



2024-2025 Parent Survey Results

June 18, 2025

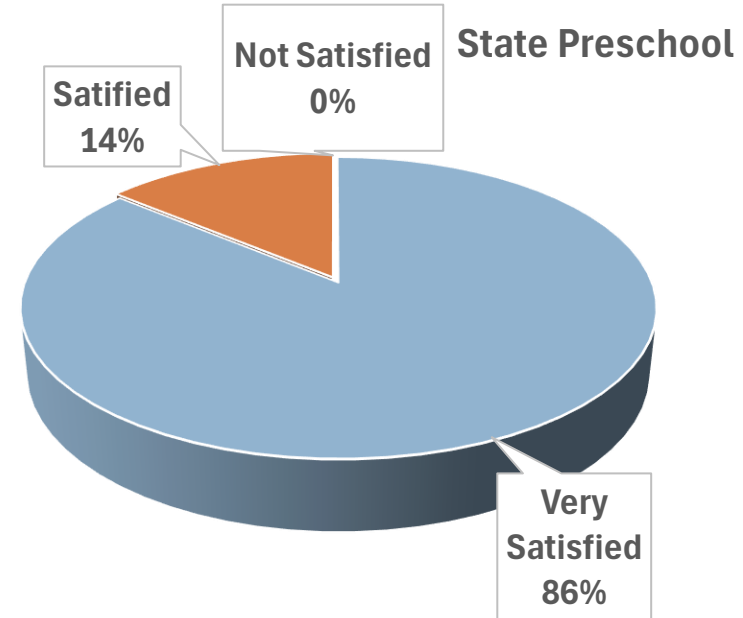
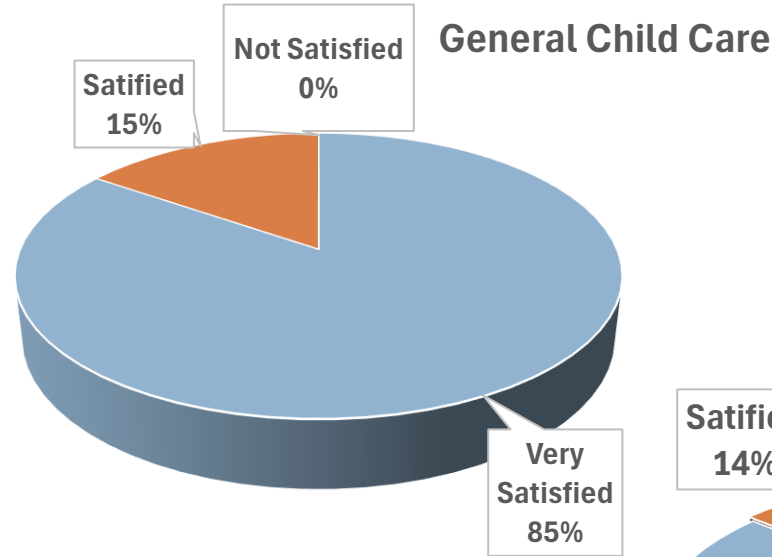


Tracy Lewis, ASAIII
Community Services Bureau

About Parent Survey

- Each year CSB's parents are asked to complete a survey to gauge families' satisfaction levels with our services
- Parent Surveys are distributed to all State Funded Centers and CSB's Alternative Payment Program for:
 - General Child Care (CCTR)
 - State Preschool (CSPP)
 - CalWORKs Stage 2
 - California Alternative Payment Program
- The results are reviewed by staff to determine what we are doing well and where are areas we can improve

How
satisfied are you
with the
overall quality
of the program?





Do you
feel that your
child is
safe and happy
in the program?

General
Child Care

Safe

• 100%

Happy

• 93%

State
Preschool

Safe

• 100%

Happy

• 98%

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General Child Care

How to find other services in the community?

• 91%

Schedule of daily activities?

• 98%

State preschool

Experience and Training of Program Staff

• 92%

How your child is doing in the program?

• 98%

Have you received information from the program about the following?

Would you like
more
information
about any topics
related to your
child's care and
development?

“Como ayudar a mi nino en casa;”

“How children interact with other children”

“How my child is developing”

“How to read to my son”

“Speech and potty time”

“How is my child doing with letters and numbers”

“Como puedo contribuir al desarrollo de mi hija”

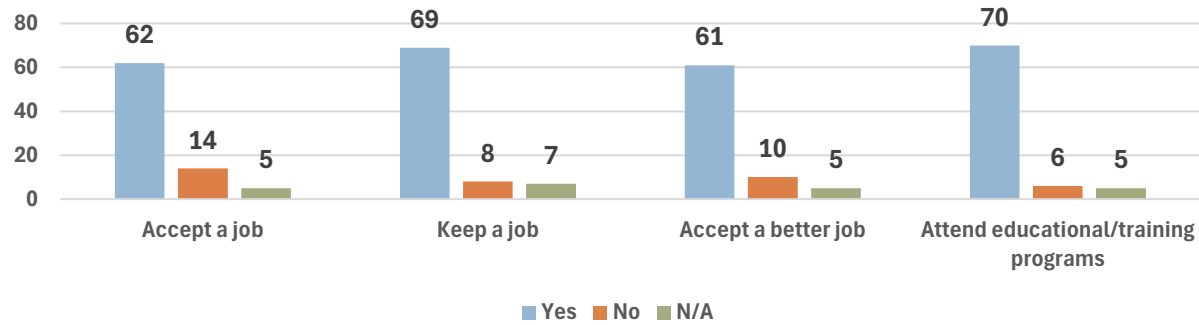
“Speech progression”

