

# FAMILY SURVEY REPORT



*Early Childhood*  
IMPROVING SCHOOL READINESS

 DEPARTMENT of  
**EDUCATION**  
Louisiana Believes

 UNITED WAY'S  
WOMEN'S  
LEADERSHIP  
COUNCIL

**LIVE UNITED**



United Way of  
Southeast Louisiana



2016–2017

## EARLY CHILDHOOD

# FAMILY SATISFACTION SURVEY REPORT



To put all children on track for success, Louisiana seeks to ensure all children enter Kindergarten ready to learn. As children’s first teachers, families must have a voice in improving early childhood care and education. The Department of Education has partnered with the United Way of Southeast Louisiana and Women United to administer the second annual Early Childhood Family Satisfaction Survey to hear directly from families about their experience with early childhood enrollment and program quality in their community.

From the more than 2,400 responses to the Family Survey in 2017, the Department has learned that:

- Nearly all families are satisfied with their child’s site and would choose that site again;
- Even though nearly every family would choose their program again, less than 80% of families indicated they were confident in the quality of their early childhood program; and
- More information is needed to understand how to best support families, particularly Louisiana’s most disadvantaged families, in the coordinated enrollment process, especially with the recent release of a unique family-friendly website, Louisiana School and Center Finder.

## UNIFIED EARLY CHILDHOOD IN LOUISIANA

Louisiana has unified its early childhood programs across the state so that all 1,600 programs receiving public funds to serve children birth to five are held to the same standards and evaluated in the same way. This unified approach is improving teaching and learning across all early childhood programs, driven by a quality rating and improvement system focused around measures that are correlated with increased Kindergarten readiness. Starting in 2017, families can now search for any publicly-funded early childhood program in the state, including Head Start, school, and child care centers, on the innovative new Louisiana School and Center Finder at [www.LouisianaSchools.com](http://www.LouisianaSchools.com).

## 2016–2017 PERFORMANCE PROFILES AND THE FAMILY SATISFACTION INDICATORS

In November 2017, the Louisiana Department of Education released the first [Performance Profiles](#) for all publicly-funded early childhood programs on the Louisiana School and Center Finder. This interactive tool is designed for families to browse and learn about the quality and offerings of local child care and education options for their children, from birth to twelfth grade. This website also links to the Network Performance Profiles, which give families a summary of how each community is performing.

To include families’ perspectives on these Performance Profiles, the Department released the 2017 Early Childhood Family Survey, a brief survey of ten questions for families of young children, to more than 1,500 publicly-funded sites in Louisiana in spring 2017. The results of this survey are reported at the network level on Network Performance Profiles. This survey focuses on understanding what families of young children are experiencing and how to provide coordinated, quality experiences for them. The survey features ten questions that cover family experience with the application and enrollment process and with program quality. [See Appendix 1](#) for the survey tool.

On the Network Performance Profile, there are two indicators of family satisfaction, which are based on the results of the Family Survey. These two indicators, Enrollment Satisfaction and Program Satisfaction, provide information on family satisfaction with the application and enrollment process at the community level and the programs their children attended in the community. Based on the results from the Family Survey, these metrics are rated on a three-level scale: Somewhat, Mostly, and Very. These results are only reported at the network level and are never reported at the site level.



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## TWO YEARS OF SURVEY RESPONSES SHOW IMPROVED EXPERIENCE FOR FAMILIES

Responses to the 2017 survey show that programs have made several improvements from 2015–2016. Five percent more families indicated that they were satisfied with programming at their child’s early childhood program, and 5% more families were aware of the quality of their child’s program. This shows that programs have been responsive and have made an effort to better engage families. With the recent release of the family-friendly Louisiana School and Center Finder, Louisiana is making strides to better inform families and support the enrollment process in every community. Louisiana will monitor to see whether family satisfaction continues to improve as a result of this exciting new tool.

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## LEARNING FROM THE RESULTS AND KEY TAKEAWAYS

The survey provided insight into what it is like for families to apply for early childhood programs, how satisfied they are with their children’s programs and how they think about quality when it comes to early childhood. See chart for a breakdown of the state responses, question by question.

