



SAMPLE

Head Start Program Parent Survey Report

Note: This is an example of a Parent Survey Report you can expect to receive when you sign up and work with us to survey the parents of your Head Start program.

The contents of this Sample are identical to the Report we published for a local Head Start program, with the exception that all location-specific information has been deleted or blackened in order to protect the program's confidentiality.

Your Report will look like this one, but the name of the locations surveyed will appear next to the codes/classroom numbers in each table and graph.

Reports by
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For details on how to sign up with us to perform a parent survey of your Head Start program, please visit http://www.cencomfut.com/parent_surveys.htm

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May 28, 2008

Dear [REDACTED]:

Enclosed is the [REDACTED] Head Start-Early Head Start Program *Parent Survey Report 2008*.

A total of 1,530 survey cards were received from parents. The responses were data-entered into our database, edited as necessary for spelling and grammar errors, then tabulated and analyzed. Thirty-one of these, however, are suspected forgeries, so we removed them from the data pool.

For the fourteenth year in a row, the results are outstanding. The teachers, staff, and administrators of [REDACTED] Head Start-Early Head Start are to be commended for the high quality of the program, as perceived by the parents who responded to the survey.

Thank you for your participation in the Center for Community Futures' parent survey system. We trust you will find meaningful results herein.

Sincerely,
A handwritten signature in black ink that reads "Teresa Wickstrom".

Teresa Wickstrom
Senior Associate
Phone and Fax: 909/790-0670
teresa@cencomfut.com

Enclosure



Head Start-Early Head Start

Parent Survey Report **2008**

May, 2008

**Head Start-Early Head Start
Parent Survey Report 2008**

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Note: Sample Report page numbers differ from original.

Introduction

In February-May of 2008, the [REDACTED] Head Start-Early Head Start program of [REDACTED] and the Center for Community Futures of Oakland, California conducted a survey of the parents of the Head Start-Early Head Start program.

Ten survey questions were selected by [REDACTED] from the Center's *Head Start Parent Survey System*. The ten survey questions plus a section for written comments on the survey were printed on survey cards, which uniquely identified each of 96 classrooms, and were sent to [REDACTED] for distribution to each site.

With enough cards prepared for each the 96 classrooms, plus extras, a total of 1,855 cards were sent to [REDACTED] Head Start to ensure adequate supply. We included 70 survey cards translated to Spanish.

Respondents were asked to return their completed survey cards to [REDACTED]. At the end of the program year, all response cards were collected and mailed to the Center for analysis.

We received a total of 1,530 survey cards--**that's 82.5% of parents responding**--which is a statistically significant sample size and a more-than-adequate sample size for statistical analysis. Thirty-seven of these came from Spanish-speaking parents.

Responses were tallied and analyzed; the following sections describe the findings and present the data collected.

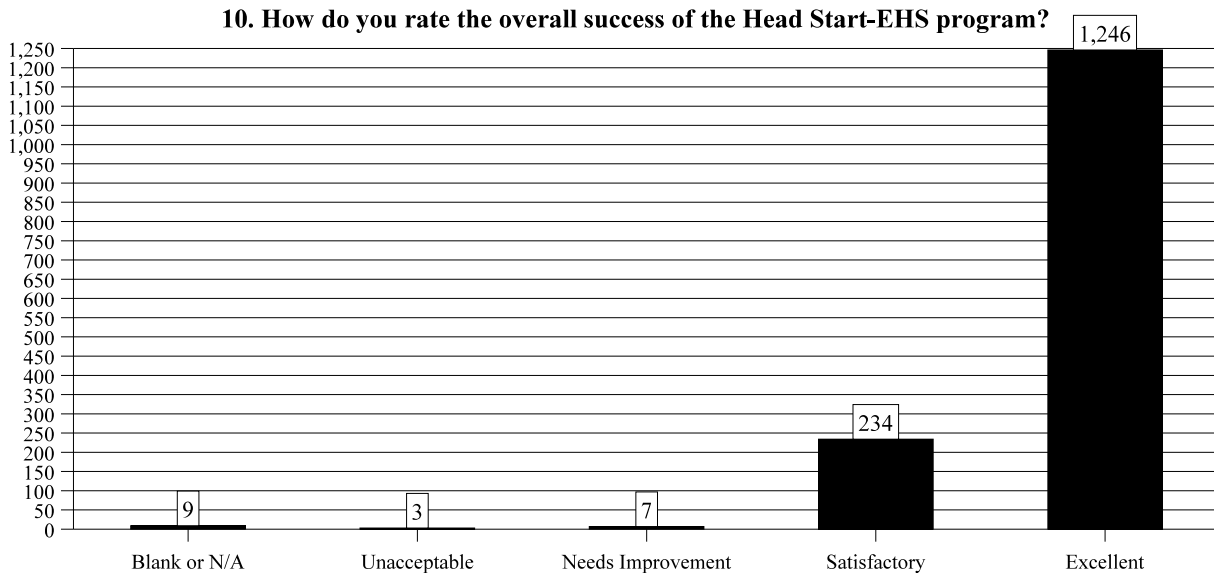
Summary

Throughout the findings, there are significantly more responses of “Excellent” and “Satisfactory” than the others – Needs Improvement, Unacceptable, or N/A. This is a strong indicator of positive parent perceptions of the quality of the [redacted] Head Start-Early Head Start program.

The vast majority of responses are positive. For the survey question, *How do you rate the overall success of the [redacted] Head Start-Early Head Start program?*, the results follow:

Q#10	<u>Number of Responses</u>	<u>Percent of Responses</u>
Excellent	1,246	83.12%
Satisfactory	234	15.61%
Needs Improvement	7	0.47%
Unacceptable	3	0.20%
Blank or N/A	9	0.60%
Total:	1,499*	100.0%

