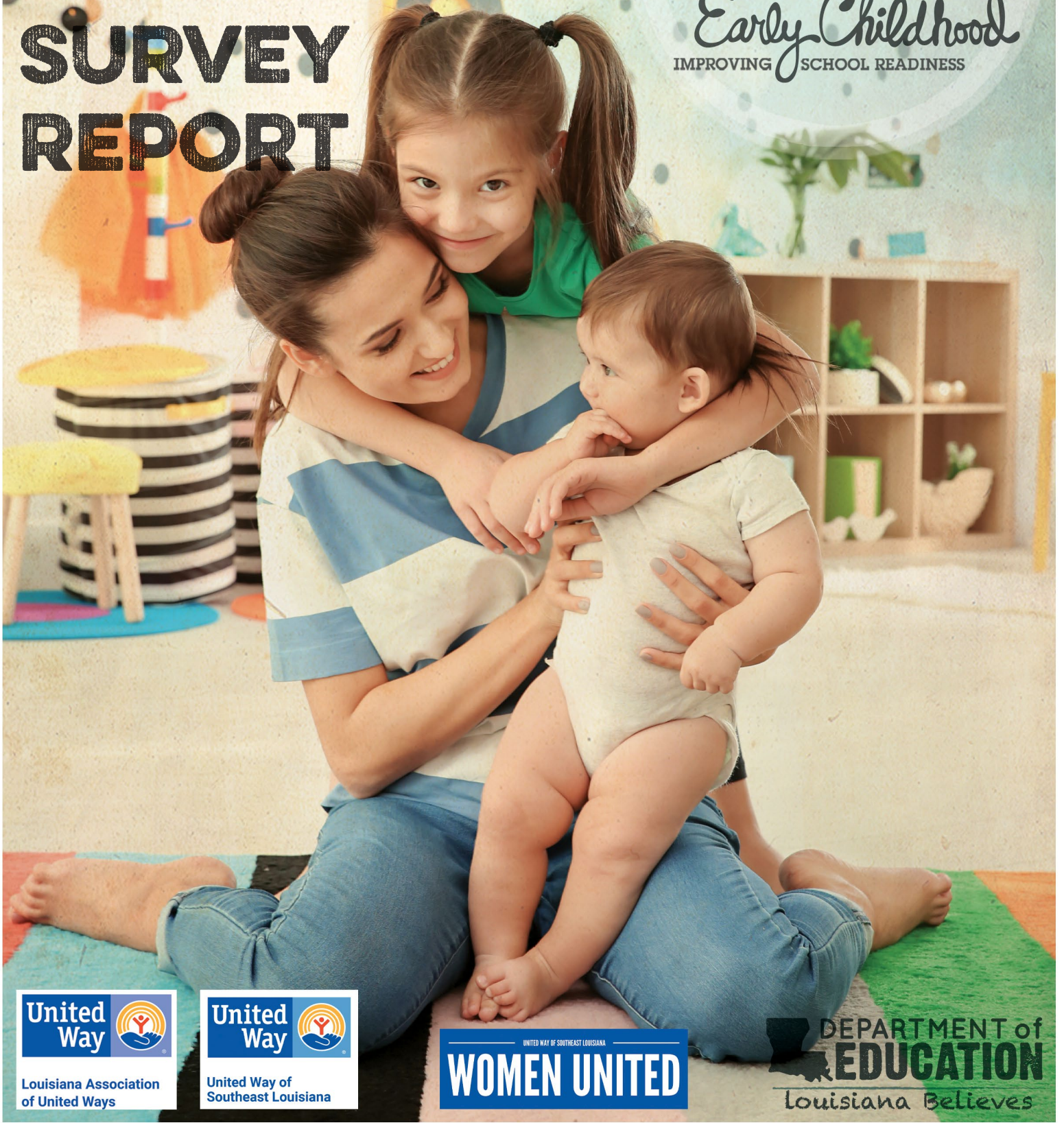


2017-2018 FAMILY SATISFACTION SURVEY REPORT



Early Childhood
IMPROVING SCHOOL READINESS



2017-2018 EARLY CHILDHOOD FAMILY SATISFACTION SURVEY REPORT

Louisiana believes every student can succeed and is committed to ensuring all children are kindergarten-ready by age 5. As children's first teachers, families must have a voice in improving early childhood care and education. The Department of Education has partnered with United Way of Southeast Louisiana, Women United, and the Louisiana Association of United Ways to administer the third annual Early Childhood Family Satisfaction Survey to hear directly from families about their experiences with early childhood enrollment and program quality in their community. **From the more than 2,600 responses to the Family Survey in 2018, the Department has learned that:**

- Of those surveyed, **families overwhelmingly would choose their early childhood program again** and report satisfaction with the care their child is receiving;
- **Respondents are also confident in the quality of their child's care**, with more than 90% of families indicating high quality across a range of indicators; and
- **Greater support for families in the coordinated enrollment process is needed**, with only 65% of families indicating that program and eligibility information was easily accessible in their communities.
- **Additionally, 67% of respondents report never having heard of the [Louisiana School and Center Finder](#)**, suggesting the need for increasing awareness.

UNIFIED EARLY CHILDHOOD IN LOUISIANA

Louisiana has unified its early childhood programs so that the more than 1,500 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. Since 2017, families can search for any publicly-funded early childhood program in the state, including Head Start and Early Head Start programs, public and non-public pre-K programs, and publicly-funded child care centers, on the [Louisiana School and Center Finder](#).

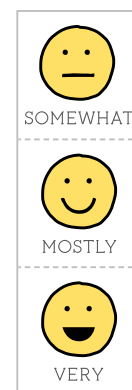


2017-2018 PERFORMANCE PROFILES AND THE FAMILY SATISFACTION INDICATORS

In November 2018, the Louisiana Department of Education released [Performance Profiles](#) for all publicly-funded early childhood programs on the [Louisiana School and Center Finder](#). This innovative 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. Users can search for a specific program to access their information or view options within a geographic area by using the Finder’s mapping feature. 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 conducts the Early Childhood Family Survey each spring, the results of which are reported at the network level on Network Performance Profiles. The survey is distributed to programs across the state to establish a representative sample of families who utilize the more than 1,500 publicly-funded sites in Louisiana. 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.



