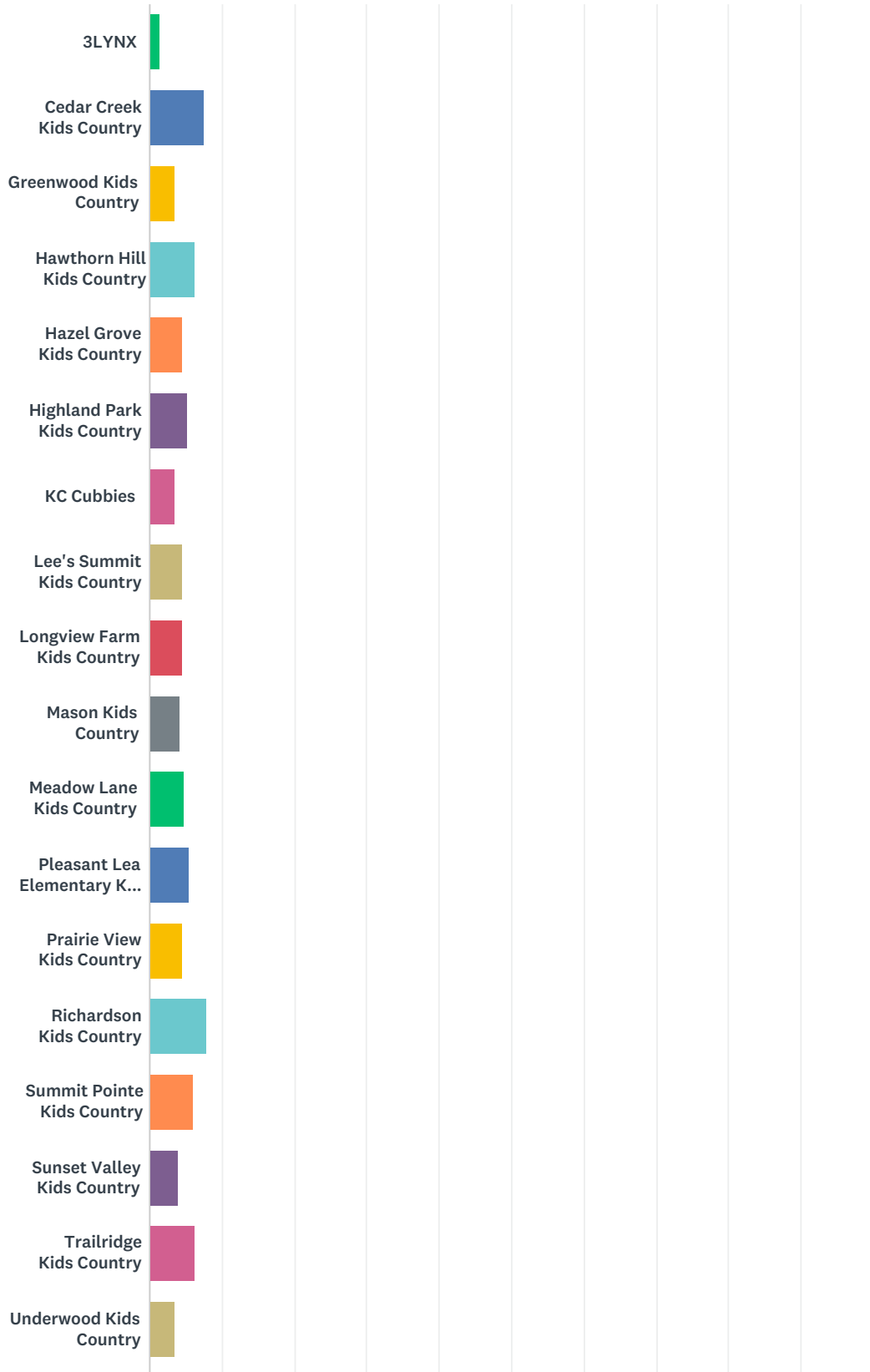
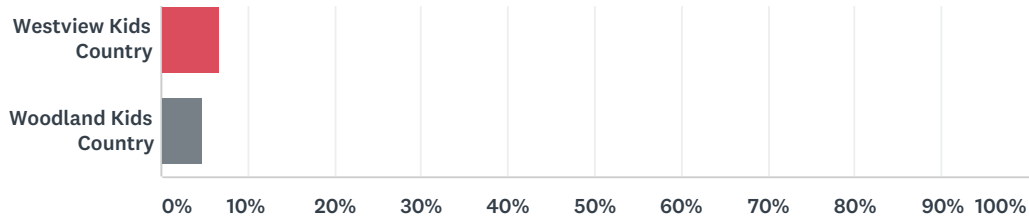


Q1 Which location does your child attend? Please select one choice from the drop-down menu.

Answered: 330 Skipped: 0

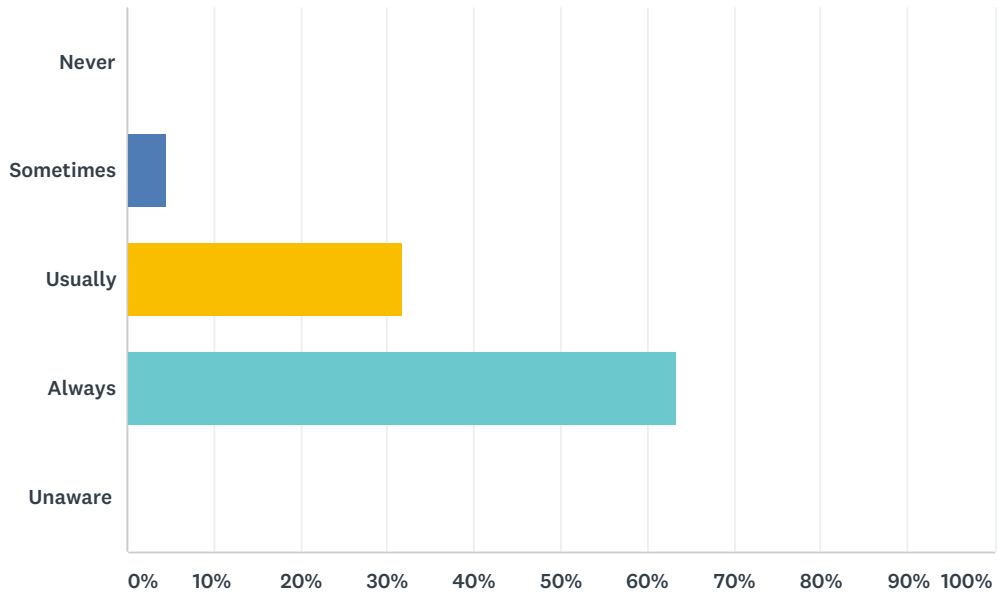




ANSWER CHOICES	RESPONSES	
3LYNX	1.52%	5
Cedar Creek Kids Country	7.58%	25
Greenwood Kids Country	3.64%	12
Hawthorn Hill Kids Country	6.36%	21
Hazel Grove Kids Country	4.55%	15
Highland Park Kids Country	5.15%	17
KC Cubbies	3.64%	12
Lee's Summit Kids Country	4.55%	15
Longview Farm Kids Country	4.55%	15
Mason Kids Country	4.24%	14
Meadow Lane Kids Country	4.85%	16
Pleasant Lea Elementary Kids Country	5.45%	18
Prairie View Kids Country	4.55%	15
Richardson Kids Country	7.88%	26
Summit Pointe Kids Country	6.06%	20
Sunset Valley Kids Country	3.94%	13
Trailridge Kids Country	6.36%	21
Underwood Kids Country	3.64%	12
Westview Kids Country	6.67%	22
Woodland Kids Country	4.85%	16
TOTAL		330

Q2 Does your child like coming to the program?

