

2025 PARENT SATISFACTION SURVEY

AGE/PROGRAM SNAPSHOT

The annual parent satisfaction survey is an opportunity for RisingOaks Early Learning to hear directly from families about their child's wellbeing, expression, engagement, and belonging within our programs.

Our mission is to provide nurturing play-based early learning to support each child to reach their full potential while giving families peace of mind.

What is disaggregated data?

Disaggregated data is data that is broken down into smaller units or groups; in our case, demographic categories. When possible, we disaggregate data to paint a more reflective picture of the experiences and needs of the diverse children and families in our community. (For example, what are the experiences of families with infants versus those with school-age children.) This helps us reveal trends or patterns that might be hidden when focusing only on the total (i.e., aggregate) numbers.

It is important to remember that the data presented in this snapshot only reflects the responses from the families who filled out the 2025 Parent Satisfaction Survey. While we are excited to have received 311 responses in 2025, we also recognize that our survey does not capture the experiences and input of ALL children and families in our programs.

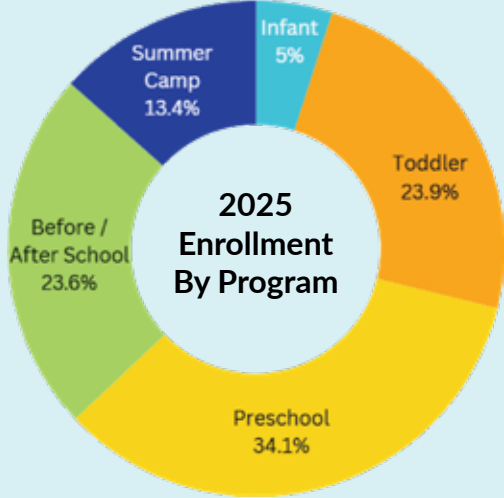
Taking Action

The survey results, including the Executive Summary, were released to all families in June 2025. Each centre team has reviewed the results and created a centre-specific summary of results along with an action plan that was shared with parents at this time as well. To view these action plans, visit <https://risingoaks.ca/parent-survey>.



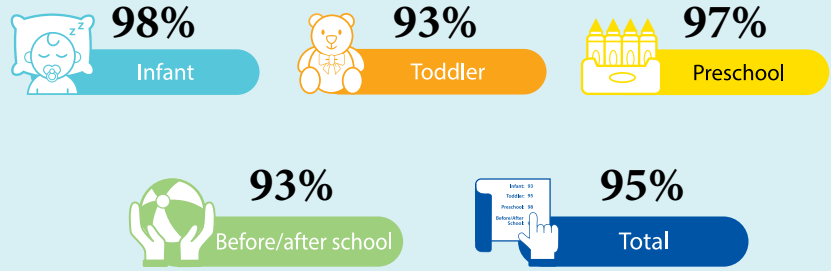
RESPONDENT BREAKDOWN

From the responses to the 2025 Parent Survey, the age/program breakdown looks like this.



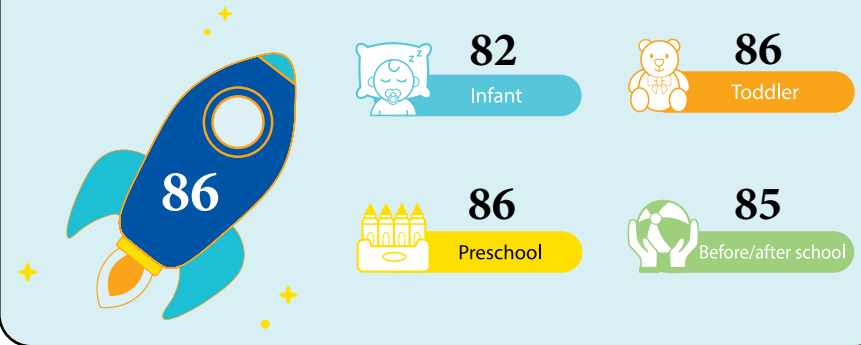
ENGAGEMENT

95% of parent respondents felt a positive sense of engagement for their family at RisingOaks Early Learning, which is committed to providing environments and experiences that engage children in active, creative, and meaningful exploration, play, and inquiry.



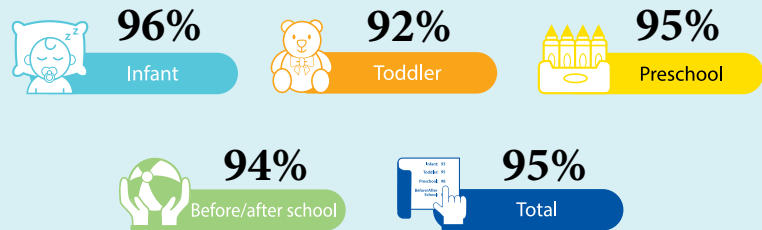
NET PROMOTER SCORE (NPS)

Net Promoter Score speaks asks if you would recommend RisingOaks Early Learning to others. Those who would score 9 or 10 out of 10 are promoters. Scores of 7 or 8 are passive and scores of 0-6 are detractors. Promoters minus detractors = the Net Promoter Score.



