

2019-20

BASS Family Survey Results

We greatly appreciate you taking the time to respond to our annual survey. We value your feedback and strive to implement change that is reflective of the feedback.

"My child seems to enjoy being at BASS and I appreciate that. I know a lot goes into providing everyone a safe and fun environment and it makes a difference. I really like the addition of clubs this year. My child really enjoys the Pokemon club."

"I like when the program changed 2 years ago and removed the non-school days from the fees. This gives parents the option to send their child and decreased the fees."

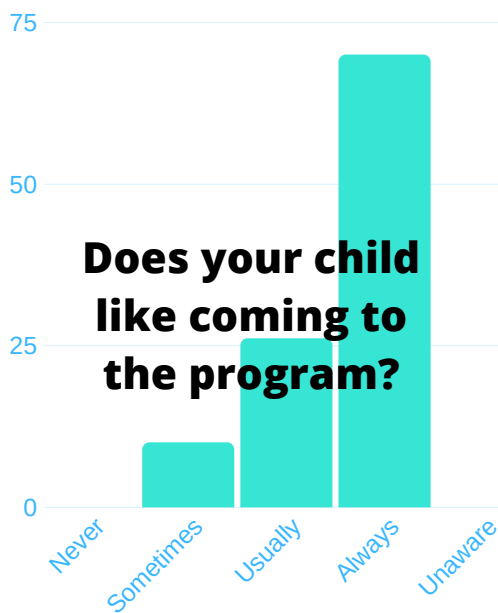
PARENT QUOTES

"The enrichment activities always vary...the staff are always very friendly and warm."

"Kids Country is a great resource to the R7 Lees Summit School District. Thanks for providing quality care for school aged children. The staff care about the safety and well-being of the children. I know my child is in good hands when I drop them off for the day."

"It's a safe, fun, convenient option for my daughter and imperative so that I am able to work the hours required of my job. I love that Kids Country is open on snow days and other non school days. Our director and teachers are caring and so good to my daughter. It gives me piece of mind which is priceless. Kids country during school year and camp during summer is awesome too!"

Does your child like coming to the program?



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



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



You asked... we answered

1. What is the reason for the 2 Hour Delayed Start cost?

- Payroll costs for extra staff time
- Extra supplies/snacks
- 19 locations open instead of 6

2. Why does BASS combine for Non-School and Snow Days?

- Reduce cost by consolidating locations
- To condense snow removal needs
- Less students attend on those days

3. How did BASS decide on Combo locations?

- Needs of students in program
- Space available in buildings.

4. How do BASS rates compare to other programs in the Lee's Summit area?

- Yearly comparison survey is done with other care options
- Our rates are low to mid range.

5. BASS Rates

- No funds received from district, BASS is a self-sustaining program
- BASS rates cover costs only, no profit margin

6. Why does BASS close at 6:00 p.m. instead of 6:30 p.m.?

- The majority of families are able to pick up by 6:00 p.m.
- Increase in payroll would increase fees.

7. Why did BASS remove part time and drop-in care?

- Affordability

8. How does BASS communicate with families?

- Texts, emails, newsletters, website, Facebook, and parent area at pick-up/drop off

9. How BASS will improve Non-School Days for next year?

- Remove deadlines for enrolling/de-enrolling
- Charged extra fee only if child attends.

GREAT



Parent suggestions are always considered, thank you again for your feedback!