



Children's Program

2016 Preschool Family Survey Results and Quality Improvement Plan

This document is to be shared with Children's Program families, community members, Washington Street Community Center Staff and Board of Directors, to create a working Quality Improvement Plan based upon family and children's program participant feedback. This survey was collected in September 2016, and had a 60% response rate.

1. Parents heard about the WSCC Children's Program in the following ways

- a. 20% Returning Student
- b. 40% Drive by/ live or work in wash park
- c. 20% Internet Search
- d. 26.67% Referral by family or friends

Washington Street Community Center Children's Program's goal is to build a diverse program including children from the neighborhood as well as surrounding communities. WSCC currently serves 21% low income students. WSCC will work over the next year to provide more community outreach to families to connect families with the resources available from WSCC and neighboring organizations.

2. Parents feel that they are communicated with regularly by the teaching staff about their child.

- a. 13.33% Disagree
- b. 13.33% Neutral
- c. 46.67% Agree
- d. 26.67% Strongly Agree

Washington Street Community Center Children's Program's goal is to continue to foster open communication between teachers and families on a daily basis. WSCC Children's Program provides ongoing professional development in the areas of family partnership and communication. WSCC Parent Council will invite families to brainstorm other methods of day-to-day communication to help meet the needs of families.

3. Parents feel that they are communicated with regularly by the teaching staff about program changes.

- a. 6.67% Disagree
- b. 26.67% Neutral
- c. 53.33% Agree
- d. 13.33% Strongly Agree

Washington Street Community Center Children's Program's goal is to continue fostering open communication between teachers and families on a daily basis. Based upon further evaluation WSCC has worked to refine internal communication to keep teachers better informed in WSCC Community Center Changes. This will help teachers answer parent questions about program changes. Each month WSCC Children's Program hosts an internal staff meeting, and as a staff WSCC is working to generate daily methods to keep teachers informed.

4. Parents feel that they are communicated regularly by the administrative staff about program changes.

- a. 0% Disagree
- b. 26.67% Neutral
- c. 53.33% Agree
- d. 20% Strongly Agree

Washington Street Community Center Children's Program admin works to communicate with families in a variety of ways, e-mail, written letters in cubbies, announcements on the sign in table, text messages, and notes on the main entry way, and Children's Program doors. We are always looking for feedback on how we can strengthen communication and will be working with our Parent Policy Council to identify the most effective methods of communication.

5. Parents feel that their child is safe and happy at WSCC

- a. 0% Disagree
- b. 0% Neutral
- c. 33.33% Agree
- d. 66.67% Strongly Agree

Health and safety is our number one goal here at Washington Street Community Center. WSCC has worked on many facilities' updates over the past three years to ensure all community members feel safe.

Some of these Children's Program security updates include: video cameras to monitor the classrooms, playground and entry way of WSCC, door code panels on every Children's Program interior door, as well as new accident, incident and mandatory reporting policies.

The Children's Program has also improved its gross motor spaces by licensing the dining hall as part of the Children's Program, and including age appropriate guided activities to use on a rainy day. Our playground has also undergone some renovations over the last year including our most recent improvements by our Eagle Scout in October 2016.

WSCC will be working to develop a capital campaign and fundraising to continue to improve our playground space. WSCC has just completed a Playground Safety inspection in November and will be sharing our results and improvements before the end of 2016.

6. Parents feel that their child is engaged and learning at WSCC.

- a. 0% Disagree
- b. 6.67% Neutral

- c. 53.33% Agree
- d. 40% Strongly Agree

7. Parents feel that their child has a variety of experience in the WSCC Preschool Classroom

- a. 6.67% Disagree
- b. 0% Neutral
- c. 60% Agree
- d. 33.33% Strongly Agree

WSCC Children’s Program works hard to “hook our students into learning.” As a first step in children’s education WSCC believes it is important for children to discover a love of learning. Over the past two years WSCC has developed a new position the Children’s Program, Educational Coordinator Jennifer Crandell. Her primary goal is support the implementation of curriculum in the classrooms and to provide teachers feedback on how to best engage their students. This ongoing training and support has been shown to be effective. WSCC plans to build stronger partnerships with other community agencies which will provide teachers with in classroom instructional support to provide them with a variety of sources for feedback.

