



Dear Families,

First and foremost, I would like to thank you for taking the time to complete our family satisfaction survey. Surveys are very important to us. We think of our school as a community school – you are part of that community. Your input and feedback is how we continue to improve the school. We read and evaluate every comment. Once the management team has read and reviewed the survey, the results are shared with the teachers and support staff in a professional and confidential manner. The final step is to summarize the results, develop an action plan, and get to work.

The survey we conducted last March, yielded two topics. The first was regarding curriculum. We were pleased to find our families wanted to know more about our curriculum and what the children were learning. As a result, we have planned quarterly portfolio nights so families can see exactly what the children are learning and get some much needed “face-time” with their child’s teacher. The second area noted was in regards to staff turnover. At the time, we had suffered the loss of several employees. The combination of a brand new center opening nearby and our expectation that our center and employees strive for *great* not just *good enough* led some staff to leave. Since that time, we have worked diligently to keep our experienced staff and hire some great new teachers who bring experience and fresh ideas to the center. We are pleased to have these folks on our team!

This survey gave us one really big burning issue – our school-age program in the gym. I am happy to say – we are on the same page with you! We started working with the school age team this summer to improve program quality. We started with splitting the children into two groups based on age, friendships, and interests. This has been working really well, and has drastically improved the quality of the afterschool program. Ms. Mercedes has been, and will continue to, work with the school age team on the curriculum and daily schedule. Some of you noted the gym appears cluttered and it has an “odor” to it. You will see the gym receiving a “facelift” in the coming months. We have challenged the teachers to cut the clutter and get organized. In regards to the “odor,” we found several teachers would gather in the gym to have lunch. Lunches were often discarded in the classroom trash bin, leaving the essence of McDonald’s, Taco Bell, Panera, Tijuana Flats, Subway, Gators, and Chick-Fil-A (just to name a few). Teachers are now utilizing the break room upstairs and throwing their lunch away in the café, significantly reducing the lingering scent in gym.

As a team, we are always looking for ways to increase customer service. While we are certainly on the right track, we know we can continue to improve. Your feedback regarding customer service is invaluable to us. We would like to address the comment regarding the demeanor of the morning manager. The management team rotates opening and closing shifts weekly, and unfortunately, we are not all morning people. We do promise, however, to try harder.

Commitment to customer service is our number one priority. Some survey respondents expressed dissatisfaction in certain areas. This dissatisfaction will be addressed and changes will be made. We are also focusing on the comments associated with those who are dissatisfied. We are going to work to get it right and that is our promise to you.

All we ask is for you to give us a couple of weeks to address everything. If you find things are not being addressed to your satisfaction, please contact Ms. Tracy directly. Thank you again for taking the time to complete the survey. Our next survey is scheduled for March. In the meantime, look for great things to happen here!

Sincerely,

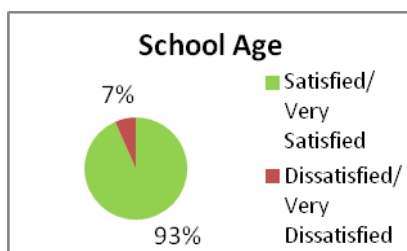
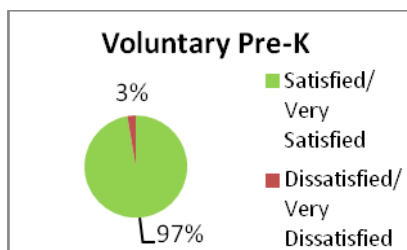
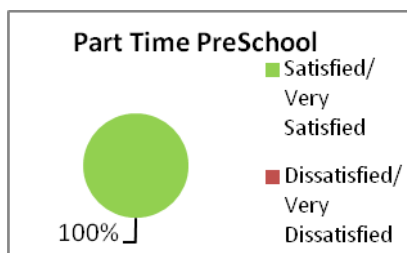
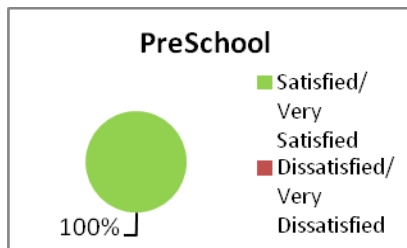
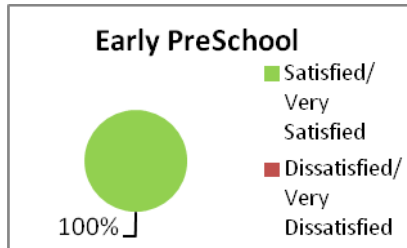
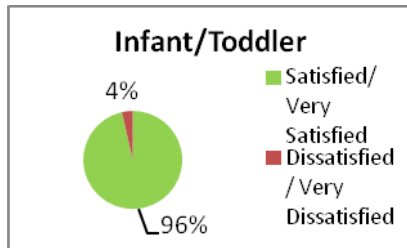
The Kids R Kids Management Team

