



جامعة الملك عبد الله  
للعلوم والتقنية  
King Abdullah University of  
Science and Technology



# Daycare / Afterschool Survey Results

December 2024



مدرسة البناء العالمية  
BUILDING BLOCKS  
INTERNATIONAL SCHOOL



CHILD CARE  
SERVICES  
Care. Learning. Fun.

# Summary



## Methodology

The survey was completed solely via a Formstack survey.

A hyperlink was sent to the parents ‘preferred’ email contact on Wednesday 13<sup>th</sup> November and ran until Sunday 1<sup>st</sup> December 2024. Reminder emails were also sent on 21<sup>st</sup> November.


The survey communication was done fully through email, we **did not** locate any posters at Island or Harbor daycare centers.

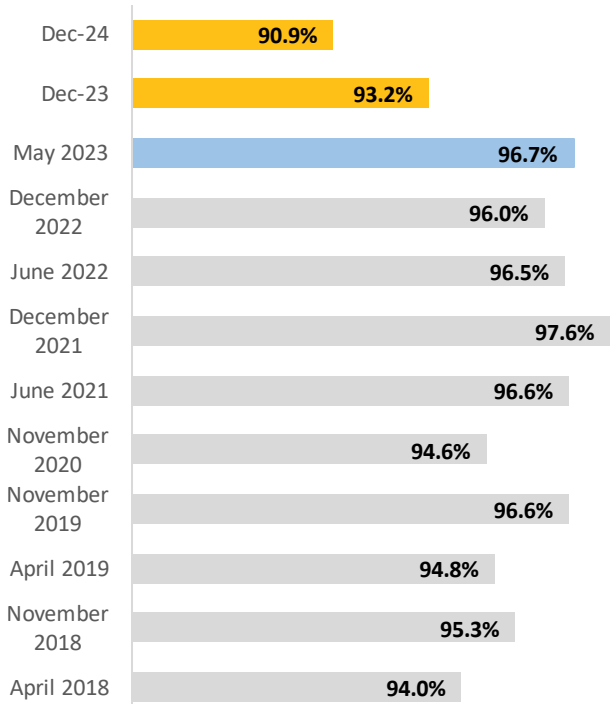
At the census point there were **355** children enrolled at the Daycare. Among these children, 26 are siblings. This resulted in **355 individual email addresses** being contacted.

## Summary

90.9%

Overall Satisfaction Rate

 **2.3% Decrease** compared to the December 2023 Survey

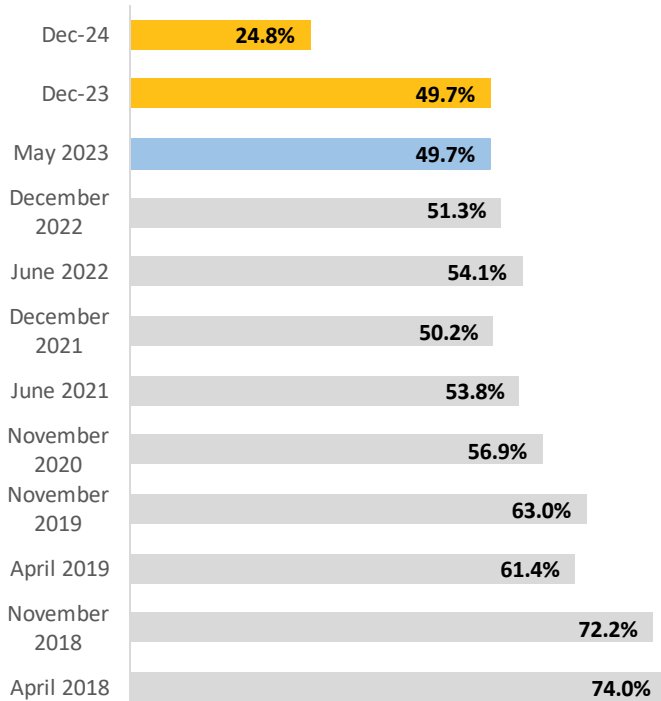


Classification: Internal

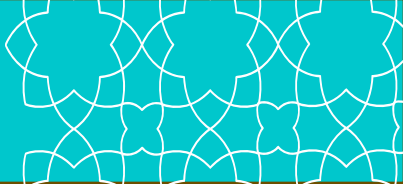
24.8%

Completion Rate

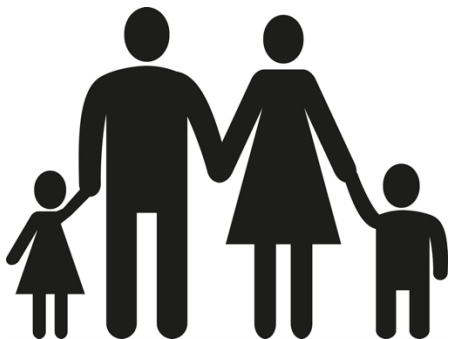
Based on **88** unique responses from 355 unique email contacts



# Participant Analysis



## Age Group Analysis

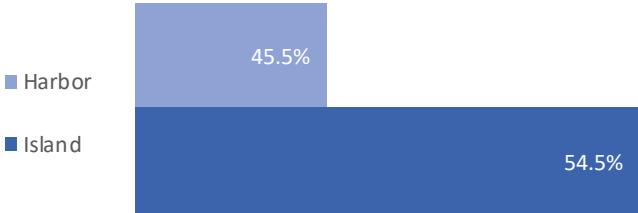


Infants	Toddlers
22.7% (20)	17.0% (15)
Juniors	Seniors
14.7% (13)	9.1% (8)
Preschool	Afterschool
15.9% (14)	20.5% (18)

