

Fall 2026 Family Survey Results

Anne Arundel Sample Center · Survey window October 6–17, 2026 · Director's internal results summary

About this survey. All 56 enrolled families were invited to respond, one response per family, online or on paper. The survey was anonymous: no names, email addresses, or logins were collected. Licensed capacity is 65, with one classroom each for infants, toddlers, twos, preschool, and pre-K.

Sample data created for training purposes. The center and all responses are fictional.

Response Rates

Families with children in two age groups are counted in each group.

Group	Families enrolled	Responses	Response rate
All families	56	31	55%
Age band: Infant & Toddler	16	4	25%
Age band: Twos & Preschool	29	18	62%
Age band: Pre-K	14	10	71%
Receives CCS: Yes	20	6	30%
Receives CCS: No	36	22	61%
Receives CCS: Prefer not to say	—	3	—

Results by Question

SA = Strongly agree · A = Agree · N = Neutral · D = Disagree · SD = Strongly disagree · % Agree = SA + A · Avg scores SA = 5 through SD = 1.

Question	SA	A	N	D	SD	n	% Agree	% Disagree	Avg
Q1. My child is safe and well cared for.	22	7	1	1	0	31	94%	3%	4.6
Q2. I receive enough information about my child's day.	7	12	5	5	2	31	61%	23%	3.5
Q3. Drop-off and pickup work well for my family.	12	4	2	4	9	31	52%	42%	3.2
Q4. Billing and payments are clear and easy to understand.	9	12	4	4	2	31	68%	19%	3.7
Q5. The center responds to my questions and concerns in a reasonable time.	10	13	5	2	1	31	74%	10%	3.9
Q6. My child is learning and developing here.	16	11	3	1	0	31	87%	3%	4.4
Q7. The center is clean and well maintained.	11	13	4	2	1	31	77%	10%	4.0
Q8. I would recommend this center to a friend or family member.	13	11	4	2	1	31	77%	10%	4.1

Results by Age Band

Includes every group regardless of number of responses.

% Agree	Infant & Toddler	Twos & Preschool	Pre-K
Responses (n)	4	18	10
Q1. Safe & well cared for	100%	89%	100%
Q2. Information about my child's day	25%	56%	90%
Q3. Drop-off & pickup	25%	44%	70%
Q4. Billing is clear	100%	67%	50%
Q5. Responds to concerns	75%	72%	80%
Q6. Learning & developing	75%	83%	100%
Q7. Clean & well maintained	75%	72%	80%
Q8. Would recommend	100%	78%	70%

Q3 "Drop-off and pickup work well for my family" by Usual Pickup Time

Group	SA	A	N	D	SD	n	% Agree	% Disagree
Before 4:30 p.m.	5	3	1	0	0	9	89%	0%
4:30–5:30 p.m.	6	1	1	3	1	12	58%	33%
After 5:30 p.m.	1	0	0	1	8	10	10%	90%

Q4 "Billing and payments are clear and easy to understand" by CCS Status

Group	SA	A	N	D	SD	n	% Agree	% Disagree
Yes	1	2	1	1	1	6	50%	33%
No	7	9	3	2	1	22	73%	14%
Prefer not to say	1	1	0	1	0	3	67%	33%

Fall Open-Ended Comments

Comments appear exactly as submitted, in response order. Blank responses are omitted.

Response	Q12. What is one thing we do well?
F01	The learning activities are wonderful.
F02	My daughter runs in every morning.
F04	Teachers know my child really well.
F05	Clean and safe.
F06	I feel safe leaving my child here.
F08	The front desk is always friendly.

Response	Q12. What is one thing we do well?
F11	Great learning activities. He comes home singing.
F13	The teachers are so caring.
F14	Staff were flexible when I was running late.
F15	I love the photos in the new app.
F18	Ms. Denise in pre-K is amazing. My son talks about her every night.
F19	Friendly staff everywhere.
F20	Pre-K is preparing her for kindergarten.
F21	Communication from the office is great.

Response	Q13. What is one thing we could improve?
F02	Since the new app started I get much less information about my son's day. The paper sheet told me naps, meals, and diapers. Now the app is sometimes blank.
F04	The lunch menu repeats a lot.
F05	It would help a lot if you offered Saturday care, even a half day.
F06	Please go back to the daily sheets or make sure teachers fill in the app.
F07	Photos are nice, but I need to know about naps and bathroom.
F08	Pickup after 5:30 is chaos. The lot is full and there is one door, so I wait 10 minutes to get in.
F11	Parking at pickup is a problem. Could staff open the side door in the evening?
F13	Ms. Tanya in the infant room left my daughter in a wet diaper twice last week. I brought it up and nothing changed.
F14	More outdoor time on nice days.
F15	More variety in lunches, please.
F16	Nothing. We love it here.
F19	I don't know what my child did most days anymore.
F21	App updates are hit or miss. Some days there is nothing about what she ate.
F25	Tuition is hard for us to keep up with.
F26	App notifications all come at once around 6 p.m., after I have already picked up.
F30	The evening pickup line is too long when everyone comes at once.

Survey Questions

1. My child is safe and well cared for.
2. I receive enough information about my child's day.
3. Drop-off and pickup work well for my family.
4. Billing and payments are clear and easy to understand.
5. The center responds to my questions and concerns in a reasonable time.
6. My child is learning and developing here.
7. The center is clean and well maintained.
8. I would recommend this center to a friend or family member.

9. What time do you usually pick up your child? (Before 4:30 p.m. / 4:30–5:30 p.m. / After 5:30 p.m.)
10. Which age group(s) is your child in? Select all that apply. (Infant & Toddler / Twos & Preschool / Pre-K)
11. Does your family receive a Maryland Child Care Scholarship? (Optional. We ask so we can make sure billing and communication work for every family.) (Yes / No / Prefer not to say)
12. What is one thing we do well? (Open-ended)
13. What is one thing we could improve? (Open-ended)