

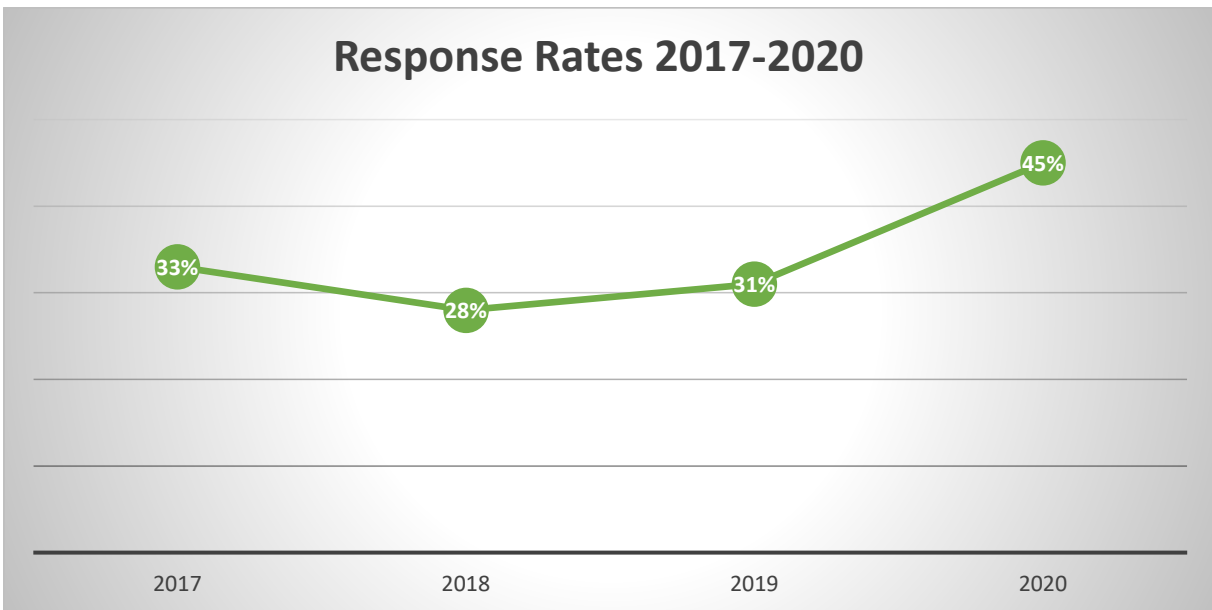


2020 Sponsor Satisfaction Survey Report

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.

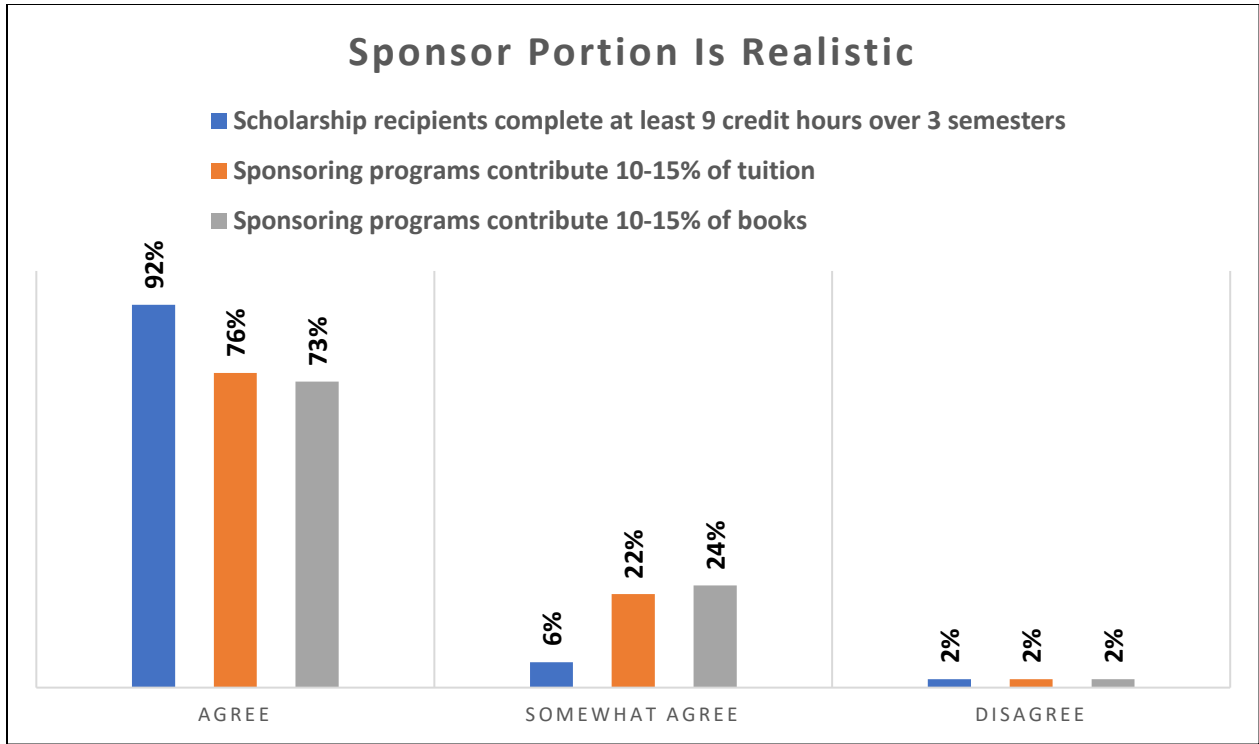
Of the 109 surveys sent, 72 (66%) were opened with only one email bouncing back as incorrect. The return rate was and 45% (49) completed which is a 14% increase in return rate. It appears sending the survey directly from the source, instead of through a mass email service, and a direct email appeal had 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.