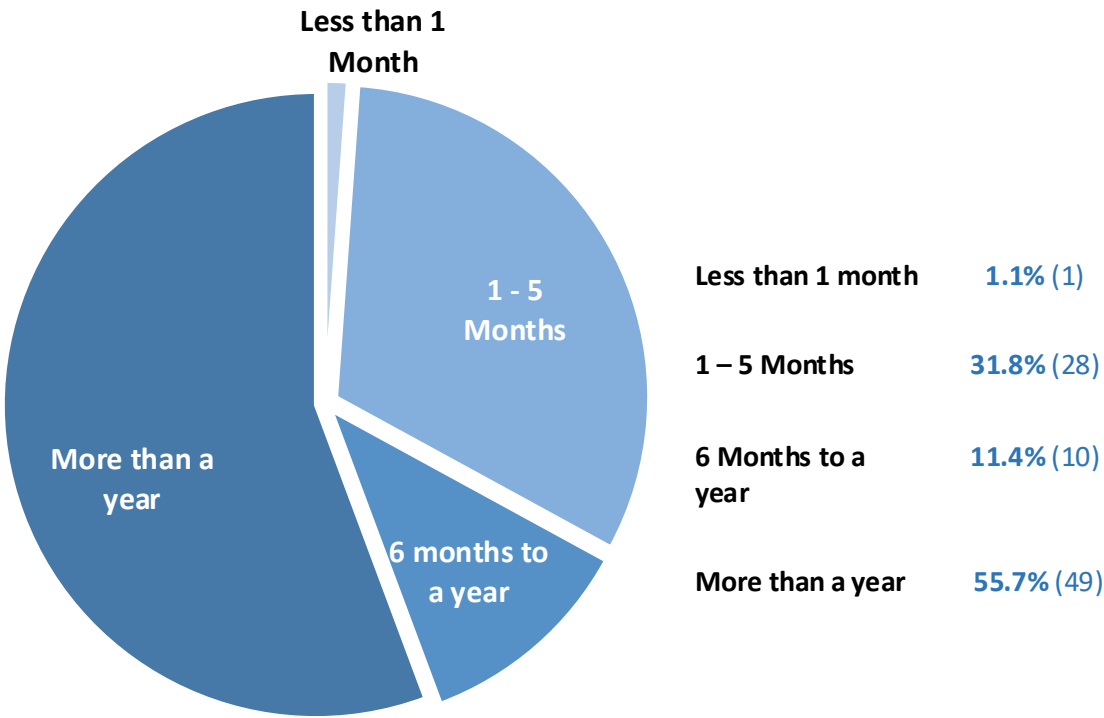
## Response Rate by Location

% of responses based on number of emails sent

If multiple children, assigned to earliest age-group



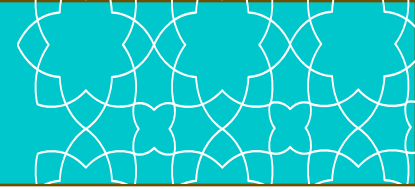
## How long has your child been enrolled in Daycare?



More than half of all respondents were from parents whose child has been enrolled in Daycare for more than one year.

As in previous surveys, survey participation in the older age groups remains lower, with Seniors, Preschool & Afterschool falling short of the 50% target point.

# Welcoming & General Feelings



Please rate your level of satisfaction with the following, in regard to the buildings and facilities:  
(% who answered Very Satisfied or Satisfied, for previous surveys this also includes those answering as Strongly Agree or Agree)