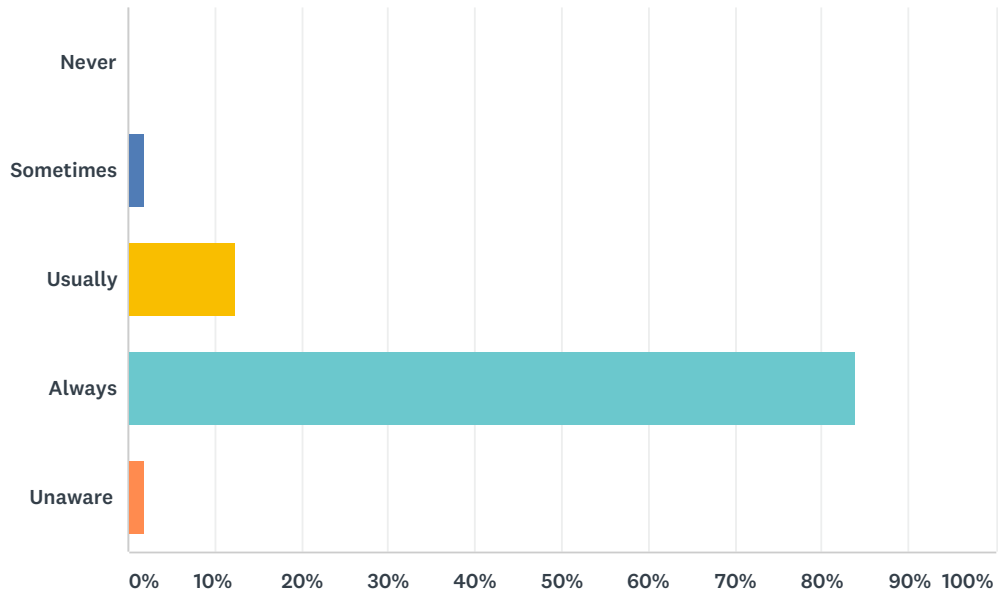
Answered: 330 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never	0.30%	1
Sometimes	4.55%	15
Usually	31.82%	105
Always	63.33%	209
Unaware	0.00%	0
TOTAL		330

Q3 Do the staff seem to like and respect your child?

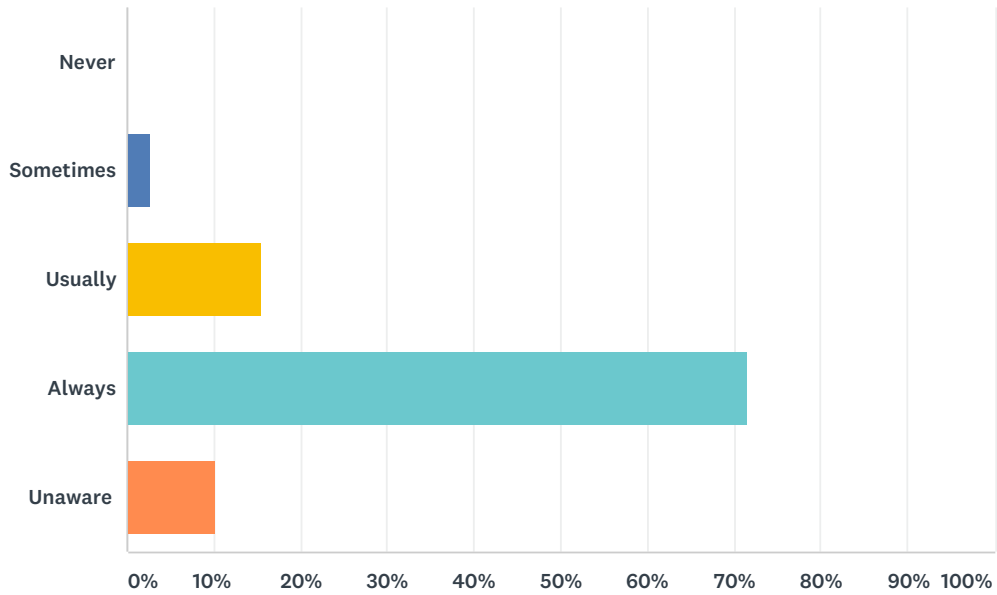
Answered: 330 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	1.82%	6
Usually	12.42%	41
Always	83.94%	277
Unaware	1.82%	6
TOTAL		330

Q4 Do the staff respond to your child's individual needs?

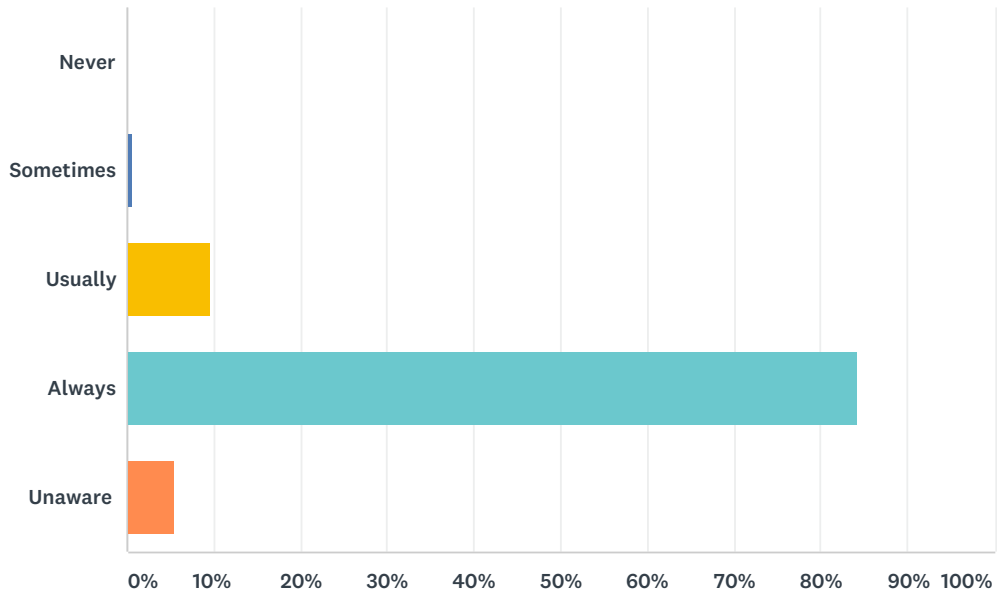
Answered: 330 Skipped: 0



ANSWER CHOICES	RESPONSES
Never	0.00% 0
Sometimes	2.73% 9
Usually	15.45% 51
Always	71.52% 236
Unaware	10.30% 34
TOTAL	330

Q5 Do the staff know where your child is when you come for pickup?

