

Preschool Programmes

2009 Family Satisfaction Survey

| 2009 | |
|---------------------|-----|
| Surveys Sent: | 24 |
| Responses Received: | 14 |
| Return Rate: | 58% |

| 2007 | |
|---------------------|-----|
| Surveys Sent: | 46 |
| Responses Received: | 15 |
| Return Rate: | 33% |

| RESPONSE METHODS 2009 | | | |
|-----------------------|-----|--------------|----|
| Electronic: | | | |
| Sent: | 24 | Recd: | 14 |
| Return Rate: | 58% | | |
| Posted Mail: | | | |
| Sent: | 0 | Recd: | 0 |
| Return Rate: | 0% | | |

PERFORMANCE INDICATORS:

Satisfaction with the services that they received

90.5% of families agreed or strongly agreed that they were satisfied with the services received.

Families who pay fees for service report that services are provided at a reasonable fee

95.0% of families agreed or strongly agreed that they received value for the fees charged.

Families report that Langley is a welcoming community for children and youth with special needs

92.9% of families agreed or strongly agreed that Langley has been a welcoming community for children with special needs.

2009 Family Satisfaction Survey - Preschool

SATISFACTION

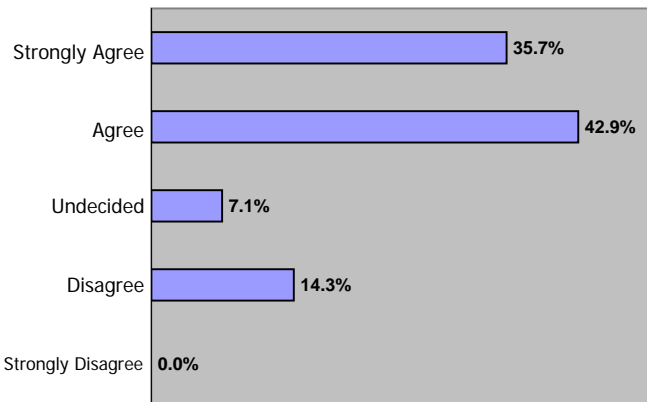
1. I am better equipped to address the needs of my child as a result of this programme.

| Answer Options | Response Frequency | Response Count |
|--------------------------|--------------------|----------------|
| Strongly Agree | 35.7% | 5 |
| Agree | 42.9% | 6 |
| Undecided | 7.1% | 1 |
| Disagree | 14.3% | 2 |
| Strongly Disagree | 0.0% | 0 |
| Comments: | | 1 |
| <i>answered question</i> | | 14 |

Comments:

Because my kids were prenatally exposed to drugs and possibly alcohol it is important to get the feedback from the preschool as to what they see in the class. They are able to clarify certain behaviors for us and always have info available for us.

We Are Better Equipped



2. I am satisfied that the services provided by this programme meet the needs of my child and family.

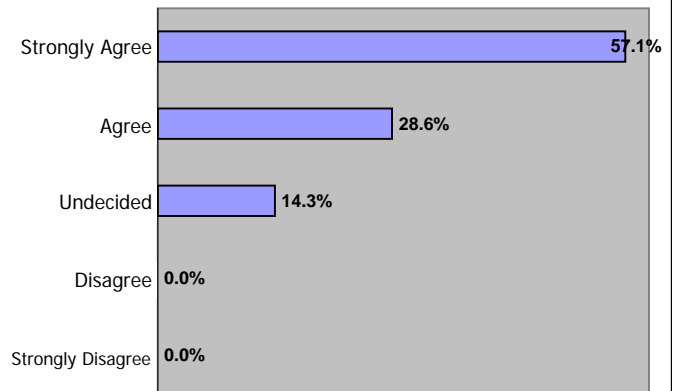
| Answer Options | Response Frequency | Response Count |
|--------------------------|--------------------|----------------|
| Strongly Agree | 57.1% | 8 |
| Agree | 28.6% | 4 |
| Undecided | 14.3% | 2 |
| Disagree | 0.0% | 0 |
| Strongly Disagree | 0.0% | 0 |
| Comments: | | 2 |
| <i>answered question</i> | | 14 |

Comments:

We have been a part of this program for several years and value the help our kids and family have received and will continue to receive.