There were also three key takeaways from the 2016–2017 results below.

### **Takeaway 1: Louisiana families are generally satisfied with the quality of their early childhood programs, and would choose their program again.**

- 96% of families are likely to choose their program again, and 95% of families are satisfied with the quality of the program their child attends.

### **Takeaway 2: Family understanding and knowledge of their child’s early childhood program has improved since 2015–2016, but many families still report not knowing about the quality of the experiences offered to their child.**

- 5% more families responded that they understood the quality of their child’s early childhood programming.
- However, only 78% of families believe their children are learning important skills, that their program has enough books, toys, and activities, and that their child’s caregiver is warm and caring.
- Even more concerning, one in five families that responded did not understand what their child’s program quality was like. These families were unsure about features of their child’s program, such as whether “there are enough adults in this early childhood program to care for all the enrolled children,” and whether “my child is learning important skills that will help him/her in school at this early childhood program.”

### **Takeaway 3: Louisiana needs more information to understand how to best support families, especially more disadvantaged families, to make informed choices for the care of their children.**

- 65% of respondents were families of four-year-old children; more information about the experiences of families with young children will be important as the state continues to refine its unified early childhood system.
- Over a third of families are still reporting difficulty in the enrollment process, which is a concern for at-risk families in Louisiana. As the United Way ALICE Report for Louisiana indicates, affording childcare in a licensed and accredited facility is likely the greatest expense for a Louisiana family with young children. For many Louisiana

## **PUBLIC-PRIVATE PARTNERSHIP WITH LOUISIANA UNITED WAYS**

2018 marks the third consecutive year that the Department has partnered with United Way of Southeast Louisiana (UWSELA) and Women United to administer the statewide Family Satisfaction Survey. In 2018, the Department expanded that partnership to include the Louisiana Association of United Ways (LAUW). This unique public-private partnership exemplifies United Way’s commitment to supporting working families and children across our state and the nation.

Louisiana United Ways in collaboration with the Louisiana Association of United Ways publish the United Way ALICE Report for Louisiana, which places a spotlight on Louisiana families and individuals who work hard, but who still cannot afford to make ends meet. ALICE stands for Asset Limited, Income Constrained, Employed. For ALICE households, affording quality childcare completes with other basic survival needs. United Ways, together with the Department, are dedicated to giving these families a voice by sponsoring the Louisiana Family Survey. For more information about the United Way ALICE Project or to access the report, contact your local United Way or visit [www.launitedway.org/ALICE](http://www.launitedway.org/ALICE).

families, affording quality childcare can compete with other basic needs such as food, housing, medical care and other survival essentials. As communities continue to coordinate enrollment and improve the quality of their sites, it will be critical to understand the family perspective on the impact of these efforts.

- With the release of Louisiana School and Center Finder, more information is needed to understand how families are using this tool to access and interpret information related to early childhood quality and using it to inform enrollment choices.

