

TDC Learning Centers, Inc. Parent Survey Results with Responses June 2022

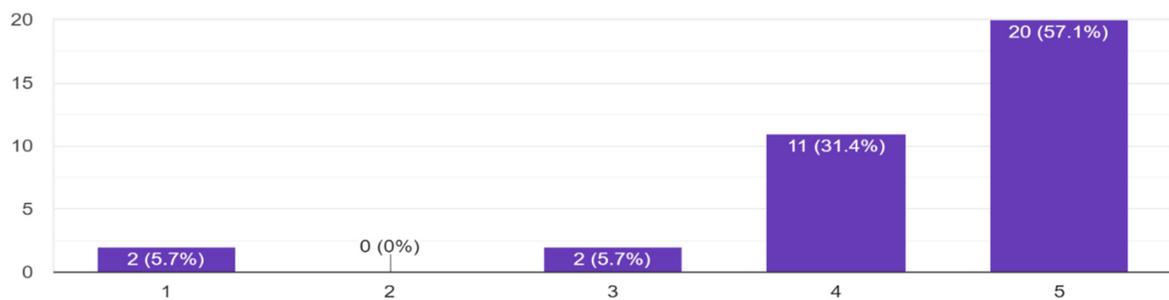
Hello,

TDC would thank all our parents who participated in our Parent Survey this year. This feedback is very important to evaluating the care and education TDC provide to you and your children. It will assist TDC staff and board members on how we can plan to improve our services each year. As always, TDC staff is passionate about what we do and are here to support you and your children. We are very pleased with these scores.

Below are the results to our survey along with how we plan to improve TDC's services to you and your children. 5 is strongly agree and 1 is strongly disagree. Please let the TDC Center Directors or myself know if you have questions regarding this survey or any other item you may be concerned with for your children or for yourself.

Communication from my child's center is timely, helpful, and professional.

35 responses

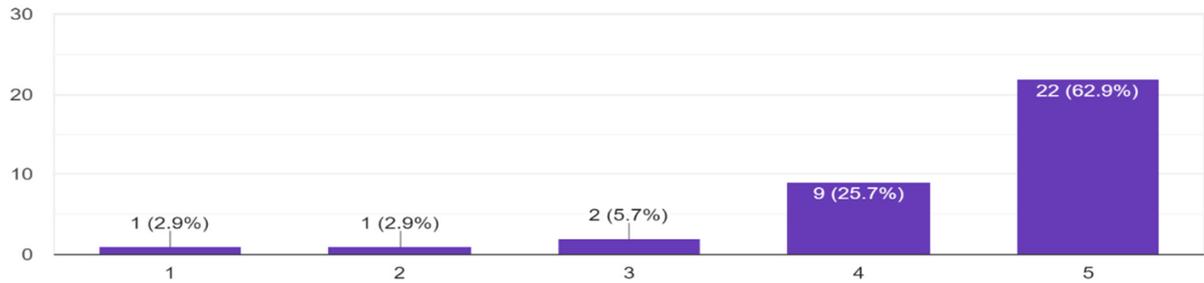


TDC's Internal Affairs Committee (made up of members of the Board of Directors and Main Office Administration) meets monthly to review, change, or incorporate policies and procedures that are beneficial to families but also ensure safety for the children and teachers. This committee is prepared to review and announce any changes to our inclement weather policy by the Fall of 2022.

TDC's Leadership Team (Main Office Administration and Center Directors) will continue to provide communication in a variety of forms from phone calls, emails, and the Procure: Childcare App. These will contain information about upcoming events at the center, daily sheets for children, important reminders, and closures. As seen in the comments of our survey, we would like to share more details about our trainings in the following weekly or monthly updates that are sent out to your center. We will include celebrations of when a teacher has completed annual training and furthered education. Please reach out to your site Center Director if there are any updates or additional information you wish to see. We will do our best to accommodate your request.