Tracy Musgrave, General Manager – Tracy@KidsRKidsOrlando.com

Misty Gasper, Director – Misty@KidsRKidsOrlando.com

Mercedes Suttles, Assistant Director – Mercedes@KidsRKidsOrlando.com

How satisfied are you with the teachers in your child's department?



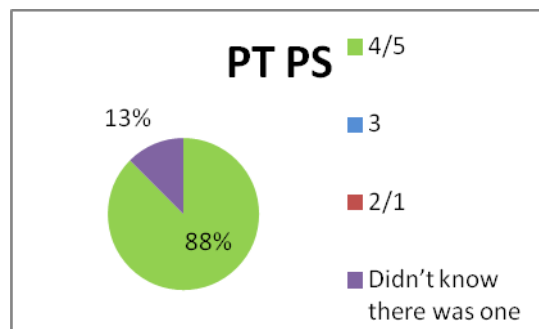
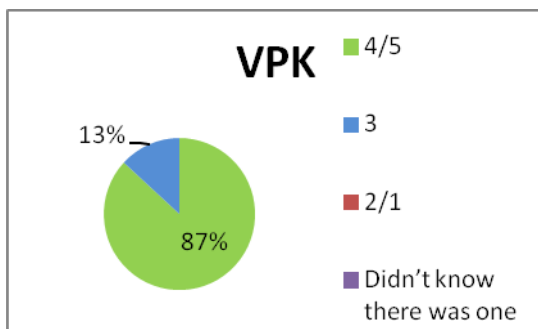
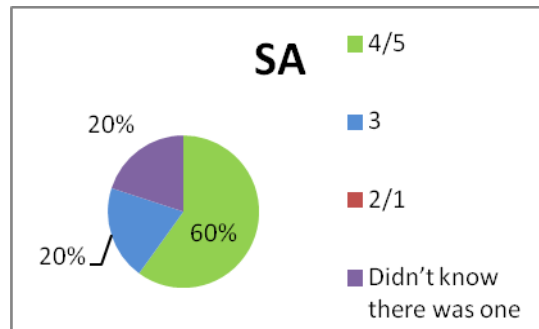
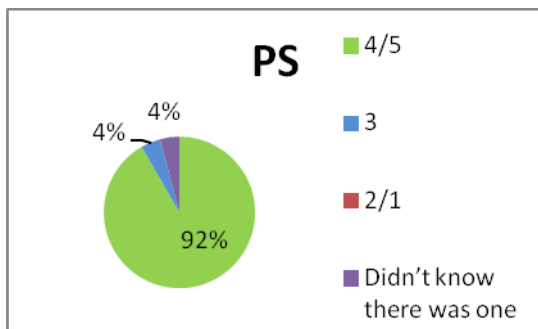
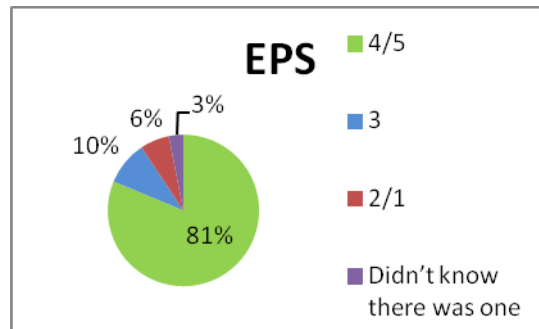
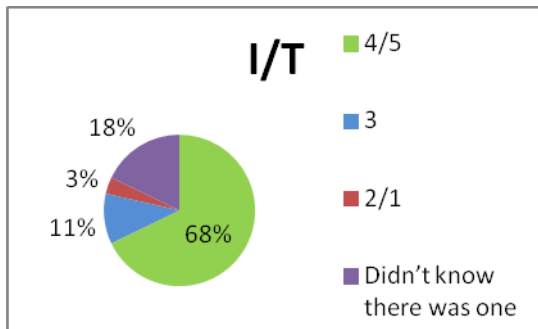
Here's what you said:

- Teachers are wonderful! Anytime my children have needed an extra hug or encouragement it is happily given. I really feel like my kids are well taken care of while I'm at work!
- I wish every child receive more attention from teachers sometimes you ask what was the problem with your kid and they don't know, because that happened in the morning and they are not aware.
- School age time need to emphasis more on homework/education
- We love Ms. 😊 & Ms. 😊 in Suite 😊! They are both very caring and provide us with feedback on what our daughter has done every day.