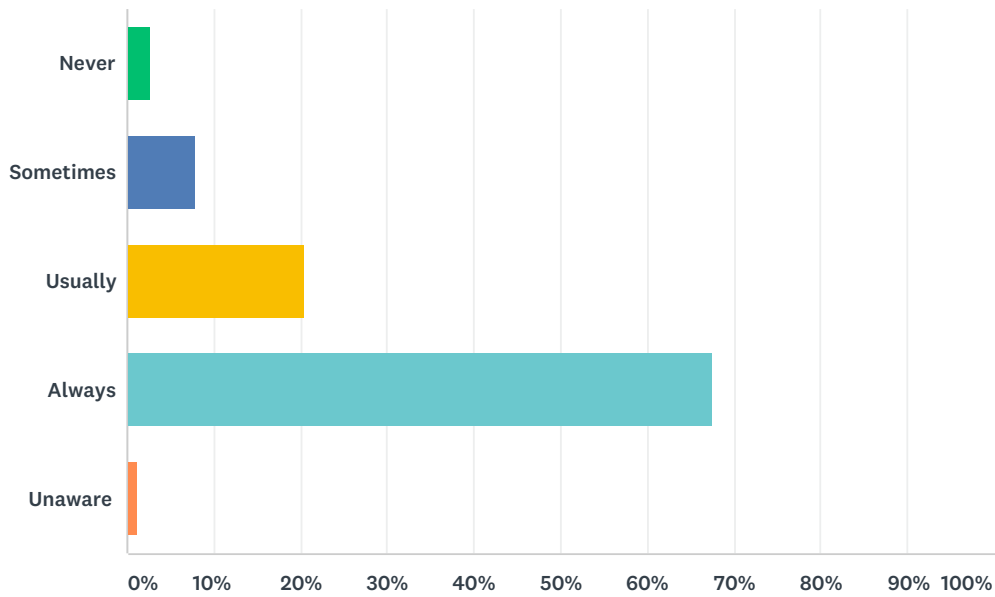
Answered: 330 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	0.61%	2
Usually	9.70%	32
Always	84.24%	278
Unaware	5.45%	18
TOTAL		330

Q6 Do the staff keep you informed about the program schedule, activities, staff changes, and decisions?

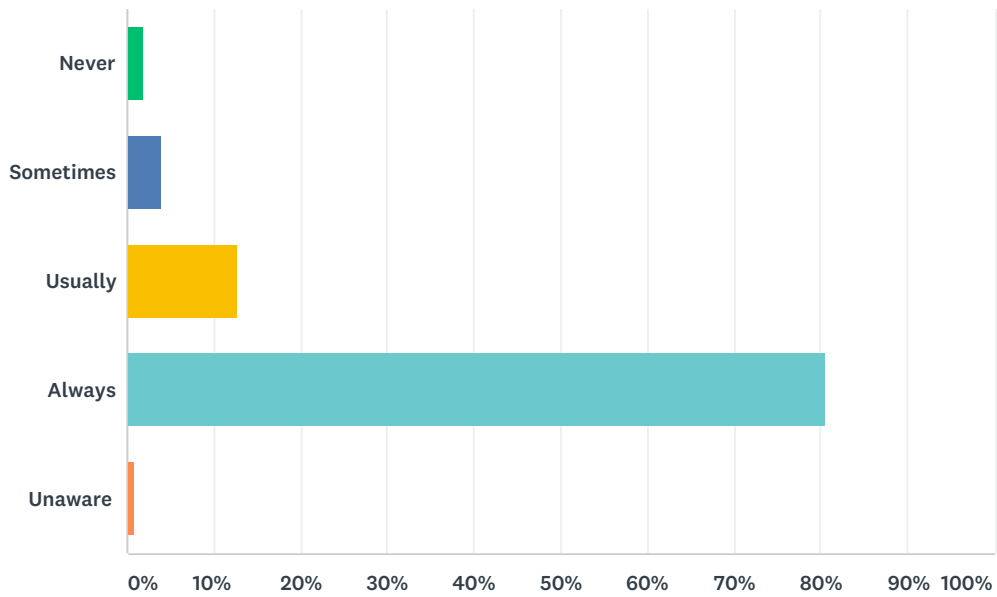
Answered: 330 Skipped: 0



ANSWER CHOICES	RESPONSES
Never	2.73% 9
Sometimes	7.88% 26
Usually	20.61% 68
Always	67.58% 223
Unaware	1.21% 4
TOTAL	330

Q7 Do the staff keep you informed of special days, field trips, spring break and snow days in a timely manner?

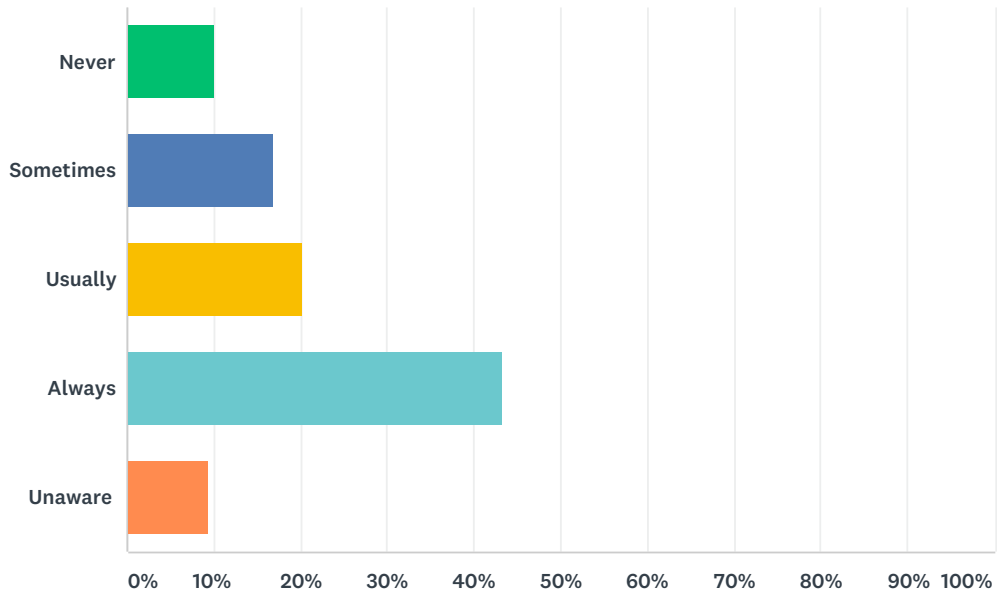
Answered: 330 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never	1.82%	6
Sometimes	3.94%	13
Usually	12.73%	42
Always	80.61%	266
Unaware	0.91%	3
TOTAL		330

Q8 Do staff discuss your child's daily experiences in a helpful way?