2018 SURVEY RESPONSES SHOW INCREASED SATISFACTION WITH PROGRAM ACCESS AND QUALITY

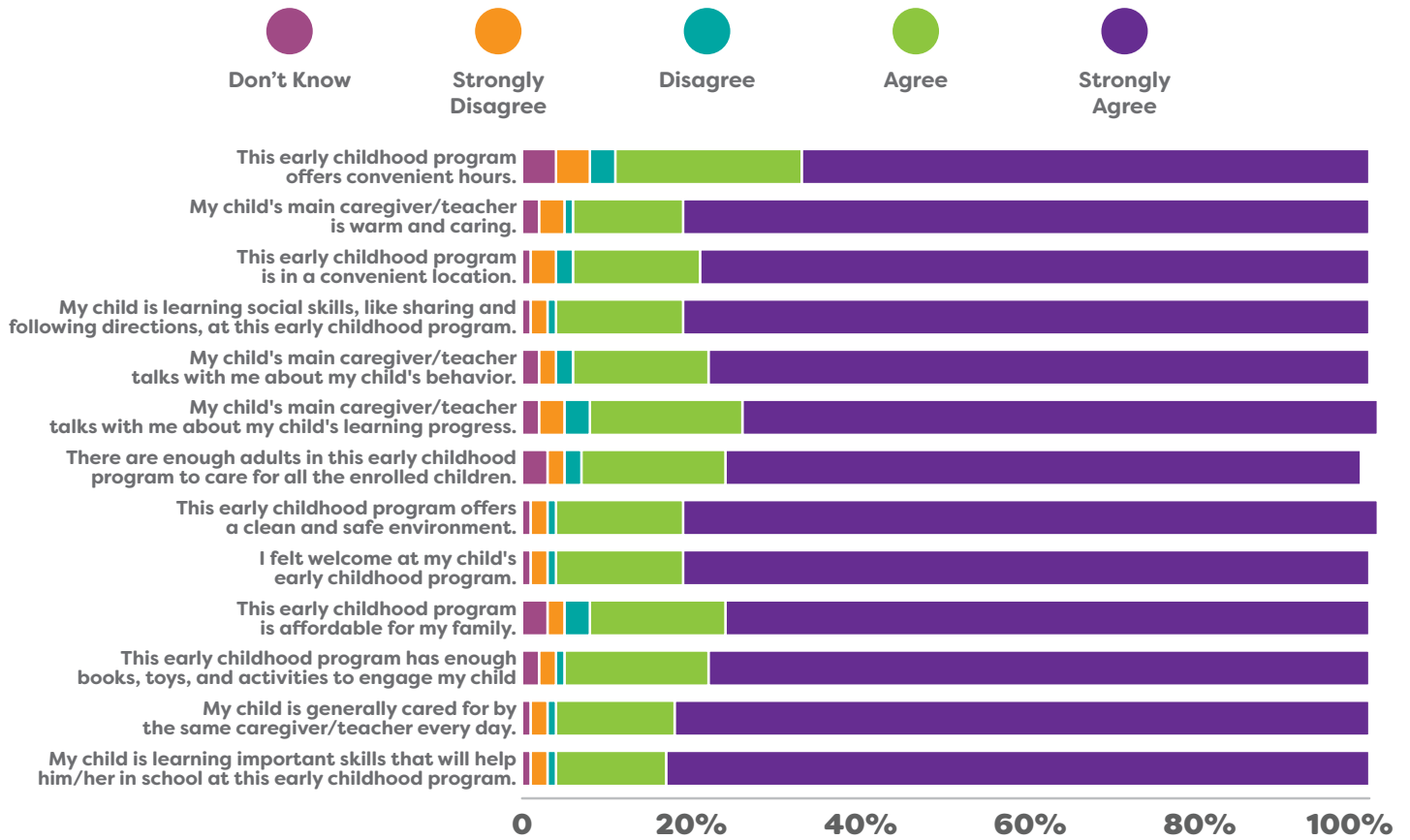
Responses to the 2018 survey show that family satisfaction with programs continued to grow from previous year results. Families indicate greater accessibility of child care location and hours, up 16% and 18% respectively from 2017. Additionally, 12% more families report their program is affordable. The survey results suggest that community networks could improve communication regarding program options and eligibility requirements, as fewer than 70% of families indicate this information was easily available. The [Louisiana School and Center Finder](#) can support network engagement, but 66% of families report no knowledge of the Finder, and an additional 17% report they had not used it, due in part to 2018 being its first year of availability. Moving forward, promotion of this valuable tool is needed.

Responses also suggest family satisfaction with the quality of child care has improved, evidenced by a more than 17% increase in reported satisfaction with caregiver interactions between children and parents, the instruction of important life and social skills, and day-to-day caregiver consistency. This increase is aligned with similar trends in improved scores on program and network Performance Profiles. In 2017-2018, nearly two-thirds of sites statewide improved their overall performance score, as did 57 of the 67 community networks. As program quality rises, family satisfaction is expected to rise as well.

