - We will for kindergarten 11
 - Just started
 - Have participated in the past
- 22 10 10 27. Would you be willing to participate in a parent group (i.e. PTL or PTA)?
- My daily schedule can be too hectic
 - No time
 - If time permits
 - Yes
 - If needed
- 30 8 4 28. I understand the SCRIP Gift Card fundraiser program.
- Don't understand, but my own fault. Haven't taken time to do so.
- 37 5 0 29. The Director is professional and informative.
- It is my feeling that she may not feel comfortable in making difficult decisions with staff
- 40 1 1 30. The Director is approachable. I feel comfortable approaching her with any concerns as they relate to the center or my child.
- 39 2 1 31. The Director is visible and available during operating hours.
- 19 1 22 32. Have you met Trinity's Interim pastor, Pastor Russ Howen?
- 20 7 14 33. My child talks about Wednesday Chapel.
- Not there on Wednesday mornings
 - LOVES IT!!
 - He's too young to talk 11
 - Occasionally
 - I ask but he doesn't reply
 - She, as well as we do, miss Mr. Jonathan☺

3 2 1
Yes No

- 33 6 3 34. My child shares bible stories, prayers and/or songs that are taught during chapel and/or Jesus Time
- Very often☺
 - Snack and lunch prayers only
 - Prays before every meal
 - Wow, Yes! I know she is learning about Jesus.
- 9 7 26 35. Would you be interested in participating in a parent prayer group? (A half hour to pray for your child and other students of pre-school age up-through college)
- No time
 - We are private worshippers – non-denominational
 - I have to work
 - No time
 - Unable due to work in Carson City
- 5 5 32 36. We are interested in learning more about what the church has to offer our family.
- We know 11
 - We are already involved in our church
 - We are private worshippers – non-denominational
 - We go to CVC
 - We belong to Carson Valley United Methodist
 - We belong to a Catholic Parish

Please circle events you and/or your child participated in; if you did not participate in the event please explain why

Participated:		Why not...	
Yes	No	_____	
20	21	_____	2009 Father's Day BBQ – water fun (put on your thinking caps) Out of town - 5 Not in school yet - 9 Not here He didn't want to
31	11	_____	Back – to – school Night in September Other obligation Not enrolled yet- 4 Can't remember
19	22	_____	Cookie Dough Fundraiser Not enough time in our schedule - 2 Not enrolled yet - 4 Forgot I'd rather donate Too expensive Didn't get out an sell Graveyard worker

Yes No
7 34

Script Gift Card Fundraiser for tuition assistance

Haven't yet, but will
Didn't think about it - 4
Forgot
Not yet - 4
I'd rather donate
Will in the future
Financial

Yes No
25 14

Thanksgiving Feast

Not here -5
Not enrolled yet -2
Can't remember -2

Yes No
37 4

Christmas Program

Out of town
Not enrolled yet -3
This really needs to happen earlier. 7pm is too late!! Our children are in bed by 7pm.

Yes No
28 13

Spring Easter Program

Out of town -5
Prior activities
Work at nights
This really needs to happen earlier. 7pm is too late!! Our children are in bed by 7pm.

Yes No
31 10

St. Patrick's Bike Day

Wednesday not one of our days
Not one of our school days
Not there in the AM
Different school
Out of town
Working
Can't ride a bike

Yes No
6 35

Candle Lite Fundraiser

Too expensive -3
Didn't order
Nothing interested me -2
Financial -3
I'd rather donate
Didn't have extra money that month
Wanted to
No interest in the product
Have too many candles

Yes No
5 36

Sign Language Training in January/February

She loves this!!
Didn't make it.
Gone in January
Work too much
Didn't know it happened
Scheduling -2
No answer
Too late in the evening

Yes No
29 12

Wednesday Fundraiser Lunches

Love them! -2
Not one of our school days
Work
Brings own lunch
Doesn't like
Didn't know it happened
They are great! My kids love the "special lunch days"

Yes No
5 36

Work Day Party

Other obligation
Had a conflict
Not enrolled yet – didn't know what this was
Can't remember – sick child perhaps
Out of town -2
Working myself
Didn't know it happened -5
Should participate

Yes No
32 9

Mother's Day Tea

On Wednesday not one of our days
Not our school day
Child was sick; had planned on attending
I work – bad time -2
Away
LOVED IT-2

