

Dear Annette's Families:

At Annette's Preschool and The Clubhouse our goal is to provide the best possible experience for you and your children. Our vision is based on the best available professional development, creating a strong community and operating sustainable business practices. We believe this will provide the very best teachers, high quality, developmentally appropriate curriculum, all within a top-notch facility.

In 2014 we took several steps towards this Vision. We wanted to understand how close we are achieving these goals. As you may recall, we recently asked for your opinion. You generously gave it. We look at, and note, all of your comments, the good the bad and the ugly!

For the 2013-14 school year, **over 60%** of our parents completed the survey—and if you were one of them, we extend to you our sincere thanks. We asked for this information to learn not only what families feel we are doing right but where we can improve. We conducted this as an anonymous survey and compiled the results so families felt comfortable providing their honest feedback. It's all part of our commitment to enriching your children's lives with an education that will prepare them for continuing academic, emotional and social success.

Some of the highlights of the survey - further details are attached to this letter.

- 85% of our Annette's Preschool parents say they'd give our overall program a grade of "A" or "B."
- 96% of our Annette's Preschool parents say that their child enjoys our program.
- 85% of our Annette's Preschool parents graded their child's teacher either a 4 or 5 out of 5.

We have already shared these results with our wonderful staff. Together staff, directors and owners are focused on making adjustments that were highlighted in the survey - shown by symbol  enhancing the Annette's community, improving conferences, and in particular making some long overdue capital improvements to the roadway. We are committed to our vision of making Annette's the premier choice for early childcare and education. We also want to celebrate where we have improved more than 10% over 2013 survey - shown by a symbol 

Some immediate steps we are taking:

- Improved cleaning and maintenance of classrooms and common areas with a clear focus on environmentally safe cleaning products (we now have a Housekeeper, Miss Cassie).
- Driveway and parking will be resurfaced in Fall 2014.
- Revised Preschool and Infant Teacher team structures with new Program Team Leader to be rolled out improving consistency in conferences and feedback

Our families continue to recognize the quality of our Programs and we look forward to helping your child achieve their full potential.

We thank you for your participation and continued support. And for sharing your child with us each day!

Andrew & Andrea Sambrook
Owners

"We love Annette's. Without them our children would not get everything they needed to grow up and be confident responsible and loving"



Improvement Focus



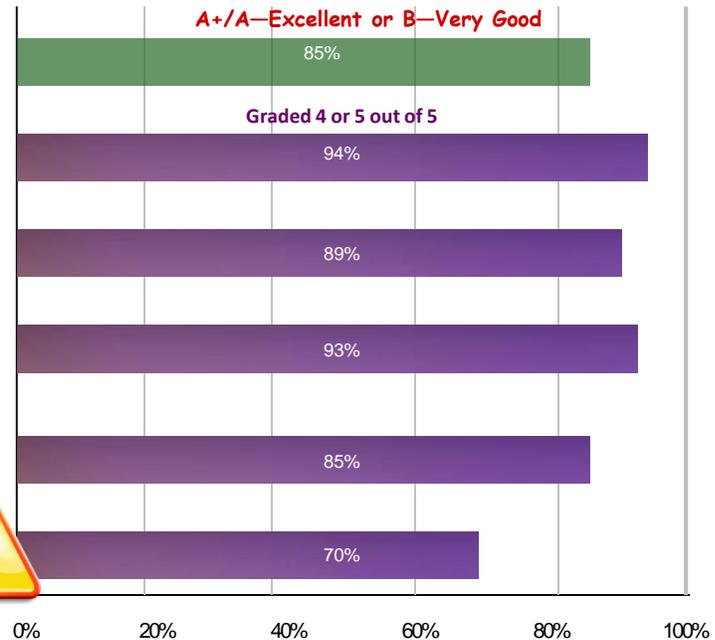
10% better than 2013

Overall Satisfaction with Our Program

Annette's Preschool parents consistently expressed their satisfaction with our program. They give excellent grades to our overall program and rated their children's overall experience highly (average of **over 85%** of parents giving a 4 or 5 out of 5 **across all 5 dimensions we measured**).