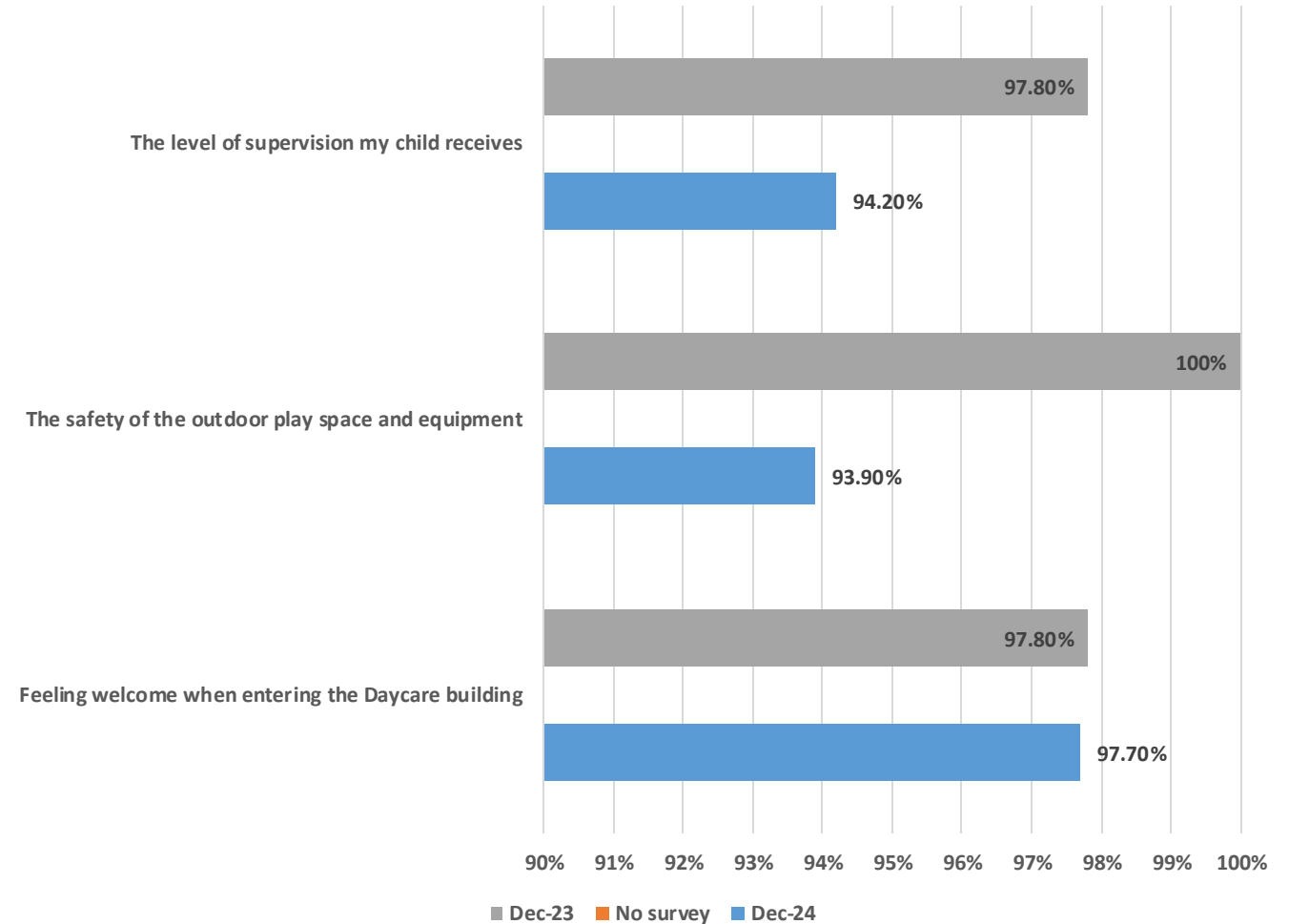
## Overall Section Score

# 89%

▼ 9.5% decrease compared to the  
December 2023 Survey

Overall, there has been a decrease in this section. This is due to a 9.5% drop when asked about the 'The safety of the outdoor play space and equipment' and 'The level of supervision my child receives'.

Overall, the levels of satisfaction across these measures are still high.



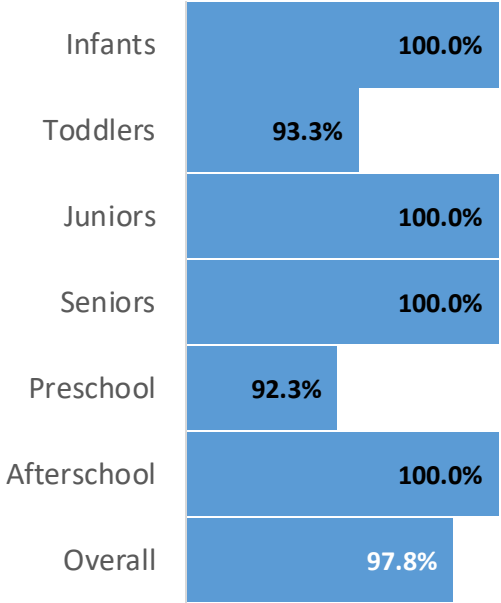
# Welcoming & Safety | By Age Group



Please rate your level of satisfaction with the following, in regard to the buildings and facilities:

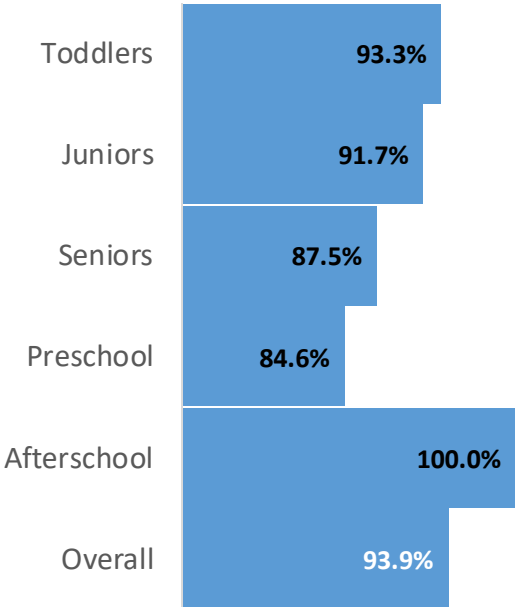
(% who answered Very Satisfied or Satisfied, for previous surveys this also includes those answering as Strongly Agree or Agree)