Yes No
35 3

We plan on attending Graduation BBQ June 2, 2010

Don't know yet
Out of town

Yes No
3 38

AM Church Service (8:00am or 10:45am)

Not interested at this time
Family too young to sit through service
Different school
Belong to another church-6
We are private worshippers – non-denominational
I'm at work
No answer

Yes No
5 36

Trinity's PM Church Service – (Sierra Spirit 5p.m. Sunday Night)

A few
Sometimes
Not interested at this time
Family too young to sit through service
We are private worshippers – non-denominational
I attend AM
We have a church 111111
Didn't know about it
No answer

Yes No
1 40

Trinity's Sunday School (9:30am)

- Not interested at this time
- Family too young to sit through service
- Belong to another church 111111
- We are private worshippers – non-denominational
- Would like to in the future
- No answer

Yes No
17 24

Wednesday's Children's Chapel Service (9:20 a.m.)

- Not interested at this time
- Not one of our days
- Different school
- I work

Yes No
0 41

Trinity's Bible Studies (Either Tuesday or Thursday AM/PM)

- Work schedule
- Not interested at this time
- Busy work/school -2
- We are private worshippers – non-denominational
- We have our own church -3
- No answer

Yes No
0 41

Trinity's Monthly Friday Game Nights (3rd Fri.of month – 6-8p.m.)

- Schedule conflict-3
- Just haven't
- Busy work/school -2
- Not aware of it - 3
- Wasn't aware but will try in the future
- Plan to attend

Yes No
15 26

Tumbleweeds Gymnastics

- Too expensive
- Schedule conflict
- Will join soon
- Already goes on another day
- Maybe -2
- Thinking about it
- Yes, but not through the school

Other events you remember:

Other events you would like us to try or offer in the future:

- Kids Fun Night so parents can go out to dinner
- I would also like to see Mother's Day Tea & other lunch time activities moved to Friday afternoons. I think more parents would be able to attend without taking Wednesdays off and a lot few sad little ones.

Please take a few minutes to complete the following:

The program could better meet my needs if...

- It had another kindergarten class
- Activities not happen on Wednesday nights (other nights of the week would be better)
- There was ½ day (2-3 hours) for kids under 3
- More curricular activities
- Nothing I feel at this time.
- This is a wonderful program
- Multiple child discount
- I could change my days for the summer
- Multiple child discount. \$1200 a month is worth every penny, but very hard.
- The program meets our needs and has so much to offer that often we can't "do it all"
- I knew what my child was doing in the classroom for the month. I would also like to see more progress reports throughout the year.
- Had an infant program
- Multi-child discount
- The toddlers were less expensive
- The curriculum were more differentiated. Break up reading time, math time, etc... by ability level to allow for more growth. Allow for placement in classes based on levels/ability to help with the differentiation process.
- I would like to see some options provided for the older kids that don't nap. Maybe they could go to an empty classroom and color, do story time, or something so that they aren't just sitting for so long.
- Transportation was available to Pinion Hills Elementary School

A recent incident that made me feel good about the program was...

- My child's stories about Jesus
- Embracing ASL (American Sign Language)
- His Pony teacher did a great job
- Kindergarten Approval
- My daughter spelled her name
- I really like the weekly handouts about what the class is doing, reading and learning. All the teachers and support staff are great, caring people that treat my child wonderfully
- The general warmth my child & I feel with Trinity
- I hear her constantly telling me events that have occurred at school or experiences she is very excited about. I am very happy with how much she enjoys Trinity.
- When my daughter comes home she asks if she has school tomorrow
- You know the long story, and I continue to be grateful to the TLCC staff for their sincere concern and support
- Embracing ASL
- When my son comes home with manners and asks nicely for things, and he puts his toys away
- I know my son is being watched
- Watching my child's teacher correct her; it was effective and my child understood what she did wrong.
- I always feel fortunate to take him to a safe place that he enjoys going.
- The Frog and Pony fieldtrip to Ms. Dana's house to see the puppies.
- Ms. Dana welcoming my daughter every morning
- How wonderful Mother's Day Tea was and how excited my daughter was that I could attend this year.
- Hearing my child singing daily
- Ms. Julie called us at home one evening to check on our sick child – so thoughtful- we really appreciated it!
- Ms. Julie and Ms. LaShonda are wonderful – we adore them! We see that our daughter has bonded with them and enjoys coming to TLC. They provided a really nurturing warm environment and are teaching such great primary skills. Thanks for all you do!
- When kids come home and share all they are learning especially sign language

A recent incident that made me feel unhappy about the program was...

