

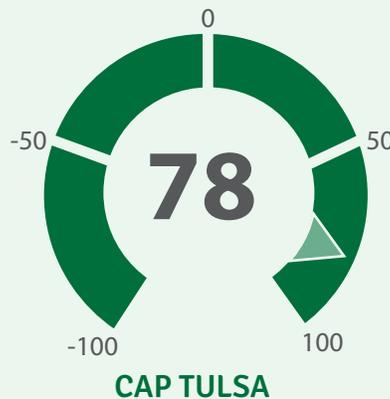
Thank you for participating in the Annual Family Surveys!

Your feedback provides us with valuable information about how well we are meeting the needs of our families. We are excited to share the following results with you:

Net Promoter Score

You were asked how likely you would be to recommend CAP Tulsa to a friend or family member. This is called a **Net Promoter Score (NPS)**, a globally recognized indicator of customer satisfaction.

Our NPS was 78 on a scale of -100 to 100, compared to the national average score of 67 for the other human services organizations that were surveyed.



88% stated CAP Tulsa has met their needs either very well or extremely well.



96% felt that CAP Tulsa mostly or always treated them with respect.



80% shared that they feel very or extremely connected to staff at CAP Tulsa.

Parent Gauge



97% "I trust the program to keep my child safe."



96% "I trust the program to help my child grow & learn."

Parent Gauge™

ENGAGE, MEASURE, ACT

Most families agree or strongly agree that CAP Tulsa supported them to manage their child's emotions this year. Learning to manage your emotions is an important skill set to learn in early childhood!



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Comments & Feedback

Families also shared the following comments about their experience at CAP Tulsa:

“The program has helped us so much and my child has learned so much. We have been so happy with how much my kids have learned.” — Frost parent

“The CAP school is amazing, and they’ve taught me a lot of things I wasn’t taught about how to be my child’s first teacher. My kids love being there!” — Sand Springs parent

“They have helped me tremendously! It has helped my son with his speech. He loves his teacher so much! He always wants to be at school and that makes me know he’s comfortable.” — Rosa Parks parent

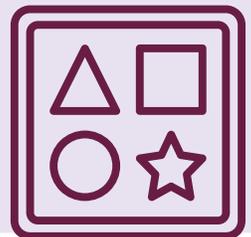
“We love the school, program, and the teachers. They helped me with structure and goals for my children and saw improvement in weeks.” — McClure parent



Commitment to Excellence

We also heard families’ thoughts on opportunities for improvement across the agency:

- Families have a strong desire for more in-person family engagement opportunities, as well as ways for families to connect outside of school. Schools are planning more in-person engagement opportunities in the fall. In addition, the CAP Tulsa Family Engagement team is working with the schools to offer in-person and virtual family engagement activities like **First Five Years**, **Books Over Break**, and **Storytime Tuesdays** for the new school year to support your child’s whole development.
- We are reviewing our processes to address requests for more clear and consistent communication as well as better communication between agency departments.
- Ensuring our processes for collecting paperwork are cohesive and consistent across our schools and ensuring policies are consistently applied across schools.



We are grateful to our families for your patience and understanding as we continued to navigate disruptions during the past school year due to COVID-19. We are all hopeful of returning to normal operations for the upcoming school year to meet the needs of our families and the expectations of the Office of Head Start. However, we will not forget all that we have learned during the pandemic and will use all necessary precautions to keep staff, children, and families healthy and safe. We will continue to monitor case counts in Tulsa County and will return to our COVID-19 processes should case counts return to high levels.

Thank you again to the families who participated in the 2021-2022 Family Surveys! Your input is essential in helping us make improvements for the new school year.



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