What grade would you give Annette's overall program?

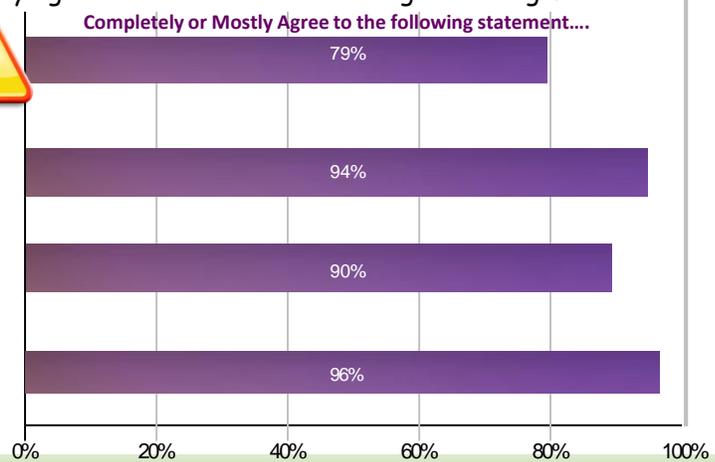
- 1. How the program supports my child's overall development
- 2. The curriculum - what happens daily in the class
- 3. How the program supports my child's abilities to interact with others
- 4. Teachers availability, knowledge and performance
- 5. The classroom facilities both indoor and outdoor



1. Program Support of Child's Development

Annette's Preschool parents consistently expressed their satisfaction with the support of their child's development in the program - 94% completely or mostly agreed their child was learning new things.

- My child's progress reports and conferences are very helpful
- My child is learning many new things
- Teachers encourage my child's curiosity and a positive attitude to learning
- My child enjoys the program



"They have a quality program with quality teachers. They offer many learning enrichment opportunities...art, music. And, the night out events provide parents with an opportunity to enjoy some time alone"