- Boys were throwing rocks outside and I had to tell the girls about it.
- The daily reports have stopped. I really like those; they told me how he ate and slept, so I would know how our evening would be.
- Being told constantly to be checked in before 9am. This is pre-school.
- The kindergarten sign up was disappointing. We were under the impression that we made the cut off.
- The way an AM teacher talked to my child (in another class) is unacceptable
- My 3 year old has come home 2-3 times with underwear that smells/looks of dry urine. I addressed this with the staff and *it was remedied*.
- Seems like there is a lot of peer pressure
- Hasn't happened
- My child had a note in his cubby about using a bad word and I was asked to reinforce not using it at home. We don't use bad language
- My child being spit on and having sand thrown on her. This is happening over and over again. At some point time out is not enough. More severe action should be taken.
- I have not yet (since Dec) been offered a conference regarding my child's progress or any concerns.
- When I asked for a meeting with the director and my child's teacher showed up (uninvited). My concerns were not addressed during this conference and immediately my child made a poor decision after we were told nothing was wrong.
- My child missing going to pre-school but looking forward to kindergarten.

When my child talks about the center at home, she/he says...

- Stories about Jesus, who she played with and what she learned
- A lot about his friends and the books they read
- They want to attend
- He loves it
- All good things
- Sings songs learned & share sign language learned
- Mostly positive things
- She has fun
- I have more fun at school!
- Likes school
- Shows me sign language and sings songs
- Talks about his classmates and how he likes to play with them
- She is always very positive and excited about her experiences; she has made many new and wonderful friends
- She is always talking about her school
- Good things
- He likes it except for Mrs. Dana
- They want to attend
- All positive, happy remarks
- He likes his teachers a lot
- She can't wait to go to school
- He always loves going to school
- She pretends to "teach." I know a lot about the teachers by the way my child pretends. She pretends to be Ms. Dana. I think that says a lot about her influence on her students😊
- Loves school. Talks about her teachers and friends
- We played, we played.
- Shows us all the sign language he is learning, it is great!
- All the different activities & projects
- How much fun they have. They share a lot of the sign language they are learning.

I wish my child's teacher would...

- Keep me better informed on his day to day operations – who he plays with how he behaves, etc... I only hear about the things he does wrong.
- Let me know progress of my child
- Give me a song list. I have no idea what she is singing; it would be helpful
- Give more feedback.
- Send daily reports; I don't pick up his father does
- Do more alphabet awareness
- Give me more information about what they are doing in the classroom
- Send home daily reports
- We know how much time the daily reports take and know they can't always be done. However would love to have them a little more regularly.

I wish the afternoon staff would...

- Keep doing what they're doing
- Be more friendly. The one with the black hair never talks to parents.
- Remind my son to use the bathroom
- Nothing additional; he loves the games
- Be able to provide information about my child's day (puppy)

My child's teacher has helped me most by...

- Always talking to me
- Talking to me
- Talking to me instead of assuming
- Keeping me informed
- Ms. Dana is very caring and concerned about my child. She realizes the difficult separation situation and helps both my daughter and me with it.
- Being so kind to her
- Keeping close watch over my daughter and keeping me informed.
- Being there and meeting the needs of my son
- Giving suggestions on discipline
- I haven't actually ever talked to her about my child.
- Reaching out as a friend. I truly appreciate the love and understanding Ms. Dana has shown my child and myself.
- Help ease my daughter's shyness in the morning.
- Giving me daily reports to help me reinforce behaviors here at home
- Keeping me informed of how my child is doing in class
- Giving us the daily reports and keeping us aware of our daughter's activities.
- Helping me with potty training (LaShonda & Julie)

The afternoon staff has helped me most by...