“Challenging behaviors”

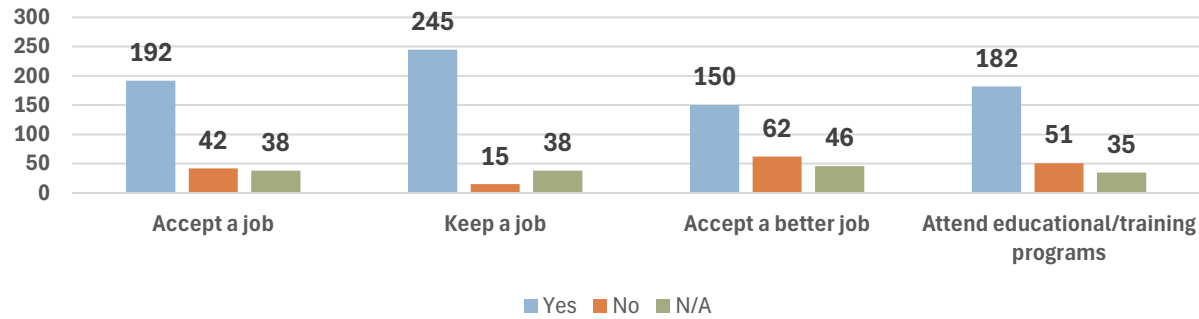


Has your child's enrollment in this program made it easier for you to:

General Child Care



State Preschool





How satisfied are you
with these
characteristics of your
child's program?

General Child Care

| | Very Satisfied | Satisfied | Not Satisfied |
|---|-------------------|-----------|------------------|
| A – Hours of operation | 63 | 26 | |
| B – Location of program | 63 | 25 | |
| C – Number of adults working with children | 66 | 22 | |
| D – Background and experience of staff | 74 | 16 | |
| E – Languages spoken by staff | 70 | 17 | |
| F – How program staff communicate with you | 69 | 18 | |
| G – Meeting the individual needs of your child | 72 | 16 | |
| H – Interaction between staff and children | 71 | 17 | 1 |
| I – Interaction with other parents | 64 | 24 | |
| J – Parent involvement | 67 | 20 | |
| K – Equipment and materials | 69 | 21 | |
| L – Cultural activities | 68 | 19 | |
| M – Daily activities | 69 | 17 | |
| N – Environment | 70 | 18 | |
| O – Nutrition | 65 | 21 | |
| P – Health and safety policies and procedures | 71 | 17 | |
| Q – How the program promotes your child's learning and development | 72 | 16 | |



How satisfied are you
with these
characteristics of your
child's program?

State Preschool

| | Very Satisfied | Satisfied | Not Satisfied |
|---|-------------------|-----------|------------------|
| A – Hours of operation | 285 | 80 | 8 |
| B – Location of program | 306 | 73 | 1 |
| C – Number of adults working with children | 336 | 43 | 0 |
| D – Background and experience of staff | 332 | 47 | 0 |
| E – Languages spoken by staff | 323 | 56 | 0 |
| F – How program staff communicate with you | 317 | 60 | 3 |
| G – Meeting the individual needs of your child | 324 | 53 | 2 |
| H – Interaction between staff and children | 328 | 48 | 1 |
| I – Interaction with other parents | 293 | 82 | 4 |
| J – Parent involvement | 297 | 79 | 2 |
| K – Equipment and materials | 319 | 56 | 1 |
| L – Cultural activities | 310 | 63 | 1 |
| M – Daily activities | 332 | 44 | 0 |
| N – Environment | 329 | 49 | 0 |
| O – Nutrition | 328 | 54 | 2 |
| P – Health and safety policies and procedures | 330 | 48 | 0 |
| Q – How the program promotes your child's learning and development | 332 | 47 | 0 |



Is there anything else
you would like to say
about how this
program meets your
family's needs?

"I really love this program."

"Thanks to this program, I have the opportunity to work and also my daughter is learning new skills, and she has a nice experience with kids with her own age."

"Great and caring teachers make it easy for children and families to feel comfortable and supported."

"Todo esta perfecto me gusta como trabajan."

"The program has helped me and my family to have a productive and consistent life schedule."

"We love the teachers"

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Do you have any suggestions about how this program could be improved?

"More hours of service."

"More cultural music or dancing and extra activities for children involved with their peers."

"I feel like the program is well put together and organized"

"Keep the staff taken care of."

"Muy satisfecha como trabajan las maestras con los niños."

"Everything is great and I'm very thankful for everyone."

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What questions do you have?

Thank you!