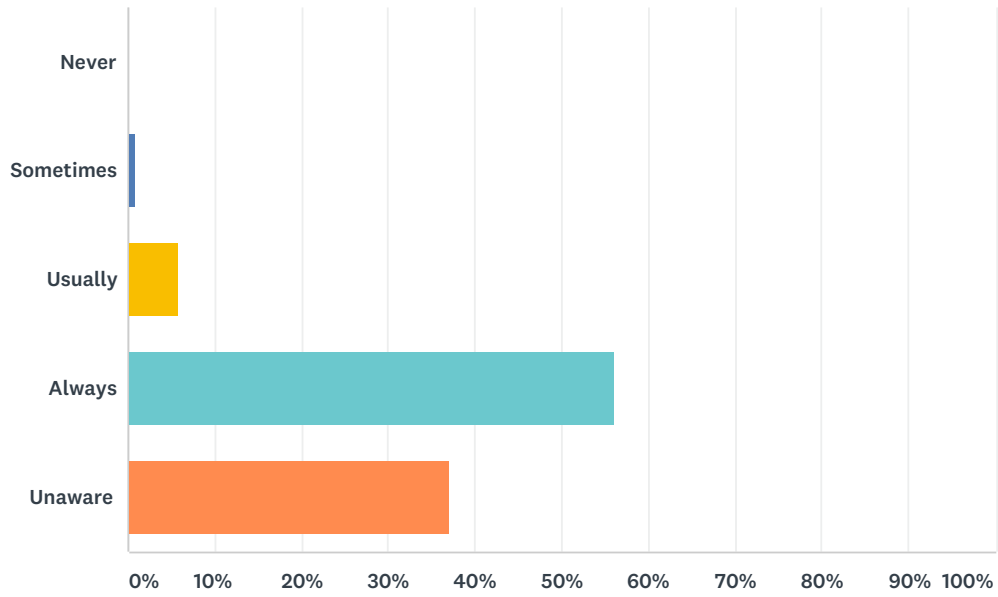
Answered: 330 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never	10.00%	33
Sometimes	16.97%	56
Usually	20.30%	67
Always	43.33%	143
Unaware	9.39%	31
TOTAL		330

Q9 Is the program responsive/inclusive to all cultures?

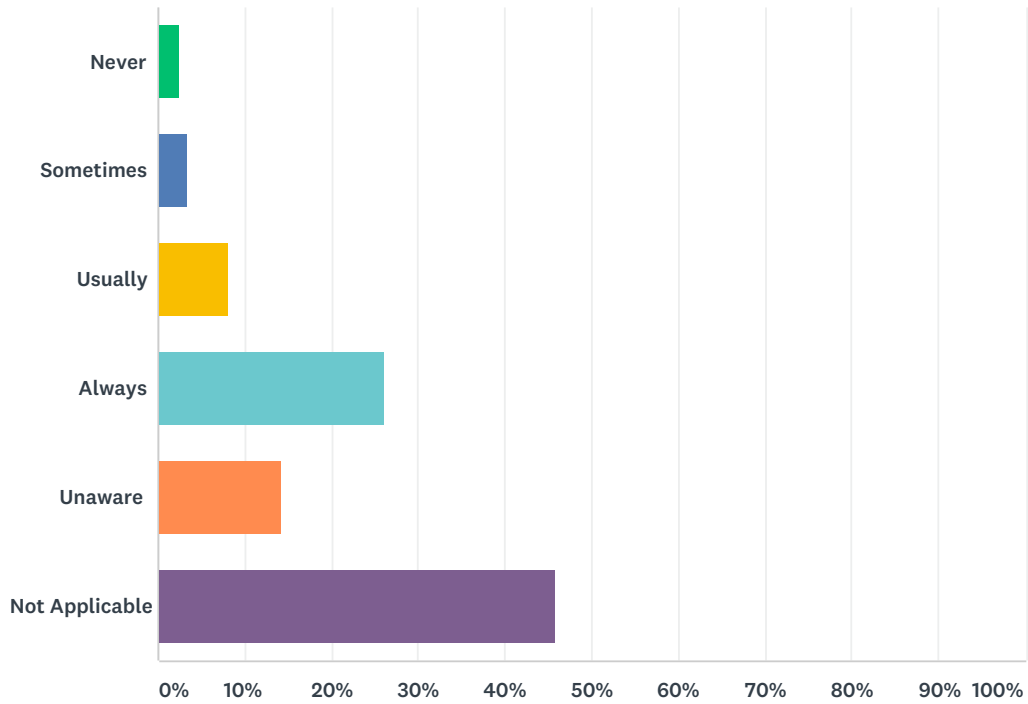
Answered: 330 Skipped: 0



ANSWER CHOICES	RESPONSES
Never	0.30% 1
Sometimes	0.91% 3
Usually	5.76% 19
Always	56.06% 185
Unaware	36.97% 122
TOTAL	330

Q10 Does the program handle homework in the way you would like?

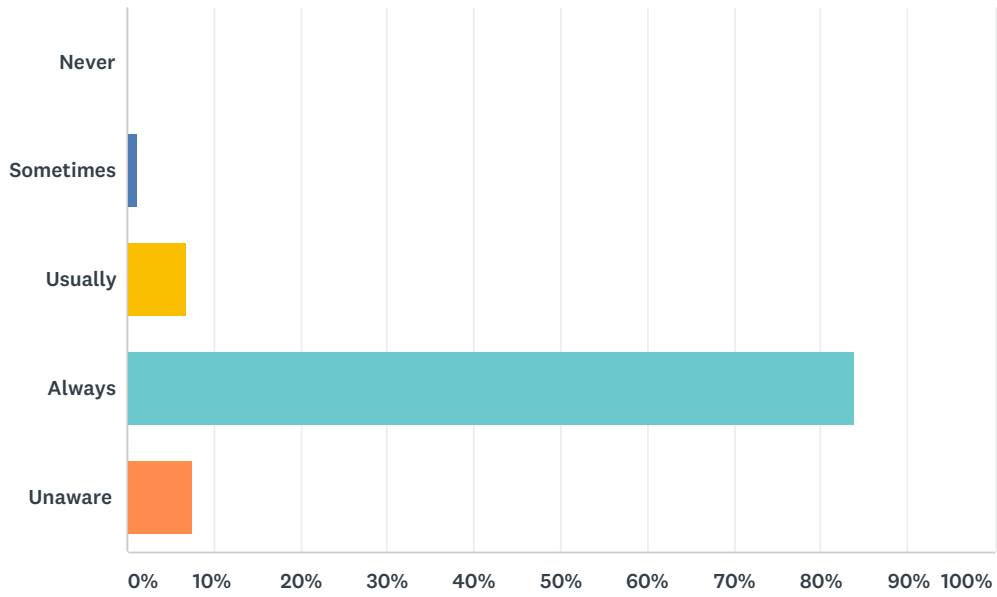
Answered: 330 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never	2.42%	8
Sometimes	3.33%	11
Usually	8.18%	27
Always	26.06%	86
Unaware	14.24%	47
Not Applicable	45.76%	151
TOTAL		330

Q11 Do you feel free to visit the program anytime you want to?