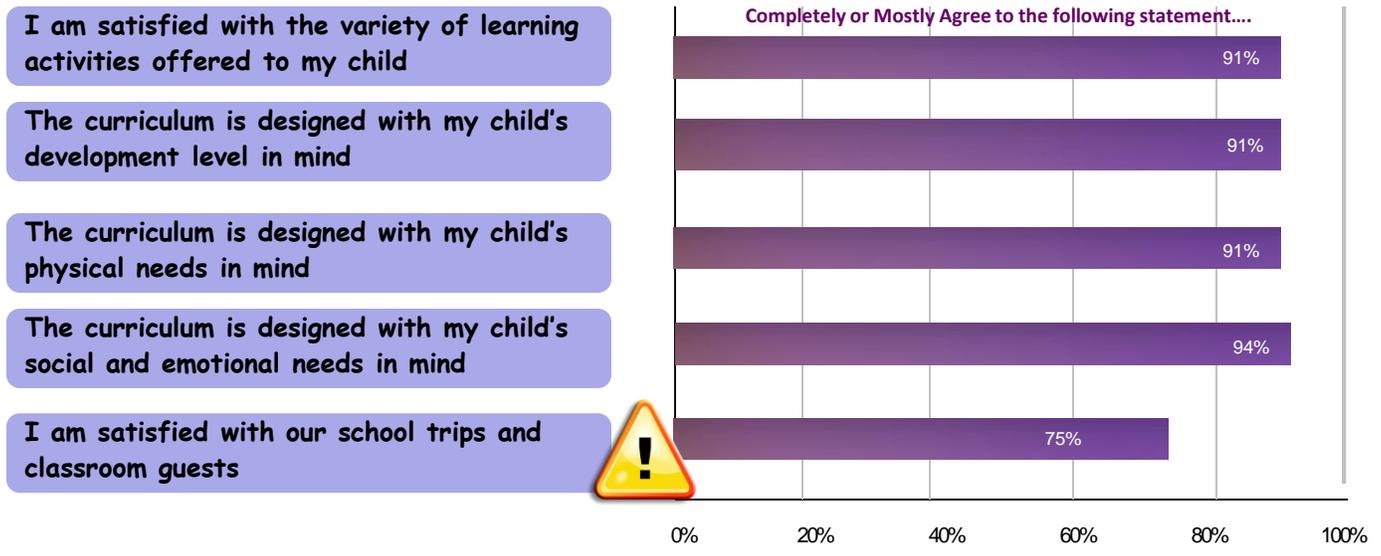
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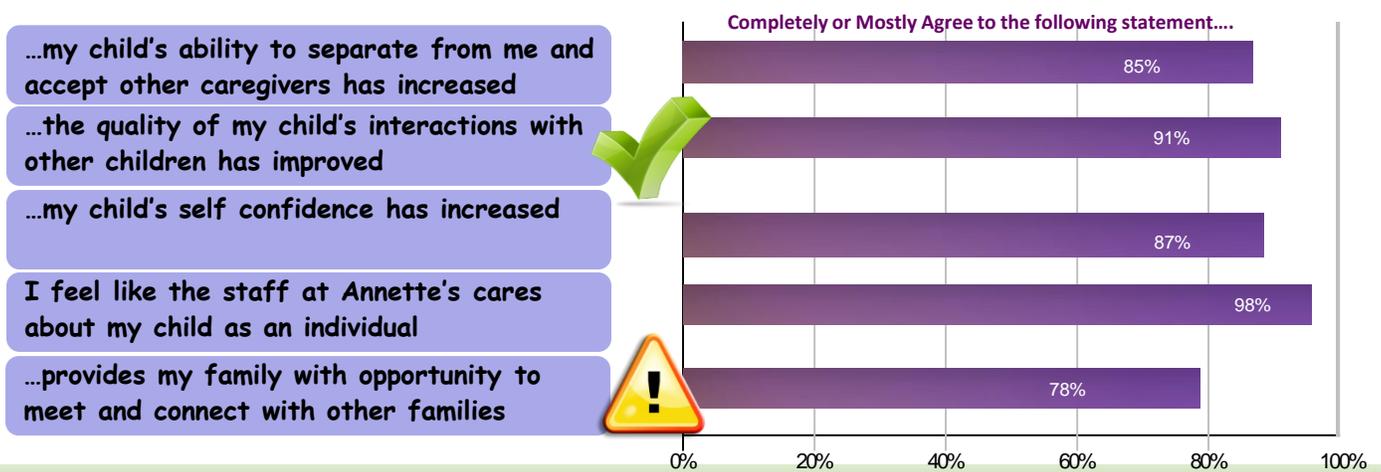
2. The Curriculum

Annette's Preschool parents agree that the Annette's curriculum is designed with their child's physical, social and emotional developmental level in mind.



3. Child's socialization and interaction...since joining Annette's....

Most Annette's Preschool parents agree that their child's ability to separate and socialize with other children and adults have been positively impacted by their attendance at Annette's.



"When people comment to me how it seems like my son S... always has a smile on his face, I can honestly tell him it is because of the love and care he's gotten is ENTIRE life at Annette's!"