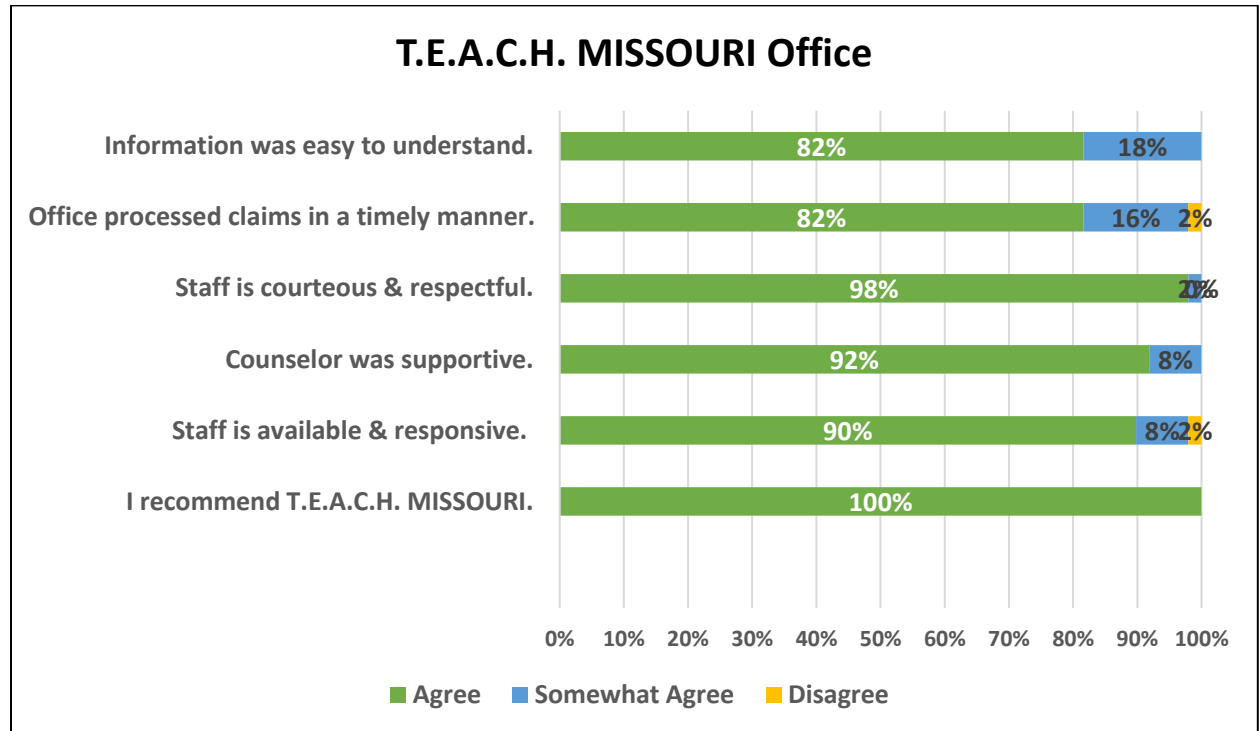
The following are graphic representations of 2020 survey results.