Feeling welcome when entering the Daycare building



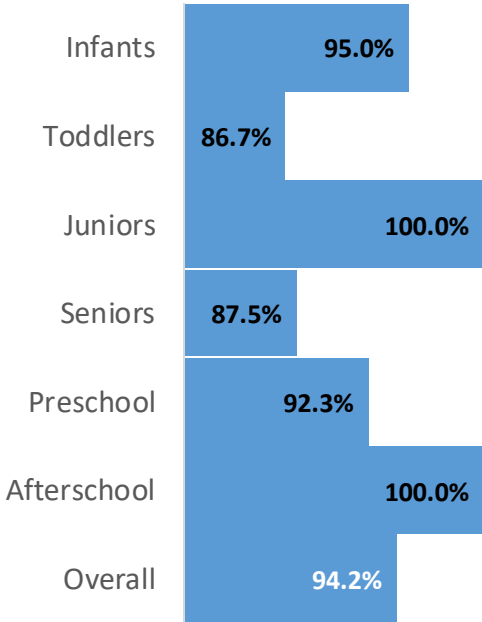
2x Dissatisfied

The safety of the outdoor play space and equipment



5x Dissatisfied

The level of supervision my child receives



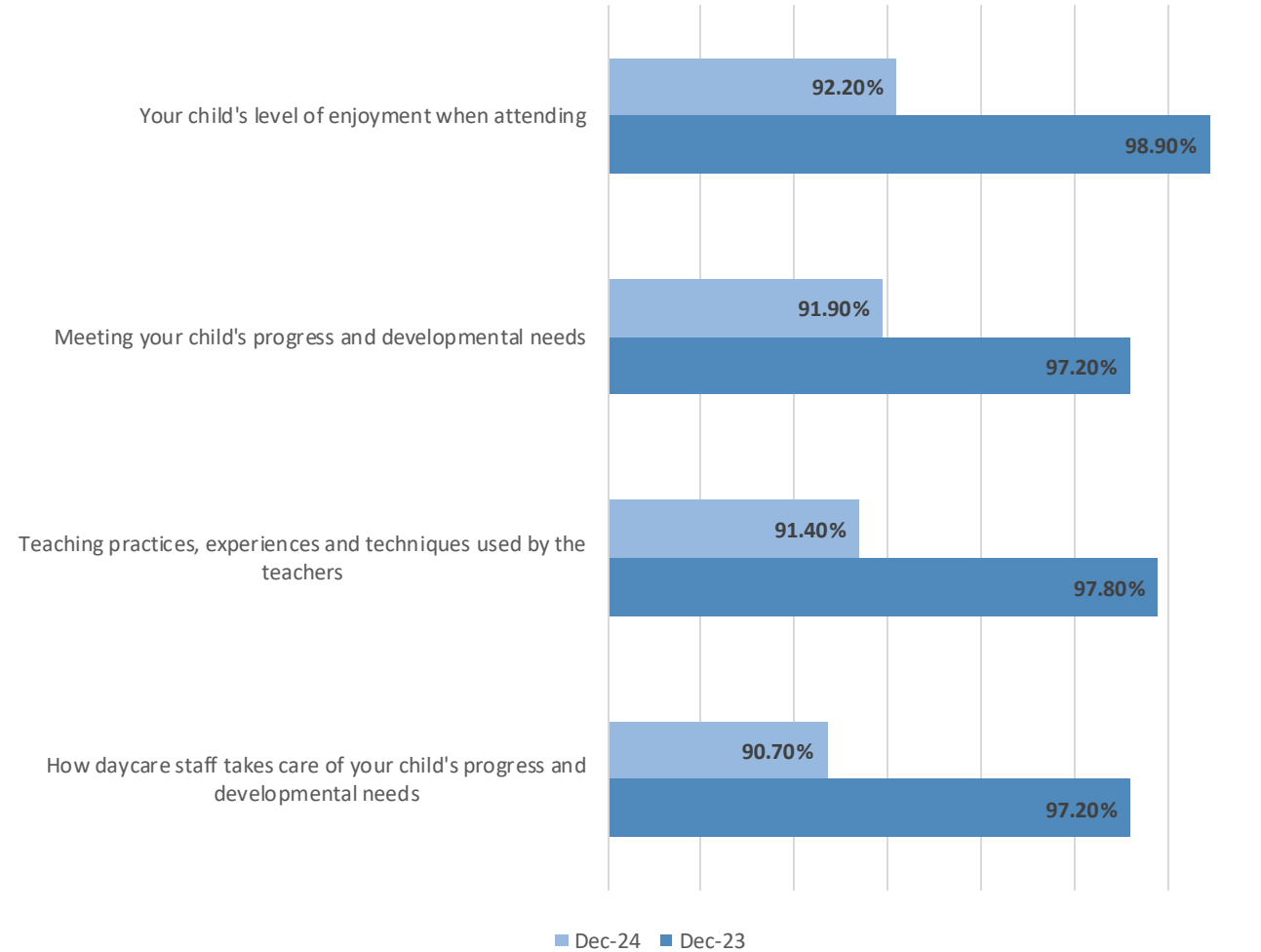
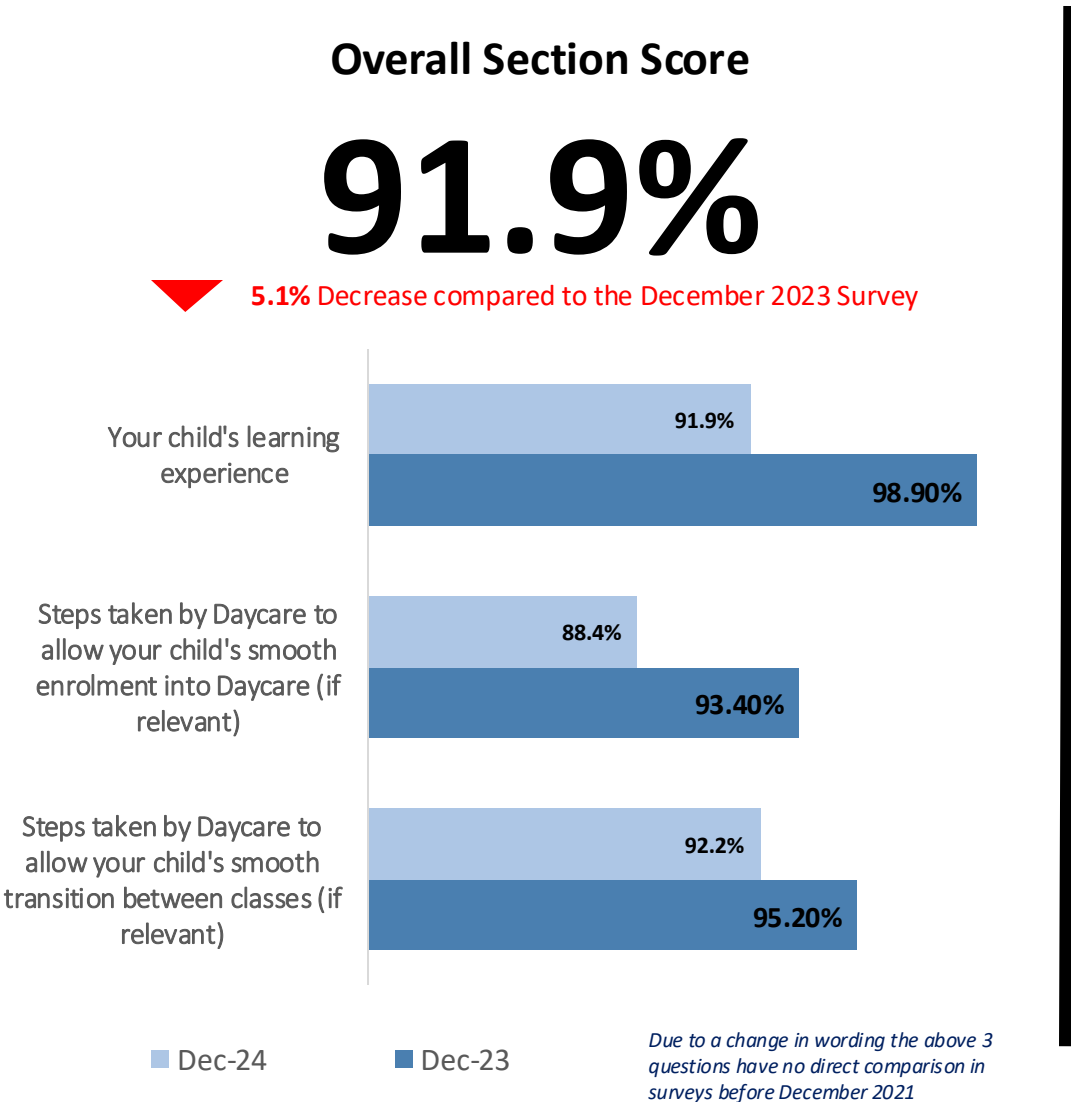
5x Dissatisfied