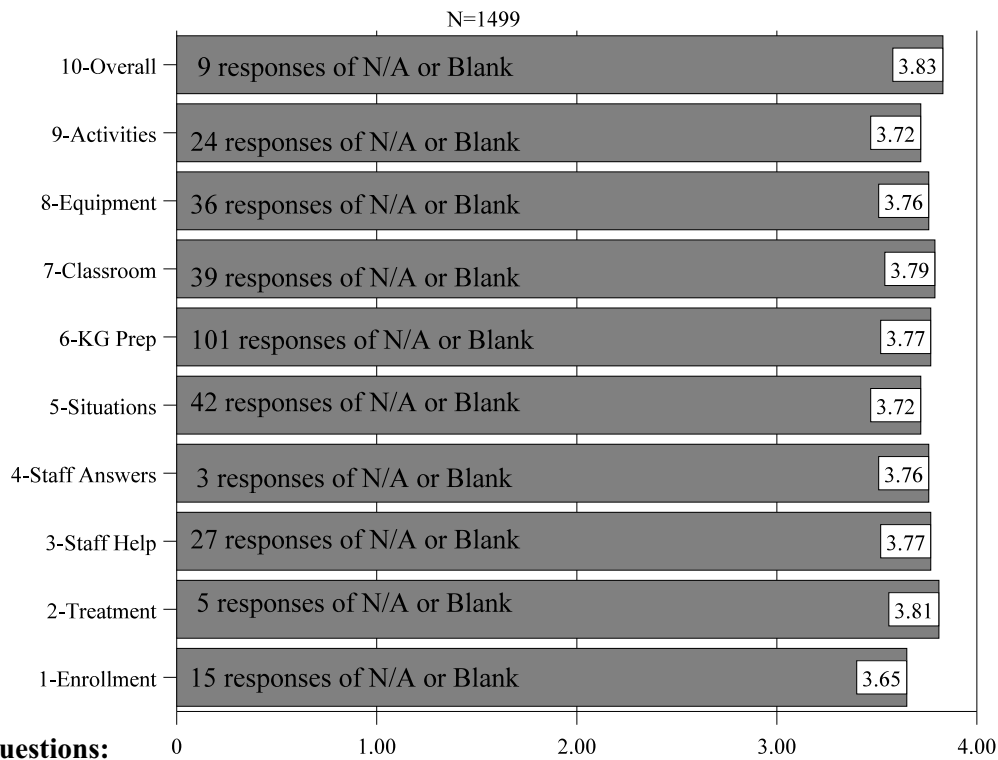
* Total discludes suspected forgeries, n=31.



The overall average response for this question, with 1 the lowest and 4 the highest, is **3.83**.

Most classrooms were given ratings of Above Satisfactory (3) or Excellent (4) for each survey question. In a nutshell, the overall averaged ratings for each survey question are:

Head Start-Early Head Start 2008



Survey Questions:

1. When your child was enrolled in Head Start-Early Head Start, how was the enrollment process?
2. How well are you and your child treated by staff?
3. If you have asked staff for help during the program year, how helpful were they?
4. How well do staff answer your questions?
5. How well do staff handle difficult situations?
6. How well did Head Start help prepare your child for kindergarten?
7. How do you rate the appearance of your child's classroom?
8. How do you rate classroom equipment and supplies in meeting your child's needs?
9. How helpful to you were the parent activities and information, e.g., parent orientation, workshops, Health Tips, and the Connections newsletter?
10. How do you rate the overall success of the [redacted] Head Start-Early Head Start program?

Comments:

Written Comments

There was a total of 420 written comments by the parents of the program (see site results).

2	Uncharacterizable
8	Complaints
25	Suggestions for improvement
398	Positive

Site list and the number of responses received from each classroom:

Site	Loc ID#	# Surveys Prepared	# Received	Response Rate
	2101A	20	13	65.0%
	2101B	20	20	100.0%
	2101C	20	20	100.0%
	2105A	20	19	95.0%
	2105B	20	19	95.0%
	2105C	20	15	75.0%
	2106A	20	16	80.0%
	2109A	20	20	100.0%
	2109B	20	18	90.0%
	2109C	20	13	65.0%
	2115A	20	18	90.0%
	2121A	10	6	60.0%
	2121B	10	6	60.0%
	2121C	10	7	70.0%
	2121D	10	8	80.0%
	2121E	10	8	80.0%
	2121F	10	8	80.0%
	2121G	10	8	80.0%
	2121H	10	8	80.0%
	2121I	10	7	70.0%
	2121J	10	8	80.0%
	2121K	10	8	80.0%
	2121L	10	8	80.0%
	2121M	10	7	70.0%
	2121N	10	7	70.0%
	2122A	20	16	80.0%
	2122B	20	14	70.0%
	2125A	20	12	60.0%
	2127A	20	20	100.0%
	2127B	20	15	75.0%
	2128A	20	19	95.0%

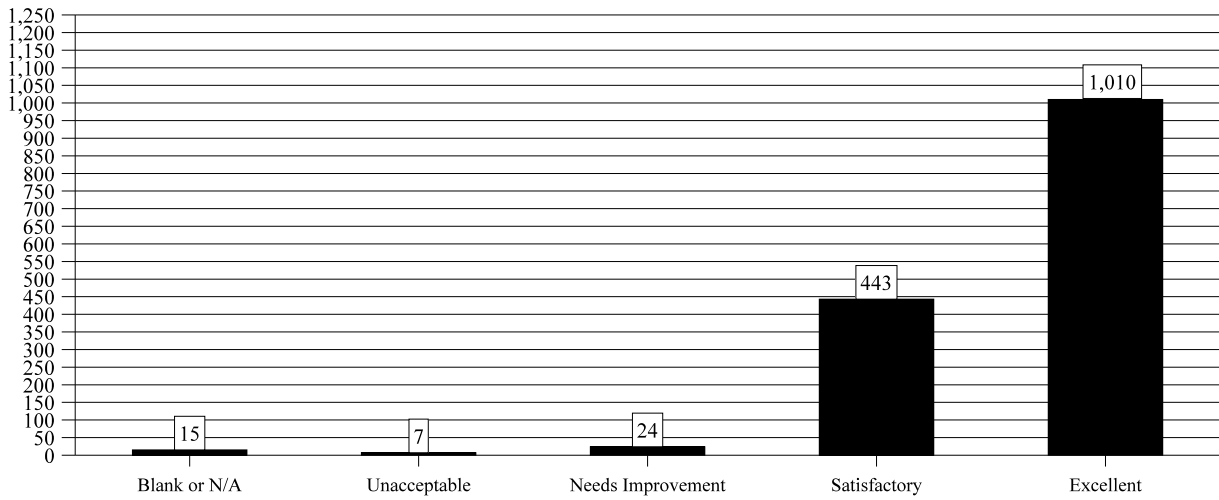
Site	Loc ID#	# Surveys Prepared	# Received	Response Rate
	2128B	20	18	90.0%
	2128C	20	15	75.0%
	2129A	20	20	100.0%
	2129B	20	18	90.0%
	2130a	20	15	75.0%
	2137A	20	20	100.0%
	2137B	20	21	105.0%
	2137C	20	20	100.0%
	2138A	20	19	95.0%
	2138B	20	20	100.0%
	2138C	20	19	95.0%
	2141A	20	19	95.0%
	2141B	20	18	90.0%
	2141C	20	12	60.0%
	2152A	20	20	100.0%
	2161A	20	18	90.0%
	2161B	20	19	95.0%
	2162A	20	16	80.0%
	2162B	20	19	95.0%
	2163A	20	20	100.0%
	2163B	20	20	100.0%
	2164A	20	19	95.0%
	2164B	20	20	100.0%
	2164C	20	18	90.0%
	2166A	20	14	70.0%
	2171a	20	16	80.0%
	2171b	20	18	90.0%
	2174A	20	17	85.0%
	2175A	20	19	95.0%
	2175B	20	8	40.0%
	2175C	20	18	90.0%