Sponsor Portion Is Realistic



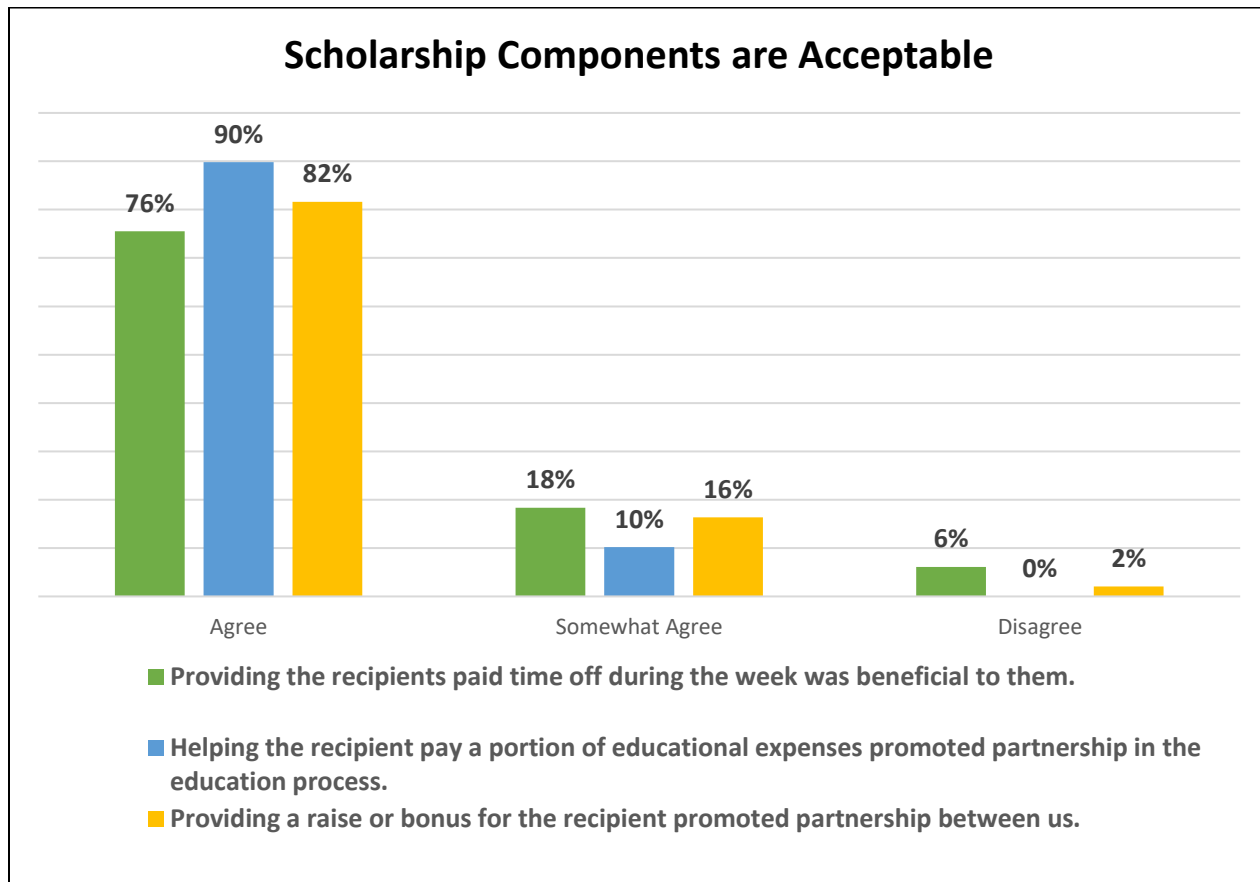
Sponsors overwhelmingly agree that nine college credits per contract and paying a portion of tuition and books are reasonable components of the scholarship (98%). This mirrors responses from recipients. It is important that sponsors agree with the basic tenet that we all have a stake in the scholarship – recipient, sponsor and T.E.A.C.H. MISSOURI – for the scholarship to be successful.