8. Parents feel that they understand the curriculum and what their child is learning each day.

- e. 6.67% Disagree
- f. 0% Neutral
- g. 60% Agree
- h. 33.33% Strongly Agree

WSCC Children’s Program has already been making strides to help parents feel they are more connected to their child’s learning. Some of the elements that have been introduced are, weekly folders that go home with information about the program and Creative Curriculum, hosting a back to school night centered around the curriculum, allowing parents access to lesson plans online through Teaching Strategies Gold Plus. Parent Teacher Conference in November also allowed many parents to ask more detailed questions and allowed teachers to share their classroom lessons and intentional instruction in greater detail.

9. Parents feel welcome in their child’s classroom

- a. 26.67% Disagree
- b. 20% Neutral
- c. 46.67% Agree
- d. 6.67% Strongly Agree

10. Parents feel that teachers are responsive to their child’s needs

- a. 0% Disagree
- b. 0% Neutral
- c. 33.33% Agree
- d. 67.67% Strongly Agree

Our teachers work hard to learn each child’s individual needs, preferences, and quarks. Every child is special and WSCC works hard to ensure each child’s educational experience fits their needs and interests. As a small school every teacher and employee at Washington Street Community Center works to learn each child and parent’s name, and a little something about them. Working with consultants and in classroom coaches from the Denver Early Childhood Council WSCC teachers are learning new approaches to build even stronger relationships with their students. WSCC will continue to provide training on Teaching Strategies Gold Plus implementation to help support individualized instruction.

11. Parents would recommend the WSCC program to other families

- a. 0% Disagree
- b. 6.67% Neutral
- c. 46.67% Agree
- d. 46.67% Strongly Agree

Washington Street Community Center has been growing over the past 2 years and more and more families are coming to the Community Center based upon a recommendation from a neighbor or friend. This has built such a strong sense of community in our classrooms and between our families. We continue to strive to provide a quality program that community members know and love.

12. Parents feel the billing process is clear

- a. 6.67% Disagree
- b. 0% Neutral
- c. 53.33% Agree
- d. 46.67% Strongly Agree

Washington Street Community Center has worked hard to build an online billing process imbedded within our online enrollment platform JackRabbitClass.com. We are continuing to refine this process to be parent friendly. WSCC has found upon review that parents often are not clear on our billing methods. We plan to build this information in greater detail during orientation and posting a billing/ payment process parent procedure near the front office for parents to reference.

13. Parents feel the enrollment process is clear

- a. 0% Disagree
- b. 0% Neutral
- c. 53.33% Agree
- d. 46.67% Strongly Agree

Washington Street Community Center introduced online registrations and enrollments to families in the winter of 2015. Since then parents have shared with us that this process feels simple and easy to understand. We are always looking for parent feedback on how we can improve upon this process and will continue to shift with the needs of our community.

14. Parents have attended the following Washington Street Community Center events:

- a. Monthly Community Dinner – 66.67%
- b. Denver Days Block Party- 50%
- c. Share our Future Silent Auction – 25%
- d. Craft for a Cause (Oktoberfest) 2015 – 16.67%
- e. Home Made for the Holidays Craft Fair 2015 – 41.67%
- f. Senior Lunch – 0%
- g. Active Minds Lectures (3rd Wednesday of every month 1:30pm)- 0%
- h. Exercise Classes (Zumba, Taekwondo, Essentrics, Yoga) – 0%
- i. Dance Classes (Swingin Denver, Rainbeaus) – 0%
- j. Art Classes – 0%

Washington Street Community Center found that before this question was asked on a Parent Survey many of them did not know what these events were. Since this survey was distributed our attendance from families has increased at community center, however we look to provide monthly partners from our renters to provide information for monthly emails and flyers for our weekly folders.

15. Parents have attended the following Children's Program events:

- a. Summerville Camp Out – 16.67%
- b. Doughnuts with Dad (Father's Day)- 0%
- c. Mothers' Day Tea – 33.33%
- d. End of Year Graduation (Blue Adventures) – 0%
- e. Fall Festival / Halloween 2015 – 16.67%
- f. Cookies and Carols 2015 – 0%
- g. Parent Teacher Conferences Spring 2016- 16.67%
- h. Scholastic Book Fair Spring 2016 – 16.67%
- i. School Age Bake Sale – 0%
- j. Valentine's Day Party – 0%
- k. Playground Improvement Work Day Spring 2015 – 0%

The system only allowed for parents to select one option. Many parents reported attending several of these events. We typically have between 50% to 75% of parents attend these events. WSCC Children's Program is working to develop a more systematic way to have parents sign in at these events. A future survey will be able to provide a more accurate picture.

16. Parents have volunteered in the following ways:

- a. Guest Speaker – 20%
- b. Mystery Story Teller- 0%
- c. Donating Curriculum Unit Items– 60%
- d. Help with Classroom Prep Work –20%
- e. Playground & Children's Garden Quality Improvement – 0%

Many of WSCC's families are working families. WSCC Children's Program is working to find more ways that working parents can feel engaged and able to volunteer for the benefit of their child's education. Based upon this feedback we had a group of volunteer parents plan and host our Halloween Party this October. Our Parent Council will continue to brainstorm this with families and look for more opportunities for families to engage.

17. Parents rated WSCC Parent Partnership in receiving communication from WSCC about Community Events:

- a. Never – 0%
- b. Rarely – 0%
- c. Sometimes – 6.67%
- d. Often – 33.33%
- e. Always- 60%

18. Parents rated WSCC Parent Partnership in receiving communication from WSCC about Community Resources:

- a. Never – 0%
- b. Rarely – 0%
- c. Sometimes – 33.33%
- d. Often – 33.33%
- e. Always- 33.33%

19. Parents rated WSCC Parent Partnership in receiving communication from WSCC about children's health & development:

- a. Never – 0%
- b. Rarely – 6.67%
- c. Sometimes – 20 %
- d. Often – 53.33%
- e. Always- 20%

20. Parents rated WSCC Parent Partnership in receiving communication from WSCC about child family and nutrition:

- a. Never – 0%
- b. Rarely – 21.43%
- c. Sometimes – 7.14 %
- d. Often – 57.14%
- e. Always- 14.29%

21. Parents rated WSCC Parent Partnership in receiving communication from WSCC about my child's development:

- a. Never – 7.14%
- b. Rarely – 14.29%
- c. Sometimes – 28.57 %
- d. Often – 28.57%
- e. Always- 21.43%

22. Parents rated WSCC Parent Partnership in receiving communication from WSCC about Kinder Readiness.

- a. Never – 7.69%
- b. Rarely – 30.77%
- c. Sometimes – 23.08 %
- d. Often – 23.08%
- e. Always- 15.38%

23. Parents rated WSCC Parent Partnership in receiving communication about Child Developmental Screenings.

- a. Never – 0%
- b. Rarely – 6.67%
- c. Sometimes – 20 %
- d. Often – 40%
- e. Always- 33.33%

24. Parents rated WSCC Parent Partnership in receiving communication about Parenting Classes and Resources.

- a. Never – 0%
- b. Rarely – 6.67%
- c. Sometimes – 46.67%
- d. Often – 33.33%
- e. Always- 13.33%

25. Parents rated WSCC Parent Partnership in receiving communication about enrichment opportunities for their child.

- a. Never – 0%
- b. Rarely – 0%
- c. Sometimes – 0%
- d. Often – 53.33%
- e. Always- 46.67%

26. Parents rated WSCC Parent Partnership in utilizing the WSCC Children’s Back Pack Program.

- a. Never – 64.29%
- b. Rarely – 7.14%
- c. Sometimes – 0%
- d. Often – 14.29%
- e. Always- 14.29%

Many of the resources and materials on this list have been available to parents for some time, however parents were unaware of where they were located and how to utilize them. The Washington Street Community Center is working to develop a plan to better support families in using and benefiting from these resources more directly.

27. Parents were asked to rate their interest in joining the parent council and of the ones who responded 60% were interested in attending.

Washington Street Community Center will share this plan with all families in November and soliciting more feedback to add to this Quality Improvement plan in 2017.