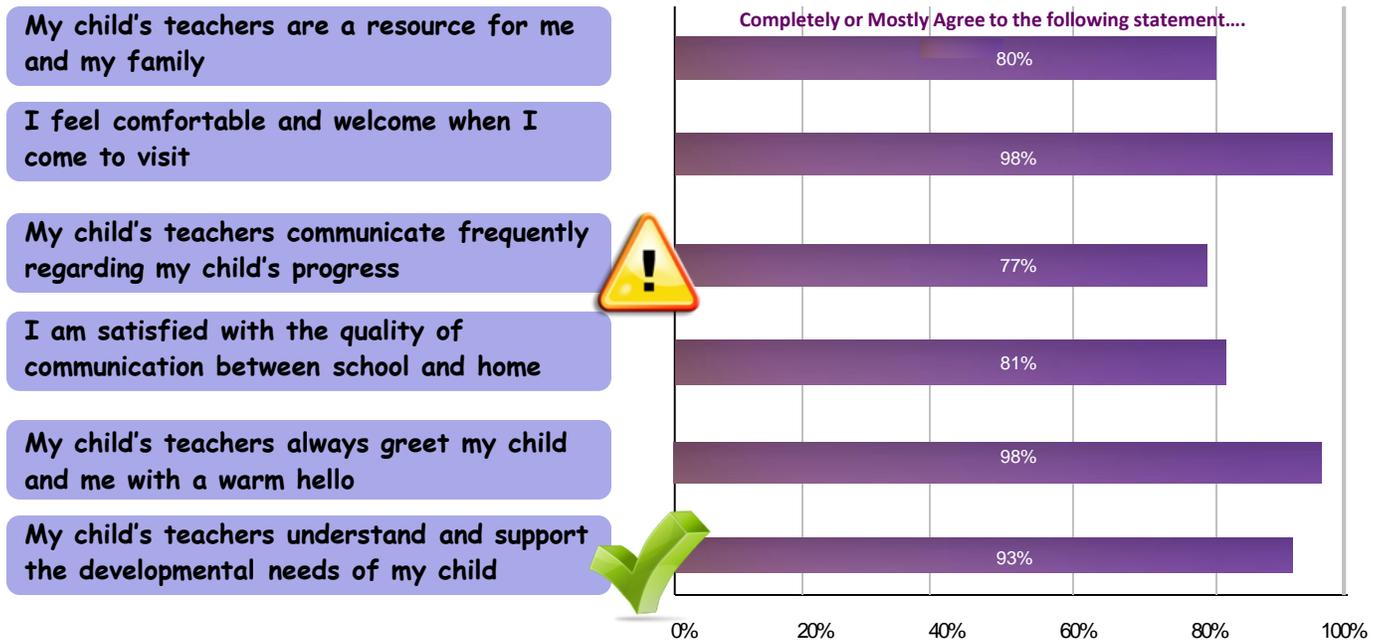
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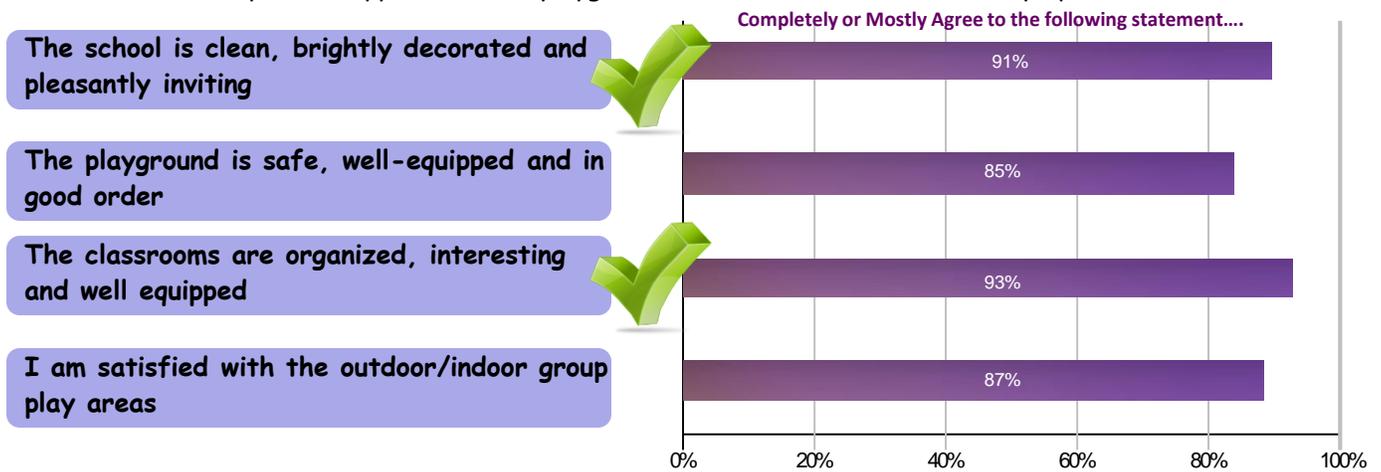
4. Teachers and the Home Connection