Site	Loc ID#	# Surveys Prepared	# Received	Response Rate
	2176A	20	18	90.0%
	2176B	20	18	90.0%
	2177A	20	20	100.0%
	2177B	20	20	100.0%
	2178A	20	19	95.0%
	2178B	20	19	95.0%
	2181A	20	20	100.0%
	2181B	20	21	105.0%
	2181C	20	21	105.0%
	2182A	20	17	85.0%
	2182B	20	20	100.0%
	2182C	20	20	100.0%
	2183A	20	19	95.0%
	2185A	20	17	85.0%
	2185B	20	20	100.0%
	2185C	20	18	90.0%
	2186A	20	15	75.0%
	2190A	20	20	100.0%
	2192A	20	14	70.0%
	2192B	20	19	95.0%
	2192C	20	16	80.0%
	2193a	20	18	90.0%
	2193b	20	20	100.0%
	2194A	20	17	85.0%
	2194B	20	15	75.0%
	2194c	20	15	75.0%
	2195A	20	20	100.0%
	2195B	20	19	95.0%
	2195C	20	15	75.0%
	HB-W	15	7	46.7%
	HB-X	15	9	60.0%

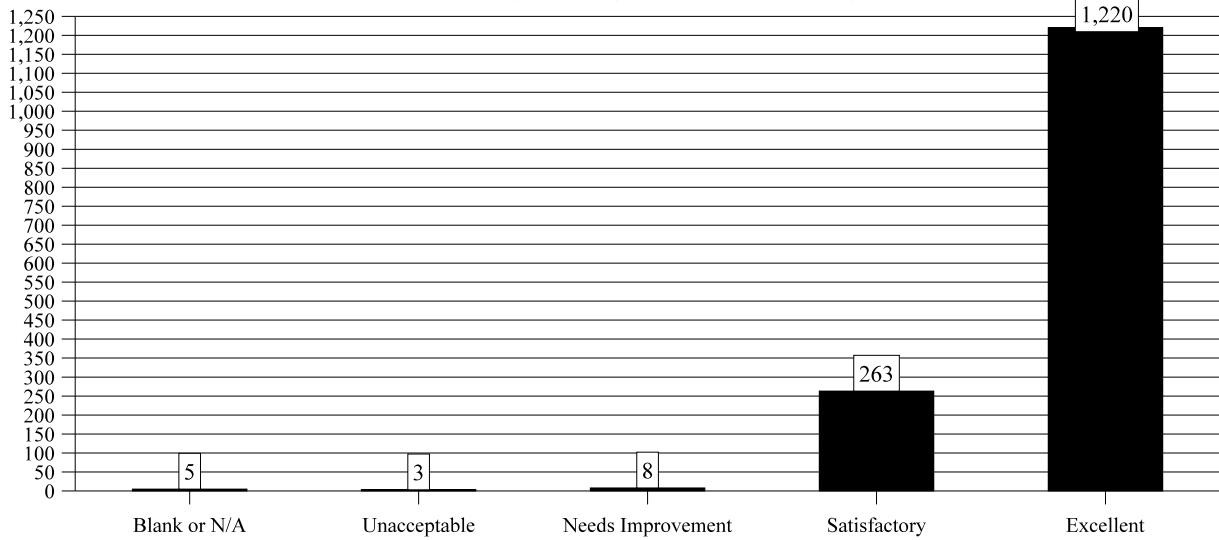
Site	Loc ID#	# Surveys Prepared	# Received	Response Rate
	HB-Y	15	11	73.3%
	HB-Z	15	10	66.7%
Spanish	4000	70	<i>included above</i> N/A	
Extras	2222	25		
Total:		1,855	1,530	82.5%

Overall Ratings per Question

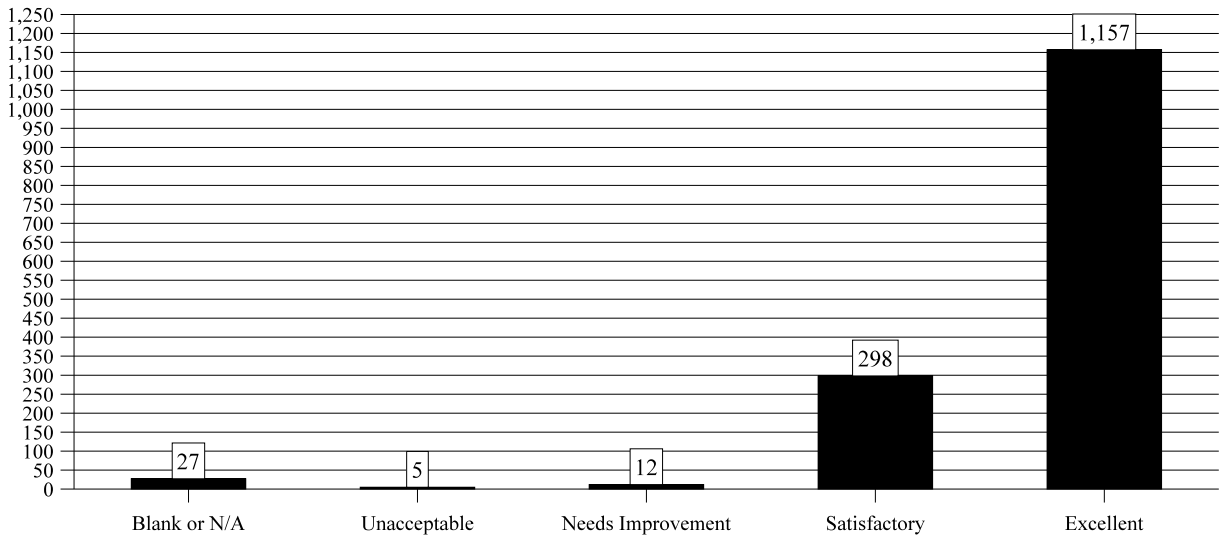
1. When your child was enrolled...how was the enrollment process?