Except the 2nd year preschool class should have more emphasis on preparing the child for kindergarten. ie. Printing of numbers up to 20 and be able to do the alphabet in capital and small letters properly.

This Programme Meets Our Needs

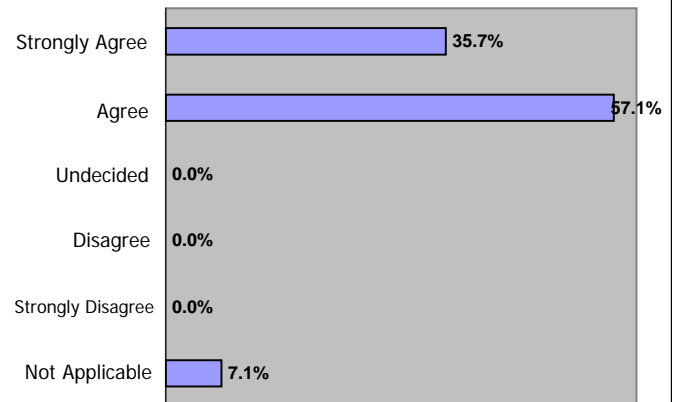


3. I am satisfied that this programme works together with other community services (i.e. Supported Child Development, Therapists, Doctors, Mental Health, Public Health, etc.) to meet the needs of my child.

| Answer Options | Response Frequency | Response Count |
|--------------------------|--------------------|----------------|
| Strongly Agree | 35.7% | 5 |
| Agree | 57.1% | 8 |
| Undecided | 0.0% | 0 |
| Disagree | 0.0% | 0 |
| Strongly Disagree | 0.0% | 0 |
| Not Applicable | 7.1% | 1 |
| Comments: | | 0 |
| <i>answered question</i> | | 14 |

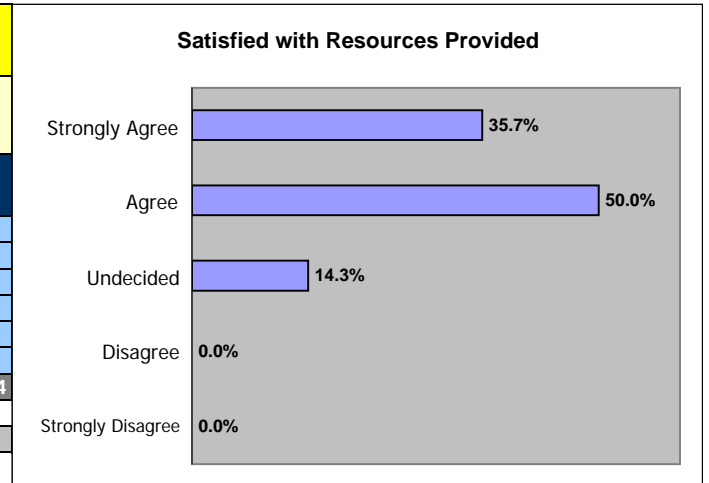
Comments:

Works Together with Community Services

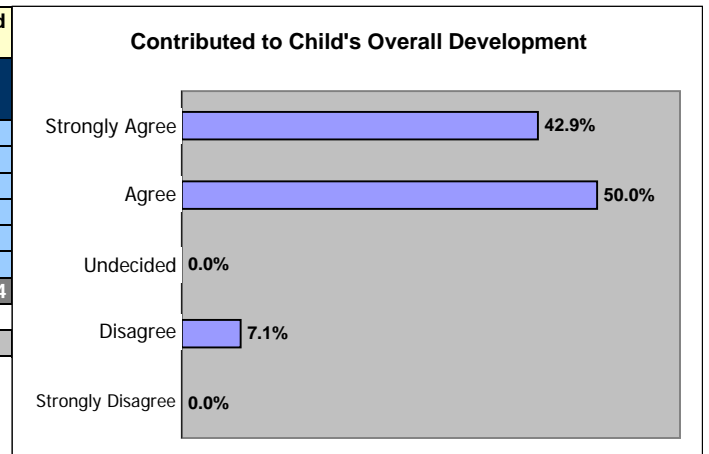


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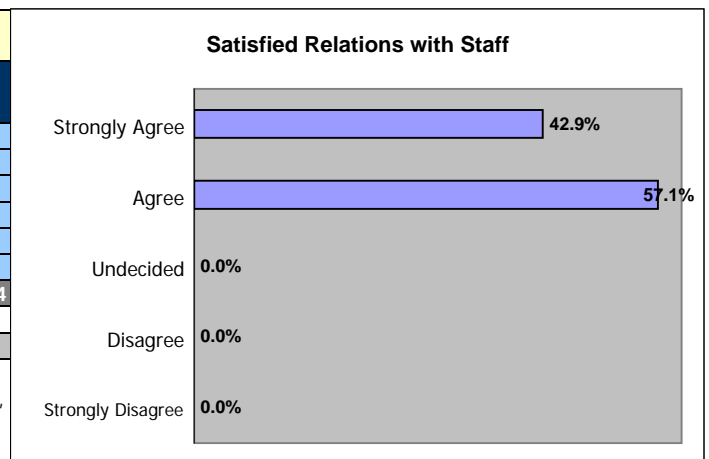
| SATISFACTION | | |
|---|--------------------|----------------|
| 4. I am satisfied that the resources (i.e. newsletter, workshops, toys, equipment, videos, articles, books, etc.) provided by this programme meet the needs of my child and family. | | |
| Answer Options | Response Frequency | Response Count |
| Strongly Agree | 35.7% | 5 |
| Agree | 50.0% | 7 |
| Undecided | 14.3% | 2 |
| Disagree | 0.0% | 0 |
| Strongly Disagree | 0.0% | 0 |
| Comments: | | 0 |
| <i>answered question</i> | | 14 |
| Comments: | | |



| 5. I am satisfied that the services provided by this programme have contributed to my child's overall development. | | |
|--|--------------------|----------------|
| Answer Options | Response Frequency | Response Count |
| Strongly Agree | 42.9% | 6 |
| Agree | 50.0% | 7 |
| Undecided | 0.0% | 0 |
| Disagree | 7.1% | 1 |
| Strongly Disagree | 0.0% | 0 |
| Comments: | | 0 |
| <i>answered question</i> | | 14 |
| Comments: | | |



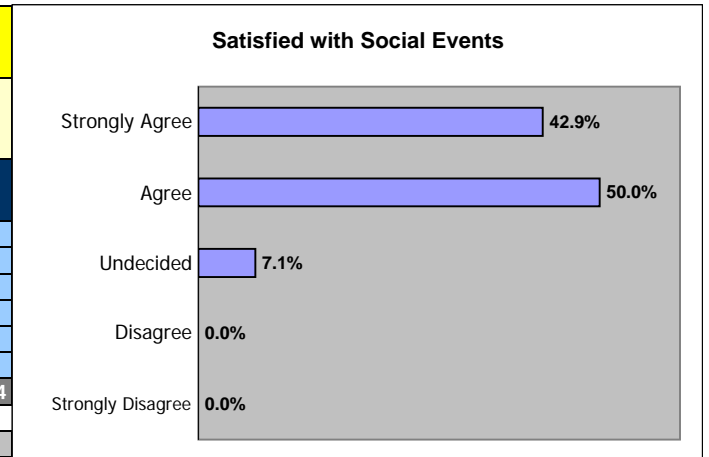
| 6. I am satisfied with the relationship I have with programme staff. | | |
|--|--------------------|----------------|
| Answer Options | Response Frequency | Response Count |
| Strongly Agree | 42.9% | 6 |
| Agree | 57.1% | 8 |
| Undecided | 0.0% | 0 |
| Disagree | 0.0% | 0 |
| Strongly Disagree | 0.0% | 0 |
| Comments: | | 1 |
| <i>answered question</i> | | 14 |
| Comments: | | |