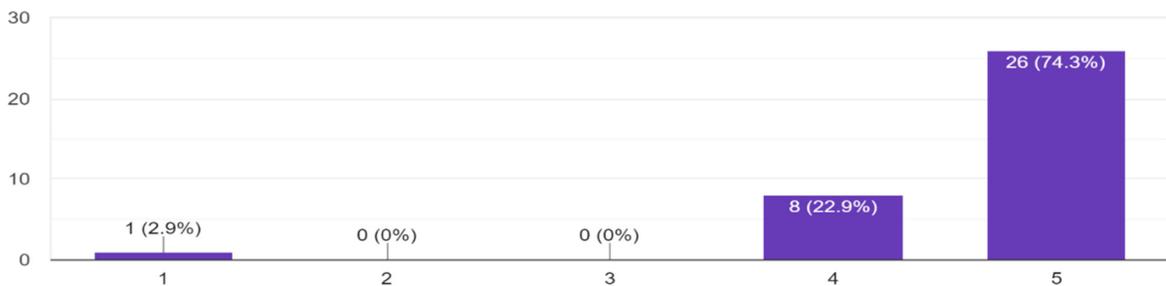
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The center staff communicates regularly with me regarding my child's care.
35 responses



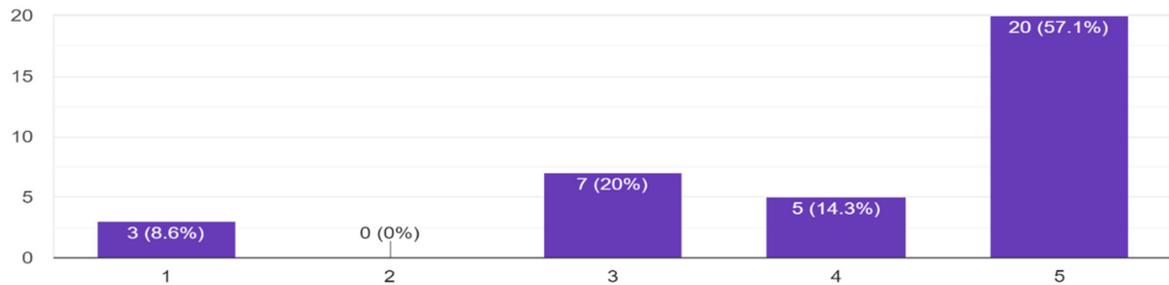
Please see details above. We ask that if you are not receiving regular communication to address this concern with your child's classroom teacher. If you feel that this has not improved, please report to your facilities Center Director. Finally, if you continue to have trouble with communication after addressing the concerns with these individuals, please contact the Main Office. TDC respects the privacy of all our families.

I am comfortable talking with center staff about questions or concerns.
35 responses



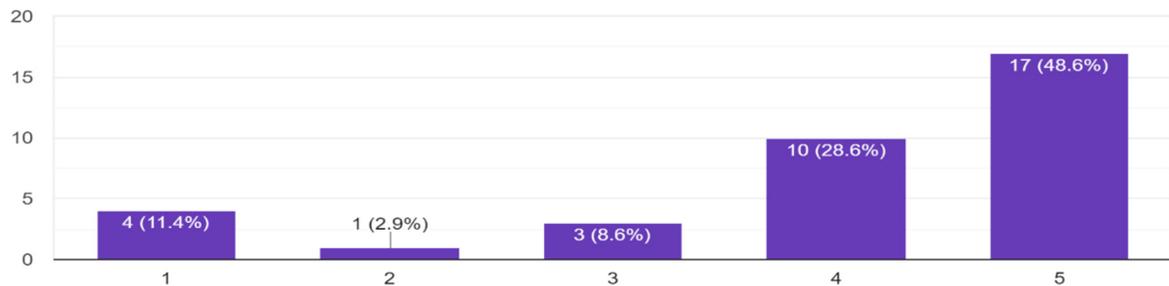
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I know Parent-Teacher Conferences can be requested at any time.
35 responses

