

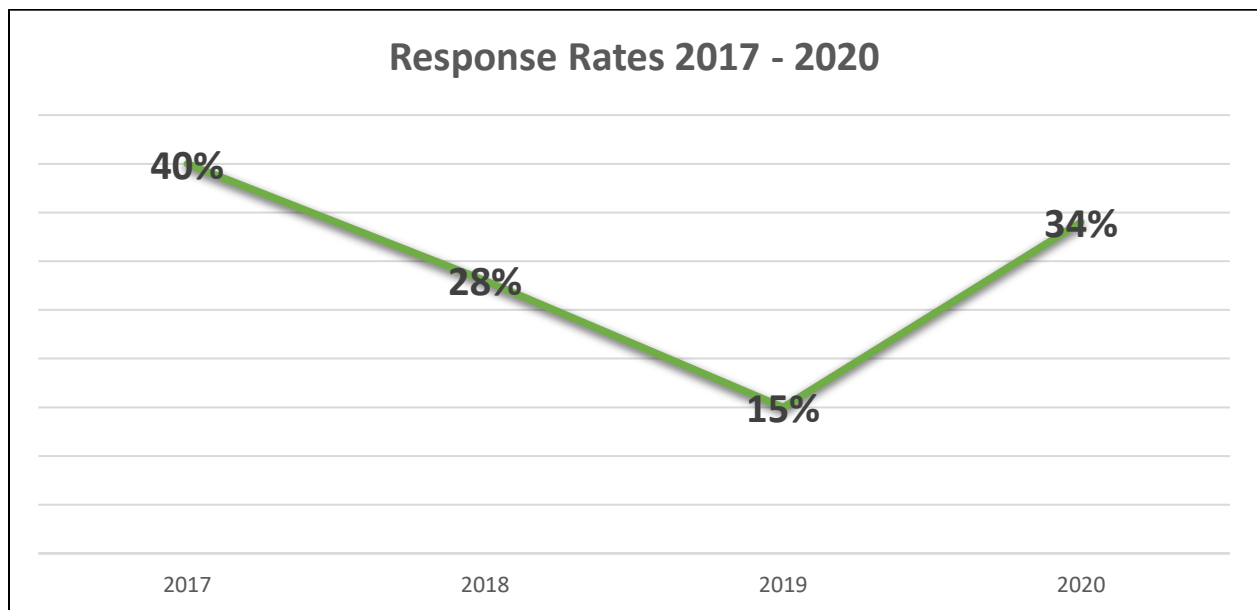


2020 Recipient Satisfaction Survey Report

In 2020, surveys were sent in June to recipients who had completed a contract in the last 18 months. For the first time, the emails were sent directly through Survey Monkey, the platform used to conduct the survey, with the link embedded. Two weeks later, and prior to the due date, a reminder email was sent directly from the T.E.A.C.H. MISSOURI Director.

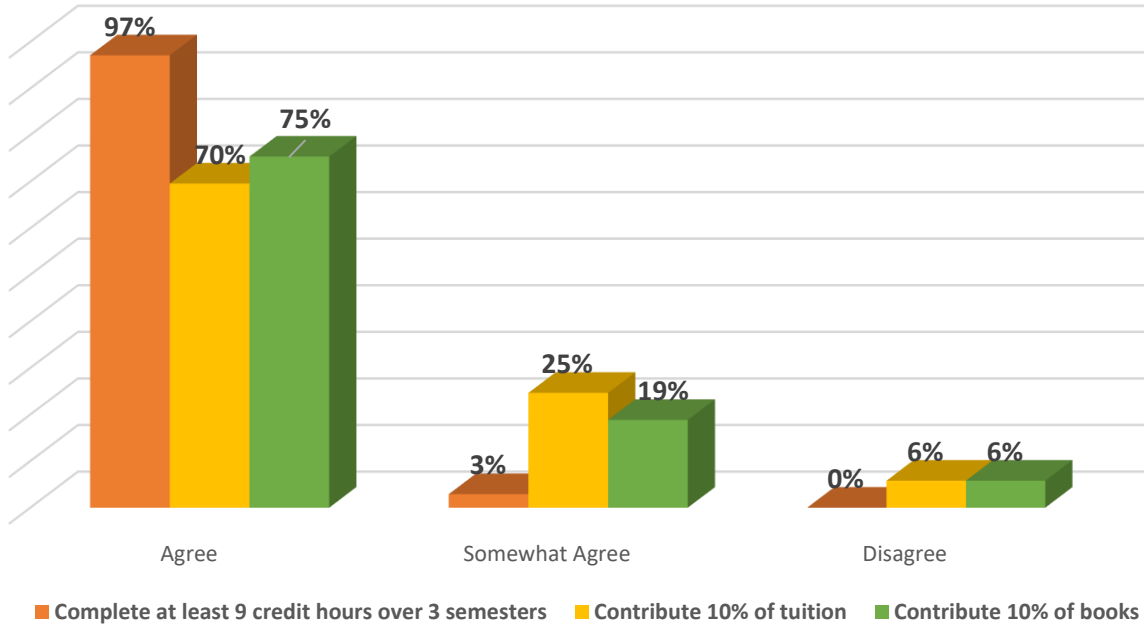
Of the 203 surveys sent, 180 (70%) were opened with only one email bouncing back as incorrect. The return rate was and 34% (69) completed which is more than double the 2019 rate of only 15%. It appears sending the survey directly from the source, instead of through a mass email service, and a direct email appeal had a positive effect on return rate this year.

