



**HEAD START  
Parent Satisfaction Survey  
Program Year 2010-2011**

**Total Surveys Completed ~ 495 (34%)** 481 Counted toward In-Kind

**CHILDREN'S EDUCATION SERVICES**

1. The staff members in my child's classroom:	<b>Agree</b>	<b>Disagree</b>	<b>Don't Know</b>	
a. Work well with my child	98.4%	-	0.4%	
b. Keep me informed about my child's progress	97.0%	0.6%	-	
c. Make me feel welcomed and respected	96.8%	0.4%	-	
2. My child is more ready for school since attending Head Start. (knows some letters, numbers, shapes etc...)	97.6%	0.4%	1.2%	
3. My child is more socially prepared for school since attending Head Start (gets along with others, shares, takes turns etc...)	96.6%	1.0%	1.4%	
4. There are materials (books, dolls, posters) in the classroom representing my family's culture.	86.7%	1.0%	10.7%	
5. Materials sent home were helpful for working with my child	<b>Yes</b>	<b>Some</b>	<b>No</b>	<b>Did not use/receive</b>
a. LINKS Sheets	93.9%	3.8%	0.6%	0.2%
b. Steps-to-Success	89.9%	5.3%	1.4%	0.6%
c. Children's Books	94.7%	2.8%	0.6%	0.2%
d. Hip on Health	86.3%	6.1%	2.0%	3.6%
6. If provided, would you complete LINKS during summer?	82.6%	1.6%	9.7%	0.4%
7. As a result of being in Head Start, my family makes better health choices in our daily lives.	67.9%	22.6%	5.7%	1.6%
8. I have a greater understanding of how important it is to stay involved in my child's school experience.	91.3%	2.8%	1.0%	-
9. How many minutes per day is your child read to at home?	<b>0-15</b>	<b>15-30</b>	<b>30+</b>	<b>Don't Know</b>
	27.9%	52.1%	17.0%	3.0%
How has this amount increased since being in Head Start?	<b>A lot</b>	<b>Some</b>	<b>Same</b>	
	27.3%	47.5%	19.6%	
10. Approximately how many children's books are in your home?	<b>0-10</b>	<b>11-25</b>	<b>26+</b>	
	6.7%	13.9%	77.0%	
11. I am satisfied with the education services my child received.	<b>Yes</b>	<b>Some</b>	<b>No</b>	
	96.0%	2.4%	0.2%	

**TRANSPORTATION SERVICES**

12. I self-transport my child daily (if yes skip to question 12)	157 (31.7%)		
13. My child's bus driver	<b>Agree</b>	<b>Disagree</b>	<b>Don't Know</b>
a. Makes my child feel welcomed every day	97.6%	0.3%	1.8%
b. Makes me feel welcomed and respected	96.2%	0.9%	1.8%
c. Makes an effort to pick up/drop off at the same time.	94.7%	1.2%	3.3%
14. I am satisfied with the transportation services my child receives.	96.2%	1.2%	3.3%

## **FAMILY SERVICES**

	<b>Yes</b>	<b>Some</b>	<b>No</b>	<b>Did not receive</b>
15. My Family Advocate				
a. Provided needed resources	82.4%	4.6%	1.6%	4.0%
b. Is available when needed	83.0%	3.6%	0.8%	3.4%
c. Is welcoming and respectful	87.3%	1.0%	0.4%	2.8%
16. I learned something new about:	<b>Yes</b>	<b>Some</b>	<b>No</b>	<b>Did not receive</b>
a. Child development	71.5%	17.6%	5.1%	1.6%
b. Community resources	72.5%	15.8%	5.5%	1.6%
c. Staying healthy	68.3%	20.2%	5.5%	1.2%
d. Dental care	64.4%	20.0%	8.7%	2.2%
17. I have been able to participate in the following parent/family activities (Check all that apply)				
275 (55.6%) Family Activity Nights	2 RIF days		1 Donations	
59 (11.9%) Parent Workshops	10 Field Trips			
208 (42.0%) Family Fun Night/Spring Fling	2 Policy Council			
161 (32.5%) Volunteered in classroom/on bus	3 At home tasks			
<b><u>I have not been able to participate due to:</u></b>				
150 (30%) Work	63 (13%) School		2. Other commitments	
37 ( 7%) Transportation	34 ( 7%) Illness/pregnancy		1 Didn't want to	
81 (16%) Other children	5 Family issues			
18. I am satisfied with the opportunities available for parents.	<b>Agree</b>	<b>Disagree</b>		<b>Don't Know</b>
	92.9%	0.2%		1.4%

## **OVERALL PROGRAM SATISFACTION**

	<b>Agree</b>	<b>Disagree</b>	<b>Don't Know</b>
19. Overall, I am satisfied with the Head Start Program	94.7%	0.2%	0.2%
20. I have made positive changes in my life as a result of being in Head Start.	85.5%	2.2%	4.4%

## Parent Comments

### 21. How did Head Start Make a difference in your life?

- 193 My child has learned, becoming ready for kindergarten
- 151 My child has gained social skills, grown more confident/independent
- 88 Improved parenting skills, organization, more activities to do, set up schedules/ routines
- 38 Child likes going to school, enjoys learning
- 27 Better nutrition, eating a wider variety of foods
- 26 Have seen improved communication from my child (speech, English, talking more)
- 25 Gave me time to do what I needed to do (work, school, errands)
- 23 Brought our family closer
- 21 Helped with family needs, gained resources
- 17 Gave an opportunity we wouldn't have had due to finances
- 10 The staff is helpful, great, caring, welcoming
- 3 Caught a special need early
- 2 Exposed to more diversity

### 21. How could the Head Start program improve?

- 24 More and/or better transportation, less self-transport
- 18 All day, longer hours
- 16 Focus more on learning, more one-on-one
- 6 More communication/timeliness of communication
- 6 More resources, funding
- 6 More days, longer school year
- 4 Bi-lingual staff, interpreters available
- 3 Parent involvement/Involvement opportunities, resources
- 3 Alternate scheduling for parent activities
- 3 Healthier eating/fresh foods/water
- 3 Better facilities, playground/gym available
- 3 Separate age groups
- 3 Better training/quality staff hired
- 2 Expand so you can serve more children
- 2 Be more organized
- 2 Allow more field trips
- 2 Child care/ability to take children to events
- 1 More outside time/Exercise
- 2 Be able to celebrate holidays
- 1 More culturally aware/Diversity
- 1 Respectful staff
- 1 More attention from Family Advocate
- 1 Solve head lice problem
- 1 Dress code
- 1 Too much paperwork
- 1 Bring home more work, not just coloring/pictures