

## MEMORANDUM

**Memo No. 18-133**

**TO:** Trustees  
Student Trustees

**FROM:** Jennifer Adams, Director of Education and Secretary of the Board  
Olga Grigoriev, Superintendent of Instruction

**DATE:** 9 November 2018

**RE: Extended Day Programs Parent Survey**

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Following a recommendation made at the January 2018 meeting of the Advisory Committee for Extended Day and Childcare programs, the Early Learning department conducted a survey of all parents of students registered in extended day programs operated by the Ottawa-Carleton District School Board.

The Early Learning department worked in collaboration with the Advisory Committee for Extended Day and Childcare programs to develop the survey questions. Parents were asked a range of questions relating to attendance, fees and satisfaction with the Extended Day Program. The survey was emailed to 4,567 families. The response was robust, in that close to 1,450 responses were received, or a 32% participation rate.

The following summary of responses is provided for your information.

**Attendance:**

The majority of families 66.46% indicated that they have one child enrolled in the Extended Day Program (EDP). 30.98% of families have two children in the program and 2.56% of families have 3 or 4 children enrolled in the program.

82.92% of families access the program five days per week. 5.95% of families access the program 4 days per week, 6.50% of families access the program three days per week, and 5.12% of families access the program 2 days per week.

52.90% of families access the after-school program only. 36.03% of parents access the before and after-school program. 11.13% of parents access the before-school program only.

48.55% of parents access the EDP on P.A. days. 17.15% of parents access the EDP during the summer break. 15.91% of parents access the program during the March break, and 14.04% of parents access the program during the Christmas break.

80.00% of parents indicated that they preferred to know the location of the EDP in advance, when registering for Christmas break, March break and Summer break programs.

48.58% of parents indicated that it is either important or extremely important for them to be able to change required care days quickly and/or on a regular basis, while 51.42% indicated this flexibility was not important or somewhat important.

**Fees:**

72.07% of parents indicated that they thought the fee for the extended day program was reasonable. 20.79% of parents indicated they thought the fee was high, and .55% of parents indicated they thought the fee was low.

**Satisfaction with the EDP:**

88.99% of parents indicated that they were either extremely or somewhat satisfied with the EDP.

95.02% indicated that they were either extremely or somewhat satisfied with the location of the EDP.

79.55% indicated that they were either extremely or somewhat satisfied with the activities that are offered.

73.34% of parents indicated that they were either extremely or somewhat satisfied with the snacks offered in the EDP.

85.31% of parents indicated that they were either extremely or somewhat satisfied with the outdoor activity time.

67.43% of parents responded *not applicable* when asked to rate their level of satisfaction with the manner in which children with special needs are accommodated in the EDP. 20.35% of parents responded that they were either extremely or somewhat satisfied in this area. 8.82% of parents responded that they were neither satisfied or dissatisfied; 3.40% of parents were either somewhat or extremely dissatisfied.

85.53% of parents indicated that they will access the EDP in the 2018-2019 school year and 92.88% of parents indicated that they were very or somewhat likely to recommend the OCDSB EDP to other parents.

**Administration of EDP:**

87.30% of parents indicated that the amount of time provided for returning registration forms for optional days was adequate.

61.28% of parents responded that the Early Learning department of the OCDSB had been responsive to questions. 32.94 % of parents responded *not applicable* to this question.

It should be noted that a similar survey conducted in May of 2015, indicated results that were comparable to those above. i.e., an overall satisfaction rate of 85.48% was reported in 2015 as compared to 88.99% in 2018.

The program continues to be appreciated by the majority of parents. However, given the feedback provided, the following areas will be given particular attention in continuing to improve the experience for families accessing extended day programs:

- Programming/activities;
- Accessing EDP on non-instructional days, ie. March break, PA days, and statutory holidays; and
- Snacks.

The Early Learning department will review the programming/activities offered within all of the programs to ensure consistent high quality learning opportunities are available to all children enrolled in the EDP.

A more in-depth review of programs offered during the non-instructional day, needs to be undertaken, to have a better understanding of why such a small percentage of families access the EDP during these times.

Early Learning department will work with our food provider to add more healthy food items to the menu which will provide more options to the children daily.

If you have any questions, please contact Olga Grigoriev at 613-596-8287, or email [olga.grigoriev@ocdsb.ca](mailto:olga.grigoriev@ocdsb.ca)

cc     Senior Staff  
         Manager, Board Services  
         Corporate Records