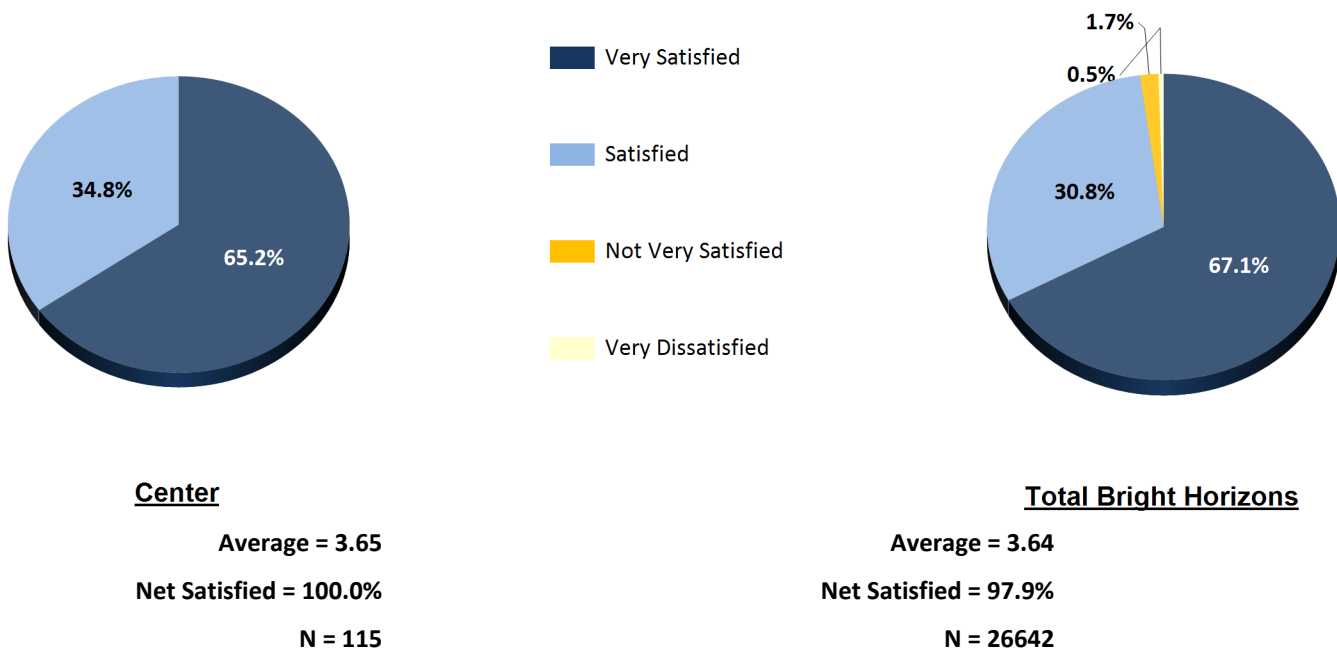


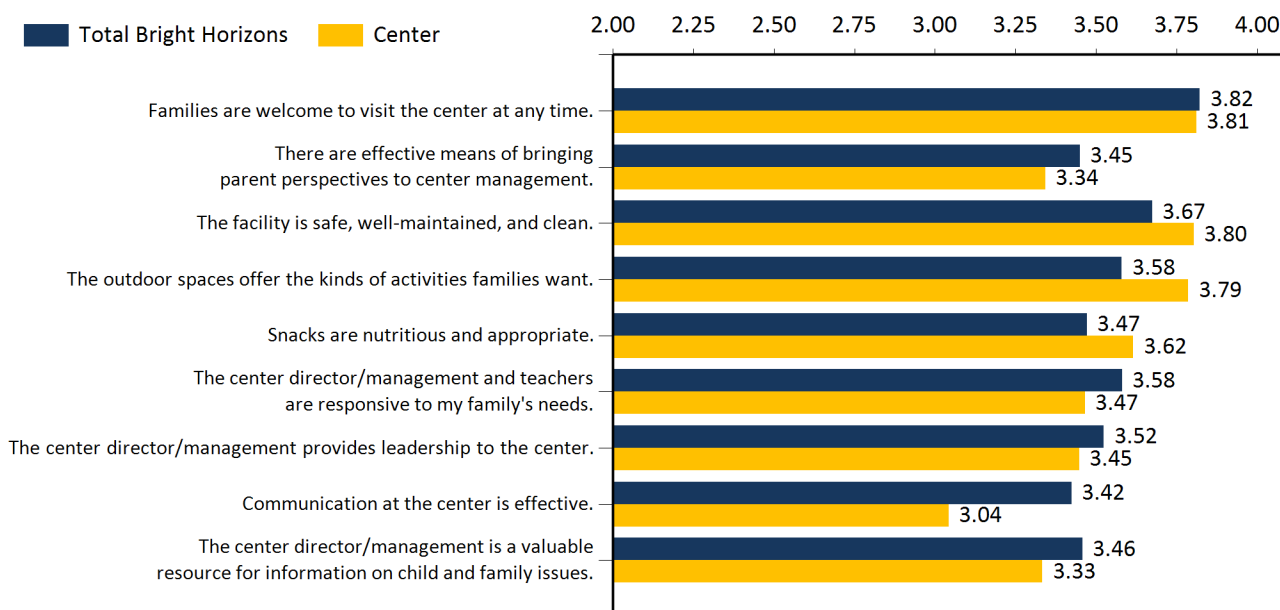
Little Apron Academy (1347)

Overall Satisfaction with Education and Care Child Receives



Parents rated 9 satisfaction factors on a 4 point scale where 4=Strongly Agree, 3=Agree, 2=Disagree, and 1=Strongly Disagree. The following chart shows average parent ratings.

Satisfaction with the Center Overall



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Profile of Respondents

Number of Families **117**

Number of Children Enrolled

One	65.0%
Two	33.3%
Three	1.7%
Total # of Children	160

Age of Child

0-12 months	10.6%
13-24 months	19.4%
25-35 months	12.5%
3 years	26.9%
4 years	22.5%
5 years	6.9%
6-12 years	1.3%
Average Age	2.7

Age of Parent Completing the Survey

20 years or younger	0.0%
21-25 years	0.0%
26-30 years	10.3%
31-35 years	45.7%
36-40 years	34.5%
41-45 years	9.5%
46-50 years	0.0%
51 years or older	0.0%

Parent Completing the Survey

Mother/Stepmother/Female guardian	80.3%
Father/Stepfather/Male guardian	15.4%
Both guardians	3.4%
Other	0.0%

How You Heard about the Center

Attended a center event	0.9%
Family member/friend	2.6%
Employer	93.2%
Bright Horizons' website	0.0%
Drove by center/saw sign	0.0%
Other website	0.0%
Search engine	0.0%
Newspaper/magazine ad	0.0%
Other	3.4%

Length of Time at the Center

Less than a year	23.9%
One year	10.3%
Two years	36.8%
Three years	28.2%
Four years	0.9%
More than four years	0.0%
Average # years	1.8

Value of the Center

Get more than I pay for	43.6%
Get what I pay for	54.7%
Get less than I pay for	1.7%

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Specific Families' Experiences

Parents rated 7 statements on a 4-point scale: 4=Strongly Agree, 3=Agree, 2=Disagree, and 1=Strongly Disagree. Their average ratings follow, grouped by child age.