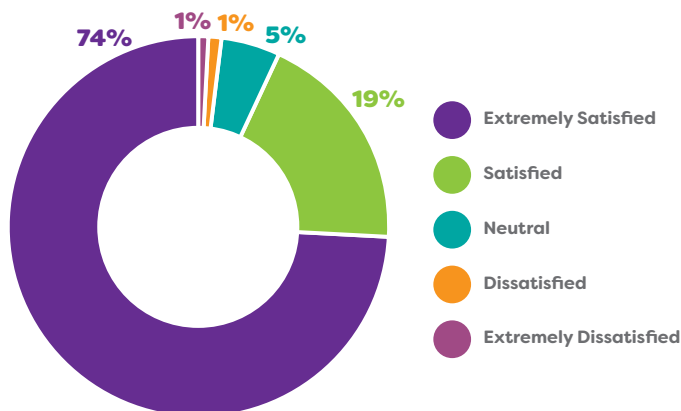
These results demonstrate networks have maintained their prior year engagement while making substantial gains in satisfaction for several program quality areas. As programs and networks continue to promote options for families and improve their performance scores, families will be more satisfied and confident in the care their children are receiving. While the 2017-2018 Performance Profiles show that the quality of programs is improving, it is also clear from the Family Survey that Louisiana families need greater support in accessing information about programs in their community. This challenge represents an opportunity for communities and programs to consider innovative communication strategies to connect families to informational resources.

FAMILY SURVEY RESULTS

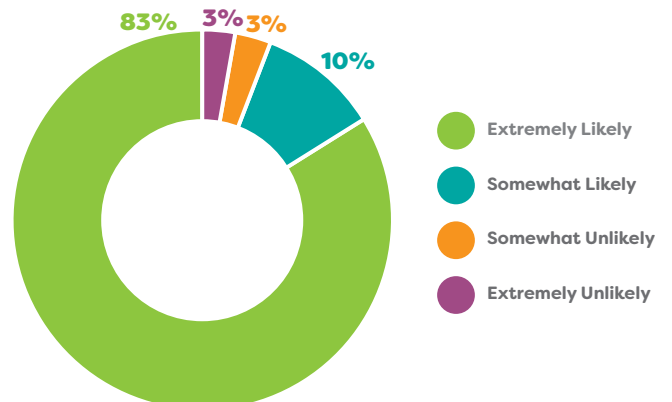
PARENT SATISFACTION



OVERALL, HOW SATISFIED ARE YOU WITH THE QUALITY OF THIS EARLY CHILDHOOD PROGRAM?



IF YOU HAD TO DO IT OVER AGAIN, HOW LIKELY WOULD YOU BE TO CHOOSE THIS EARLY CHILDHOOD PROGRAM?



LEARNING FROM THE RESULTS AND KEY TAKEAWAYS

The survey provides insight into how families 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. There are three key takeaways from the 2017-2018 results below. For information about exactly how families responded, see the charts at the back of the report.

TAKEAWAY 1: Louisiana families continue to be satisfied with the quality of their early childhood programs and would choose their program again.

- 94% of families are likely to choose their program again, and 93% of families are satisfied with the quality of the program their child attends.
- These are largely stable from 2016-2017, with 97% reporting they would choose the same program and 94% indicating satisfaction with their program quality.

TAKEAWAY 2: Family knowledge of and confidence in program accessibility and quality has increased significantly since 2016-2017.

- Respondents indicate more available hours (89%), convenience of location (94%), and program affordability (92%), up from 77%, 76%, and 80%, respectively.
- 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, with satisfaction for each increasing more than 15% from 2016-2017.
- Families also indicate that they feel more knowledgeable about what their programs offer, with "Don't Know" responses to questions like "there are enough adults in this early childhood program to care for all the enrolled children" and "my child is learning important skills that will help him/her in school at this early childhood program" shrinking to less than 5%, down from as much as 20% last year.

TAKEAWAY 3: Community networks should strengthen their family engagement and coordinated enrollment efforts, as many families have difficulty obtaining information about programs in their community and the eligibility requirements needed for their children to attend.

