

Red Balloon Child Care Centers Inc.
Evaluation Review

6/11/2009

Several weeks ago we sent out evaluations to all our classrooms at both our sites. We sent out 250 evaluations to parents at our Red Balloon sites. Of these we received the following back: 1 from Infant/Toddler classroom, 3 from the Educare/2 year old classrooms, 6 from the Preschool classrooms and 4 from the Pre-Kindergarten classrooms. At Red Balloon Too: 2 from Infant/Toddler's, 5 from Preschool rooms, and 5 from the Pre-K classroom.

Question #1 pertained to our teachers and how you felt about the job they are doing.

Responses: We were thrilled with the kind words and positive remarks towards all the teachers in our programs. Most parents see our teachers as caring individuals, professional and understanding with the children. Parents felt it was obvious that our teachers loved their children and had their best interests at heart. It thrilled us that there were no responses that were adverse...something we will definitely share with our staff!

Question #2 pertained to improvements we or teachers could make to our program.

Responses: The evaluations held varied responses in this area. Most parents felt that the Pinnacle curriculum was a very strong educational tool and teachers did a great job in presenting it. We were pleased to hear many noted improvements in the daily structure.

Communication was the number one listed improvement we could make. Several parents indicated that they would like weekly updates. Here we would like to remind parents to please check their mail slots on Fridays as the review of the weeks curriculum and the next weeks preview are contained in the "letter home." We feel confident many of your questions can be answered by your review of this sheet. All staff are required to send them out so if you are not getting this letter home, please let us know. We know it is important to you! We would also add that Red Balloon provides a monthly newsletter To parents that includes a calendar of events for the month. This calendar is also posted Our parent bulletin board with other information our families may need.

Question #3 pertained how we could better meet the needs of your child's age group.

Responses: Classroom changes and teacher changes were listed most often as a stressor to parents. It is our policy to inform parents of when their child is "moving up". We also do this if we are going to make changes in teaching staff. We will strive to improve getting this information to our clients as we understand how important this information is

to you.

Overall parents were pleased with the program.

Questions #4 asked about your comfort level in bringing concerns to your Directors.

Responses: All evaluation responses were in the positive. Many parents indicated that they had problems with being able to “catch” the Director and or office people in. We thank you for understanding that as Directors we have many duties such as shopping for the program, community meetings, travel between the two sites that require us to be away from our desks. We are fortunate to have great support staff to assist you in your needs. We are including the summer schedule of office employee in hopes that your needs will be better met.

Executive Director **Kathy Skiles:** Monday through Thursday 6:00 am until 2:00 pm.

Fridays: Scheduled work from home day.

Director RB2: **Susie Spaag** Monday through Thursday 6:00 until 4:00 pm.

Accountant **Susan Lucey:** Monday 6:00- 4:00 pm. Tuesday through Thursday 6-2
Fridays 6:00 until noon.

HR Director **Alicia Skiles:** Monday through Friday from 10:00 until 6:00 pm.

AD **Jennie Buchholtz:** Tuesday, Wednesday and Friday 9:00 until 5:00 pm.

We would also like to state that if your concern is critical, please understand that we are available to you by cell phone, we will always return your call if you have to leave a message. E-mail is another great way to get a hold of us. Kathy may be reached at redballoon1@hotmail.com, Susie at redballoontoo@aol.com, we check them frequently so expect we will get back to you within a day this way.

Question # 5 asked if you would recommend Red Balloon to other parents.

Responses: Everyone responded in the affirmative and we thank you so much for your support. Many of you indicated that you had sent families that have already enrolled with us. Again there were kind words regarding staff and the flexibility of our program in meeting your families needs. For those that responded, many stated that we have had more than one of your children, we thank you for putting your trust in us, it meant a lot to read that you felt good about that too!

We would like to thank all of you who took the time to fill out and return these evaluations. If you still would like to do so, we have copies of each age groups available for you at the sign in computer area.

Kathy Skiles
Executive Director
Red Balloon Child Care Centers Inc.

Susie Spaag
Director
Red Balloon Too