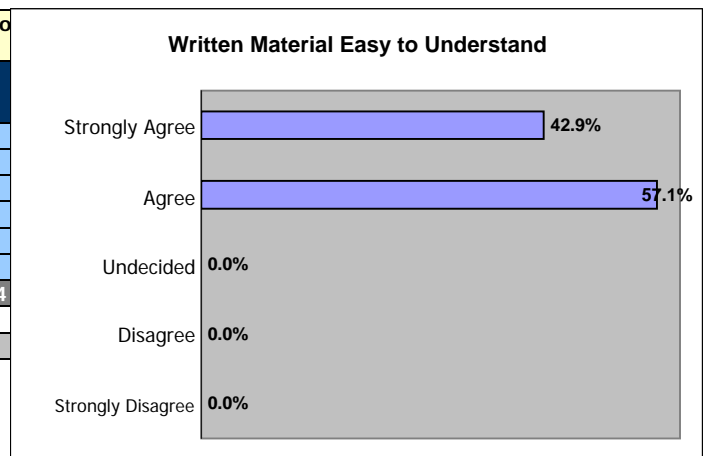
The staff are all very friendly, helpful, knowledgeable, approachable and respectful. They do a lot of planning to make learning fun and keep the environment fun too. They are fair, firm and consistent with all the children.

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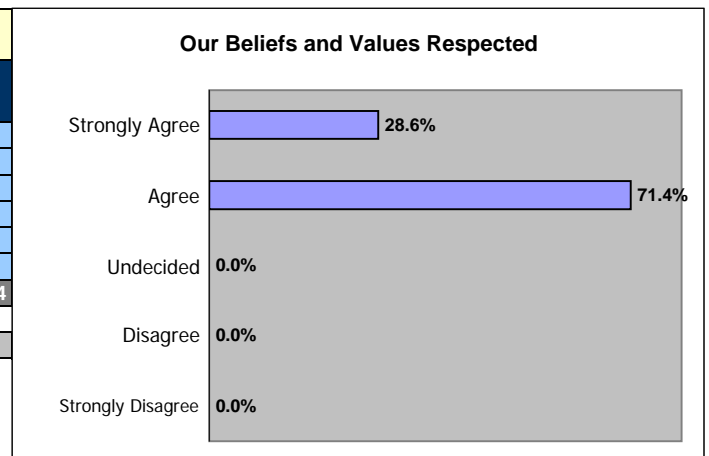
| SATISFACTION | | |
|---|--------------------|----------------|
| 7. I am satisfied that the social events provided by the Langley Child Development Centre meet my needs (i.e. Family Picnic, Toy Fair, Community Living Day, etc.). | | |
| Answer Options | Response Frequency | Response Count |
| Strongly Agree | 42.9% | 6 |
| Agree | 50.0% | 7 |
| Undecided | 7.1% | 1 |
| Disagree | 0.0% | 0 |
| Strongly Disagree | 0.0% | 0 |
| Comments: | | 0 |
| <i>answered question</i> | | 14 |
| Comments: | | |



| 8. I am satisfied that the written material provided by this programme is easy to understand. | | |
|---|--------------------|----------------|
| Answer Options | Response Frequency | Response Count |
| Strongly Agree | 42.9% | 6 |
| Agree | 57.1% | 8 |
| Undecided | 0.0% | 0 |
| Disagree | 0.0% | 0 |
| Strongly Disagree | 0.0% | 0 |
| Comments: | | 0 |
| <i>answered question</i> | | 14 |
| Comments: | | |



| 9. I am satisfied that my family's beliefs and values are respected by this programme. | | |
|--|--------------------|----------------|
| Answer Options | Response Frequency | Response Count |
| Strongly Agree | 28.6% | 4 |
| Agree | 71.4% | 10 |
| Undecided | 0.0% | 0 |
| Disagree | 0.0% | 0 |
| Strongly Disagree | 0.0% | 0 |
| Comments: | | 0 |
| <i>answered question</i> | | 14 |
| Comments: | | |