- Only 65% of families indicate that program and eligibility information was readily accessible in their community, and only 72% report their application and enrollment experience was easy. This represents an opportunity for communities to find new ways to reach families with the information they need as they make these critical choices.
- Communities are struggling to provide families with the information they need through local outreach. Less than a third of respondents attended an event in their community that taught them something helpful about programs in their area, and only 61% of families received useful program information from a local organization like a school district or community agency.
- The [Louisiana School and Center Finder](#) offers a wealth of information for families. Since this tool was newly released at the time of the survey, two-thirds of respondents had not heard of the Finder, and only 16% had used it to learn more about community program options. With this tool now in its second year of availability, there is more opportunity to increase its utilization.

NEXT STEPS IN 2019

The Department is launching several initiatives in 2019 aimed at improving outcomes for children and their families in Louisiana. Two in particular, the Infant CLASS® Learning Year and the Ready Start Community Networks, seek to increase quality of care for our youngest learners and support local governance to empower community decision-making.

The Family Survey shows a mere 10% of survey respondents having an infant child in a program, which is consistent with other data, which shows that infants are served in publicly-funded programs at much lower rates than older children. Based on these data, it is clear that communities need to increase offerings for families with infant children. Implementing Infant CLASS® will ensure children have the quality of care they deserve, and as the Department works to improve access to programs for infants, having information about the quality of infant classrooms will be important for families.

Ready Start Community Networks provide an opportunity for Louisiana to address information gaps between families and networks. Participating networks will develop new local governance structures and assess community demand for early care and education. This is an opportunity for the Department to guide networks in engaging families. As networks continue to think strategically about local leadership and governance, the Family Survey offers perspective on what families need in order to make informed choices. For example, 74% of families indicate they did not use one coordinated application to apply for multiple programs and only 72% report their application and enrollment process was easy, suggesting opportunities for programs and communities to streamline enrollment to improve accessibility across the state.

As always, the Louisiana School and Center Finder contains information for families to make choices about their children's care and education. You can learn more about programs in your community by visiting www.LouisianaSchools.com.

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 Association of United Ways, in collaboration with 11 regional Louisiana United Ways, published the third ALICE Report for Louisiana in January, 2019, which places a spotlight on Louisiana families and individuals who work hard, but who are unable to earn enough to meet a basic survival household budget. ALICE stands for Asset Limited, Income Constrained, and Employed and represents 45% of all households with children living in the home.

For Louisiana ALICE workers with young children, the cost of quality childcare is the single largest expense for the family, surpassing rent or the mortgage. ALICE families and beyond want to give a strong start to their children through high quality childcare; however, lower wage ALICE workers commonly make choices between quality childcare and other basic necessities. Publicly-funded early care and education has a two-generational impact, supporting children to become kindergarten-ready and helping families access quality child care so that they can seek employment opportunities, remain in the workplace, or complete workforce training. United Way of Southeast Louisiana and the Louisiana Association of United Ways, together with the Department, are dedicated to learning how we can best serve parents and their young children by sponsoring the Louisiana Family Survey. For more information about the Louisiana ALICE Project or to access the report, contact your local United Way or visit www.launitedway.org/ALICE.



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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 OLDEST 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.

	Very challenging	Somewhat challenging	Neutral	Somewhat easy	Very easy
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"/>
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"/>
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"/>

III. LOUISIANA SCHOOL AND CENTER FINDER

Louisiana School and Center Finder (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 programs location, hours and 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.
 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?

- Extremely helpful
 Somewhat helpful
 Somewhat unhelpful
 Extremely unhelpful
 I have not yet used the Louisiana School and Center Finder

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?

- Extremely likely
 Somewhat likely
 Somewhat unlikely
 Extremely unlikely

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

	Strongly disagree	Disagree	Agree	Strongly agree	Don't know
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 students.	<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 the 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 you 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.

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

Extremely unlikely
 Somewhat unlikely
 Somewhat likely
 Extremely likely

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

Extremely dissatisfied
 Dissatisfied
 Neutral
 Satisfied
 Extremely satisfied

Thank you for your time!

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