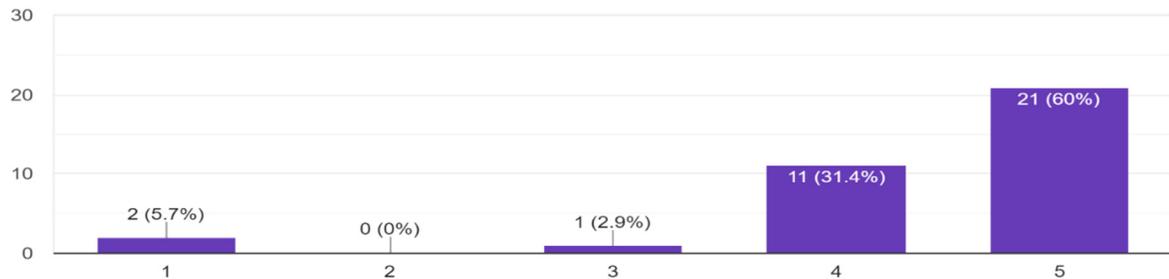


As we know, drop off and pick up can be overwhelming. We would like to remind our parents that at any point that you can request that the teacher call you when it works for both of you and/or request a Parent Teacher Conference to discuss any questions or concerns.

Communication from the TDC central office is timely, helpful, and professional.
35 responses

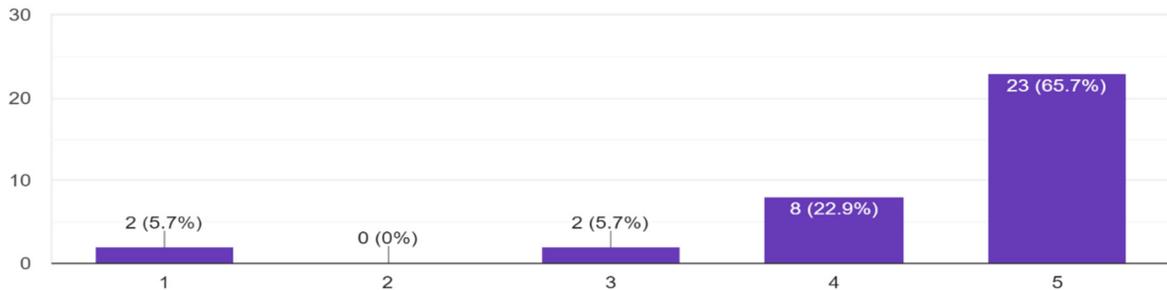


I am comfortable talking with administrative office staff about questions or concerns.
35 responses



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Billing and payment information is clearly communicated and easy to understand.
35 responses



TDC's Central Office is open Monday through Thursday from 7:00 AM and 3:00 PM and you may reach us via email or phone:

Karin Juarez, Executive Director
karin@learnplaygrow.org
785.272.5051

Debi Brown-Tosh
Office Manager
tdc@learnplaygrow.org
785.272.5051

If you are unable to reach us, please leave us a voicemail. We do our absolute best to return your call as soon as we can, and the office staff always alerts the Center Directors any time we are away from the office. You may also contact us by email requesting that we call you at a time that is convenient for you and the central office staff. Email addresses are available on the TDC'S Home Page at www.learnplaygrow.org.

The TDC Leadership Team meets every two weeks (except for in the summer) to present updates, reminders, and any organizational changes. Center Directors are encouraged to share this information to our teachers, and parents through our various forms of communication with teachers and families. If you need any assistance or have questions, please don't hesitate to reach out to us. We will arrange a convenient time to meet with you. Our Center Directors includes the Central Office Staff in email communications or conferences to keep me, as the Executive Director, alert to parent concerns.

Billing: TDC's Central Office continually reviews and applies for grants and financial assistance along with hosting TDC fundraisers to help support family tuition needs if the occasion arises. If your family is ever in need of more assistance or have billing questions, please be sure to contact us.