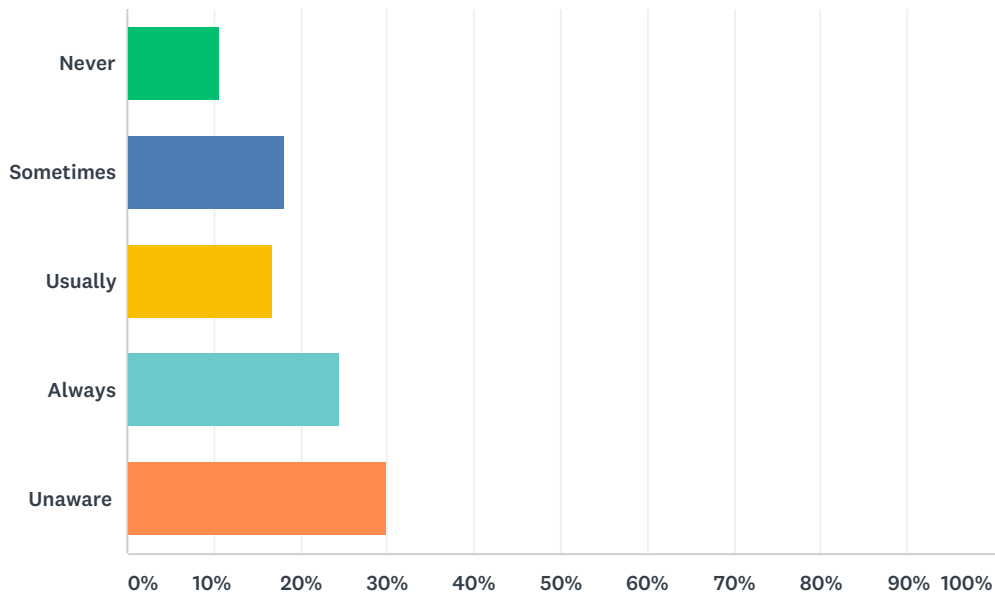
Answered: 330 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never	0.30%	1
Sometimes	1.21%	4
Usually	6.97%	23
Always	83.94%	277
Unaware	7.58%	25
TOTAL		330

Q12 Are families asked to help make important decisions about the program? (For example, share ideas, help evaluate the program, etc.)

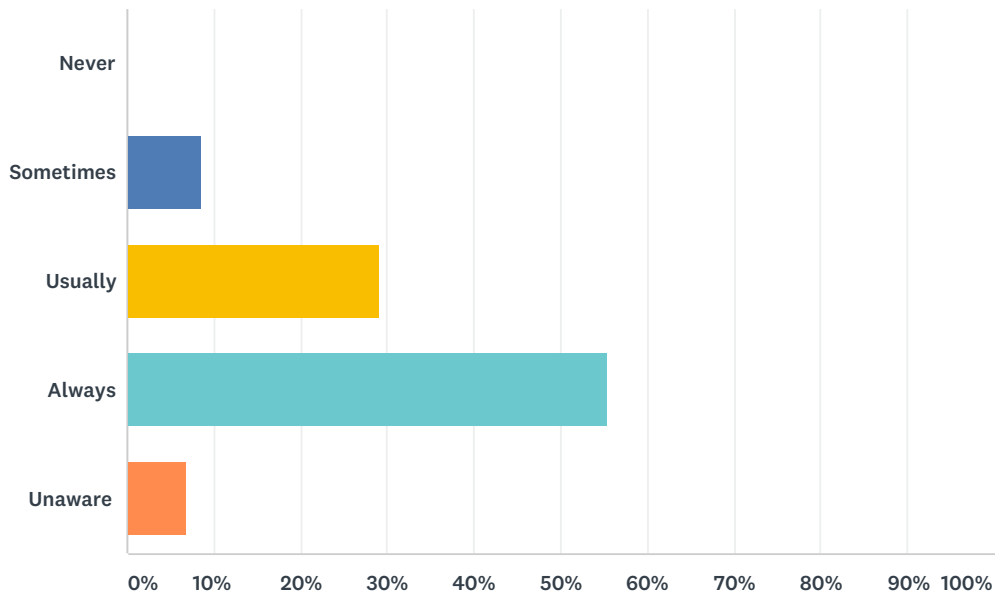
Answered: 330 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never	10.61%	35
Sometimes	18.18%	60
Usually	16.67%	55
Always	24.55%	81
Unaware	30.00%	99
TOTAL		330

Q13 Do the activities provide a varied, enriching, and engaging experience for your child?

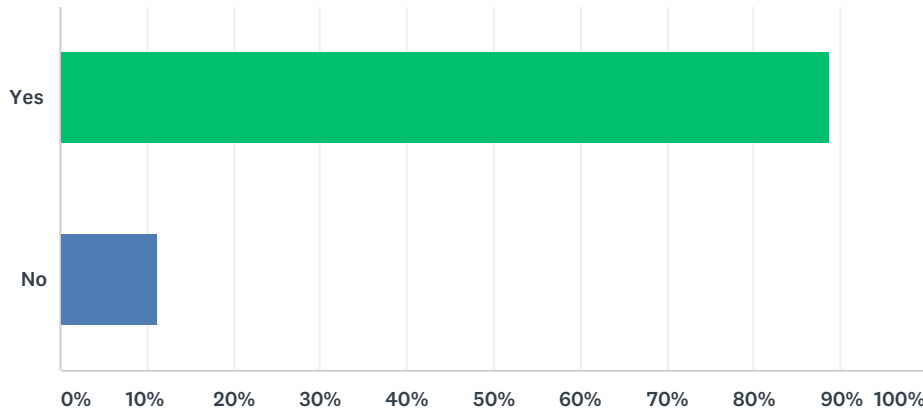
Answered: 330 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	8.48%	28
Usually	29.09%	96
Always	55.45%	183
Unaware	6.97%	23
TOTAL		330

Q14 Do you know how to change the authorized pick-up list on your child's enrollment form?