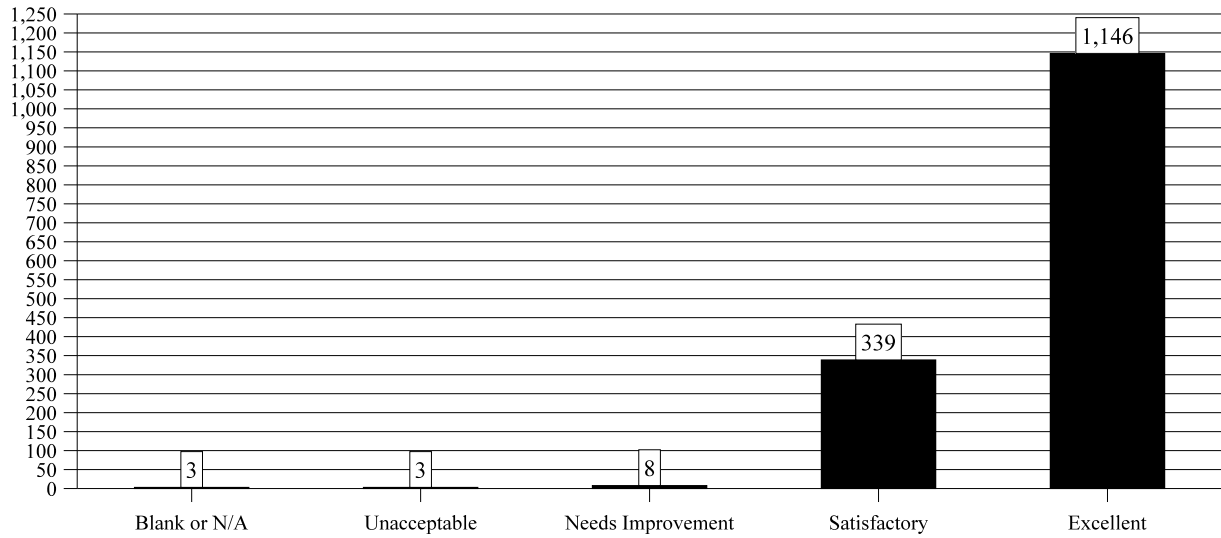
2. How well are you and your child treated by staff?



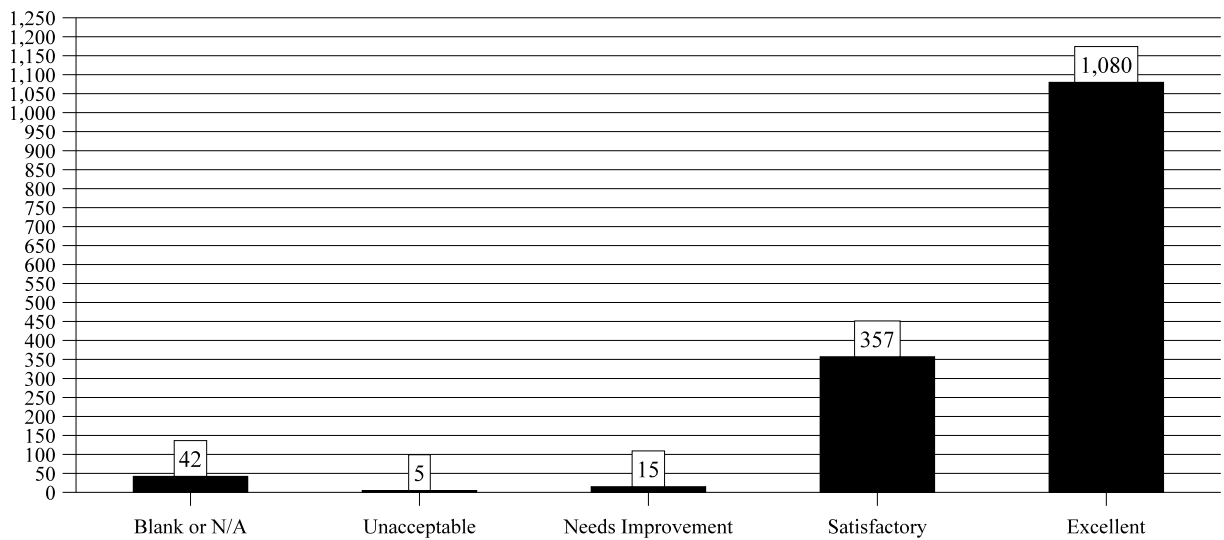
3. If you asked staff for help during the program year, how helpful were they?



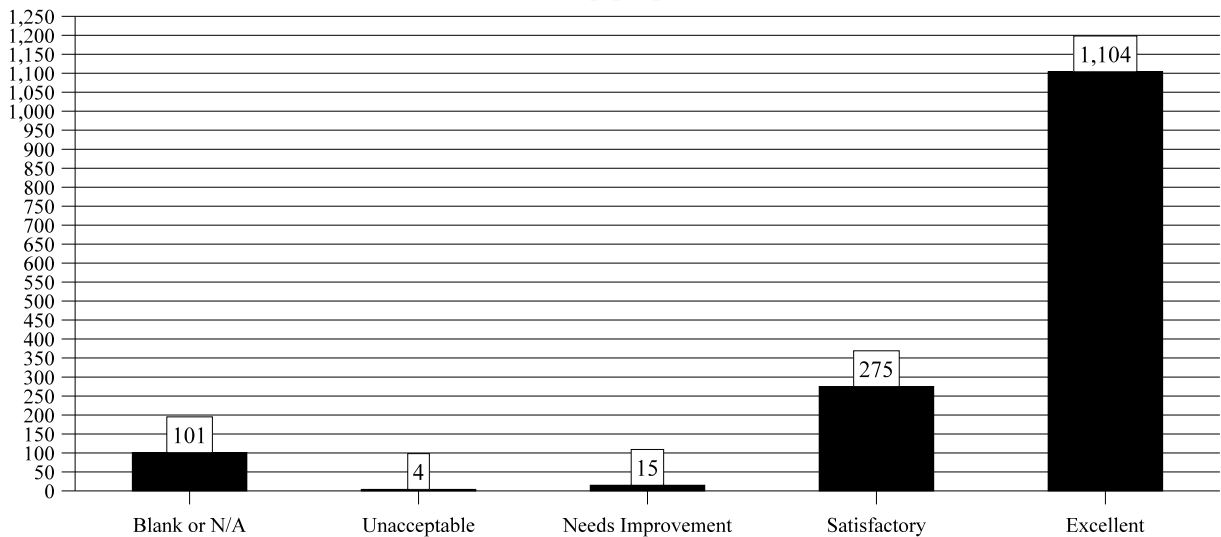
4. How well do staff answer your questions?