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



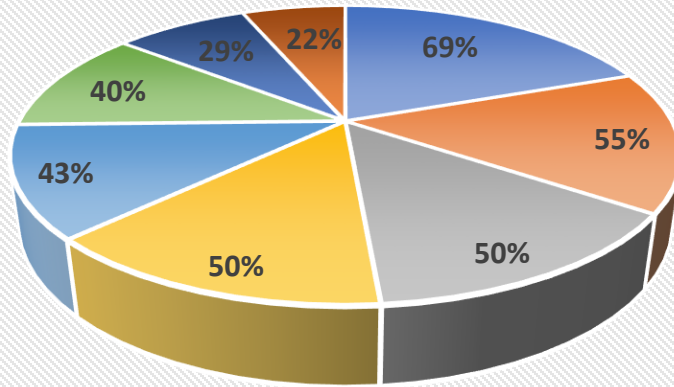
100% of responding sponsors recommend T.E.A.C.H. MISSOURI to others which mirrors recipients in 2020. 98% of sponsors find the staff courteous and respectful while 92% find us supportive and 90% see the staff as available and responsive. Our internal goal is to rank 90% or more in satisfaction

with our service which we accomplished. At 82% satisfaction each, we see that we can improve our performance in making materials and the information we provide easier to understand and increasing the timeliness of reimbursements.



Providing time off per week for the Associate and Bachelor's models can be unpopular with some sponsors but 94% agree that it is important for recipient success. Paying the 10% to 15% co-pay of tuition and books with recipients is viewed as essential by 100% of sponsors in 2020. We also see providing compensation in the form of a bonus or 2% raise as agreed upon by 94% of sponsors. The scholarship is based on partnership between the recipient, sponsor and T.E.A.C.H. MISSOURI to increase the overall quality of care and education for young children.

Top Reasons to Recommend T.E.A.C.H. MISSOURI

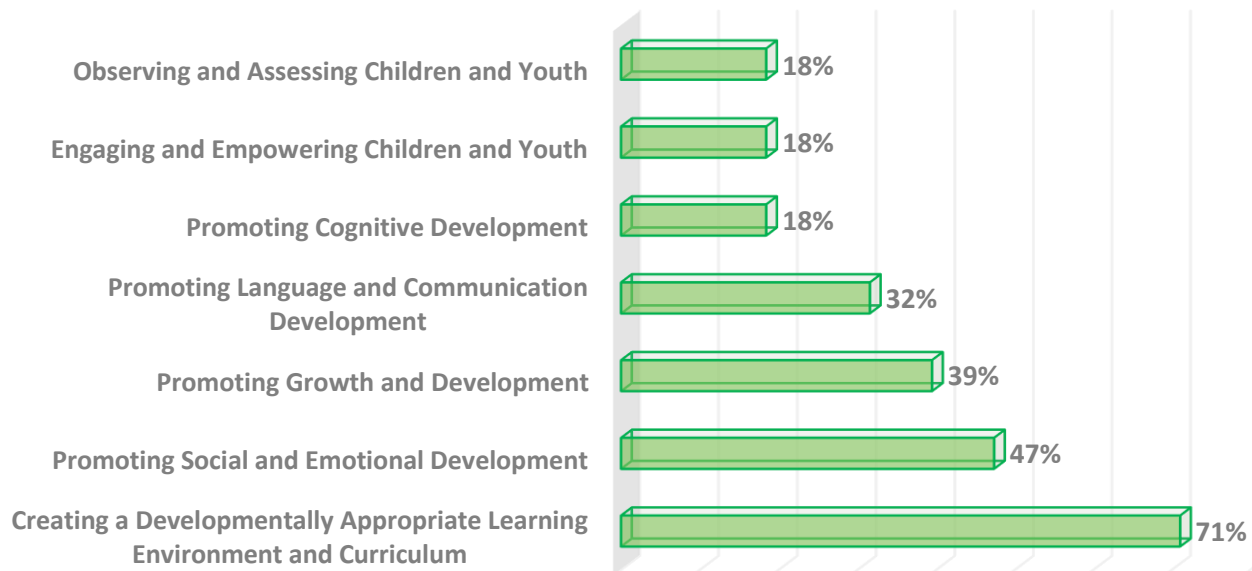


- Provided financial assistance to recipient
- Met recipient's professional goals
- Improved relationships with parents and children
- Improved the quality of teaching
- Increased recipient confidence about teaching abilities
- Allowed employee to meet qualifications for accreditation
- Increased recipient knowledge and skills
- Decreased employee turnover