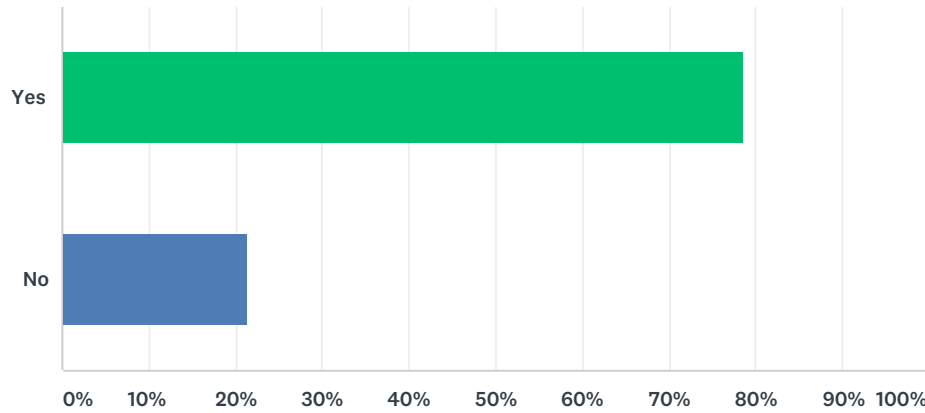
Answered: 330 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	88.79%	293
No	11.21%	37
TOTAL		330

Q15 Do you know how to change your PIN or other authorized to pick up PIN numbers?

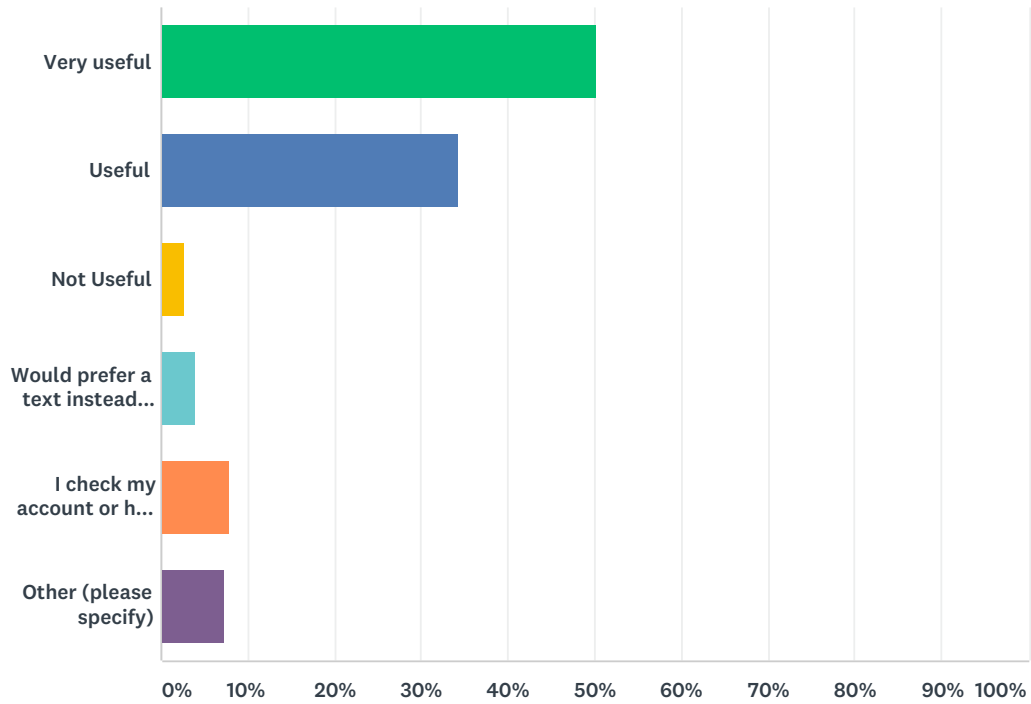
Answered: 329 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	78.72%	259
No	21.28%	70
TOTAL		329

Q16 Do you appreciate your monthly invoice?

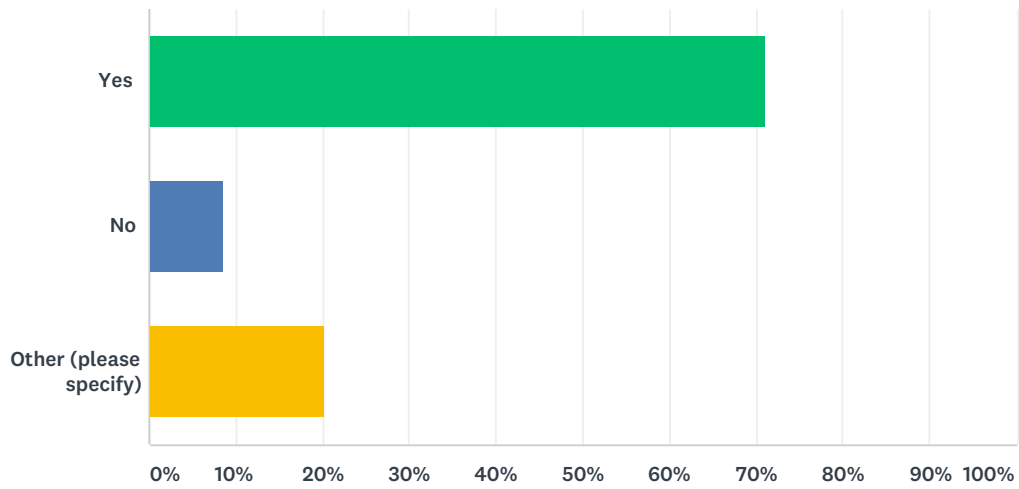
Answered: 330 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very useful	50.30%	166
Useful	34.24%	113
Not Useful	2.73%	9
Would prefer a text instead of an email if possible	3.94%	13
I check my account or have AutoPay set up, so I do not need this monthly.	7.88%	26
Other (please specify)	7.27%	24
Total Respondents: 330		

Q17 Did you like the 18-19 BASS Magnet with the rates and special days?

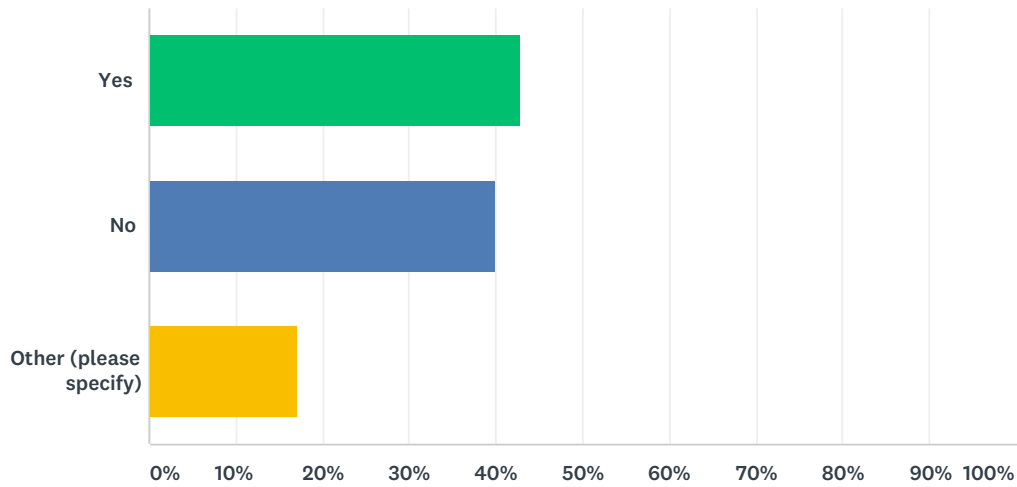
Answered: 325 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	71.08%	231
No	8.62%	28
Other (please specify)	20.31%	66
TOTAL		325

Q18 If sites with an enrollment of less than 45 children were asked to attend another site, would you support this effort in continuing to REDUCE childcare fees? (District transportation would bus between the two sites)

Answered: 327 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	42.81%	140
No	40.06%	131
Other (please specify)	17.13%	56
TOTAL		327

Q19 What do you like best about the program?