Annette's Preschool parents appreciate the level of communication and over 98% of them agree that they and their child feel very welcomed at Annette's



5. Facilities

Annette's Preschool parents appreciate the playground and the outdoor and indoor play areas



"Annette's provides a diversity of experiences to children, offering so many learning opportunities."
"Wonderful place with great staff who care a lot about my child"

Parent Survey
April 2014
Results

Parent Comments from Survey in answer to question: "You are at a party. Please write a sentence or two you would use to describe Annette's Preschool to other parents at that party?"

"Great teachers"

"Great programming, good balance of routine, structure, and freedom to explore, great understanding of child development and what is appropriate as far as expectations.

"Annette's is great! Our child loves going to school and the staff is warm and friendly."

"We love Annette's. Without them our children would not get everything they needed to grow up and be confident responsible and loving. My family is so grateful to have such a wonderful place to send our children. I also love that they try to stay on top of what the little ones will need to be successful in kindergarten."

"Annette's provides a diversity of experiences to children, offering so many learning opportunities. The staff are competent and caring, and I feel incredibly comfortable leaving my children in their care while I am at work. When I see the facilities and all of the things the children are learning and experiencing, I feel confident that we made the right choice."

"Wonderful place with great staff who care a lot about my child. I would recommend them to anyone!"

"Growing and changing for the good!"

"They have a quality program with quality teachers. They offer many learning enrichment opportunities...art, music. And, the night out events provide parents with an opportunity to enjoy some time alone."

"The teachers love to be at work and are truly vested in teaching and taking care of my kids."

"Our child loves being there and the teachers clearly care about the kids and are very affectionate with them. It's great to know our child is well looked after."

"My son seems very happy there. His teachers now are wonderful!"

"It's their style- ecofriendly, beautiful outdoor playground, music classes, involved in the arts, and nice people."

"Annettes is a 5 star education that helps foster and promote excellence!"

"Highly reputable in the community, strives for excellence in the school and community. The teachers truly care about the children in their program."

"The teachers our children have are talented and really look at them as a whole person not who they are on any given day."

Parent Survey
April 2014
Results

Parent Comments from Survey in answer to question: "You are at a party. Please write a sentence or two you would use to describe Annette's Preschool to other parents at that party?"

"The teachers are wonderful! They truly understand child development and they love my child!"

"I have seen wonderful improvements and changes and think the future bodes very well for children and families at Annettes."

"I am quite pleased with my son's progress that he's made since starting at Annette's. He has become more confident and social. His teachers and the owners have been great. I also appreciate the hours that work well with my schedule."

"I think Annette's is a very affordable option where we love the teachers and feel our child has fun learning, playing, and making friends."

"The teachers put the kids first, it is a comfortable and welcoming atmosphere."

"Annette's has helped V.. improve her social skills and she is a much happier child since she started there."

"Very family oriented and fun place for children"

"The teachers are great and my child has lots of fun"

"My son loves it"

"Excellent school. Great staff."

"Very welcoming, professional atmosphere"

"Excellent staff and curriculum. My child is very happy to be there every day!"

"A welcoming preschool with teachers that are trained in child development that creates a wonderful community for the parents as well."

"Experiential learning. Hands on"

"Annette's has a great relationship with the school district and works with them to identify what children now need to be ready for Kindergarten. They then stay focused on the daily curriculum to achieve this result."

"Great program with educated staff."

"I've said this before: to actual people at a party and in previous surveys. When people comment to me how it seems like my son S...always has a smile on his face, I can honestly tell him it is because of the love and care he's gotten is ENTIRE life at Annette's! His amazing teachers have helped him develop and grow and have helped him through some tough times. "