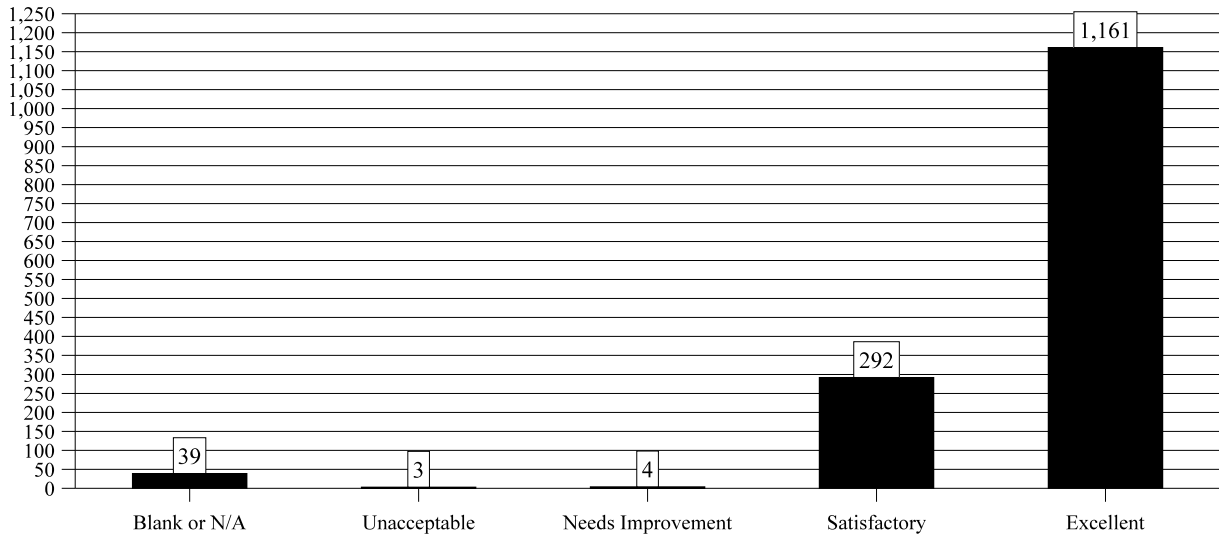
5. How well do staff handle difficult situations?



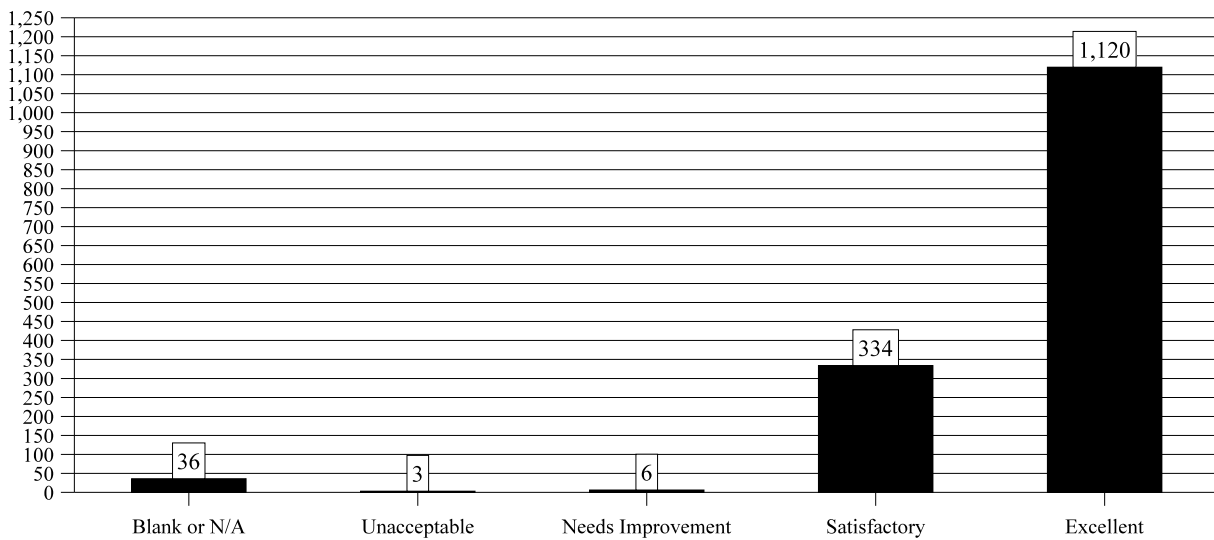
6. How well did Head Start help prepare your child for kindergarten?



