

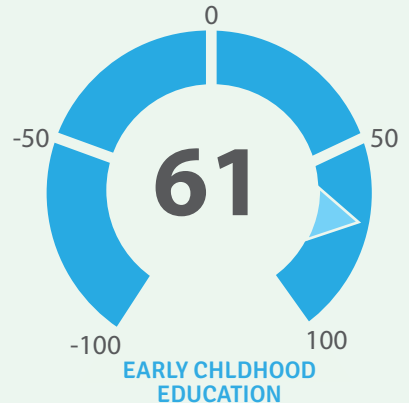
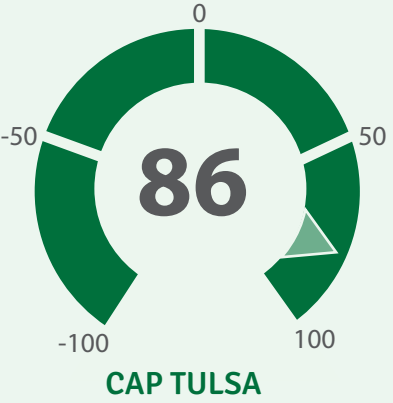
Thank you for participating in the Annual Family Surveys!

Your feedback provides us with valuable information about how well we are meeting the needs of our families. We are excited to share the following results with you:

Net Promoter Score

You were asked how likely you would be to recommend CAP Tulsa to a friend or family member. This is called a **Net Promoter Score (NPS)**, a globally recognized indicator of customer satisfaction.

Our NPS was 86 on a scale of -100 to 100, compared to the national average score of 61 for the other early childhood education organizations that were surveyed.



90% stated CAP Tulsa has met their needs either very well or extremely well.



95% felt that CAP Tulsa mostly or always treated them with respect.



79% shared that they feel very or extremely connected to staff at CAP Tulsa.

Parent Gauge



99% "I trust the program to keep my child safe."



99% "I trust the program to help my child grow & learn."



Parent Gauge[™]
ENGAGE, MEASURE, ACT

Most families agree or strongly agree that CAP Tulsa supported them to manage their child's emotions this year. Learning to manage your emotions is an important skill set to learn in early childhood!

Comments & Feedback

Families also shared the following comments about their experience at CAP Tulsa:

“I love that they make you feel welcome the second you step in the school, very professional, and they love what they do and those kids. Couldn’t ask for better staff!” — Frost Family

“CAP Tulsa has been a blessing to me and my family. My baby has always enjoyed and loved going there every day. My husband and I have been able to work, enroll in school, we are so grateful. Thank you so much CAP Tulsa.” — McClure Family

“We do so much more reading and storytelling. I was able to learn this from CAP. I read to my daughter every evening before bed. This has helped me with my communication with her.” — Disney Family

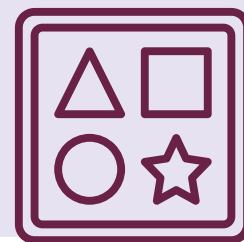
“He talks a lot more. He uses full sentences. When he is crying he tries to calm himself down and tells me why. When I’m sad he talks to me about how I’m feeling and asks if I want to go to the safe place.” — Rosa Parks Family



Commitment to Excellence

We also heard families’ thoughts on opportunities for improvement across the agency:

- Some families expressed a desire to better understand teacher training and supervision. CAP Tulsa welcomed many new teachers during the last school year who participated in several learning modules. Instructional Coaches observe all classrooms and provide constructive feedback and instruction on classroom management and equitable teaching practices. As an agency committed to life-long learning, we provide frequent training and learning forums to help all teachers in their on-going professional growth and development.
- CAP Tulsa was excited to welcome families back into the building for the 2022-2023 school year following the pandemic. As we ramped up in-person programming after a 2-year hiatus, families noted some opportunities for improvements on communication about school events and activities. Across all our schools and programs, we are excited to continue to build relationships with families and will continue to improve communication, especially around events, in a timelier manner.
- Reviewing policies, including photo IDs needed for pickup, to ensure that school safety is consistently maintained without causing families undue burdens.
- Families have a need for greater availability of before and aftercare slots. Several changes have been made for the 2023-2024 school year that should enable us to offer more aftercare slots to families in need of this service.



Thank you again to the families who participated in the 2022-2023 Family Surveys! Your input is essential in helping us make improvements for the new school year.

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Helping Families Succeed