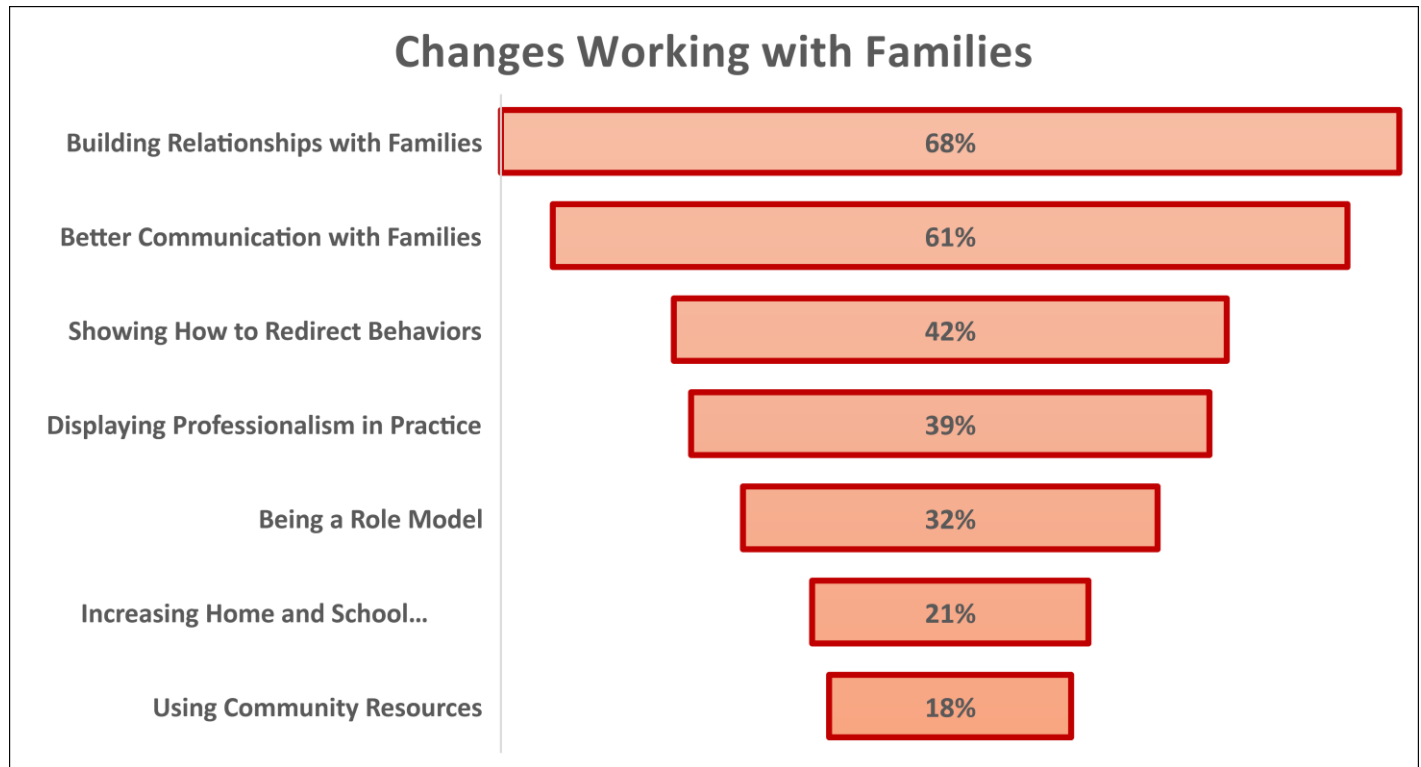
For sponsors, the greatest asset of T.E.A.C.H. MISSOURI in 2020 is the same it has been since 2018, Providing Financial Assistance to the Recipient (69%). Surprisingly, this is the sixth most important reason for recipients. Meeting Professional Goals (55%) and Improved Relationships with Parents and Children (50%) rank second and third. We can see that sponsors view recipients through a different lens so they are able to see the increased confidence and professionalism as child care educators go through college.