Here is what we do:

- All of our teachers believe in our philosophy that children should be hugged first then taught. It shows in everything they do.
- Our school age program has a "Homework Club" component where children are given the opportunity to complete their homework with assistance from a teacher. All children are encouraged to do their homework at this time, but we cannot force them to do their homework. We are actively working on the curriculum to incorporate both quality educational experiences and fun activities where the children can relax.
- We understand it is tough for working parents to have the opportunity to speak with their child's teacher in a regular basis due to conflicting schedules. We have instituted a quarterly Portfolio Night to give parents the opportunity to meet with the teachers to discuss their child's progress and see all the wonderful things the children have been learning.

On a scale of 1-5, with 5 being the best, how would you rate the curriculum in your child's department?



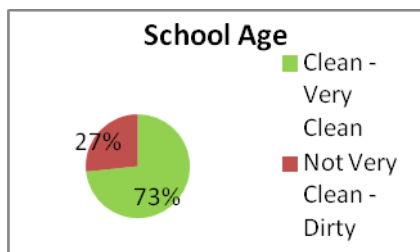
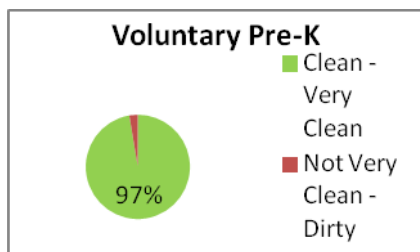
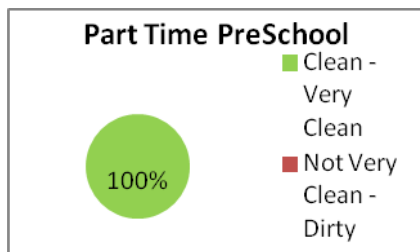
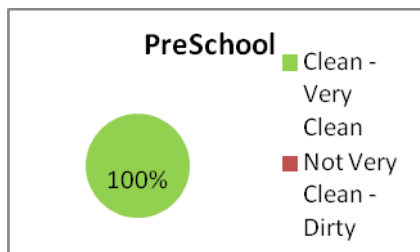
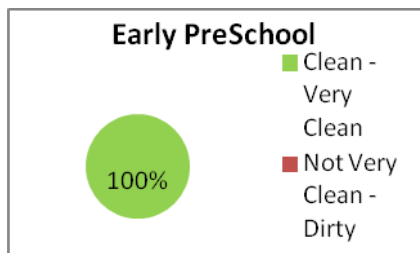
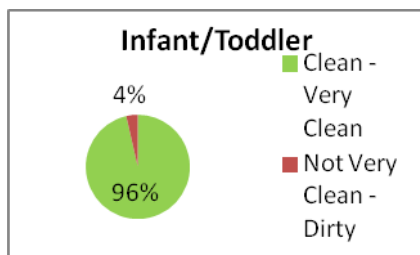
Here's what you said:

- I really like a lot of the things that school-age group are doing. I also like the fact that my child can actually get some homework done here with help!
- For suite 100, more items should be made available that encourage the infants/toddlers to work on their mobility (such as a jumper or a walker).
- I am not aware of school age curriculum during regular school year
- I love that my children come home singing the alphabet, knowing their colors and shapes, and talking about art projects they completed in class.

Here's what we do:

- Our curriculum is designed to meet the social-emotional, physical, and intellectual needs of the children. We believe children learn best through play.
- Our infant teachers spend lots of time on the floor with the babies. Tummy time is so important for a baby's development. They are continuously working with them to increase balance and muscle strength. Studies have shown that babies who use a walker actually learn to walk about a month *later* than babies who don't.
- Every classroom has the lesson plan for the week posted on the family board. This is where you can see exactly what the children are learning.

How clean is your child's department?



