



*Dedicated to Quality Out-of-School Time*



# SIX YEAR TRENDS IN CUSTOMER SATISFACTION

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This brief presents data series over six years (2018-2024) for five domains of Prime Time's performance: Overall Satisfaction, Importance of Prime Time's Services for Career Advancement, Importance of Prime Time's Services for Child Engagement in OST Programs, Important of Prime Time's Services for OST Program Quality, and Satisfaction with Prime Time's Communications to OST Programs.

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Using the total of 1,483 OST workforce participants in Prime Time’s active customer data base in 2022-23, we can observe the following about the samples from which these findings were derived: Sample sizes have ranged between 10% and 33% of the total universe of potential respondents. The average six-year response rate is 23%. In all six years, samples have generally been representative in the specific sense that a proportional mix of users have responded, i.e., samples have included a proportionally representative mix of front-line, middle management and senior management for OST programs in Palm Beach County.

Results for the six-year series in each of the five domains follow this page. The following general findings can be offered in summary:

- FINDINGS**
- Prime Time’s overall customer satisfaction is extremely high in all years. Customers are also satisfied with communications from Prime Time.
  - Most customers say that Prime Time’s services are very important for their own career advancement, for their successful engagement of children in OST programs, and for achieving program quality.
  - PT has delivered consistent excellence through turbulent times. Any expected “pandemic dip” in 2020 and 2021 is very small or non-existent. The PT response in the post-pandemic years has left customers feeling well supported by Prime Time’s services.



OVERALL SATISFACTION



IMPORTANCE OF PRIME TIME'S SERVICES FOR CAREER ADVANCEMENT



IMPORTANCE OF SERVICES FOR CHILD ENGAGEMENT



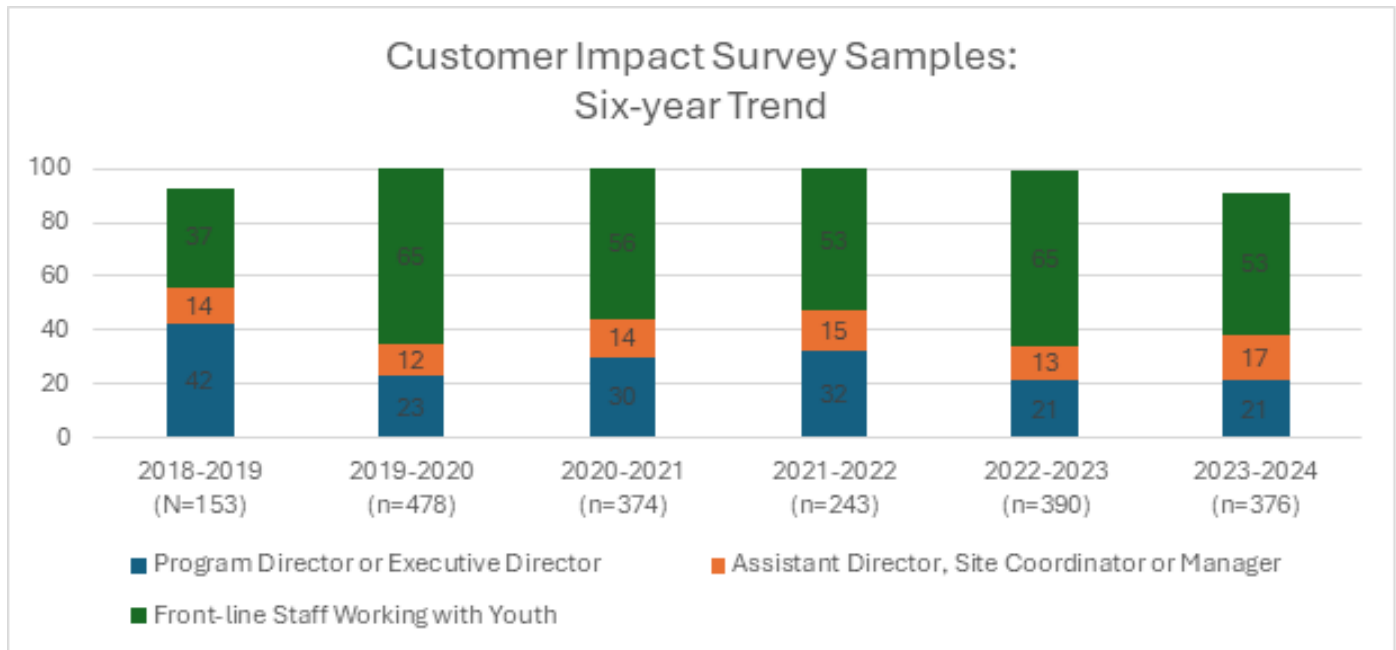
IMPORTANCE OF SERVICES FOR PROGRAM QUALITY