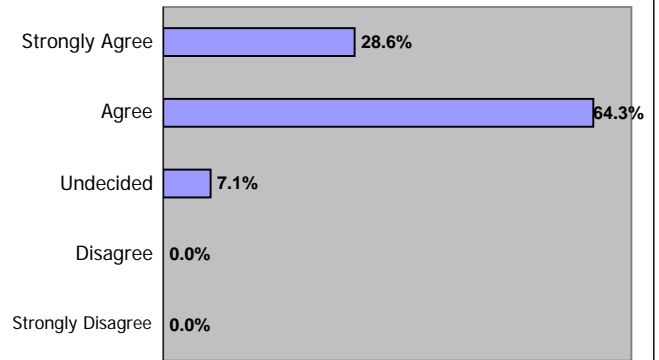
2009 Family Satisfaction Survey - Preschool

SATISFACTION

10. I am satisfied that I have access to the same range of childcare services as all families

| Answer Options | Response Frequency | Response Count |
|--------------------------|--------------------|----------------|
| Strongly Agree | 28.6% | 4 |
| Agree | 64.3% | 9 |
| Undecided | 7.1% | 1 |
| Disagree | 0.0% | 0 |
| Strongly Disagree | 0.0% | 0 |
| Comments: | | 0 |
| <i>answered question</i> | | 14 |
| Comments: | | |

I Have Equal Access to Child Care Services

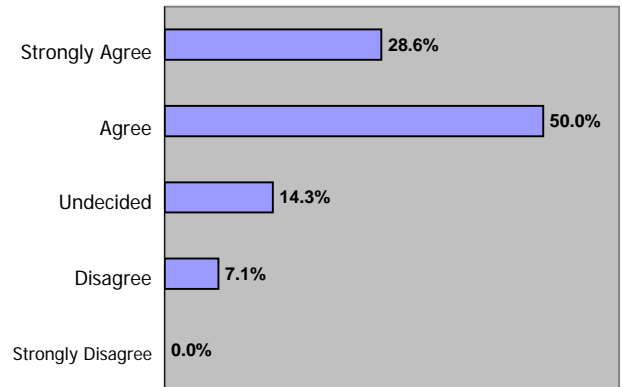


11. I am satisfied with the field trips provided by this programme for my family.

| Answer Options | Response Frequency | Response Count |
|--------------------------|--------------------|----------------|
| Strongly Agree | 28.6% | 4 |
| Agree | 50.0% | 7 |
| Undecided | 14.3% | 2 |
| Disagree | 7.1% | 1 |
| Strongly Disagree | 0.0% | 0 |
| Comments: | | 1 |
| <i>answered question</i> | | 14 |
| Comments: | | |

The Variety preschool field trip to Campbell Valley Park was fairly unorganized. Maps should have been provided for families that are unfamiliar with the park as to parking and the trails as there was a mom with two kids that took a wrong turn and ended up at a wrong parking lot. The length of the trail for the kids was also too long as the young kids couldn't walk the whole loop.