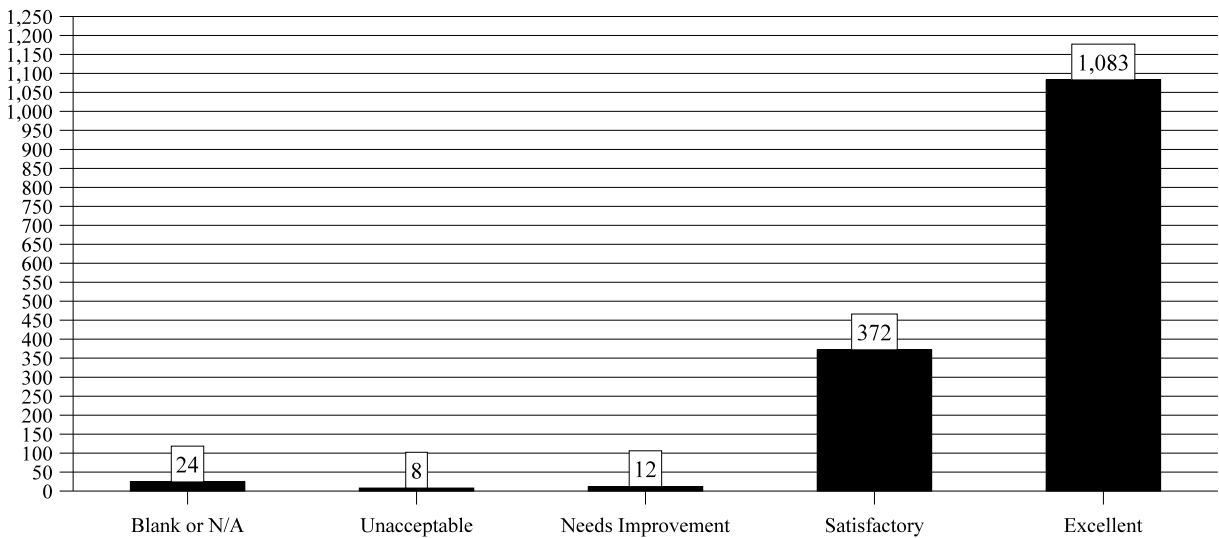
7. How do you rate the appearance of your child's classroom?



8. How do you rate classroom equipment & supplies in meeting your child's needs?



9. How helpful to you were the parent activities and information...?



Important notes about this year's survey

Important: At no point should any [redacted] staff members edit or mark up the survey cards.

- It is not necessary for the circles to be completely filled in, since we are no longer using a software scanning program to read the survey responses. Staff need not fill in the selected circles.
- There were 32 survey cards received that I suspect are forgeries. While I am not a forensic expert, it was obvious to me that the same handwriting was used on 12 of the surveys from [redacted] 2163b and 19 of 20 surveys from [redacted] 2182b. I have enclosed those surveys for your review.
- **For best results, staff should not write on the surveys at all.**

The following section presents the survey results averaged for each classroom. Each graph shows the averaged response for each survey question for that classroom. The notation below the classroom name and number (i.e., N=13 of 20), represents the number of surveys received (13) and how many were prepared for that site (20).

Below each graph are the parent comments, if any were received from that site. The comments were edited for spelling, grammar, and punctuation errors; every attempt was made to maintain the message as written, although there were quite a few edits necessary. To protect the anonymity of the respondents, the word [child] has been inserted wherever the name of a child was given. Similarly, if a respondent wrote their name in the comments box, then [Signed] appears by their comment.

Next to the written comments are indicators of the nature of the comment. The column entitled "Char." is a characterization of the nature of the comment:

- c = indicates a Negative comment or a Complaint.
- p = the comment was characterized as Positive or flattering or complementary to the program or any aspect of the program.
- s = Suggestions for improvement made by the respondents.
- ? = Unclear intention of written comment.

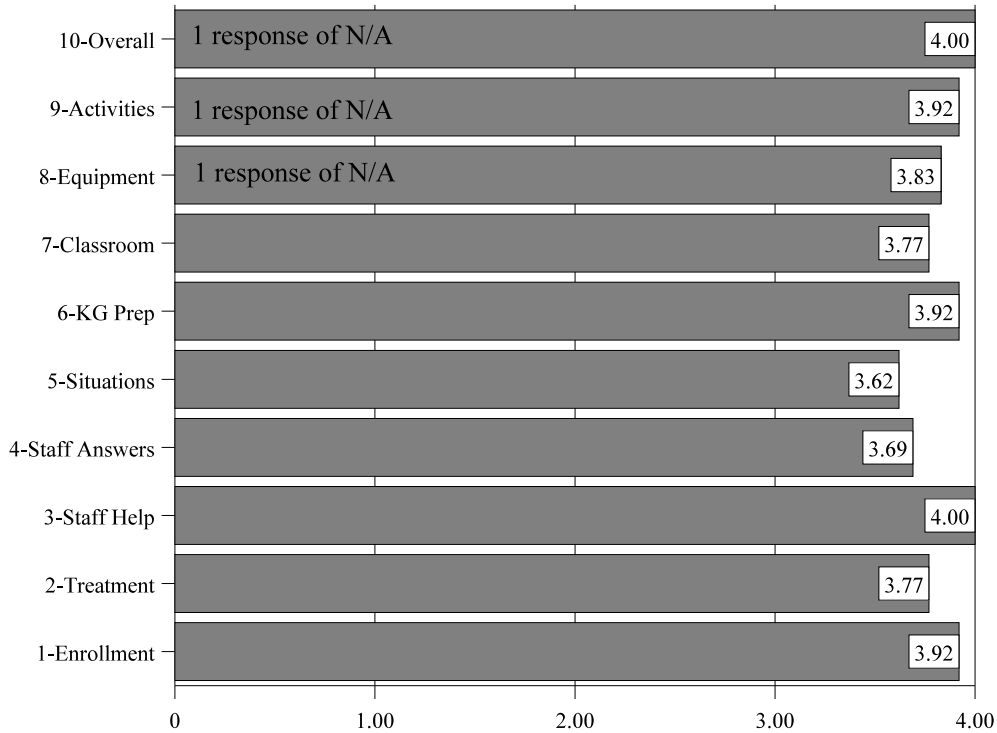
The column entitled "Avg" shows the average scoring of all survey questions answered by the respondent who wrote that comment. So an average of 4.00 means that the respondent who wrote that comment rated each survey item with a 4 for Excellent.

Note that the listing of the questions in each graph has changed from previous years.