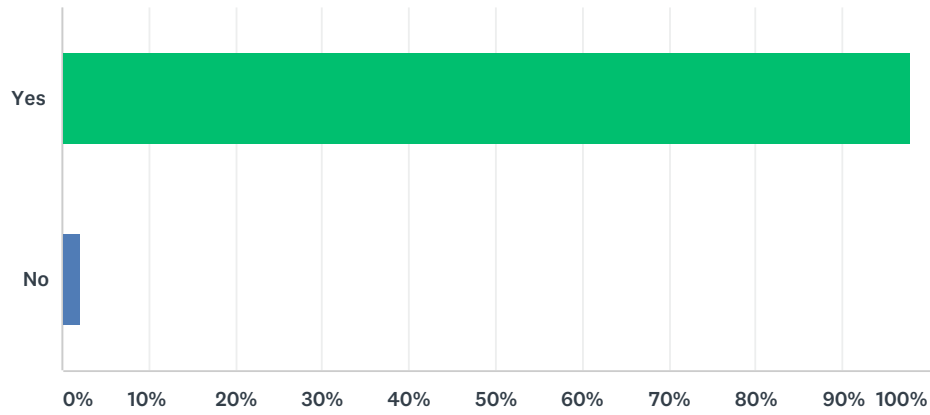
Answered: 230 Skipped: 100

Q20 What do you wish you could change about the program?

Answered: 188 Skipped: 142

Q21 Would you recommend BASS to family or friends?

Answered: 328 Skipped: 2



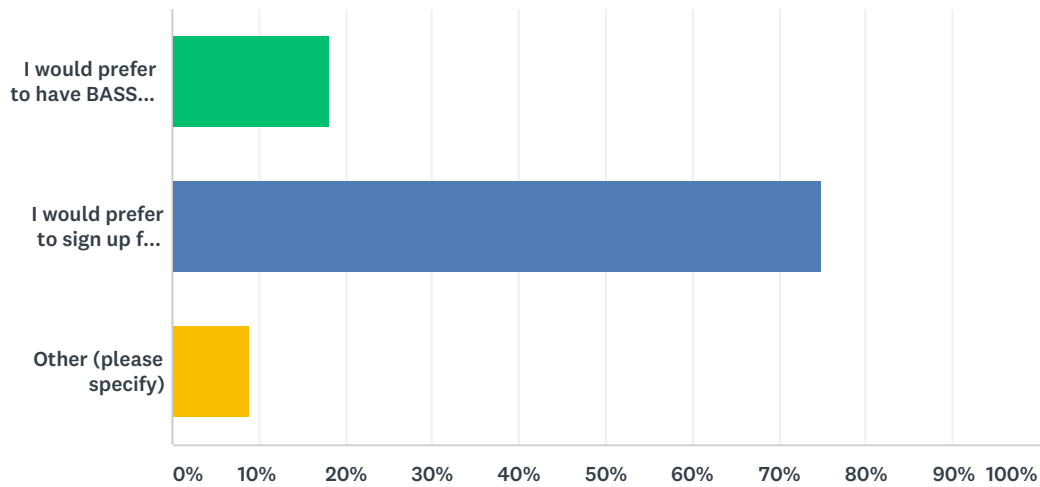
ANSWER CHOICES	RESPONSES	
Yes	97.87%	321
No	2.13%	7
TOTAL		328

Q22 Would you be willing to post a review on Google or Facebook about your BASS experience? (If yes, please add your email address in the comment box below to receive a link on how to post a review.)

Answered: 87 Skipped: 243

Q23 How would you prefer to sign up for Non-School Days? (Enrollment or changes are allowed up until the 48 hour business day deadline.)

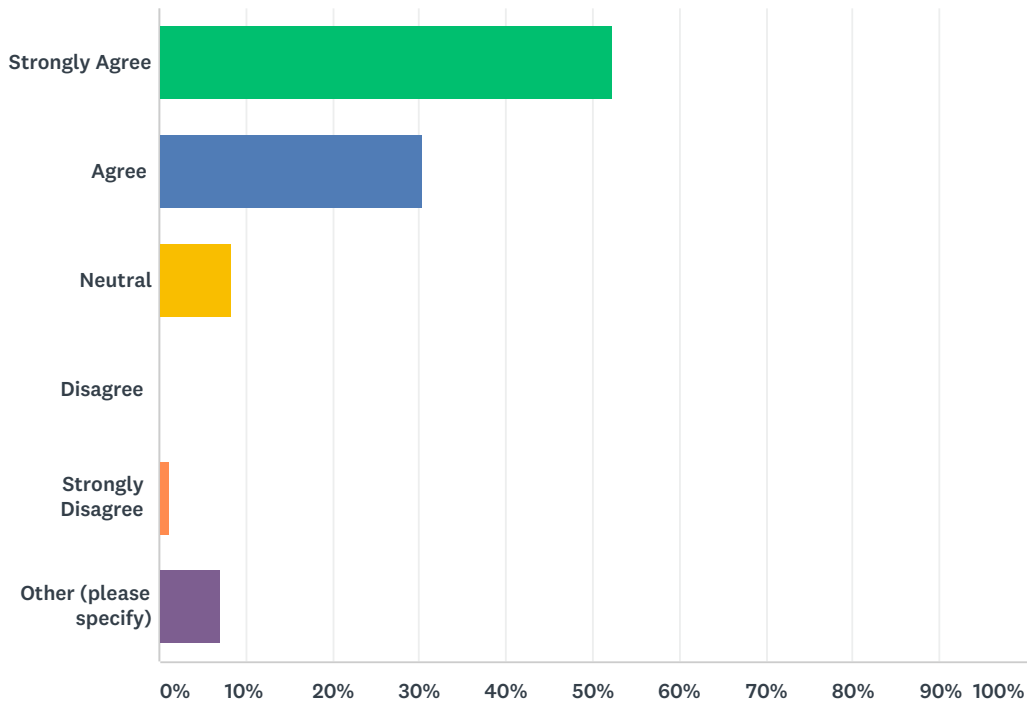
Answered: 319 Skipped: 11



ANSWER CHOICES	RESPONSES	
I would prefer to have BASS enroll my child(ren) for all Non-School Days and then I would be responsible to call the BASS Office to cancel by the deadline. (Failure to cancel for days not needed would result in being charged for that Non-School Day)	18.18%	58
I would prefer to sign up for the Non-School Days myself on the days needed by the deadline. (Failure to not sign up before the deadline will result in not being able to attend)	74.92%	239
Other (please specify)	9.09%	29
Total Respondents: 319		

Q24 Consideration is being given to emphasizing literacy during SummitRise (Late Start Wednesdays). Book clubs, silent reading, story tellers, activities involving the book, etc. Check out December and January BASS News to read the article about literacy.

