

MSUM Early Education Center
Family Survey Results
May 2025

Thanks for taking the time to complete our family survey for the 2024-25 school year! We will use the results and information to make adjustments and changes, as we can, to help improve the Center. Below you will find the percentage of responses for each of the multiple-choice questions and some general responses that may be helpful to address some themes that appeared in the open-ended response questions.

Please let Lacey know if you have any questions or want to talk further about your answers. Keep in mind that the survey was anonymous so we cannot talk to you or help with your individual responses unless you ask further questions.

Thank you!

Question 1: Please rank your overall satisfaction with the Center and our program in general.

This question was answered by 27 people. It was based on a star ranking system (1-5 stars). One person gave a 3-star rating, one a 4-star, and twenty-five people gave a 5-star. Giving a total average of 4.89 stars.

Question 2: Center staff knows and cares about my child and responds to his or her needs.

This question was answered by 27 people and received the following percentages for each response:

- 0% never
- 0% rarely
- 4% sometimes
- 94% always (26 responses)

Question 3: I feel comfortable and at ease leaving my child here each day. They are safe at the Center.

This question was answered by 27 people and received the following percentages for each response:

- 0% never
- 0% rarely
- 4% sometimes

- 94% always (26 responses)

Question 4: The Center meets the needs of our family.

This question was answered by 27 people and received the following percentages for each response:

- 0% never
- 0% rarely
- 4% sometimes
- 94% always (26 responses)

Question 5: The Center staff is friendly and approachable. The atmosphere there is warm and nurturing

This question was answered by 27 people and received the following percentages for each response:

- 0% never
- 0% rarely
- 11% sometimes
- 94% always (24 responses)

Question 6: The Center policies are clear, fair, and consistently enforced

This question was answered by 27 people and received the following percentages for each response:

- 0% never
- 4% rarely
- 0% sometimes
- 96% always (26 responses)

Question 7: The curriculum meets my child's needs and is engaging for my child.

This question was answered by 27 people and received the following percentages for each response:

- 0% never
- 0% rarely
- 4% sometimes (1 responses)
- 96% always (26 responses)

Question 8: How often do you read newsletters, notes, or activity information sent via Procure by your child's teacher or Lacey.

This question was answered by 27 people and received the following percentages for each response:

- 0% never
- 0% rarely
- 15% sometimes (4 responses)
- 85% always (23 responses)

Question 9: The level of communication is...

This question was answered by 27 people and received the following percentages for each response:

- 0% Too little
- 100% Just the right amount (27 responses)
- 0% too much

Open ended questions:

10: What do you appreciate most about the EEC?

This question had 20 responses. 70% of the answers were focused on the work with the children! Some of the individual responses included:

“Everything is extremely thoughtful and planned out, the staff and teachers are absolutely incredible, and the facility is lovely. I can’t say enough good things about the center. Thank you all for what you do!! We feel so good every day dropping our son off at school, and we are excited about our daughter’s opportunity to experience the EEC in the fall!”

“appreciate that they see each child as an individual, not just part of a group.”

“Staff is very helpful and upfront with what’s going on with our child, who is a handful at times, their communication is so appreciated”

“All the teachers care for our child and knows our child who doesn’t attend. They are always kind and inviting and have fun activities for families.”

11. What areas could the EEC improve on?

This question was answered by 15 people, many of the answers were “Nothing” or “NA”, the only common theme throughout was “Children”. Some of the random responses are:

“I honestly can’t think of anything. I feel so happy with the care, support, and learning that my child receives. I appreciate the communication and photos on ProCare. I feel all the staff are patient, kind, and helpful. I am so blessed to have my child as a Lil’ Dragon!”

“We are very satisfied. Thank you for the wonderful care! Would love pictures every day! :)”

Thank you for all of the feedback, both positive and negative, it will help us to reflect and grow on our practices. Please let us know if you have any further feedback or questions.

Thank you!!