- Always being there for my child
- Telling me how he's doing – good and bad. I feel like they know him, which makes me feel great.
- Telling me how his day went
- They are always very informative about my child's day and any needs that arise.
- Having my daughter ready to go.
- Keeping my child in line
- Letting me know how he did throughout the day
- I don't pick him up often but when I do they always know me and acknowledge
- Keeping my daughter busy on LONG days
- Keeping me up to date with behaviors and modifications
- Sharing stories about my child's day and reminding of the next days activities (LaShonda is great about this)

Looking to the future: Would you support and participate in a before/after school program for grades 3-6?

- Depends on my daily work schedule
- Absolutely!
- If we send our children to public school
- If my child could get there from Scarselli
- Think it would be great if it were available for the Johnson Lane area.
- Possibly?
- Yes!!
- Yes!!
- Yes.
- Yes
- I don't currently feel I need an after school program, but should that change – Trinity would be my choice.
- Yes, I would love to participate
- Maybe if affordable
- If we send our children to public school
- For grades K-3, yes. 4-6 no. As an elementary teacher of an intermediate grade, I think the needs of this age group are so diverse and varied; the structure of daycare at the center would have to change to some degree, and I would not support that.
- Yes.
- Great idea, but we would not participate.
- Yes
- No
- Definitely! We are going to need a program for our child very soon.
- Yes, but only if you provided transportation from Pinion Hills Elementary
- Possibly
- Possibly, when my kids get older.

Is there anything you would like to see Trinity Lutheran Church offer the families of the Child Care Center and/or the community? Please describe.

- I wish you could watch children through 3rd grade
- I would love to see another kindergarten class open
- Full-time K-6 school
- Tuition assistance for low income families
- I would like to see teachers add to the monthly newsletter. If each teacher wrote a quick note about what students were going focus on for the month, parents could be encouraged to discuss and ask questions about the focus.
- I would love to have transportation from Pinion Hills for after-school care (including after kindergarten)
- I would like to see a foreign language such as Spanish introduced.
- I wish my family could have been more involved in the extracurricular activities that the church offers. Due to my work schedule it is very difficult for me to get motivated! I am hoping that we will be able to attend events
- Transportation to more schools
- Infant program

Are there any other concerns or comments you wish to express at this time about our current or future programs?

- Thank you for being compassionate and caring.
- We pretty much love Trinity!!
- We really miss Ms. ___ She was always so positive and always smiling!!
- What a wonderful program
- Please talk to your staff about being friendlier and not so snappy at the children
- Possible that the school is open for more hours in a day
- We really enjoy everyone and know our daughter is very happy here. Our son can't wait to come too!
- We are very happy with Mrs. Keira
- Is there special testing for children before entering school if need be? I just want my child to be ready and able for kindergarten
- I feel like Ms. Dana had a really hard group this year. I do get my information from my child, so she may not feel that way. I hope next year this class is spread out. Certain students take a lot of teacher time. Good students lose learning time due to misbehavior.
- At the Christmas Program it would be helpful to elevate the children on a riser so that we might better see our little stars.
- My daughter's teacher does an outstanding job. The afternoon staff are great, too! We miss Ms. Stacy.
- I would like our "private" education to remain so! We pay TLC because we feel it is the best; however accepting children with needs/concerns that staff are unable or untrained to care for is detrimental to the other students who are attending. If TLC is going to accept SpEd or ED children, I believe that other parents need to be made aware BEFORE their child is adversely affected. It is also only fair to ensure the safety of staff and students that staff receive proper training to handle these special cases. I firmly believe that if I am paying for a private education that my child should be sheltered from SpEd and ED (emotionally disturbed) exposure!
- This is my child's 3rd year at Trinity and he love it! The staff is great and he is safe and happy at pre-school.
- Trinity Lutheran even though my child won't be going to school there anymore – off to kindergarten- You all have been very patient and gracious to my family and I – thank you.
- We continue to be thrilled with the quality of education and care at TLC. All the staff is wonderful. We along with our son, have thoroughly enjoyed Ms. Laura's class. She is a great teacher and truly caring person who has been a pleasure to be with.
- We would like to have a mid year progress report if possible to see areas we can continue to work.on. Would be great if there was a program where parents could volunteer or aide in the classroom weekly or monthly.
- Looking forward to the summer field trip program... thank you for providing that!!

THANK YOU FOR YOUR TIME AND COMMENTS!