In 2021, the Deputy Director will send a personal email letting recipients and sponsors know to be on the lookout for the survey via a Survey Monkey email in the following week and the Director will again send a personal reminder two weeks after the survey is initially sent out. The goal will be an increase of at least 10% for each group.



The following are graphic representations of 2020 survey results.

Recipient Portion is Realistic



Respondents overwhelmingly agree (100%) that nine college credits per contract and paying 10% of tuition and books (94%) are reasonable components of the scholarship. Never paying more than 10% for tuition or books, recipients benefit financially by participating in T.E.A.C.H. MISSOURI.

T.E.A.C.H. MISSOURI Office

STAFF IS AVAILABLE & RESPONDS IN A TIMELY MANNER.

93%

MY COUNSELOR IS SUPPORTIVE.

99%

STAFF ARE COURTEOUS AND RESPECTFUL.

97%

OFFICE PROCESSED CLAIMS IN A TIMELY MANNER.

97%

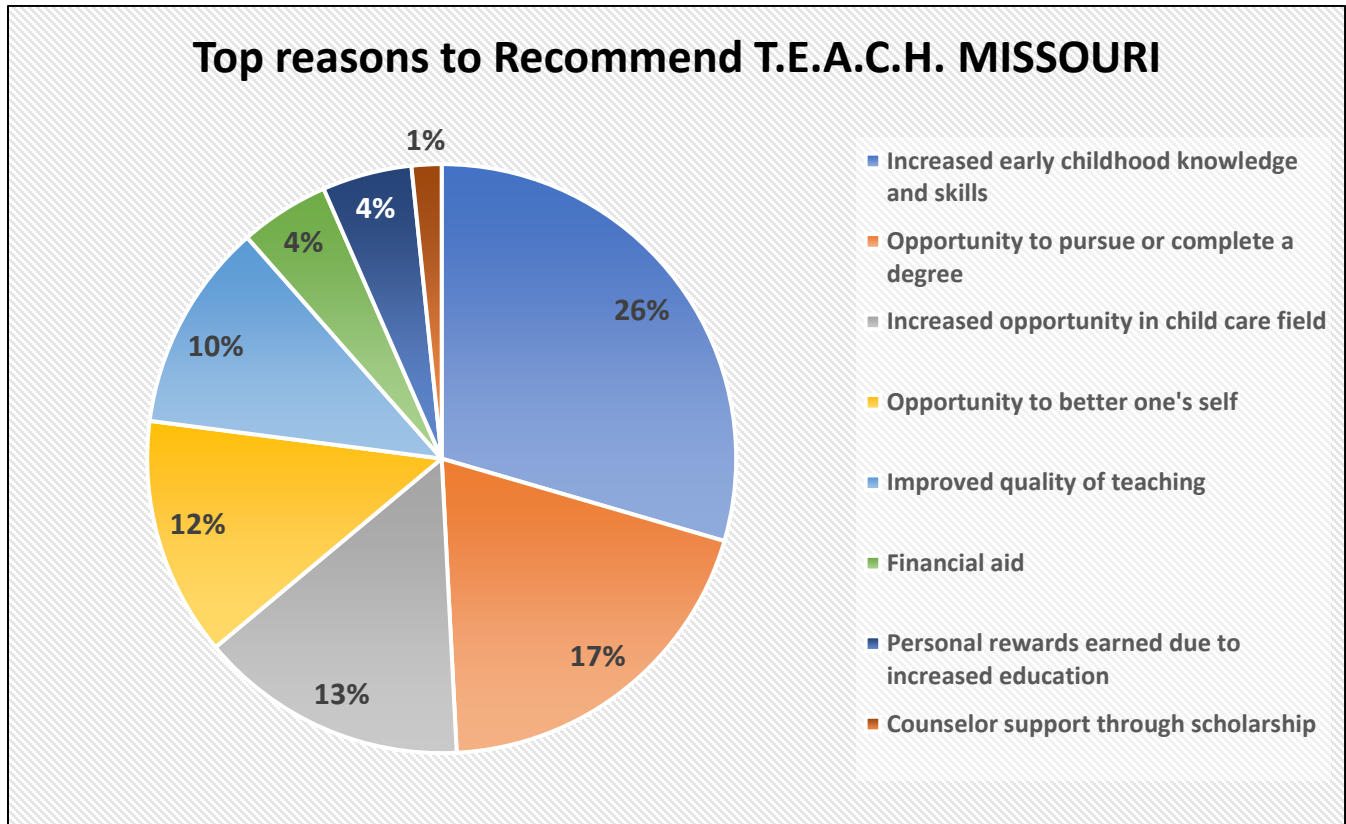
I RECOMMEND T.E.A.C.H. MISSOURI.