Averaged Responses by Classroom (N = 1,499)

Classroom 1: 2101a

N=13 of 20



Overall averaged rating: 3.84

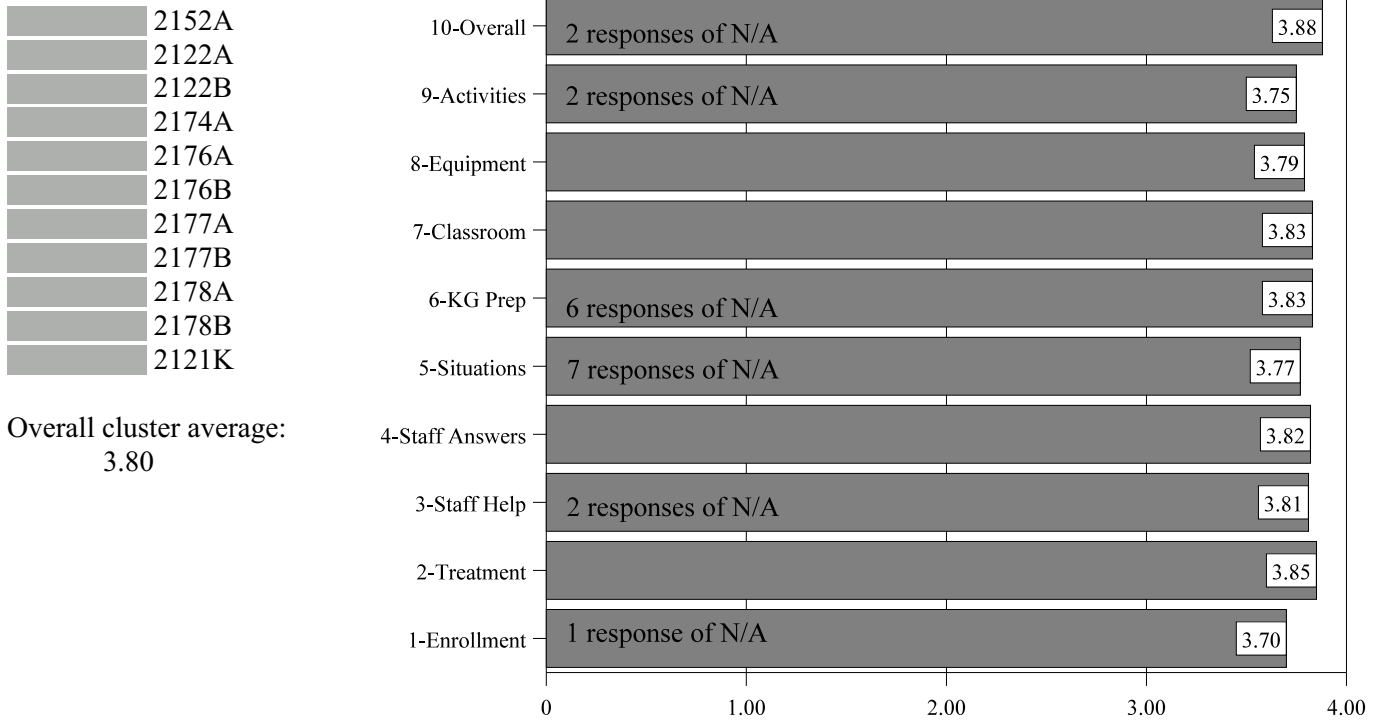
Parent comments:	Char	Avg
I have enjoyed the program thoroughly.	p	4.00
I Love the program. It has helped my child prepare for kindergarten. My baby is on her way to reading. I love the program very much. It needs to stay.	p	3.70
I think the programs are great!	p	3.40
I'm happy to have my child attend the Head Start program. [redacted] has been wonderful to my child.	p	3.70
Keep up the good work! (A positive in our community.)	p	3.90
Thank you.	p	4.00
The program is great.	p	3.80
The program was good.	p	3.80

Note: The original Parent Survey Report included pages like this for each classroom, omitted from this Sample Report.