# Interaction, Engagement & Teaching Style



Please rate your level of satisfaction with regards to the following:

(% who answered Very Satisfied or Satisfied, for previous surveys this also includes those answering as Strongly Agree or Agree)



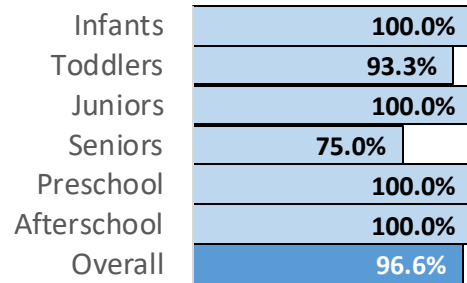
# Interaction, Engagement & Teaching | By Age Group



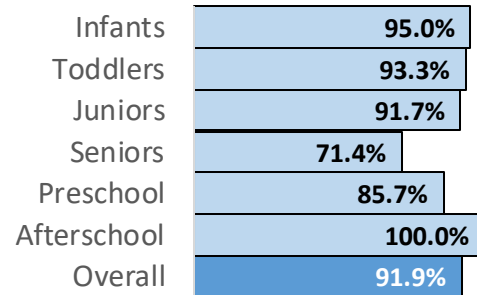
Please rate your level of satisfaction with regards to the following:

(% who answered Very Satisfied or Satisfied)

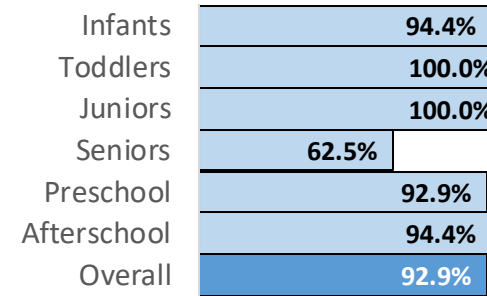
## Your child's level of enjoyment when attending



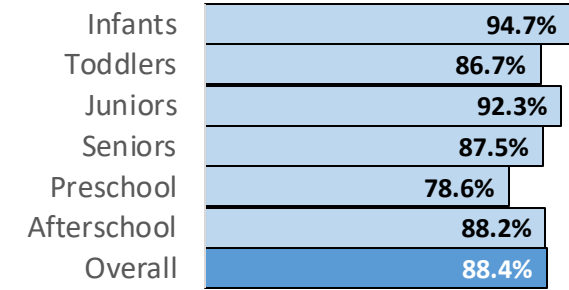
## Your child's learning experience



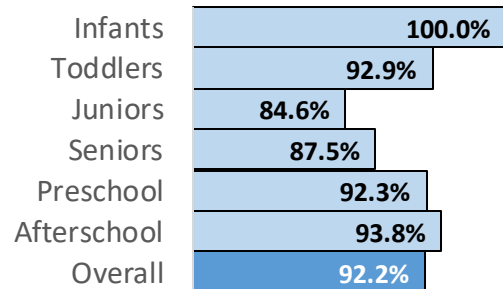
## Meeting you child's progress and developmental needs



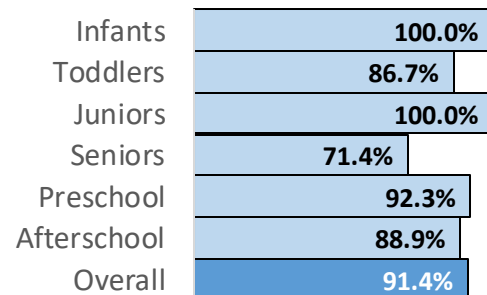
## Steps taken to allow your child's smooth enrolment into Daycare