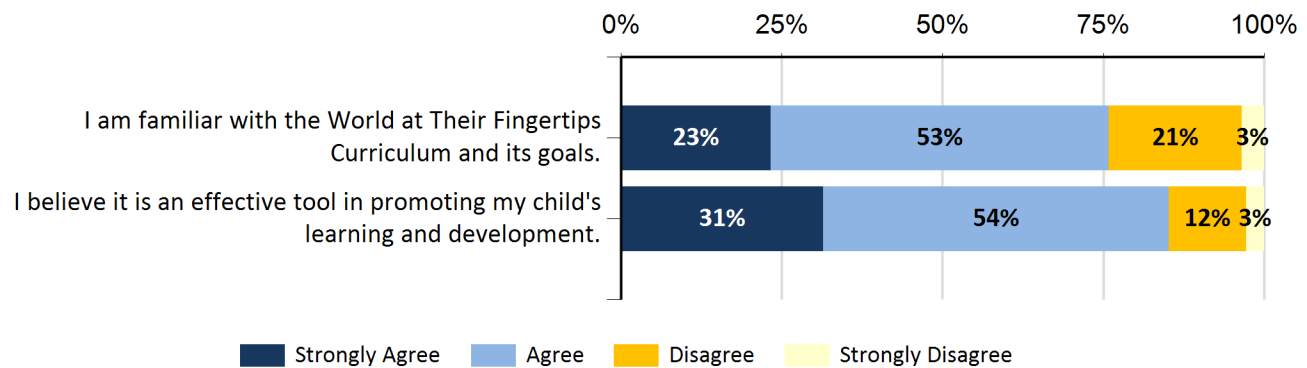
	<u>N</u>	<u>Center</u>	<u>Region</u>	<u>Total</u>
My child's growth & development have been nurtured by this program.				
6+ years	2	4.00	3.67	3.63
0-12 months	17	3.82	3.85	3.64
25 Months - 5 years	110	3.75	3.78	3.67
13-24 months	31	3.71	3.71	3.69
OVERALL AVERAGE	160	3.76	3.77	3.67
I am at ease leaving my child at the center.				
0-12 months	17	3.71	3.74	3.68
6+ years	2	4.00	3.78	3.79
25 Months - 5 years	110	3.85	3.85	3.76
13-24 months	31	3.94	3.84	3.72
OVERALL AVERAGE	160	3.85	3.83	3.74
My child is happy at the center.				
0-12 months	17	3.59	3.73	3.69
25 Months - 5 years	110	3.80	3.80	3.70
13-24 months	31	3.87	3.83	3.72
6+ years	2	4.00	3.56	3.67
OVERALL AVERAGE	160	3.79	3.79	3.70
My child's teachers respond to his/her needs.				
13-24 months	31	3.77	3.74	3.67
0-12 months	17	3.65	3.77	3.66
25 Months - 5 years	109	3.69	3.75	3.65
6+ years	2	4.00	3.78	3.68
OVERALL AVERAGE	159	3.70	3.75	3.65
I am comfortable with the approach to limit setting for children.				
6+ years	2	4.00	3.67	3.69
13-24 months	31	3.74	3.68	3.65
25 Months - 5 years	109	3.67	3.69	3.65
0-12 months	17	3.71	3.77	3.62
OVERALL AVERAGE	159	3.69	3.70	3.64
I feel my child is being prepared for future success in school.				
6+ years	2	4.00	3.67	3.61
25 Months - 5 years	109	3.70	3.75	3.62
0-12 months	17	3.59	3.74	3.57
13-24 months	31	3.68	3.68	3.62
OVERALL AVERAGE	159	3.69	3.73	3.61

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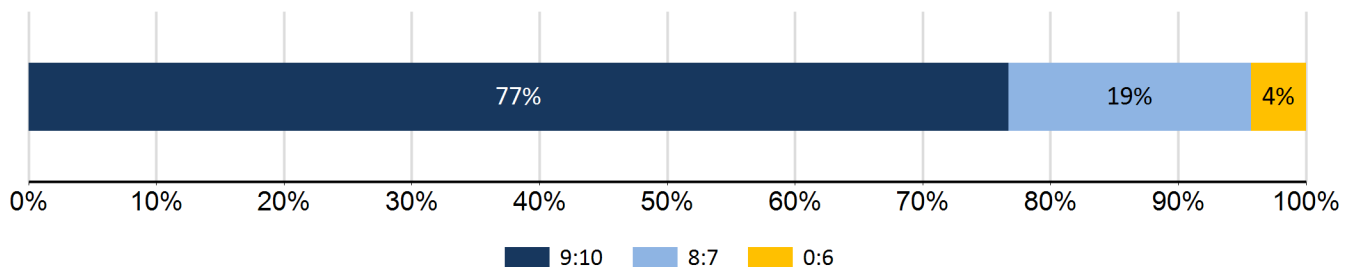
Specific Families' Experiences continued