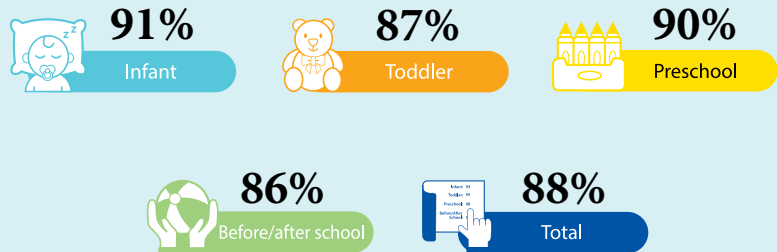
SENSE OF BELONGING

At RisingOaks Early Learning, fostering a strong sense of belonging is at the heart of our work. Programs cultivate authentic, caring relationships and connections. Overall 95% of parent respondents felt a positive sense of belonging with little difference between programs.



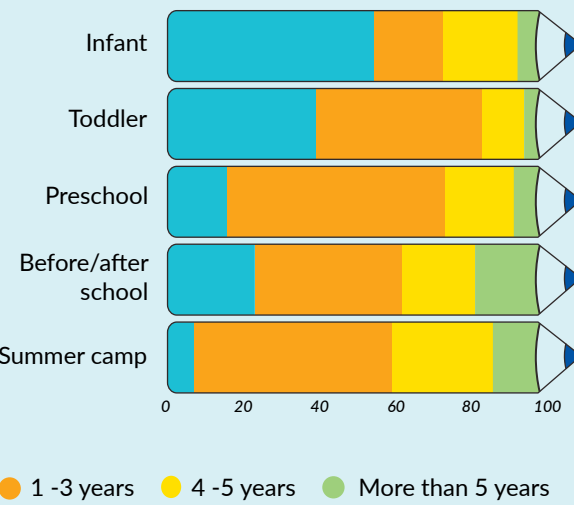
EXPRESSION

90% of full-day and 86% of before/after school parent respondents felt a positive sense of expression in that early childhood programs foster communication and expression in all forms.



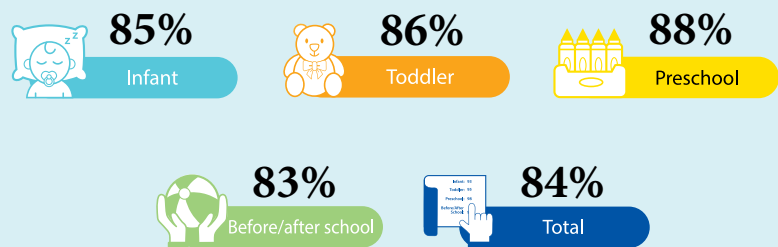
LENGTH OF ENROLMENT AT RISINGOAKS

Overall, 7% of respondents have been RisingOaks' family for <1 year. 53% for 1-3 years. 27% for 4-5 years and 13% for more than 5 years. As children age into the next age group, and siblings come along, their tenure grows.



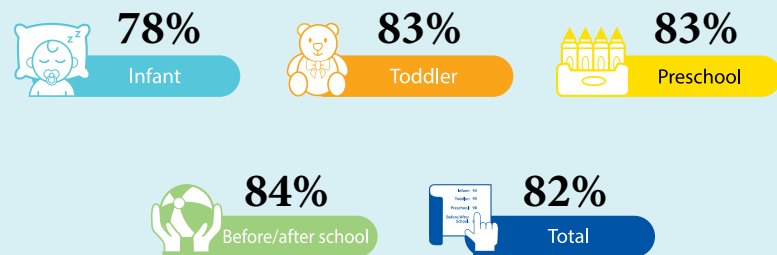
WELL-BEING

Our programs nurture children's healthy development and support their growing sense of self, ensuring that every child feels secure, confident, and capable. Overall, 84.3% of parent respondents felt a positive sense of well-being for their family. Families in full-day programs (0-4 years) were slightly higher at 86%, compared to school-age families at 83%.



DIVERSITY, EQUITY, INCLUSION & BELONGING (DEIB) LEADERSHIP

82% of parent respondents felt a positive sense of engagement, and they also expressed confidence that RisingOaks' board and senior leadership team have the necessary skills and knowledge to support diversity, equity, inclusion, and belonging (DEIB) within the organization.



76% of parents feel engaged and confident in RisingOaks leadership's ability to support DEIB.