

Self-Evaluation Instrument for Improving the Quality of School Daycare Services

Materials and Procedure

Description of questionnaires

There are six types of questionnaires for evaluating the quality of care in school daycares:

Type A	Questionnaire for administrative personnel
Type B	Questionnaire for school daycare coordinators
Type C	Questionnaire for educators
Type D	Questionnaire for parents
Type E	Questionnaire for students in the 3rd and 6th years of elementary school
Type F	Questionnaire for students in kindergarten and the 1st and 2nd years of elementary school

Some of the 214 items in the bank appear in questionnaires A, B, C and D. The items in questionnaires E and F, which are aimed at children, are based on other questionnaires and adapted to the children's context.

The items in each type of questionnaire are grouped under 10 factors, but do not necessarily appear in the same place in each questionnaire. The following table presents the factors used in the original item bank.

Table 1: Grouping of items under the 10 factors of the original bank or Questionnaire C

FACTORS	ITEMS	SUBJECT
Factor 1	1 to 20	Qualifications, responsibilities and training
Factor 2	21 to 48	Activity program
Factor 3	49 to 65	School daycare management
Factor 4	66 to 88	Educators
Factor 5	89 to 100	Daycare personnel and parents
Factor 6	101 to 113	Daycare personnel
Factor 7	114 to 143	School daycare, school, school board and community
Factor 8	144 to 184	Health, food and safety
Factor 9	185 to 199	Furniture and facilities
Factor 10	200 to 215	Physical environment and procedures

For questionnaire A, the first factor corresponds to questions 1 to 20, for questionnaire B, it corresponds to questions 1 to 13, and so on. The table below provides the correspondence between each questionnaire for items dealing with the 10 factors.

Table 2: Correspondence of items in questionnaires A, B, C and D, based on the 10 factors of the original bank

FACTORS	ITEMS, ORIGINAL BANK	TYPE A	TYPE B	TYPE C	TYPE D
Factor 1	1 to 20	1 to 20	1 to 13	1 to 12	1 to 15
Factor 2	21 to 48	21 to 31	14 to 22	13 to 39	16 to 38
Factor 3	49 to 65	-	23 to 34	40 to 54	39 to 52
Factor 4	66 to 88	32	35 to 55	55 to 69	53 to 70
Factor 5	89 to 100	33 to 37	56 to 64	70 to 79	71 to 81
Factor 6	101 to 113	38	65 to 74	80 to 92	82 and 83
Factor 7	114 to 143	39 to 65	75 to 102	93 to 120	84 to 93
Factor 8	144 to 184	66 and 67	103 to 135	121 to 159	94 to 121
Factor 9	185 to 199	68 and 69	136 to 145	160 to 172	122 to 129
Factor 10	200 to 215	-	146 to 155	173 to 186	130 to 135

The Scoring Guide has been designed on the basis of Table 2 and includes each item appearing in the questionnaires.

Questionnaire E comprises 28 items and two open-ended questions. Questionnaire F comprises 13 items and two open-ended questions as well. The links between these two questionnaires are not as obvious as for the questionnaires for adults, but Table 3 proposes the most logical ones.

Table 3: Correspondence of items in questionnaires E and F, based on the 10 factors of the original bank

FACTORS	SUBJECT	TYPE E*	TYPE F
Factor 1	Qualifications, responsibilities and training		
Factor 2	Activity program	3 to 8, 14 and 15	1, 2 and 5 to 7
Factor 3	School daycare management	9, 10, 17 and 26 to 28	13
Factor 4	Educators	1, 2, 11, 12, 16 and 18	3 and 4
Factor 5	Daycare personnel and parents		
Factor 6	Daycare personnel		
Factor 7	School daycare, school, school board and community		
Factor 8	Health, food and safety	13, 19 and 21	8 to 10
Factor 9	Furniture and facilities	20, 22, 23 and 24	11 and 12
Factor 10	Physical environment and procedures	25	

Summary analysis of results and data entry

The summary analysis is produced using the answers of each group of respondents. First, the answers to each item must be converted into numbers. For each item in questionnaires A, B, C and D, respondents must place a checkmark in one of the seven blank spaces. We recommend that a score of 7 points be given for a checkmark placed in the rightmost space and that 1 point be given for a checkmark placed in the leftmost space. The other scores in between will therefore be worth 2, 3, 4, 5 and 6 points, respectively. These scores are then grouped into three zones or categories of opinion.

Zone I corresponds to scores 6 and 7. It represents a positive evaluation of the situation presented in the item and is considered a strength of the daycare.

Zone II corresponds to scores 4 and 5. It represents a moderate evaluation, suggesting that the situation is not perfect, that there is room for improvement, but that the possible improvements are not major.

Zone III corresponds to scores 1, 2 and 3. It represents a negative evaluation of the situation presented in the item, and indicates an important, even major, problem with respect to this situation.

Then, use a copy of the Scoring Guide, which contains each item and its number in each questionnaire for adults. It is recommended that you first read the answers given by educators in Questionnaire C and note all the scores below 6, specifying the zone (II or III) for each item.

It is normal that there will not always be a consensus within the same group, which is why it is important to identify and note the frequency with which flags appear for each question.

If, for example, more than one third of Questionnaire C respondents indicate that all is not well with a situation (a score of less than 6) for a given item, this means that the situation needs to be noted or examined.

Colour-Based Summary

We recommend using a colour-coded system to prepare the summary. If an item always, or on average, falls within Zone I, highlight it in green to indicate that all is well with the situation. If the answers of one third or more of the respondents fall within Zone II (a score of 4 or 5), highlight these items in yellow to indicate that the situation needs to be further explored.

If the answers of one third or more of the respondents fall within Zone III (a score of 1, 2 or 3), highlight these items in red to indicate an important or major problem.

It is recommended that you use the electronic version of the Scoring Guide for this exercise once you have converted the basic scoring data (1 to 7 points) into Zones I, II or III.

Repeat this exercise for Questionnaire A (administrative personnel), Questionnaire B (school daycare coordinators) and Questionnaire D (parents). Once the highlighting has been completed, print the Coloured-Based Summary.

The different colours make it possible to quickly identify the strengths, the aspects that are more vulnerable and the weaknesses of the daycare.

Moreover, this table will allow you to identify the items that should be included in your action plan in order to improve your school daycare services.