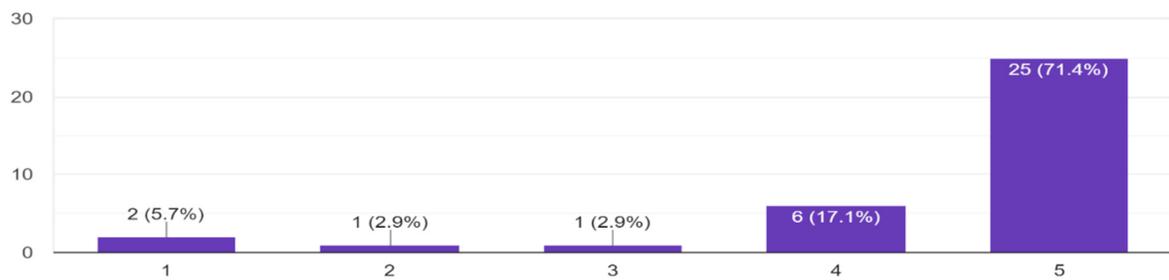
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A welcome email is sent out to all new and returning families where billing rates, procedures, and office hours are explained. It also includes the Center Director's and Office Manager's contact information.

One of our goals at TDC is to find ways to provide high-quality childcare including supporting TDC families. We are always available to assist you with any billing questions.

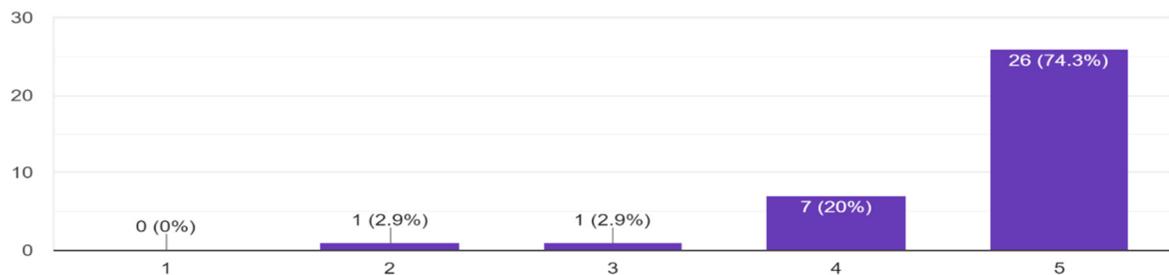
I feel that staff respect and value my knowledge about my child and my experience as a parent. I feel that my concerns are taken seriously and are acted upon quick and fair manner.

35 responses



I am confident my child is safe and well cared for at TDC.

