

Mark the box in the column that most closely reflects your thoughts.

1. Blazing Trails keeps me informed about program schedules and activities. - 67 responses.

Absolutely - 54	Mostly – 12	Somewhat -1	Could be better	No
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Comments/Suggestions: *It does usually take a BIG banner sign until we know of an impending due date or event. * I could stand to hear more about what y'all are up to ☺ * I'm not sure when the newsletter comes out and may miss it. I love the signs but would also love to see all info in newsletter form. * I like e-mail newsletter & signs near the sign-in sheet. * I loved these people. **

Jennifer: Mckinsey publishes our newsletter sometime during the first week of each month. Most people choose to receive them via email. If the newsletter doesn't show up in your inbox and you'd like it to, please contact Mckinsey to make sure your email is correctly entered on her list. There are a few printed copies put out on the Family Info Table as well. Please, let us know if you'd prefer to have a printed copy put in your file.

2. Regarding policies and invoice procedures (as described in the family handbook), I get my questions answered in a timely manner. - 69 responses.

Absolutely - 63	Mostly - 6	Somewhat	Could be better	No
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Comments/Suggestions: *Would love an electronic payment option. * ☺go digital! * We got our 2019-2020 applications in on the 1st day and were surprised as a longtime BT family to be waitlisted. Hoping for resolution and possibly a future process improvement. * I would really love to pay digitally. Having to write a check is a challenge and I often forget. * If there is ever a chance to have auto-pay that would be great! * Better notice * Yes, sometimes I feel like I ask anyone & not sure if questions should go to one person. I – and parents – are open to feedback too.*

Jennifer: Please, ask billing, schedule or procedural questions to Rita, Jennifer, or Mckinsey in the office. Dena will know which one of us to direct a specific question to as well. We're the staff members that focus on these areas, so we're more likely to have the answers you need.

More people have asked me for an electronic payment option this year than any other, so I see that people really want one. What I'd really like is an electronic transfer option that would be very cheap per transaction and much more secure than credit/debit card processing. At the moment, our credit union doesn't offer this, but I'm hoping it will come soon. The credit card challenge for us is threefold. Firstly, we really don't process very many transactions per month (maybe 180 +/- overall and 20-30 of these might choose a card option), so whatever I choose is going to be more expensive per transaction for us and our families. When you have so few transactions, processing companies will charge more. Secondly, I don't want to choose an option that doesn't pay enough attention to security. I don't want to put people's information unduly at risk. I was not encouraged by the news last year of data breaches with some of the companies I was considering having BT use. Thirdly, transactions fees will be brutal because childcare is expensive. I hate the idea of having to charge families an additional 2.75 - 3% to cover the transaction fee charge, but we're too small a company to be able to cover them ourselves. If you have 2 kids that use us full time and this requires a \$1000 childcare bill per month, this charge could add an additional **\$30** to your monthly bill! Maybe that's my problem and I just need to get over it and give people the option. Please, let me know how you feel about it or if you have any suggestions for options I should look into.

3. Communication between B.T. Administrators and my family is effective. - 69 responses.

Absolutely -59	Mostly - 9	Somewhat - 1	Could be better	No
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Comments/Suggestions: *As long as we read the newsletter. You may want to emphasize how important that is. * I love BT. * I've always had my questions/concerns addressed on the same day! * Staff are excellent at communication! * 😊 go Digital! * A+ * Mckinsey is AWESOME * Sometimes tricky to know if requested changes were made until invoice is emailed. * Sometimes I wonder if there are any issues (behavior) with our kiddo at BT but we generally have thought no news is good news. * Yes – although with question & I am not sure how Lilly is progressing or dealing with those items.*

Jennifer: Please, check out our Facebook page, if you belong to Facebook. Mckinsey facilitates this communication option and posts information regularly. I update our website's front page notices, including posting our newsletters. I have to admit, I'm not always the best at getting this done in a timely manner. Anytime you notice I'm shirking, please feel free to let me know.

4. a. I am greeted by a staff member when I enter Blazing Trails. - 68 responses.

Absolutely - 52	Mostly -12	Somewhat - 4	Could be better	No
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b. I feel that the staff is friendly and approachable. - 69 responses.

Absolutely - 62	Mostly - 7	Somewhat	Could be better	No
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Comments/Suggestions: *I love the community feel. * It is impressive how long staff stay @ BT. A testament to what it is like to work there. * You are amazing! * Very friendly * You guys ROCK! * SOMETIMES – CLOSE TO CLOSE – IT CAN BE INCONSISTENT. * We love BT! * These people are unreplaceable. * Very friendly! * Love all of you! You are part of our tribe. Xoxo*

Jennifer: Thank you, for your feedback and encouragement. I appreciate the reminder that we need to make sure we're still friendly and approachable at closing time. It's a busy, tricky time for families as well as staff. Please, remember that we may not have enough time before closing to answer anything that's long or complicated. Consequently, we may need to schedule another time or refer you to another staff person to follow up.

5. I feel I have a positive working partnership with BT Staff. - 68 responses.

Absolutely - 65	Mostly - 3	Somewhat	Could be better	No
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Comments/Suggestions: *I FEEL STAFF REALLY CARES ABOUT OUR FAMILY. * I love the community feel. * 😊 * Literally nothing bad to say! * Our kid found a BT teacher that they really connect with. **

6. My family feels safe and included while at Blazing Trails. - 68 responses.

Absolutely - 66	Mostly - 2	Somewhat	Could be better	No
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Comments/Suggestions: *Love this place!! * My kid doesn't like a lot of people and places but has been happy and involved here. * Home away from home. * My child had a rough adjustment to BT and I always felt like she was so well cared for & treated with compassion. * Our child loves BT and we love and appreciate the staff and the entire program. Thank you for being kind, organized, consistent and fun! * Thank you! * 😊 * My son adores Blazing Trails. Kindergarten thru fifth grade, guess who? * We love BT.*

7. Blazing Trails strives to support kids in learning life skills. Please rate the following by how well you think BT is contributing to your child(ren)'s development. - 61 or 62 responses.

	Extremely well	Very well	OK	Not well	Not at all	Don't Know
Communication	42	22	5			
Cooperation	45	21	2		1	
Responsibility	41	26	2			
Empathy	45	20	2			2
Coping Skills/Emotion Management	42	21	5			2
Math skills (calculation, measurement, estimation)	22	17	3		1	25
Literacy	27	23	2			16
Listening	41	25	1			1
Problem solving	38	24	1			5

Comments/Suggestions: Thank you 😊 * Need more staff like these people to work with the (school) teachers. * Cadence felt so empowered and supported when she got to lead a club! * Love BT more than Pathfinder! * This is the best daycare we've attended. * I am so grateful for BT. The staff is wonderful and my son LOVES it there. Thank you so much for everything!! * You guys are so valuable to our family. Thank you for all you do! * Sometimes I feel like my kids learn more academically and emotionally at Blazing Trails than they do at Pathfinder! We love you guys. * Just Thank you! * I am aware of raccoon reading but otherwise I'm not aware of these special life skills supports. I would love to learn more about them. I know lots of wonderful things happen at BT! * We love BT! * Awesome * This is absolutely, hands down, the best care program my son has attended. Thank you! * I've never had Rowan mention Math at BT before, although she absolutely loves Raccoon Reading! * The games are great academically, socially, and all around effective. * What a great team! Thanks for your dedication to kids. * The entire team does a great job and I couldn't ask for more. * 😊 * Keep up the great work! * 😊 * Suggesting you get more chapter books. We like Alex's projects. – do more 😊 * Thank you BT! It's so dear to me how you all care about the kids. I'm so grateful Jesse is a Part of BT. * We are very happy with BT and are so thankful for such a great program!

Dena: We are blessed to have a truly wonderful staff. They each bring their passions and strengths to the program and care deeply about the growth of children. Our philosophy is to give kids as much choice as possible and still provide academic and social/emotional learning through fun games and activities. Since we have fewer academic constraints and a higher adult to child ratio, we can often include these skills within our activities without kids noticing what they're practicing. For instance, kids don't know they're doing addition when keeping score in a game, estimation during gym games & art projects, or literacy during Raccoon Reading and Independent Study, etc. We also included these skills by taking advantage of learning opportunities the kids themselves provide. For instance, when there is a group conflict, a teacher will incorporate problem solving, listening, coping skills, cooperation and communication skills practice within the opportunity of the disagreement. Teachers will ask students what seems a fair conclusion to them in a situation or what solution students would choose. This helps kids build self-confidence and empathy.