

## **Child Development Center (Spring 2014) SLO Assessment**

The CDC conducted a parent survey during Spring 2014 as required for state reporting requirements. The survey was also used as part of the process for establishing Service Area Outcomes in which the CDC intends to provide flexible and high quality services. The parents' high overall satisfaction tends to indicate that they are providing services. The CDC faculty and staff decided to focus their attention on responses to the survey where they felt they could improve to address the needs and concerns of parents of toddlers and preschoolers enrolled at the center.

Based on the trends from the parent survey,

*22% of parents stated that they would like to receive additional information regarding services in the community resources.*

The CDC program will take the following steps to address these issues by next Spring 2015 :

- Program Specialist and/or the Director will help assess parents' needs regarding services/resources in the community during intakes and recertification appointments and provide information regarding community and in-house resources/services.
- The program will provide parents additional community & school/campus resources (i.e., in Newsletters, distributing/posting flyers regarding events, etc.).
- Parent meetings/trainings will include local community resources, in-house services, etc.
- As needed, Teachers will encourage a discussion during parent/teacher conferences regarding any needed community and or school/campus resources that may be needed

*17% of parents would like to receive additional information regarding experience and training of program staff.*

The CDC will take the following steps to address these issues by next Spring 2015:

- Update the parent handbook continues to highlight the education background of Teachers & staff. The Program Specialist and or the Director will mentioned this page during intakes.
- Director will encourage teachers to create classroom teacher/staff bios that highlight their education and experience.
- Highlight teachers/staff backgrounds during parent meetings/trainings and during parent/teacher conferences.

*19% of parents would like to receive additional information regarding discipline procedures.*

The CDC program will take the following steps to address these issues by next Spring 2015:

- Update the parent handbook has an updated CDC Discipline Approaches. The Program Specialist and or the Director will refer to this section during intakes.
- Review/discuss during parent meetings/trainings and during parent/teacher conferences positive discipline approaches for preschool age children.
- Teacher will also share positive discipline approaches that are specific to toddlers (i.e., biting, temper tantrums, etc.)
- Provide additional handouts and pamphlets regarding positive discipline approaches for preschool age children.