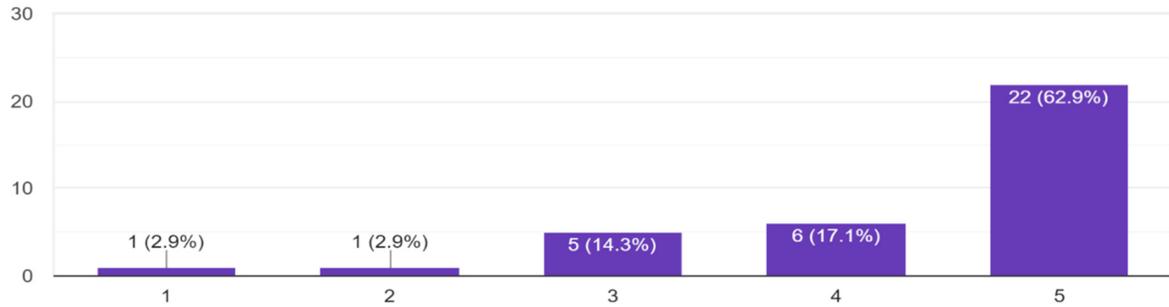
35 responses



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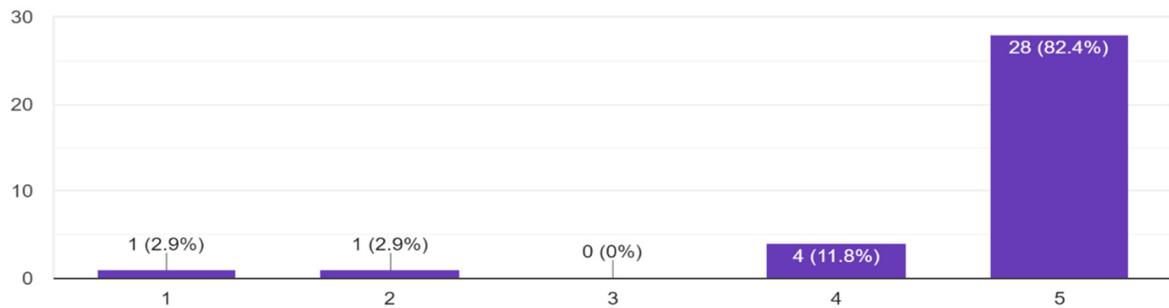
Staff build on my child's abilities, rather than talk about any shortcomings.

35 responses



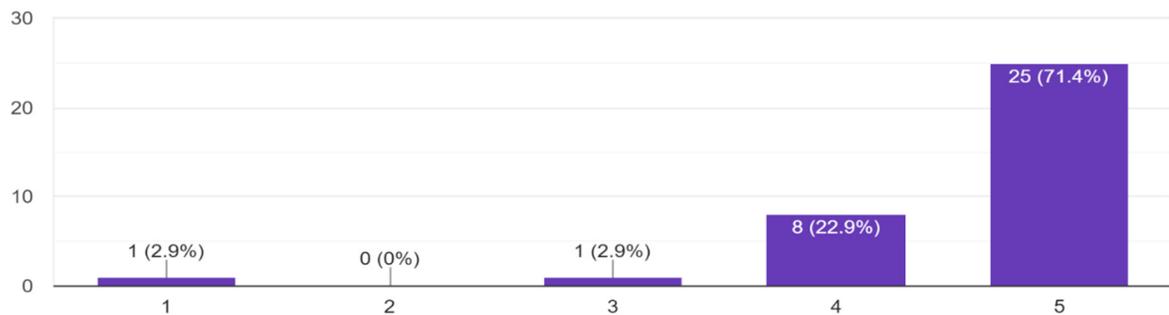
The classroom is set up when your child(ren) arrive at the center.

34 responses



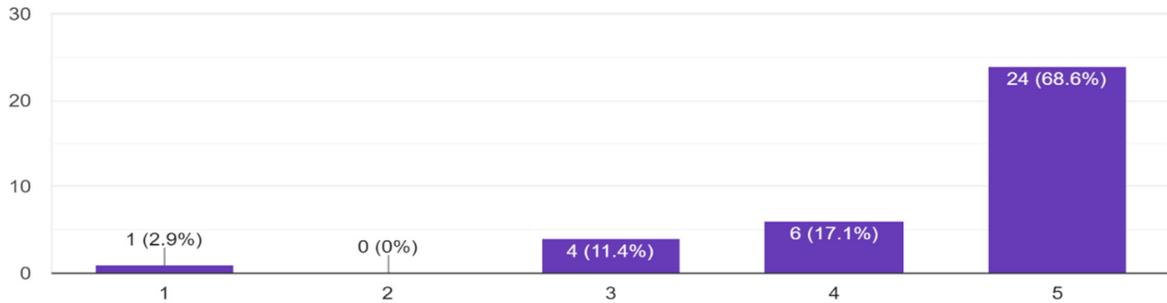
The center is friendly, welcoming, comfortable, and appealing to children.

