

RisingOaks Early Learning | St. Nicholas

Program-Level Results

The results from the 2025 Parent Satisfaction Survey provide unique insights into how families feel about and perceive their child care program. We are committed to using the feedback to better serve the families enrolled in our program as a part of a continuous improvement cycle. An executive summary of consolidated data (across all RisingOaks Early Learning locations) is available at: <https://risingoaks.ca/parent-survey>

This includes a broader look at the four foundations, communication, program statement goals and feedback on our diversity, equity, inclusion and belonging initiatives. Below are summaries of the program-specific results for our centre, including strengths, opportunities for improvement, and next steps that we will take in 2025-26.

Belonging

“Early childhood programs cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them.”

(How Does Learning Happen? (HDLH), 2014, p.25)

Question Statement	% of Positive Responses	% of Neutral Responses	% of Negative Responses
The educators understand what makes my child unique and their interests.	95.7%	0%	4.3%
The educators value and respect differences in beliefs, values and culture among families in the child care program.	91.3%	4.3%	4.3%
The educators supported my child in their most recent transition or change within the program.	95.7%	4.3%	0%
Belonging Foundation Total	94.2%	2.9%	2.9%

Well-Being

“Early childhood programs nurture children's healthy development and support their growing sense of self.” (HDLH, 2014, p.29)

Question Statement	% of Positive Responses	% of Neutral Responses	% of Negative Responses
The educators respond to my child's individual needs.	95.7%	4.3%	0%
The educators help my child understand their feelings and how to deal with them.	95.7%	4.3%	0%
The educators share parenting tips and resources that are helpful to my family.	69.6%	21.7%	8.7%
The program my child is in has had a positive impact on my family's day-to-day life.	95.7%	4.3%	0%
Well-Being Foundation Total	89.1%	8.7%	2.2%

Engagement

“Early childhood programs provide environments and experiences to engage children in active, creative, and meaningful exploration, play, and inquiry.” (HDLH, 2014, p.35)

Question Statement	% of Positive Responses	% of Neutral Responses	% of Negative Responses
8. The educators provide learning experiences that build on my child's abilities and interests.	100%	0%	0%
9. The educators support my child to play and solve problems with other children.	91.3%	8.7%	0%
10. My child is given opportunities to explore nature in a variety of ways, both indoors and outdoors.	100%	0%	0%
Engagement Foundation Total	97.1%	2.9%	0%

Expression

“Early childhood programs foster communication and expression in all forms.” (HDLH, 2014, p.41)

Question Statement	% of Positive Responses	% of Neutral Responses	% of Negative Responses
11. My child is given opportunities to explore diversity in various ways.	95.7%	4.3%	0%
12. I feel comfortable talking to the educators about my questions, concerns, and my child's learning.	95.7%	0%	4.3%
13. The documentation and communication from the educators help me to understand how and what my child is learning.	95.7%	4.3%	0%
14. There are opportunities to provide written or verbal feedback to my program.	82.6%	13.0%	4.3%
Expression Foundation Total	92.4%	5.4%	2.2%

Net Promoter Score

How likely is it that you would recommend RisingOaks Early Learning to a friend or colleague?

Detractors (0-6)	Passives (7-8)	Promoters (9-10)	Net Promoter® Score
5% (1)	5% (1)	89% (17)	84

The Net Promoter Score is the difference between the % of promoters minus the % of detractors.

Creators of NPS, Bain & Company, suggest a score:

- Above 0 is good
- Above 20 is favorable
- Above 50 is excellent
- Above 80 is world class

Strengths of our program

In reviewing our scores and comments, the following areas of strength have been identified:

- Educators are consistently praised for their warmth, attentiveness and emotional connection with children. Parents feel confident knowing their child is cared for by staff who truly know them and respond with empathy and professionalism
- Educators are trusted partners in helping children navigate big emotions and develop healthy regulation strategies
- Families recognize and value how staff adapt programming to reflect each child's interests and needs. Whether supporting transitions or incorporating favorite activities, our team takes an individualized approach that helps children thrive
- Families feel informed and heard through strong communication practices. Daily updates and approachable staff help parents stay connected to their child's day and development

Opportunities to enhance our program

In reviewing our scores and comments, the following have been identified as areas for enhancement:

- Offer more parenting resources and practical tips that connect centre routines to home life - such as toilet training, emotional regulation and dressing skills
- Expand the detail and personalization of daily updates to help families better understand their child's development, interests and needs

Program learnings and next steps

- Continue supporting educators with professional development in responsive caregiving and emotional support techniques. This will include guided reflection and dialogue using selected excerpts from the book *Illuminating Care* by Carol Garboden Murray, a resource that aligns with our values around attuned and relationship-based care.
- Consider ways to increase the number of individualized photo updates.
- Educators in all programs will focus on communication with parents that highlight the children's learning moments and developmental milestones, through daily reports and informal conversations.
- Plan for more special visits, community excursions and hands-on enrichment.

Program comments

We would like to thank all the families who took the time to complete our 2025 Parent Satisfaction Survey sent out to families May 5, 2025. You have provided us with valuable information that will help us to implement positive changes to our programs.

We also thank you for recognizing what we are doing well and sharing in our successes.

The survey was shared with educators as we will all work together to enhance our programs moving forward. Children and families remain our priority as we aim to meet the needs of all families enrolled at RisingOaks Early Learning | St. Nicholas.

We appreciate all your feedback!