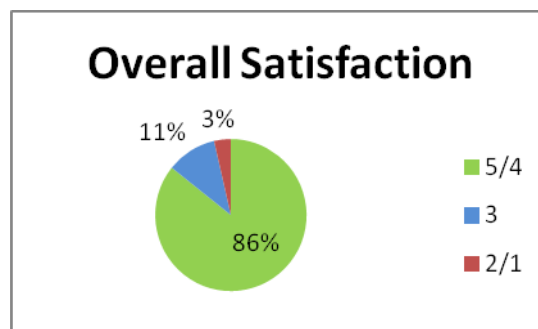
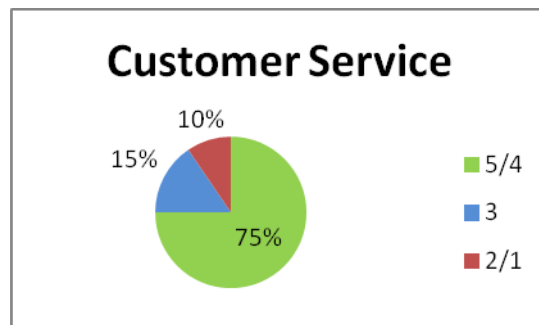
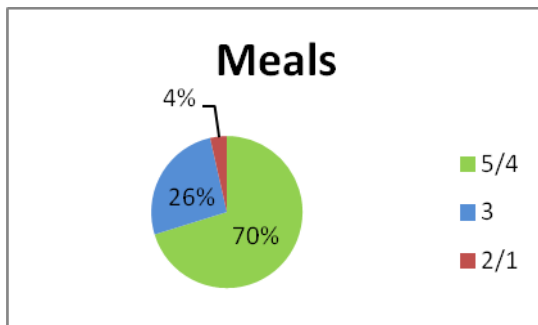
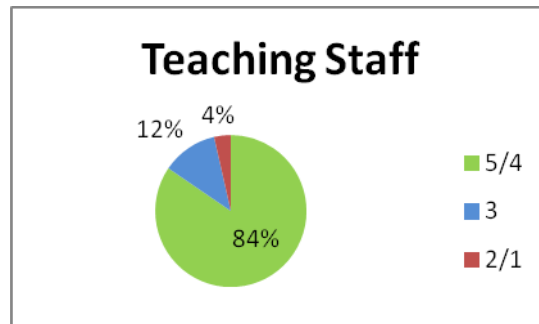
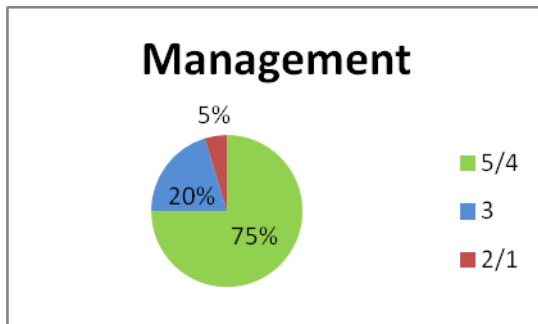
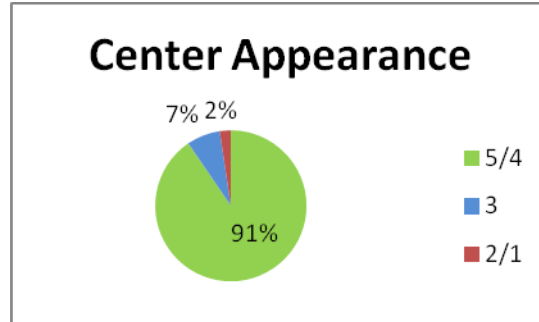
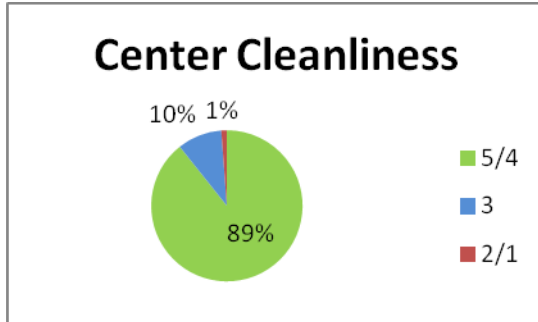
Here's what you said:

- Some say they could be cleaner, but it is tough to keep a class full of kids completely clean. I am amazed at how clean the early preschool rooms are. The infant room floors need more strict enforcement of the booties....I've seen parents coming into the room wearing only their socks, just taking their shoes off and not wearing booties. That is just as bad as coming into the room with shoes and no booties in my opinion. I don't care how clean one may think their feet are, that is gross.
- I know that dirty diapers are a fact of life with the age group, but the room often smells-strongly-of feces. Perhaps investing in a "diaper genie" or heavy-duty trash can to block odors would help.
- I think the gym needs a revamp. I think it needs to be lighter/brighter and less cluttered. I think a lot of the teachers are really starting to take pride in their rooms! Keep it up!!!