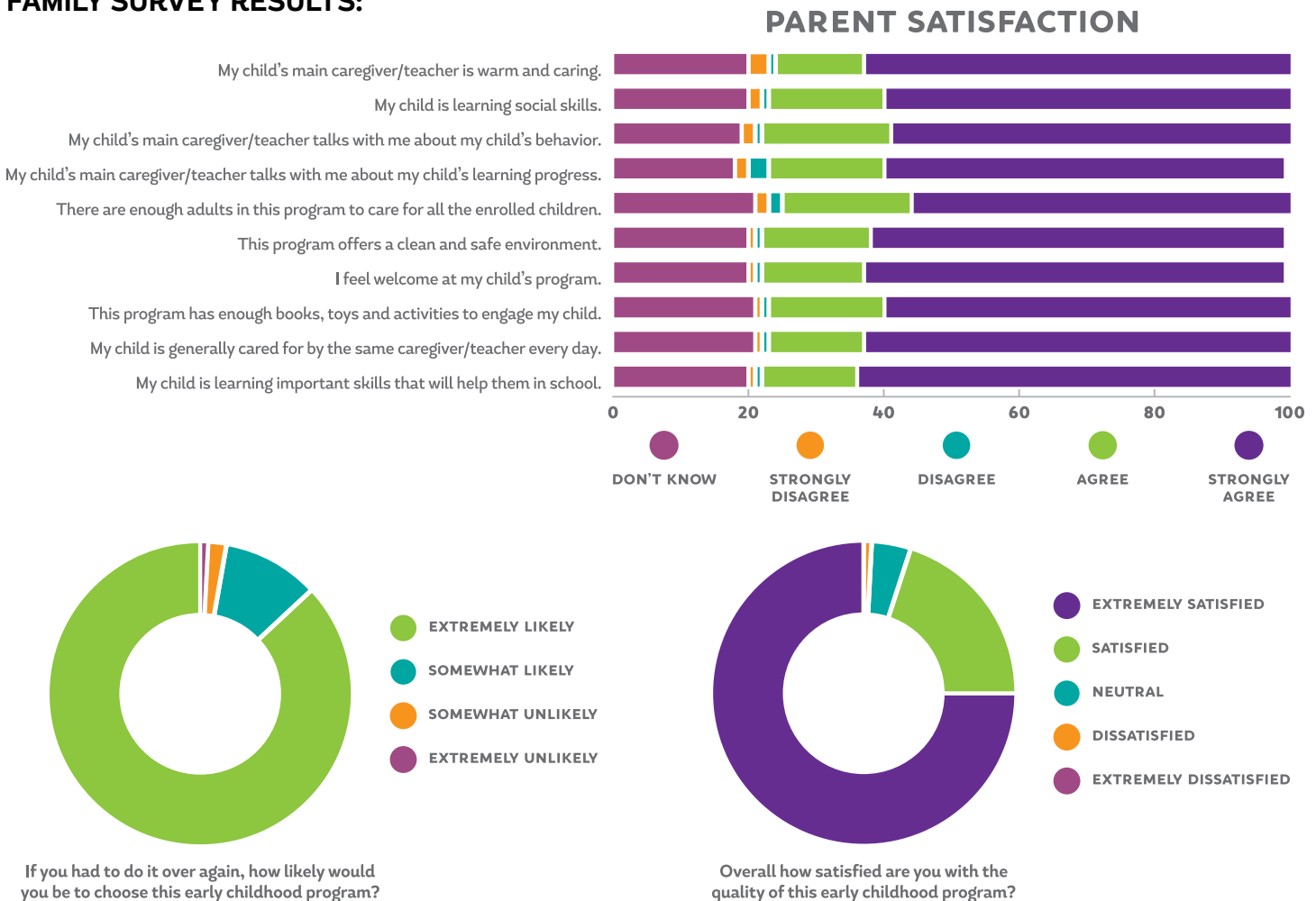
## NEXT STEPS IN 2018

In addition to its partnership with the United Way of Southeast Louisiana (UWSELA) and Women United, the Department has expanded its partnership to include the Louisiana Association of United Ways (LAUW). In partnership with UWSELA, Women United, and LAUW, the Department released the 2018 Family Survey in March to learn even more about family satisfaction across the state.

Communities are continuing to work to improve early childhood outcomes across the state, and the 2017 Early Childhood Family Satisfaction Survey provides important information for each community to consider as a part of this effort. Community partners must collaborate to coordinate enrollment system for families, and programs must strive to regularly engage the families of their young learners. As local community partners work together to provide high-quality experiences for families and children within Louisiana’s unified system, the state will continue to target technical assistance to improve local coordination and increase quality of care and education.

With the release of Louisiana School and Center Finder, families have more information to make choices about their children’s care and education. You can learn more about programs in your community by visiting [www.LouisianaSchools.com](http://www.LouisianaSchools.com).