94% of current sponsors plan to continue sponsoring their current recipient with 27% indicating they want to sponsor more recipients.

Changes in Recipient's Classroom

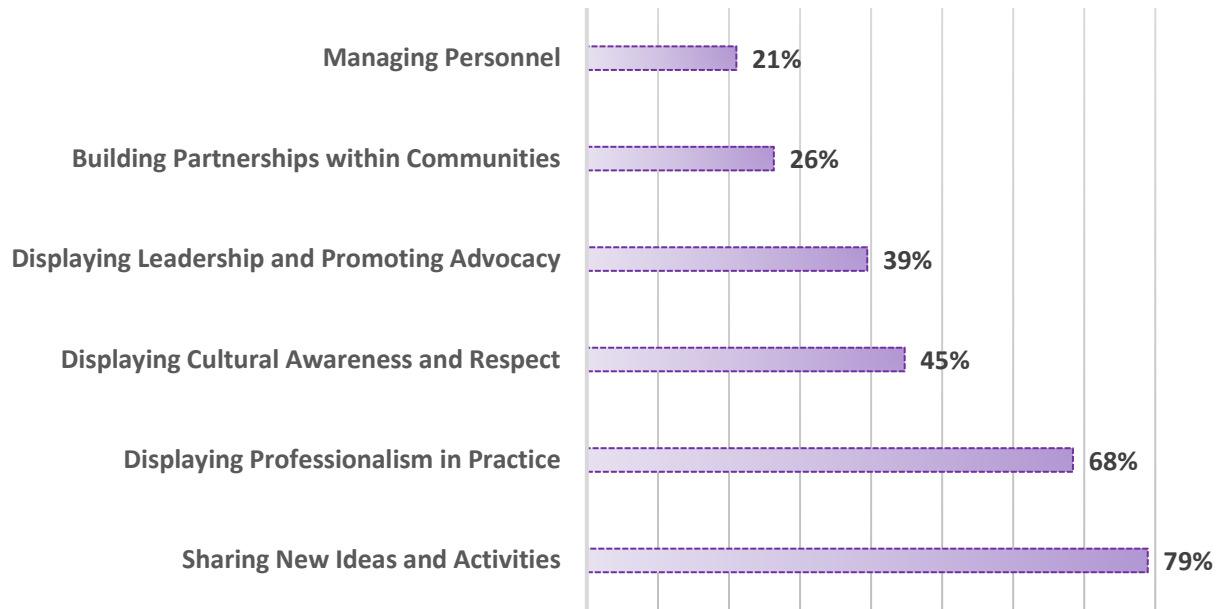


Sponsors see Creating a Developmentally Appropriate Learning Environment and Curriculum (71%) as the most notable change in recipient classrooms which matches what scholarship participants see personally. Promoting Social and Emotional Development (47%) ranks second as it did for recipients. In an interesting difference, sponsors see Promoting Growth and Development (39%) as the third most notable change. Recipients felt growth in Observing and Assessing Children and Youth was next while sponsors see this is the seventh most impacted area. It goes to show perspective influences what we look for and see.



Sponsors ranked Building Relationships with Families (68%) and Better Communication with Families (61%) as the biggest changes observed. Recipients found these the most impacted but flipped the order. The changes observed in working with families are good indicators of changes in quality of child care. The correlation between recipient and sponsor data is always a good sign that we are on the right track. Education brings real, observable change.

CHANGES WORKING WITH PEERS



Working with peers, sponsors noted Sharing New Ideas and Activities (79%) and Displaying Professionalism in Practice (68%) as most often observed mirroring the recipients' responses. Knowledge is dispersed beyond one classroom. Almost half (45%) of sponsors also noted increased Cultural Awareness and Respect which is ever important in our classrooms and among staff. Growth in professional practice was also noted at a high level. These practices demonstrate the how education of one can affect many.

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

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