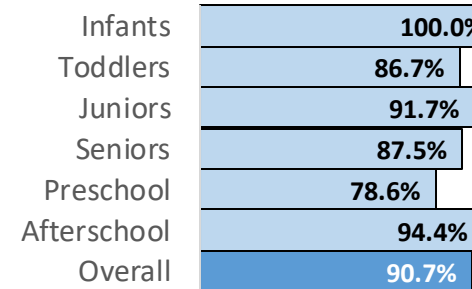
## Steps taken to allow your child's smooth transition between classes



## Teaching practices, experiences and techniques used



## How staff takes care of your child's physical and emotional needs



# Communication



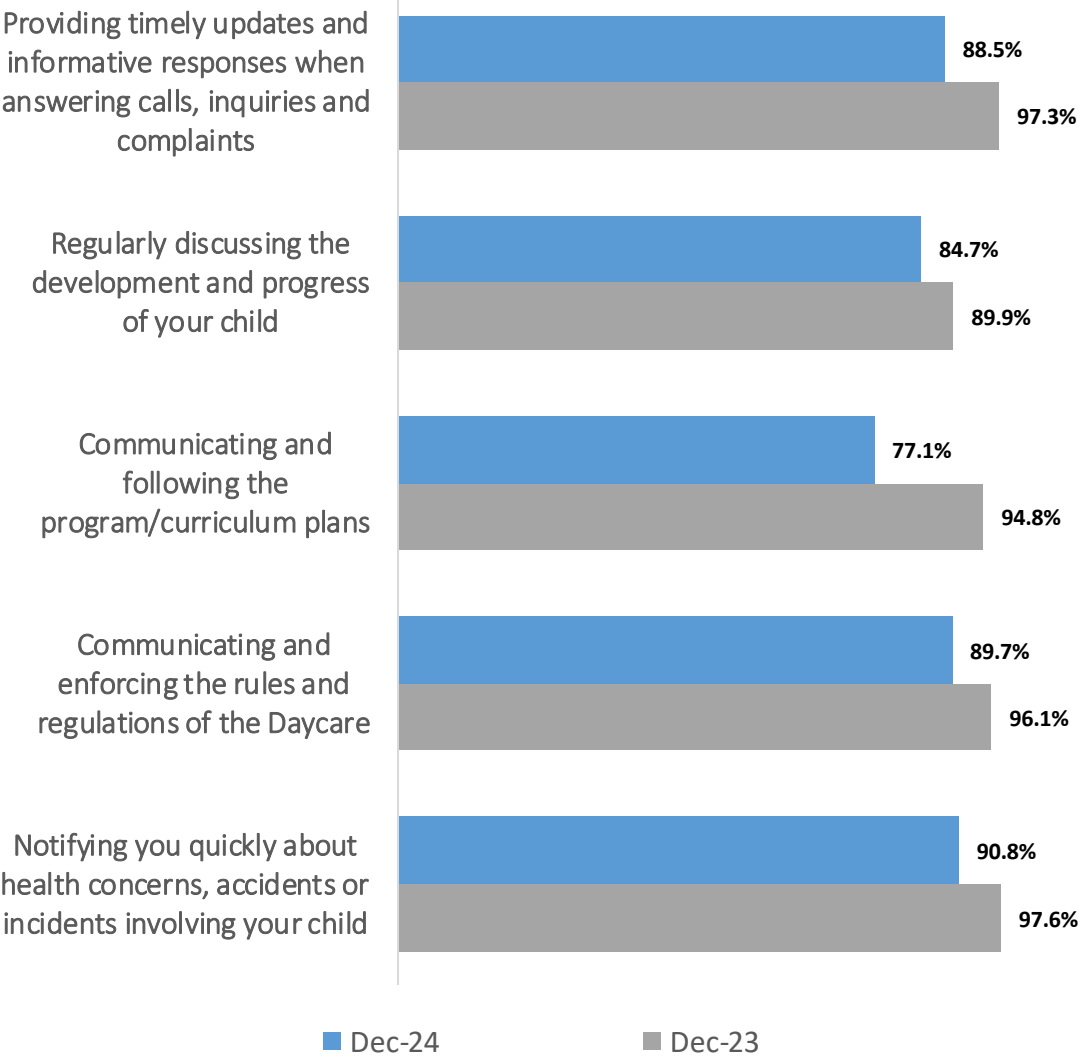
Please rate your satisfaction with Daycare's service with regards to Communication:  
(% who answered Very Satisfied or Satisfied)

Section Score  
**86.2%**

▼ 8.8% decrease compared to the  
December 2023 Survey

A decrease of 17.7% can be seen in ‘Communicating and following the program/curriculum plans. Providing timely updates’ decreased by 8.8%, ‘Regularly discussing the development and progress of your child’ by 5.2%. ‘Communicating and enforcing the rules and regulations of the daycare’ decreased by 6.4% and ‘Notifying you quickly about health concerns, accidents or incidents’ by 6.8%.

The overall trend of satisfaction regarding Communication is decreasing in all areas of communication.