100%

100% of responding recipients recommend T.E.A.C.H. MISSOURI to others. We are thrilled to see so much positive response from recipients around our responsiveness and assistance.

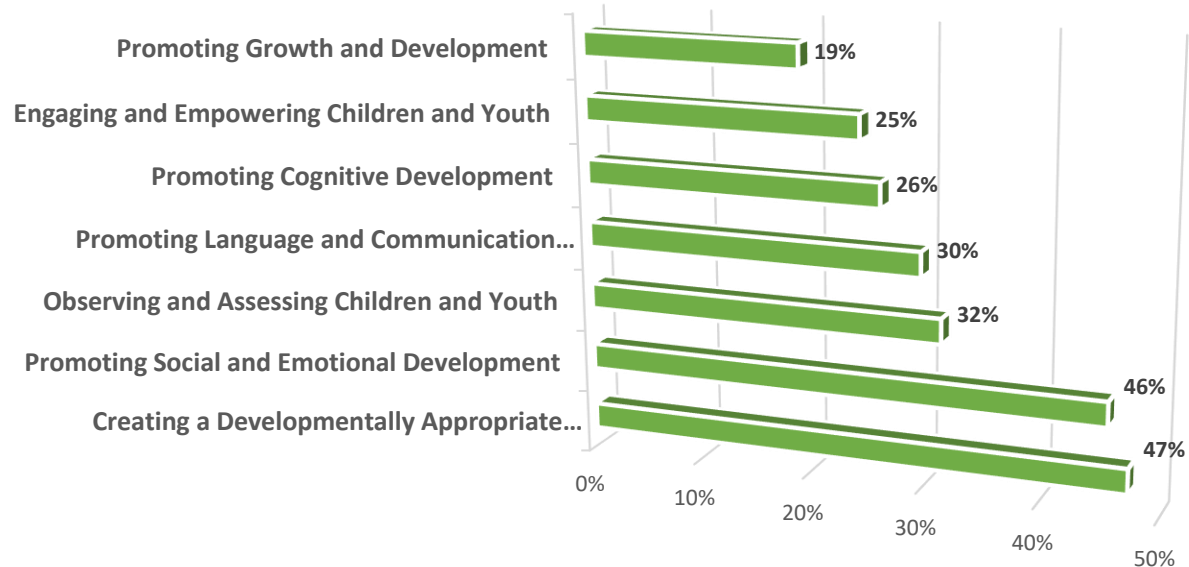
All areas were rated above 90% which is our internal goal. We know that timeliness in meeting the needs of recipients is always an important area. Even with the challenges of the pandemic, results

through June 2020, show the T.E.A.C.H. MISSOURI team is doing a great job on behalf of the recipients. We know that while we strive to complete all claims in a timely manner, this is not always possible. We must have all college bills before issuing reimbursements. This can be frustrating for recipients at times which is why we go to great lengths to explain the process and the timelines associated to different aspects of the scholarship.