## FAMILY SURVEY RESULTS:





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**I. ABOUT YOUR CHILD**

1. Which category best describes **your child's** age (remember, if more than one of your children attend this early childhood program please focus on your child attending this program):

- Younger than 12 months    Between 12 and 24 months    Age 2    Age 3    Age 4 or 5

**II. SELECTING AN EARLY CHILDHOOD PROGRAM (Child care, Head Start, Preschool)**

2. When you were looking for an early childhood program for your child most recently, did you...?

	No	Yes
Attend any community events that helped you learn more about early childhood program options in your area?	<input type="radio"/>	<input type="radio"/>
Receive information about early childhood program options from a place in your community, such as a local school or school district, organization, or community agency?	<input type="radio"/>	<input type="radio"/>
Use a single application to apply for different early childhood programs at the same time?	<input type="radio"/>	<input type="radio"/>
Consider any other early childhood programs (other than the one you picked)?	<input type="radio"/>	<input type="radio"/>
Visit the early childhood program you picked, or any other early childhood programs?	<input type="radio"/>	<input type="radio"/>

Please bubble the response that best captures your experience searching for early childhood care.

3. Finding out about early childhood program options in my community was:

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Very challenging</b>	<b>Somewhat challenging</b>	<b>Neutral</b>	<b>Somewhat easy</b>	<b>Very easy</b>

4. Finding out what programs my child was eligible to enroll in was:

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Very challenging</b>	<b>Somewhat challenging</b>	<b>Neutral</b>	<b>Somewhat easy</b>	<b>Very easy</b>

5. Applying for and enrolling my child in an early childhood program was:

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Very challenging</b>	<b>Somewhat challenging</b>	<b>Neutral</b>	<b>Somewhat easy</b>	<b>Very easy</b>

**III. LOUISIANA SCHOOL AND CENTER FINDER**

Louisiana School and Center Finder ([www.louisianaschools.com](http://www.louisianaschools.com)) is a website that helps families learn about the early childhood and K-12 programs in their community and provides detailed information about each program's location, hours, quality, and more.

6a. Have you used Louisiana School and Center Finder to learn more about early childhood programs in your community?

- No, I have never heard about it.  
 No, I have heard of it, but I haven't used it yet.  
 Yes, I have used it.

6b. How helpful was this website to learn more about your child's early childhood program?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Extremely helpful</b>	<b>Somewhat helpful</b>	<b>Somewhat unhelpful</b>	<b>Extremely unhelpful</b>	<b>I have not used the Louisiana School and Center Finder</b>

6c. In the future, how likely are you to use the Louisiana School and Center Finder to learn about early childhood programs and K-12 schools in your community?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Extremely likely</b>	<b>Somewhat likely</b>	<b>Somewhat unlikely</b>	<b>Extremely unlikely</b>

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**IV. SATISFACTION WITH EARLY CHILDHOOD PROGRAM (Child care, Head Start, Preschool)**

7. Think about your child's CURRENT child care, Head Start, or preschool program. Please rate how much you agree with each statement.

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Don't know</b>
This early childhood program offers convenient hours (e.g. full-day program, before/after care, summer programming).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My child's main caregiver/teacher is warm and caring.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This early childhood program is in a convenient location (e.g. close to my home, work, or public transportation).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My child is learning social skills, like sharing and following directions, at this early childhood program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My child's main caregiver/teacher talks with me about my child's behavior.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My child's main caregiver/teacher talks with me about my child's learning progress.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are enough adults in this early childhood program to care for all the enrolled children.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This early childhood program offers a clean and safe environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel welcome at my child's early childhood program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This early childhood program is affordable for my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This early childhood program has enough books, toys and activities to engage my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My child is generally cared for by the same caregiver/teacher every day.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My child is learning important skills that will help him/her in school at this early childhood program (e.g. learning letters and numbers, learning new words, learning to share, developing relationships with other children and adults).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*In questions 7 and 8, we ask about your overall satisfaction with your early childhood program. Please keep in mind that we will not share your answers with anyone at your early childhood program.*

8. If you had to do it over again, how likely would you be to choose this early childhood program?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Extremely unlikely</b>	<b>Somewhat unlikely</b>	<b>Somewhat likely</b>	<b>Extremely likely</b>

9. Overall, how satisfied are you with the quality of this early childhood program?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Extremely dissatisfied</b>	<b>Dissatisfied</b>	<b>Neutral</b>	<b>Satisfied</b>	<b>Extremely satisfied</b>

**Thank you for your time!**