	<u>N</u>	<u>Center</u>	<u>Region</u>	<u>Total</u>
My child's teachers support us as a family.				
6+ years	2	4.00	3.67	3.67
25 Months - 5 years	110	3.69	3.73	3.63
13-24 months	31	3.74	3.72	3.64
0-12 months	17	3.82	3.78	3.65
OVERALL AVERAGE	160	3.72	3.74	3.64

Parents rated their level of agreement with the following statements about *The World at Their Fingertips Curriculum*



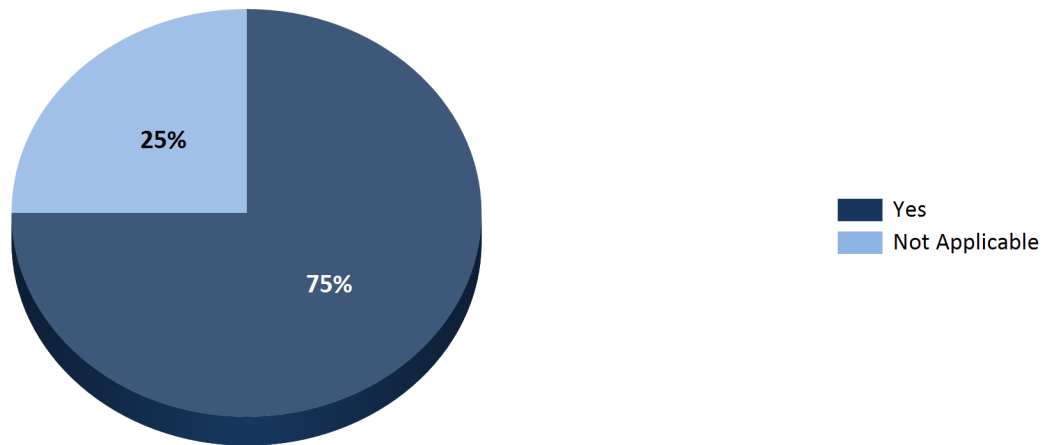
Likelihood to Recommend Bright Horizons (10 = Most Likely, 0 = Least Likely)



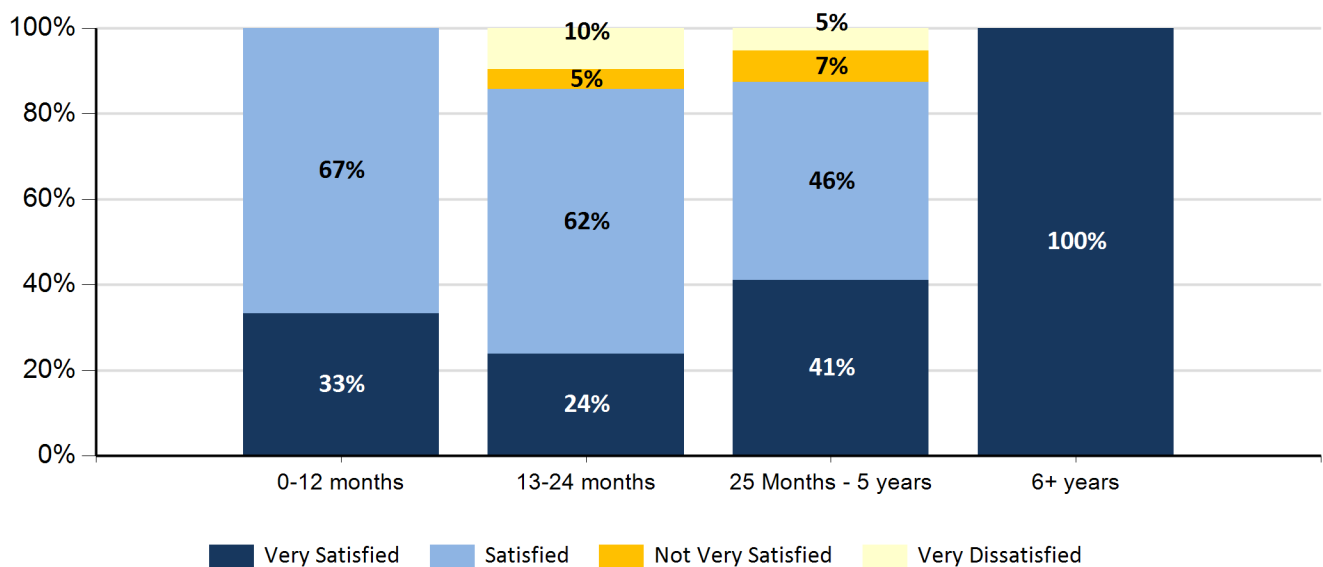
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Transistion to Another Classroom