Survey Results by Classroom Cluster

Cluster 1 Average

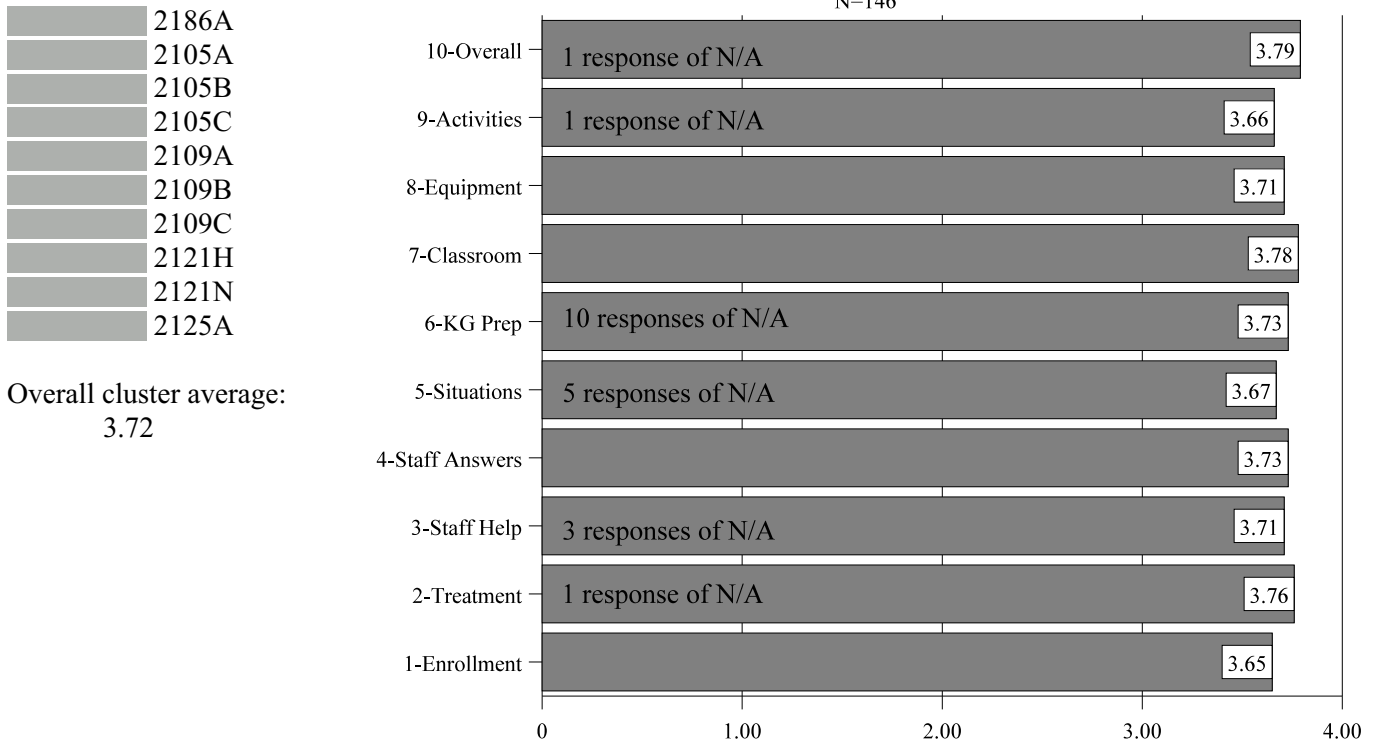
N=233



Overall cluster average:
3.80

Cluster 2 Average

N=146



Overall cluster average:
3.72

Comparison: Previous Results

Survey Question:	2000	2001	2002	2003	2004	2005	2006	2007	2008
1) When your child was enrolled in Head Start-Early Head Start, how was the enrollment process?	3.25	3.26	3.25	3.61	3.61	3.63	3.66	3.65	3.65
2) How well are you and your child treated by staff?	3.61	3.64	3.56	3.83	3.84	3.85	3.84	3.84	3.81
3) How well do staff answer your questions?	3.53	3.55	3.50	–	–	–	–	–	
3) If you have asked staff for help during the program year, how helpful were they?	–	–	–	3.79	3.79	3.79	3.81	3.82	3.77
4) How comfortable are you asking staff for help?	3.45	3.50	3.47	–	–	–	–	–	
4) How well do staff answer your questions?	–	–	–	3.79	3.78	3.77	3.81	3.79	3.76
5) How well do staff handle difficult situations?	3.51	3.51	3.48	3.76	3.77	3.76	3.78	3.78	3.72
6) How well does Head Start help prepare your child for kindergarten?	3.57	3.59	3.56	3.81	3.81	3.80	3.83	3.82	3.77
7) How do you rate the appearance of your child’s classroom?	3.60	3.64	3.60	3.84	3.84	3.86	3.84	3.86	3.79
8) How do you rate Head Start-Early Head Start classroom equipment and supplies in meeting your child’s needs?	3.53	3.59	3.55	3.82	3.82	3.81	3.80	3.82	3.76
9) How helpful to you were the parent activities and information, e.g., parent orientation, workshops, Health Tips, and the Connections newsletter?	–	–	–	–	–	–	–	–	3.72
9/10) How do you rate the overall success of the Head Start-Early Head Start program?	3.64	3.68	3.62	3.83	3.84	3.85	3.83	3.86	3.83

HEAD START-EARLY HEAD START Sample Parent Survey Card, 2008

Dear Head Start-Early Head Start Parent: **Your Opinion Counts!**
 The [] Head Start-Early Head Start Program is committed to providing you and your family with quality services, and we want to know what you think about the program. Please complete this card and return to your child's teacher, or mail it to [] Your responses will be kept strictly confidential and will help us to better serve you. Thank you for sharing your comments. *Sincerely,* [] *Executive Director*

Please fill in ONE circle for each question below. 2101a

	UNACCEP- TABLE	NEEDS IMPROVEMENT	SATIS- FACTORY	EXCEL- LENT	N/A
1. When your child was enrolled in Head Start-Early Head Start how was the enrollment process?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. How well are you and your child treated by staff?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. If you have asked staff for help during the program year, how helpful were they?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. How well do staff answer your questions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. How well do staff handle difficult situations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. How well did Head Start help prepare your child for kindergarten?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. How do you rate the appearance of your child's classroom?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. How do you rate classroom equipment and supplies in meeting your child's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. How helpful to you were the parent activities and information, e.g., parent orientation, workshops, Health Tips, and the Connections newsletter?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. How do you rate the overall success of the [] Head Start-Early Head Start program?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Estimados Padres de Familia de Head Start-Early Head Start: **¡Su Opinión Cuenta!**
 El programa de [] Head Start-Early Head Start se compromete a ofrecerle a usted y a su familia servicios de calidad, y queremos saber que piensa usted acerca de nuestro programa. Por favor llenar esta tarjeta y enviarla a la maestra de su niño/a, o a [] Su respuesta será estrictamente confidencial y nos ayudará a servirle mejor a usted. Gracias por compartir con nosotros sus observaciones y comentarios. *Sinceramente,* [] *Directora Ejecutiva*

Por favor llenar UN círculo para cada pregunta abajo. 4000

	INACCEP- TABLE	NECESITA MEJORAR	SATIS- FACTARIO	EXCE- LENTE	N/A
1. Cuando su niño/a fue matriculado en Head Start-Early Head Start, ¿cómo fue el proceso de la matricula?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. ¿Cómo fueron recibidos usted y su niño por el personal?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Si usted le pidió ayuda a algún miembro del personal durante el año escolar, ¿qué tan buena fue la ayuda?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. ¿Qué tan buena fue la respuesta del personal con respecto a sus preguntas?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. ¿Cómo maneja el personal situaciones difíciles?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. ¿Qué tan bien piensa usted que hicimos nosotros en preparar a su niño/a en Head Start para kindergarten?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. ¿Qué porcentaje le daría usted a la apariencia del salón de clase de su niño/a?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. ¿Cómo calificaría usted el equipo y los artículos de la clase con la satisfacción de las necesidades de sus niños?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. ¿Qué provecho fueron las actividades paternas y la información, p.ej. orientación paternal, talleres, Puntas de Salud, y el boletín de noticias de Uniones?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. ¿Qué porcentaje de éxito de todo el programa de [] Head Start-Early Head Start nos daría usted?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comentarios:

What Do Parents Say about the [REDACTED] Head Start-Early Start Program?

“All the teachers were excellent.”

“Everyone is doing an outstanding job.”

“Excellent job with the kids. They love to come to school.”

“Great program for early education.”

“Head Start has been an excellent experience for my daughter. Thanks.”

“Head Start is a great program!”

“Head Start is a wonderful program. My child has learned so many new things. Thanks for all you do!”

“I am thankful for this wonderful program. The teachers do an excellent job with the students.”

“I can really see the difference in my child's learning.”

“I have really enjoyed [REDACTED] and I would recommend it to anyone.”

“I love Head Start.”

“My child and I have really enjoyed this year in the Head Start program.”

“Outstanding program!”

“Thanks for helping my child to learn, share, and love one another.”

“The Head Start program has been very good to my child and my family.”

“The Head Start program has helped my child a lot. I'm thankful for this program and the teachers.”

“The program is great! I would recommend it to others.”

These are direct quotes from [REDACTED] Head Start-Early Head Start parents surveyed in 2008.