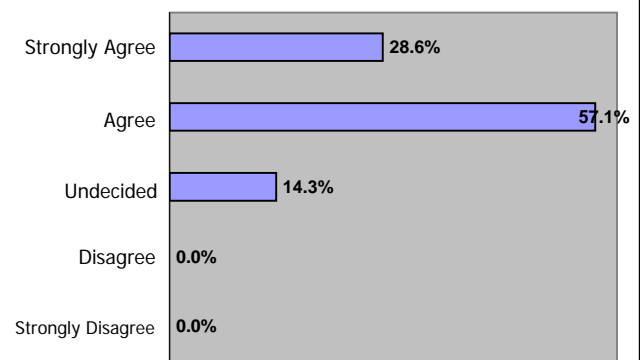
Satisfied with Field Trips



12. I am satisfied with the social opportunities provided by this programme for my family.

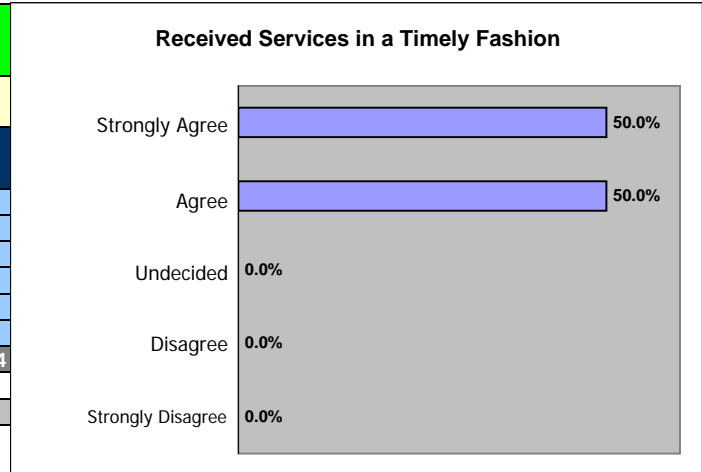
| Answer Options | Response Frequency | Response Count |
|--------------------------|--------------------|----------------|
| Strongly Agree | 28.6% | 4 |
| Agree | 57.1% | 8 |
| Undecided | 14.3% | 2 |
| Disagree | 0.0% | 0 |
| Strongly Disagree | 0.0% | 0 |
| Comments: | | 0 |
| <i>answered question</i> | | 14 |
| Comments: | | |

Satisfied with Social Opportunities

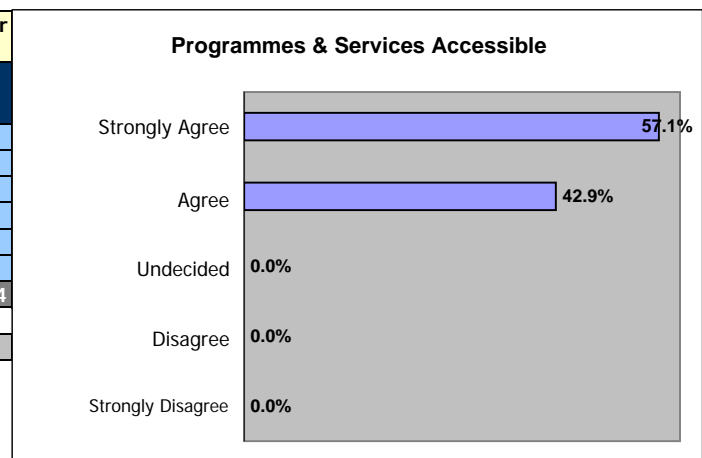


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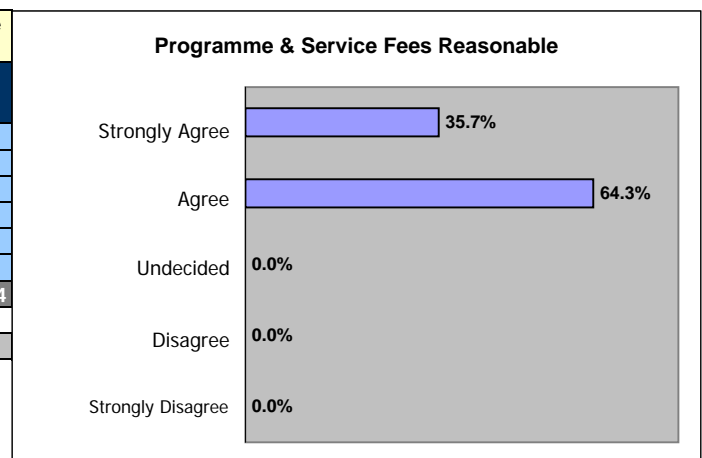
| ACCESSIBILITY | | |
|---|--------------------|----------------|
| 1. I received services in a timely fashion after being referred to and/or registering for the programme. | | |
| Answer Options | Response Frequency | Response Count |
| Strongly Agree | 50.0% | 7 |
| Agree | 50.0% | 7 |
| Undecided | 0.0% | 0 |
| Disagree | 0.0% | 0 |
| Strongly Disagree | 0.0% | 0 |
| Comments: | | 0 |
| <i>answered question</i> | | 14 |
| Comments: | | |



| 2. Programmes and services are easily accessible (i.e. time, location, wheelchair accessibility, close to bus route, parking, etc.). | | |
|---|--------------------|----------------|
| Answer Options | Response Frequency | Response Count |
| Strongly Agree | 57.1% | 8 |
| Agree | 42.9% | 6 |
| Undecided | 0.0% | 0 |
| Disagree | 0.0% | 0 |
| Strongly Disagree | 0.0% | 0 |
| Suggestions to Improve Physical Accessibility: | | 0 |
| <i>answered question</i> | | 14 |
| Comments: | | |