Child(ren) Transitioned to Another Classroom

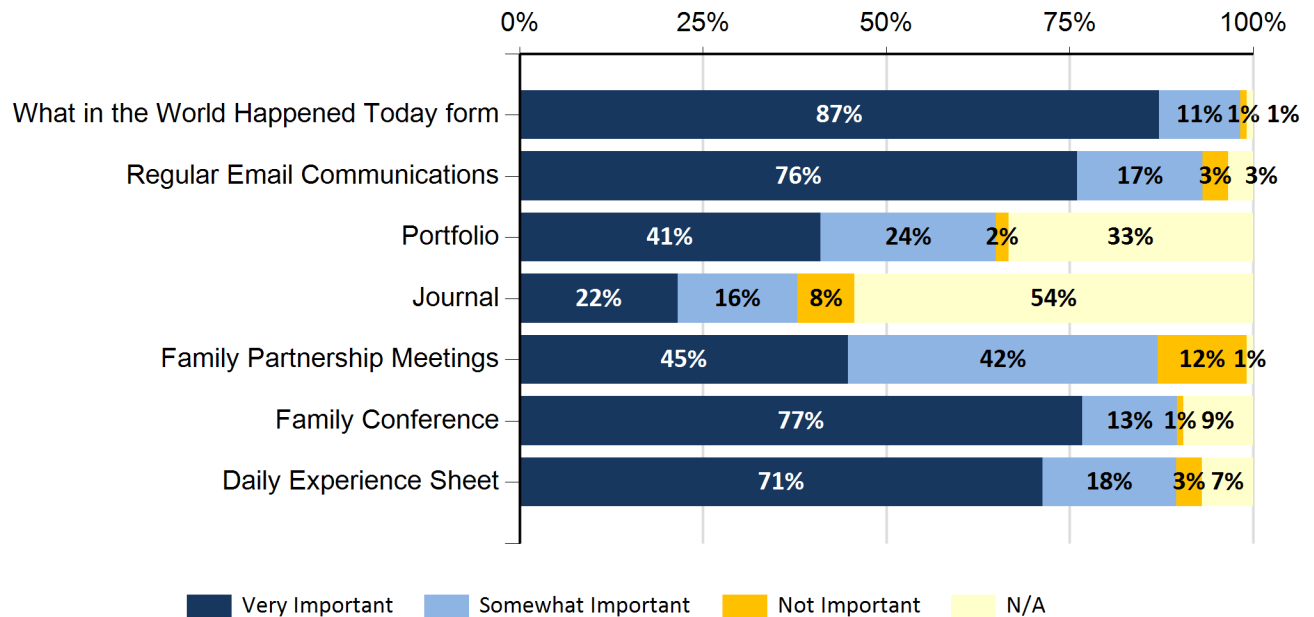


Parent Satisfaction with Transition

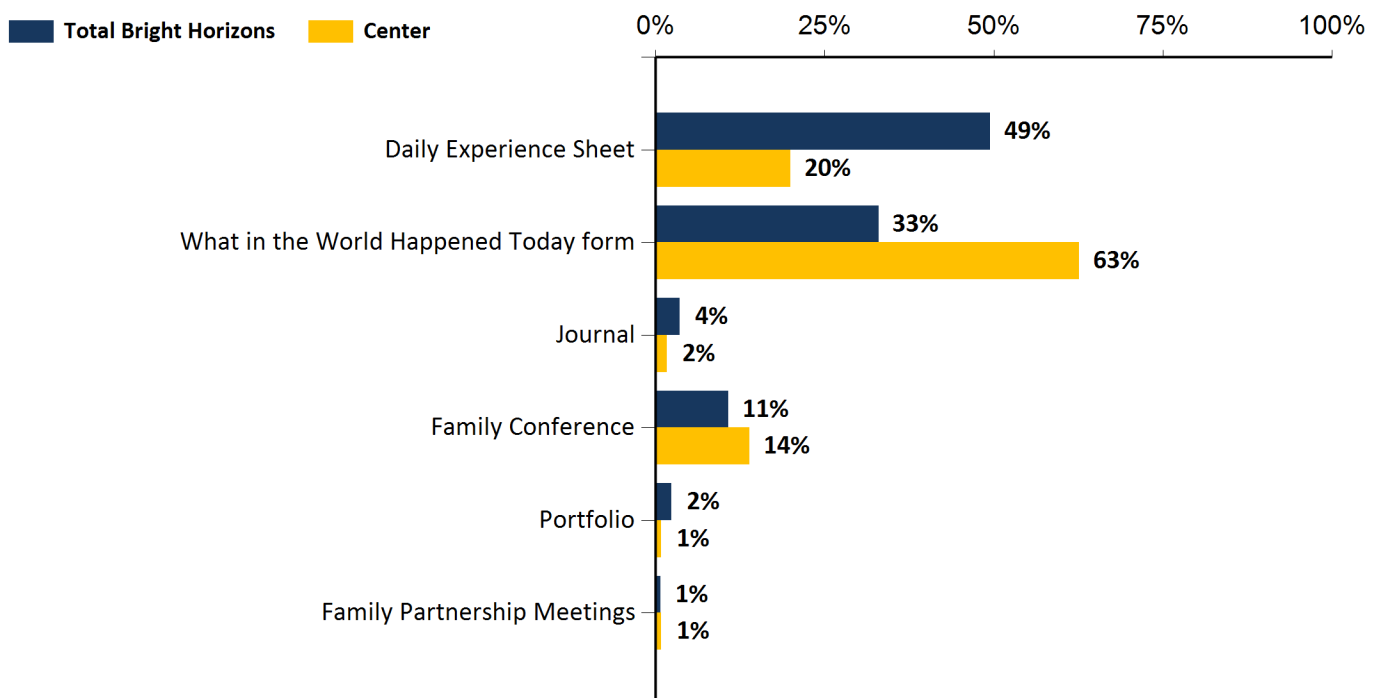


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Parents rated the importance of different methods of communication:

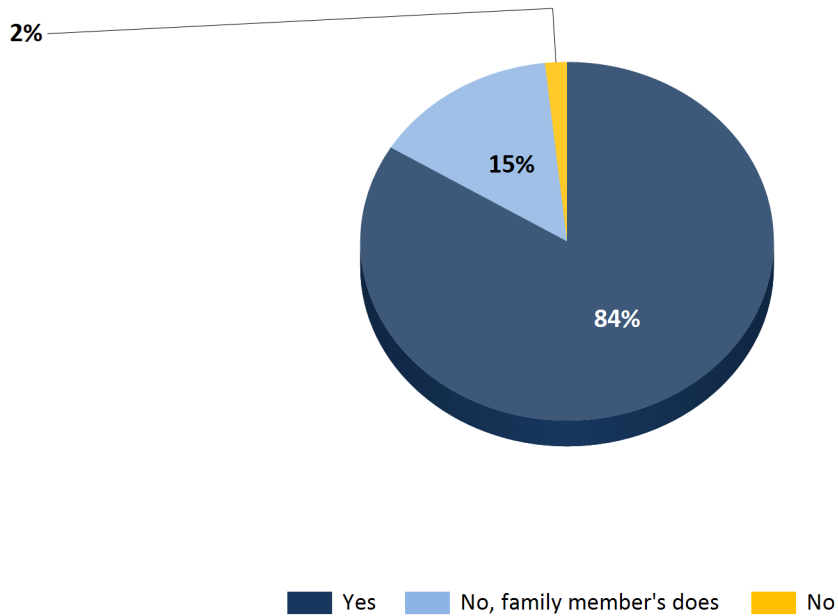


Parents selected the method of communication that they find most valuable:



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Does Your Employer Sponsor the Center?



Degree Employer-Sponsored Child Care Positively Impacts Your Ability to Successfully:

