

Spring vs. Fall 2026 Family Survey Comparison

Anne Arundel Sample Center · Spring April 7–18, 2026 · Fall October 6–17, 2026

About these surveys. Both surveys used identical questions and were sent to all enrolled families, online and on paper, with no names or logins collected.

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

Program changes between surveys:

- July 2026: New pre-K lead teacher hired.
- August 2026: New family communication app replaced paper daily sheets in all classrooms.
- Enrollment: 55 families in spring, 56 in fall. Licensed capacity 65.

Response Rates

Group	Spring responses	Spring rate	Fall responses	Fall rate
All families	29 of 55	53%	31 of 56	55%
Age band: Infant & Toddler	4 of 15	27%	4 of 16	25%
Age band: Twos & Preschool	17 of 28	61%	18 of 29	62%
Age band: Pre-K	9 of 14	64%	10 of 14	71%
Receives CCS: Yes	5 of 19	26%	6 of 20	30%
Receives CCS: No	21 of 36	58%	22 of 36	61%
Receives CCS: Prefer not to say	3	—	3	—

% Agree by Question

Question	Spring % Agree	Fall % Agree	Change (points)
Q1. My child is safe and well cared for.	93%	94%	+1
Q2. I receive enough information about my child's day.	83%	61%	-22
Q3. Drop-off and pickup work well for my family.	62%	52%	-10
Q4. Billing and payments are clear and easy to understand.	69%	68%	-1
Q5. The center responds to my questions and concerns in a reasonable time.	72%	74%	+2
Q6. My child is learning and developing here.	86%	87%	+1
Q7. The center is clean and well maintained.	76%	77%	+1
Q8. I would recommend this center to a friend or family member.	86%	77%	-9

Full Answer Distributions

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

Spring

Question	SA	A	N	D	SD	n	% Agree	% Disagree	Avg
Q1. My child is safe and well cared for.	20	7	1	1	0	29	93%	3%	4.6
Q2. I receive enough information about my child's day.	12	12	3	2	0	29	83%	7%	4.2
Q3. Drop-off and pickup work well for my family.	12	6	3	4	4	29	62%	28%	3.6
Q4. Billing and payments are clear and easy to understand.	8	12	5	3	1	29	69%	14%	3.8
Q5. The center responds to my questions and concerns in a reasonable time.	9	12	5	2	1	29	72%	10%	3.9
Q6. My child is learning and developing here.	15	10	3	1	0	29	86%	3%	4.3
Q7. The center is clean and well maintained.	10	12	5	1	1	29	76%	7%	4.0
Q8. I would recommend this center to a friend or family member.	14	11	2	2	0	29	86%	7%	4.3

Fall

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

% Agree by Age Band

Includes every group regardless of number of responses.

Spring

% Agree	Infant & Toddler	Twos & Preschool	Pre-K
Responses (n)	4	17	9
Q1. Safe & well cared for	100%	88%	100%

% Agree	Infant & Toddler	Twos & Preschool	Pre-K
Q2. Information about my child's day	100%	71%	89%
Q3. Drop-off & pickup	75%	82%	22%
Q4. Billing is clear	75%	59%	89%
Q5. Responds to concerns	50%	76%	78%
Q6. Learning & developing	50%	94%	89%
Q7. Clean & well maintained	100%	71%	67%
Q8. Would recommend	100%	82%	89%

Fall

% 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

Spring

Group	SA	A	N	D	SD	n	% Agree	% Disagree
Before 4:30 p.m.	6	2	0	0	0	8	100%	0%
4:30–5:30 p.m.	4	3	2	1	1	11	64%	18%
After 5:30 p.m.	2	1	1	3	3	10	30%	60%

Fall

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%

Spring Open-Ended Comments

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

Response	Q12. What is one thing we do well?
S02	Teachers know my child really well.
S04	The daily sheet is the best part of pickup.
S05	Love the paper daily sheets. I know exactly how her day went: naps, meals, everything.
S06	Clean and safe. I never worry.
S07	Communication from the office is great.
S10	Great learning activities. He comes home singing.
S16	The teachers are so caring with the babies.
S21	The front desk is always friendly.
S27	My son runs in every morning.
S28	Pre-K is getting her ready for kindergarten.

Response	Q13. What is one thing we could improve?
S02	The evening line at the front door gets long.
S04	The daily sheets are sometimes hard to read.
S05	Evening pickup is crowded. Hard to find a parking spot after 5:30.
S06	I would like more family events.
S07	A monthly newsletter would be nice.
S10	Please let us know about closures earlier.
S16	More variety in lunches, please.
S17	Nothing comes to mind.
S21	Tuition is high for us.
S22	Nothing. We are very happy.
S27	More outdoor time on nice days.

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.
F11	Great learning activities. He comes home singing.

Response	Q12. What is one thing we do well?
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.