| 3. Programmes and services provided by Langley Child Development Centre are offered at a reasonable fee (i.e. programme fees, registration, etc.). | | |
|---|--------------------|----------------|
| Answer Options | Response Frequency | Response Count |
| Strongly Agree | 35.7% | 5 |
| Agree | 64.3% | 9 |
| Undecided | 0.0% | 0 |
| Disagree | 0.0% | 0 |
| Strongly Disagree | 0.0% | 0 |
| Suggestions to Improve Financial Accessibility: | | 0 |
| <i>answered question</i> | | 14 |
| Comments: | | |



2009 Family Satisfaction Survey - Preschool

ACCESSIBILITY

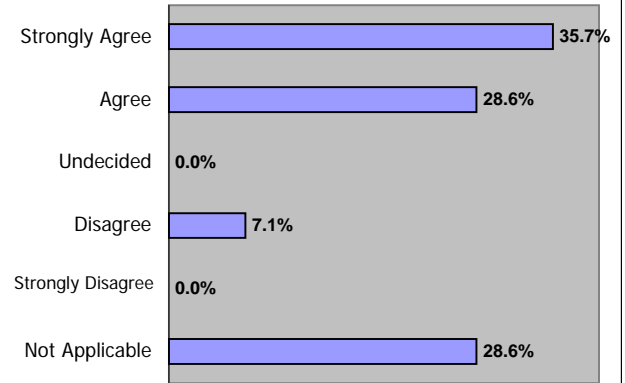
4. Workshops provided by Langley Child Development Centre are offered at a reasonable fee.

| Answer Options | Response Frequency | Response Count |
|--|--------------------|----------------|
| Strongly Agree | 35.7% | 5 |
| Agree | 28.6% | 4 |
| Undecided | 0.0% | 0 |
| Disagree | 7.1% | 1 |
| Strongly Disagree | 0.0% | 0 |
| Did not attend | 28.6% | 4 |
| Suggestions to Improve Workshop Accessibility: | | 1 |
| <i>answered question</i> | | 14 |

Suggestions to Improve Workshop Accessibility:

On site childminding would be nice, but less and less of an issue as my children are getting older.

Fees for Workshops Reasonable

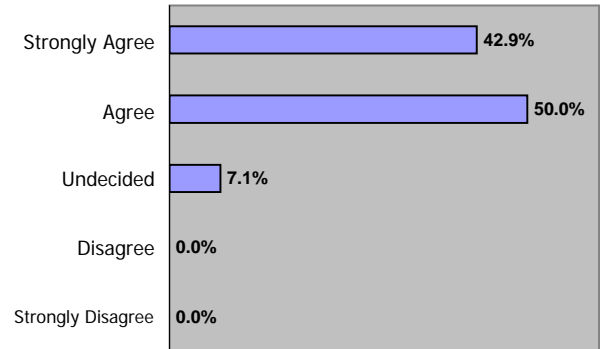


5. In my experience, Langley has been a welcoming community to children who have special needs.

| Answer Options | Response Frequency | Response Count |
|--|--------------------|----------------|
| Strongly Agree | 42.9% | 6 |
| Agree | 50.0% | 7 |
| Undecided | 7.1% | 1 |
| Disagree | 0.0% | 0 |
| Strongly Disagree | 0.0% | 0 |
| What barriers, if any, have you encountered? | | 0 |
| <i>answered question</i> | | 14 |

Comments:

Langley is a Welcoming Community



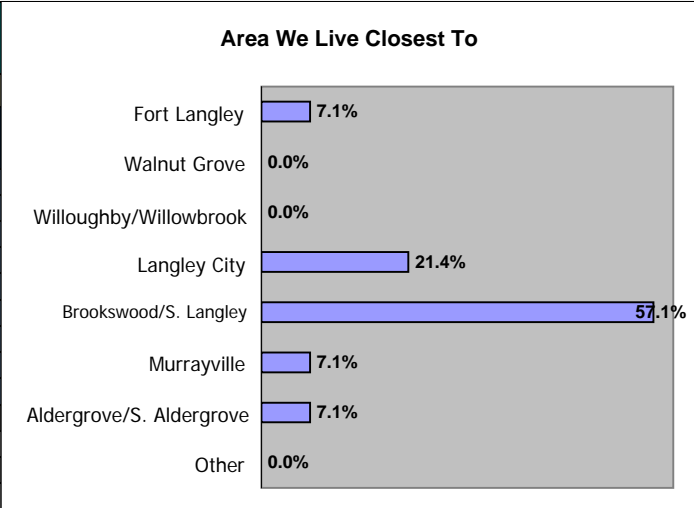
2009 Family Satisfaction Survey - Preschool

DEMOGRAPHICS

Which area do you live closest to?

| Answer Options | Response Frequency | Response Count |
|-----------------------------|--------------------|----------------|
| Fort Langley | 7.1% | 1 |
| Walnut Grove | 0.0% | 0 |
| Willoughby/Willowbrook | 0.0% | 0 |
| Langley City | 21.4% | 3 |
| Brookswood/South Langley | 57.1% | 8 |
| Murrayville | 7.1% | 1 |
| Aldergrove/South Aldergrove | 7.1% | 1 |
| Other | 0.0% | 0 |
| Other (please specify): | | 0 |
| <i>answered question</i> | | 14 |

Comments:



2009 Family Satisfaction Survey - Preschool

GENERAL COMMENTS

1. What I like best about the programme:

| Answer Options | Response Count | |
|--------------------------|----------------|--|
| | 10 | |
| <i>answered question</i> | 10 | |

Comments:

The dynamics of the preschool classroom with children a variety of different ages and backgrounds.

the staff's enthusiasm and support

The teacher/student ratio is great!

I like the diversity of the program so that all children feel welcome, involved and have the opportunity to be part of the preschool setting.

How the teachers teach the children to play and respect each other so well.

Ratio of students to teachers - my child receives excellent one-on-one care.

Welcoming friendly staff, great stuff for the kids to play with and other great kids, variety, compassion, enthousium.

The staff and their caring nurturing natures

Mix of children, younger and older but also able and less able

The staff and their consistency in mood, patience and care of the children. The fun environment they create for the children to be in and learn.

2. What I would change about the programme:

| Answer Options | Response Count | |
|--------------------------|----------------|--|
| | 8 | |
| <i>answered question</i> | 8 | |

Comments:

A morning option for the Variety preschool. With a Child in Kindergarten I am unable to drop off at Noel Booth for a morning class.

With so many kids born prenatally exposed to alcohol I would like to see all staff trained in the area of FAS or FASD

Not a thing the teachers are awesome and this is such a great program for my child.

Nothing.

I like it but I'm sure [Consultant], [Support Worker] & [Support Worker] would have great

Nothing

At this point we haven't had a fieldtrip yet, so I would like to see that added. I have seen more trips in the previous year with my other children.

In the 2nd year of preschool prepare the child better for kindergarten academically.

3. I would like to have a workshop offered on the following topic(s):

| Answer Options | Response Count | |
|--------------------------|----------------|--|
| | 3 | |
| <i>answered question</i> | 3 | |

Comments:

Programs availbl for kids with disabilities. As a parent, I was unaware of the options available to me. I worked with a consultant from LCDC for 2 years before being aware of the At Home Program which my child qualified for and receives services through.

FASD with Karen Janzen as the facilitator

How to obtain better listening skills in children.

2009 Family Satisfaction Survey - Preschool

| GENERAL COMMENTS | | |
|---|--------------------|----------------|
| I found the on-line survey easy to use. | | |
| Answer Options | Response Frequency | Response Count |
| Strongly Agree | 76.9% | 10 |
| Agree | 23.1% | 3 |
| Undecided | 0.0% | 0 |
| Disagree | 0.0% | 0 |
| Strongly Disagree | 0.0% | 0 |
| Comments: | | 0 |
| <i>answered question</i> | | 13 |
| Comments: | | |