Answered: 319 Skipped: 11



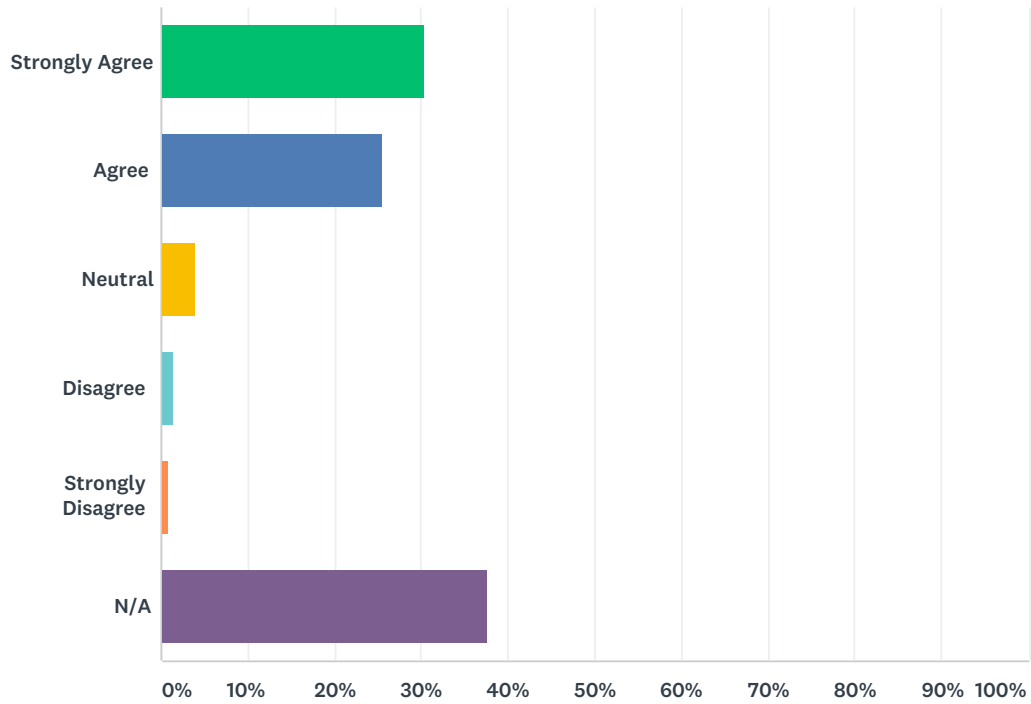
ANSWER CHOICES	RESPONSES	
Strongly Agree	52.35%	167
Agree	30.41%	97
Neutral	8.46%	27
Disagree	0.31%	1
Strongly Disagree	1.25%	4
Other (please specify)	7.21%	23
TOTAL		319

Q25 Are there any additional comments about any of the programs that you would like to add? (Please specify program name--ie. Kids Country, KC Cubbies, 3LYNX)

Answered: 78 Skipped: 252

Q26 Was your incoming call answered in a timely and courteous manner?

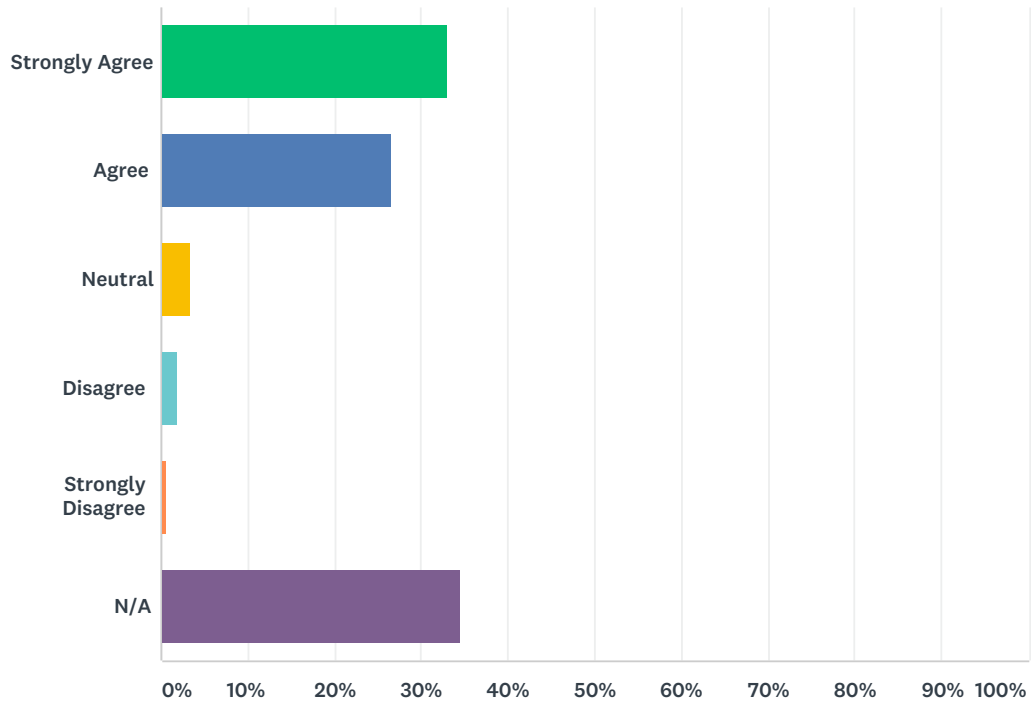
Answered: 324 Skipped: 6



ANSWER CHOICES	RESPONSES	
Strongly Agree	30.25%	98
Agree	25.62%	83
Neutral	4.01%	13
Disagree	1.54%	5
Strongly Disagree	0.93%	3
N/A	37.65%	122
TOTAL		324

Q27 Was the process for getting your questions answered satisfactory?

Answered: 324 Skipped: 6



ANSWER CHOICES	RESPONSES	
Strongly Agree	33.02%	107
Agree	26.54%	86
Neutral	3.40%	11
Disagree	1.85%	6
Strongly Disagree	0.62%	2
N/A	34.57%	112
TOTAL		324

Q28 Are there any other comments about our customer service that you would like to add?

Answered: 62 Skipped: 268