Here is what we do:

- Teachers clean their rooms several times each day. Toys in the infant and toddlers rooms are sanitized daily and weekly in the older classrooms. A cleaning crew comes twice per week to give the rooms a "deep clean." Carpets are steam cleaned and floors cleaned and waxed monthly. We work hard to keep our center clean and sanitized!
- Every infant family has their own drawer for booties, and we provide a visitor drawer. It is important everyone wears booties when entering the infant room. This protects the health and well-being of all the babies in the infant room.
- When changing "poopy" diapers, teachers immediately wrap it in a plastic baggie and place it in the trash can outside the classroom door. Keeping those diapers outside greatly reduces the lingering odors from those diapers. Teachers also have an odor eliminator spray they use when it gets "stinky" in their room.
- Look for the gym to get an "extreme makeover" in the coming months.

We asked you rate your satisfaction in each of the following areas. Ratings are on a scale of 1-5 with 5 being the best.



Here's what you said:

- I think the management staff at the front desk is always very welcoming to everyone who comes through the door. I think they strive to make sure the families are well taken care of. They always follow up.
- Everything is great! :)
- The drop off process in the morning is a big inconvenience. *We're working on this – thanks for the great suggestions*
- I sometimes look at my child's meal and think "they served that to toddlers?" cookies, smores, cake, "fruit" juice that is neon green. I just want some healthier options for my child. *We try to limit these types of snacks; the s'mores were for a special day. Believe it or not, the green juice is 100% juice – that's all we buy.*
- Only if we moved far away would we take ☺ out of this school
- You guys are doing great!

We asked some questions specifically about your child's department and here is what you told us:

Infant/Toddler

100% of respondents feel their child's developmental needs are being met.

Early Preschool

100% of respondents feel the smaller class sizes are beneficial for the children.

Preschool

88% of respondents feel their child is being prepared for VPK.

Part Time Preschool

100% of respondents feel the program is meeting their child's developmental and educational needs.

Voluntary Pre-Kindergarten

100% of respondents feel their child is receiving a quality learning experience.

83% of respondents are satisfied with the quality and quantity of activities included with the activity package.

School Age

71% of respondents feel their child is receiving a quality learning experience

100% of respondents feel splitting the children into older and younger groups is beneficial for their child

92% of respondents feel Homework Club is beneficial for their child and family

We are constantly working to improve our communication. We asked you what is working and what more we can do. Here is what you told us:

- Overwhelmingly, respondents prefer email communication. We feel this is a great way to communicate as well and we will continue using this form of communication.
- Notes handed out by the teacher or placed in your child's folder came a close second. This includes making notes and placing reminders on the daily or weekly reports.
- Many of you like the postings on the classroom doors and messages on the sandwich board placed out in front of the building.
- Those who responded to the survey also liked how we communicated through our monthly calendar. THANKS! We work really hard on it every month.
- We do not currently use Twitter to communicate, and it won't be something we explore in the near future. This method of communication came in dead last.

We asked “Why did you choose Kids R Kids?”

- Your top 2 reason for choosing us were quality and location

We asked “What would cause you to leave and go to another school?”

- The top 2 reasons that would cause you to leave are decrease in quality and increase in price.

We asked “What area can we improve upon?”

- Many of you responded “price.” What you may not know is we are very competitively priced for the type of quality program we provide. We will be posting a competition survey in the next couple of weeks. You will find that you are receiving a great value for your money with Kids R Kids.

Thank you again for your invaluable feedback. We appreciate the time you took to let us know how we are doing. As a school, we are always looking for ways to improve upon the services we offer. The best way for us to do that is by simply asking you how are we doing and what can we do better? Be sure to keep your eyes open as we work on the suggestions you have made. We look forward to hearing how we did with our next survey in March!