35 responses

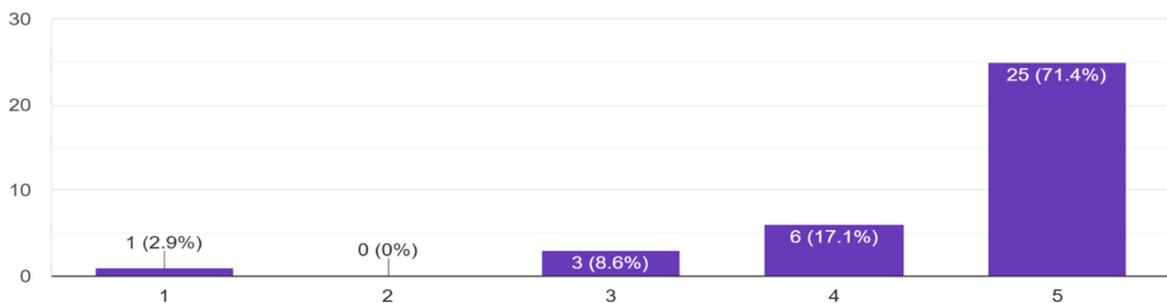


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The center's building and grounds are clean and well maintained
35 responses



The equipment and toys are safe and well maintained
35 responses



It is TDC's mission and vision to provide a warm and welcoming atmosphere for our families, students and staff members and want parents to be comfortable with offering suggestions or bringing our attention to issues or concerns that arise so don't hesitate in contacting either the facility's director or the executive staff using

TDC does and is required to be in compliance with Kansas Department of Children and Families (DCF) and Kansas Department of Health and Environment (KDHE). TDC is diligent to in communicating with these state agencies whenever families have questions or concerns regarding the safety or care of their child by TDC. DCF and KDHE do respond to our inquiry as soon as they can. However, this may cause a delay in our responses or changes to policies and procedures.

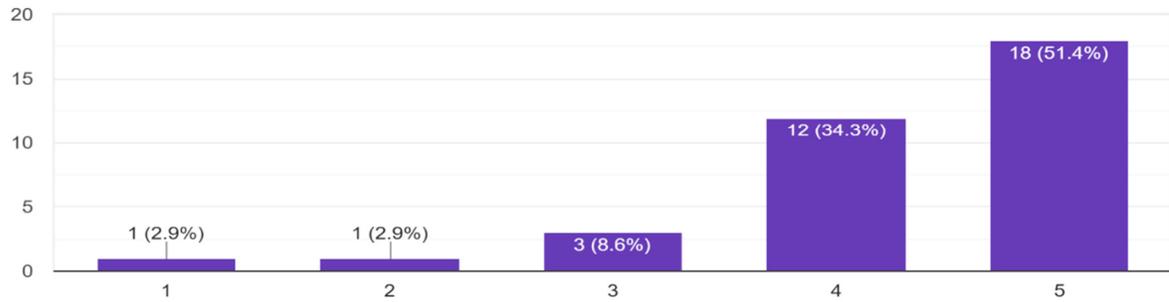
TDC incorporates all state agency rules and regulations into our policies and procedures to ensure the health and safety of our staff, students, and families. TDC has, additional policies and

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procedures that are included in our Parent Handbook. You can find this the handbook on our website under the Parent Tab.

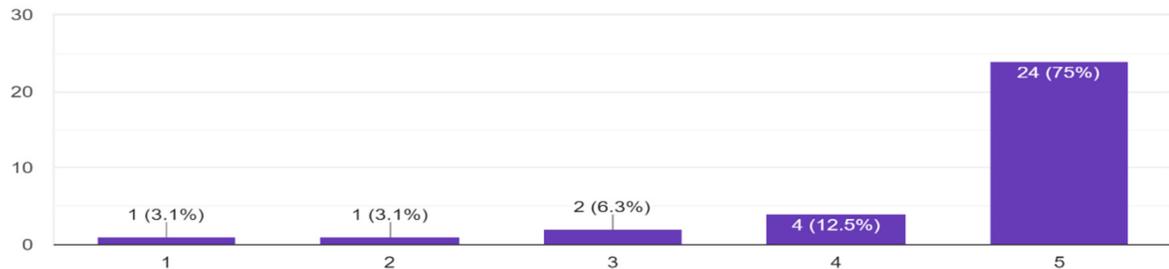
What is your level of satisfaction with our program so far this year?

35 responses

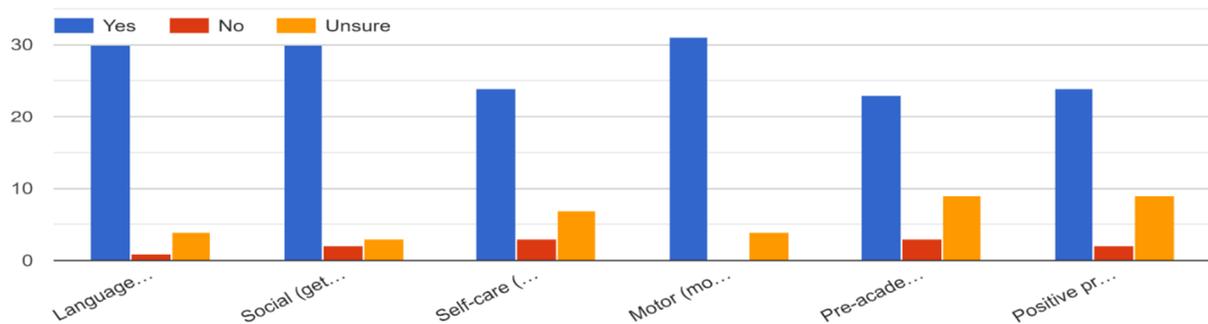


What is your child's level of satisfaction with our program this year?

32 responses



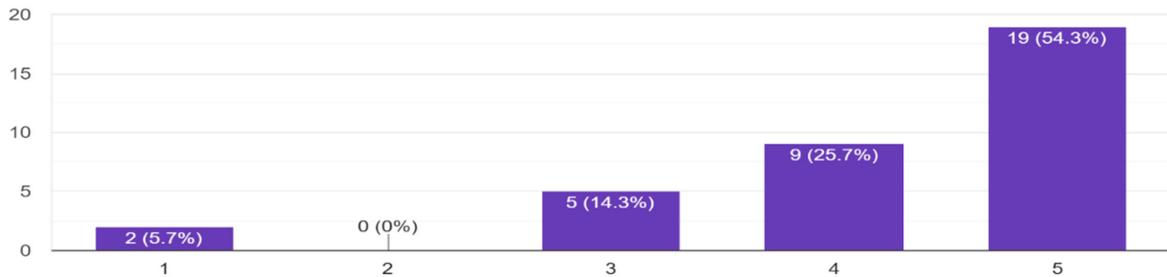
I feel that my child has made progress during the year in the following areas:



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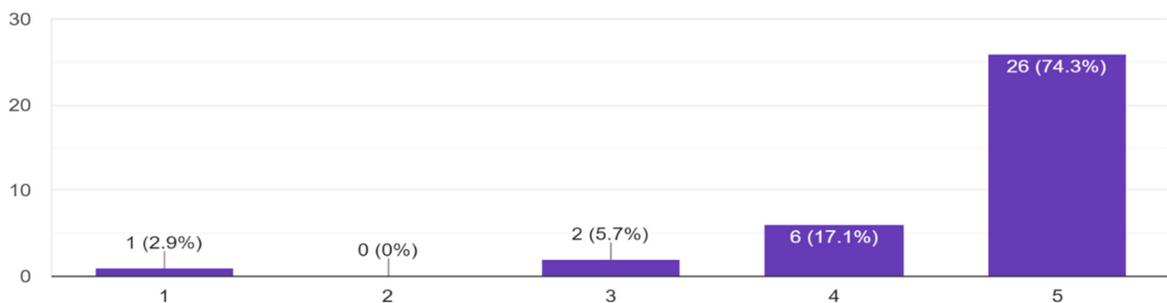
Daily activities and materials are varied enough to meet the diverse origins and needs of the children.

35 responses



I am satisfied with the surroundings (physical & atmosphere) of the center.

35 responses



The TDC Board of Directors wants our families to know that the Board deeply respects our teachers and staff members. TDC shares as many community resources as possible with Center Directors and staff including a variety of TDC supported benefits to support them and their families.

The TDC Board of Directors, Executive Director, and Center Directors appreciate your trust in TDC to care for your children.

Thank you.