The greatest asset for recipients this year is Increased Early Childhood Knowledge and Skills at 26% followed by closely by the Opportunity to Better Oneself. Increased Opportunity in the Child Care Field was third at 13%. For the first time this year, Financial Assistance came in sixth at only 4%. This fits with the trend we have seen over the past several years where the reasons to recommend the scholarship focus on the professional value of an education over financial aid. It is heartening to see this shift in career-forward thinking among recipients.

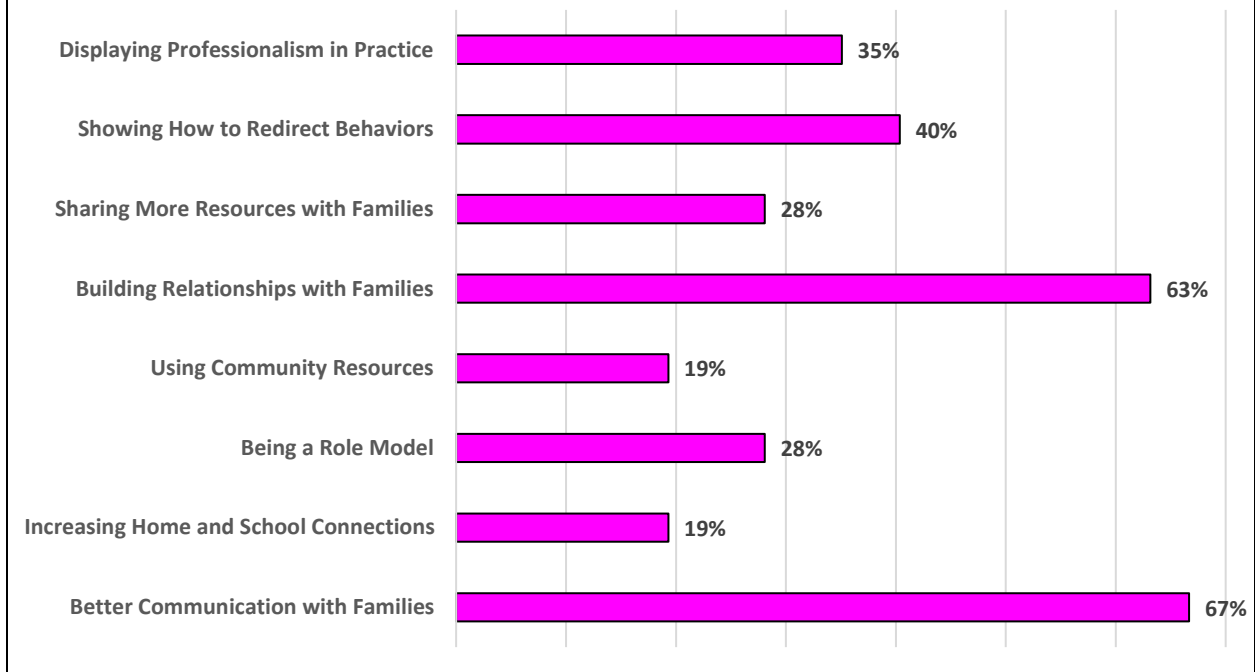
Changes Made in the Classroom



When reporting areas of change in classrooms due to earning college credit hours, respondents noted Creating a Developmentally Appropriate Practices Learning Environment and Curriculum (47%) followed very closely by Promoting Social and Emotional Development (46%). This follows the results we found in 2019. Ranked third, is Observing and Assessing Children and Youth which varies from last year's results where it was fourth behind Promoting Growth and Development.

We want to see change in practice based on the education recipients are receiving. We know that these 'soft skills' are essential for success in formal school settings. Learning such skills early prepares children to succeed in school.

Changes Made Working with Families



When working with families, recipients noted a 67% increase in Better Communication with Families and 63% in Building Relationships with Families. These skills are critical to engaging and supporting families in raising their young children.

Changes Made Working with Peers



Among peers, Sharing New Ideas and Activities is the area of greatest growth for recipients (74%) largest change with Displaying Professionalism in Practice next at 65%. 2020 results mirror the

responses from 2019. Displaying Leadership and Promoting Advocacy is an area of growth for more than 50% of recipients again this year. We are pleased that recipients continue to share and add value to co-workers based on the knowledge they gain in college classes. This represents the ripple effect of learning whereby many benefit from the knowledge of a few.

The T.E.A.C.H. Early Childhood® Missouri Scholarship Program is a licensed program of
Child Care Services Association.

T.E.A.C.H. MISSOURI is a program within Child Care Aware® of Missouri.

T.E.A.C.H. MISSOURI

www.teach-missouri.org