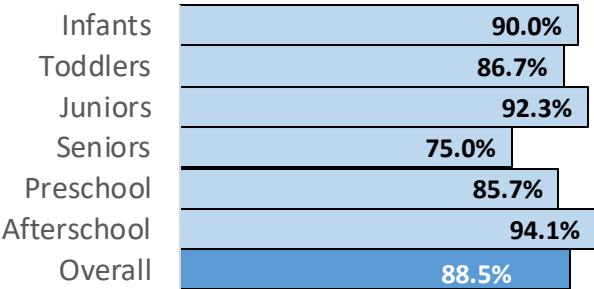


# Communication | By Age Group

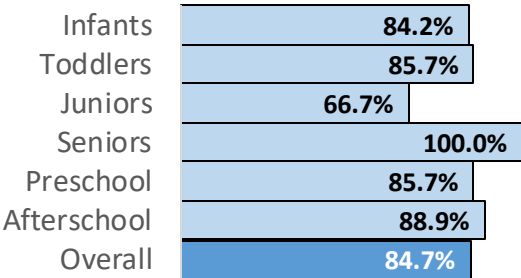


Please rate your satisfaction with Daycare's service with regards to Communication:  
(% who answered Very Satisfied or Satisfied)

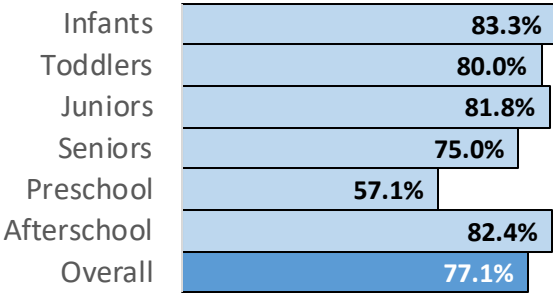
Providing timely updates and  
informative responses when  
answering calls, inquiries and  
complaints



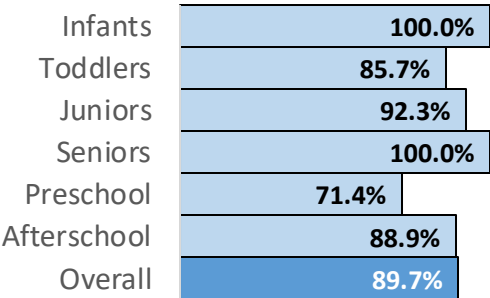
Regularly discussing the development  
and progress of your child



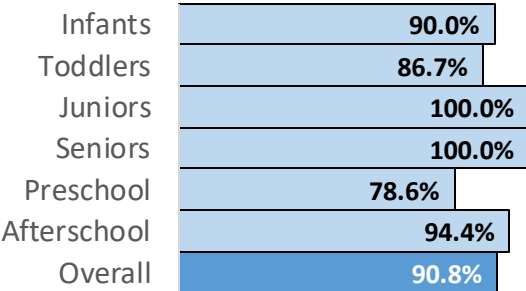
Communicating and following the  
program/curriculum plans



Communicating and enforcing the  
rules and regulations of the Daycare



Notifying you quickly about health  
concerns, accidents or incidents involving  
your child



# Daily Report & Online Registration



Please rate your level of satisfaction with these processes?

(% who answered Very Satisfied or Satisfied)

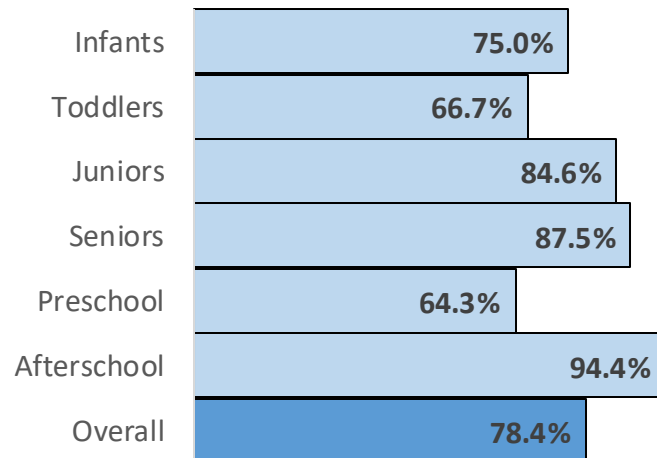
## The New Digital Report:

(% who answered Very Satisfied or Satisfied)

Score

78.4%

▼ 17.2% decrease compared to the  
December 2023 Survey



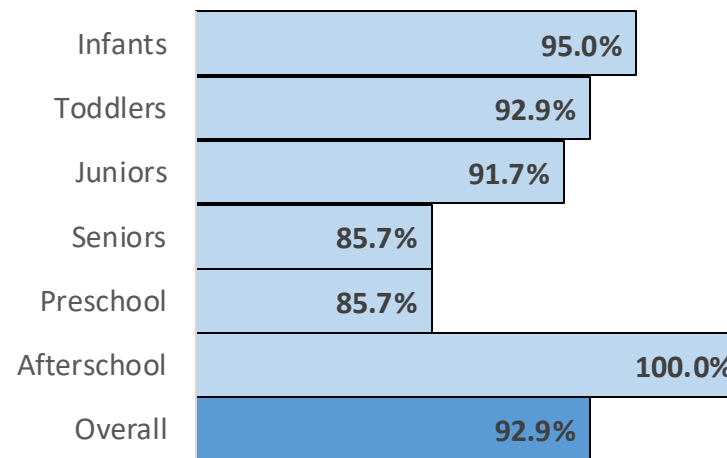
## Online Registration/Re-enrolment:

(% who answered Very Satisfied or Satisfied)

Score

92.9 %

▼ 2.5% decrease compared to  
the December 2023 Survey



Classification: Internal

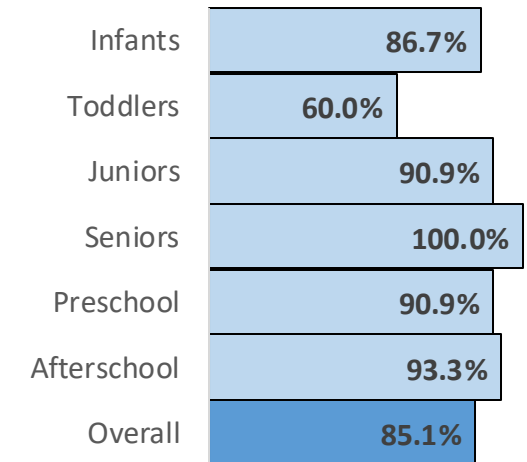
## Online Payment:

(% who answered Very Satisfied or Satisfied)

Score

85.1 %

▼ 8.7% decrease compared to  
the Dec 2023 Survey

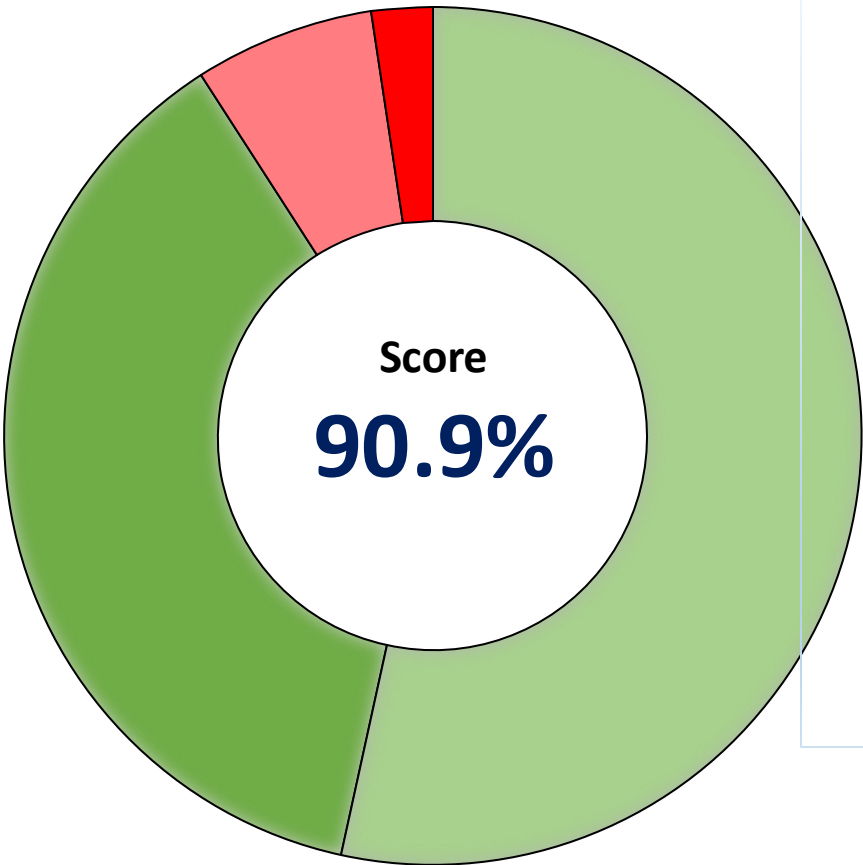


# Overall Satisfaction

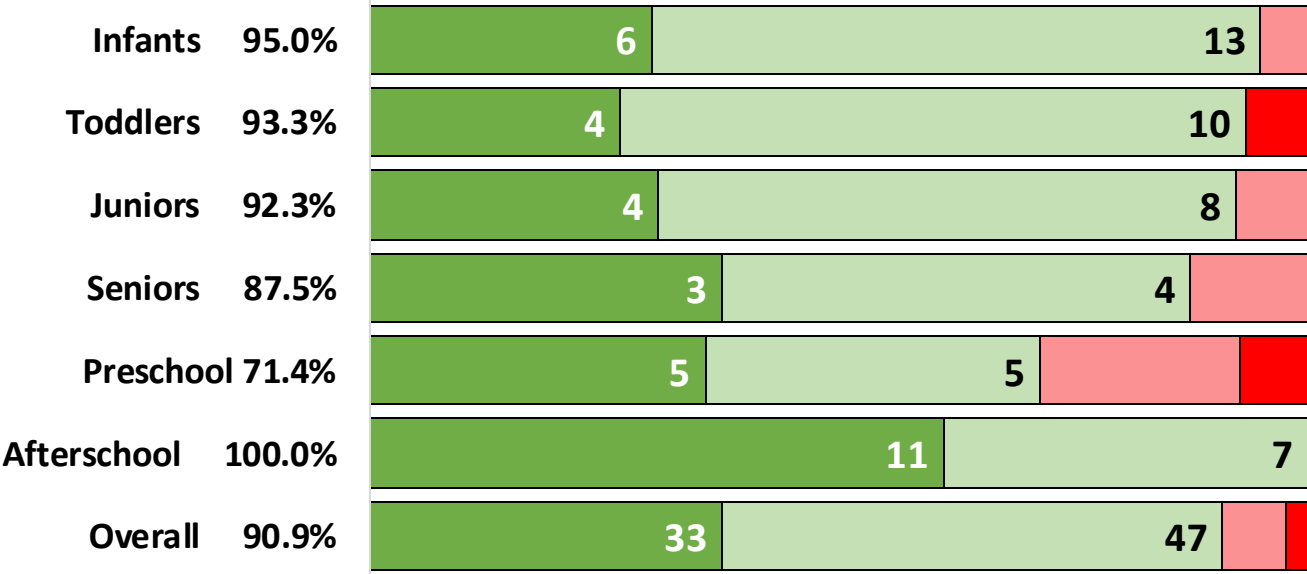


In general, how satisfied were the respondents with the Daycare/Preschool/After-school service that is provided at KAUST?

(% who answered Very Satisfied or Satisfied)



Very Satisfied Satisfied Dissatisfied Very Dissatisfied



In total there were just 8 responses to this question with a negative response (2 'Very Dissatisfied' and 6 'Dissatisfied'). The score is 5.8% lower than in the December 2023 survey.