COMMUNICATION TO OST PROGRAMS

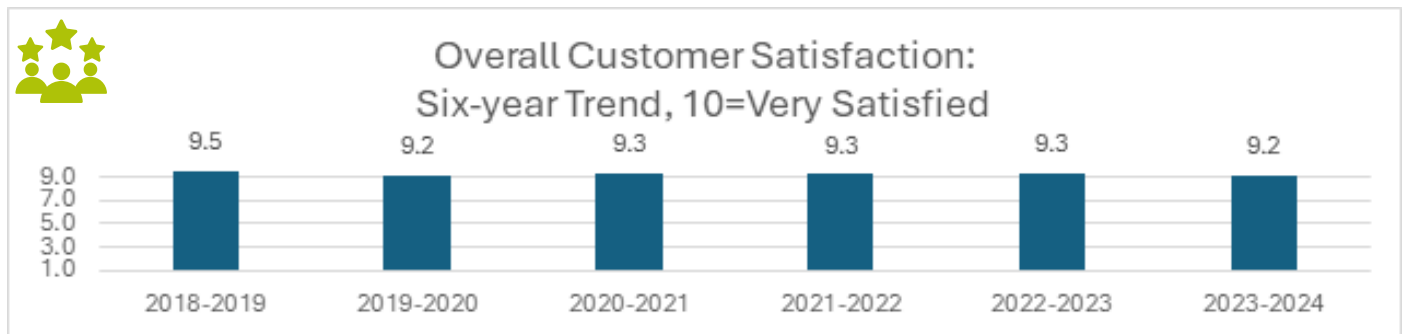
## Sample Sizes and Role

(6-yr average response rate 22% using N=1,483 total active data base for 2022-2023)



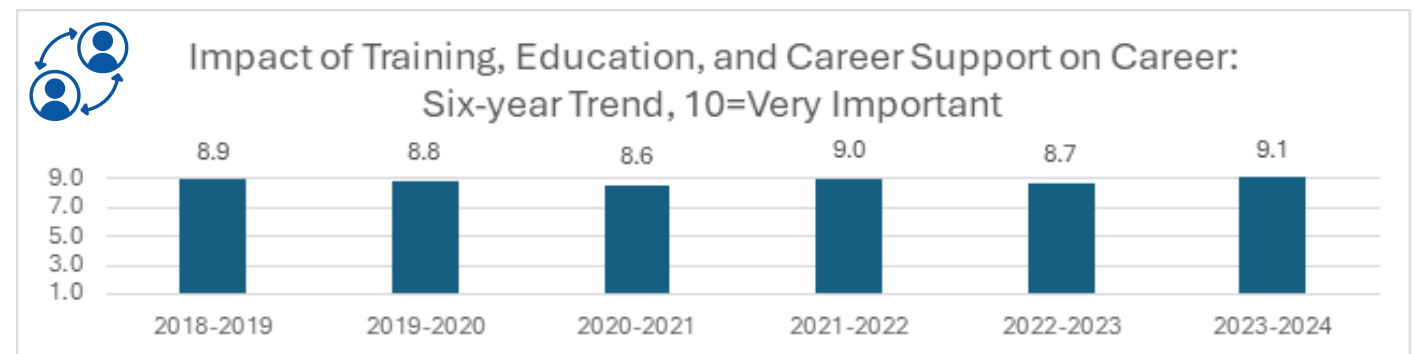
## Overall Satisfaction with PT Services

(6-yr average 9.3)



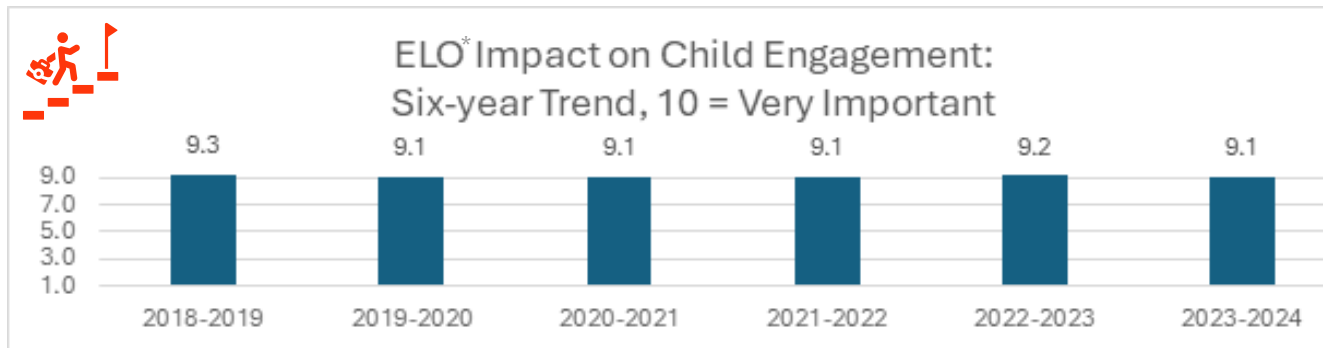
## Customer Rating of Importance for Career

(6-yr average 8.9)



## Importance for Youth Engagement

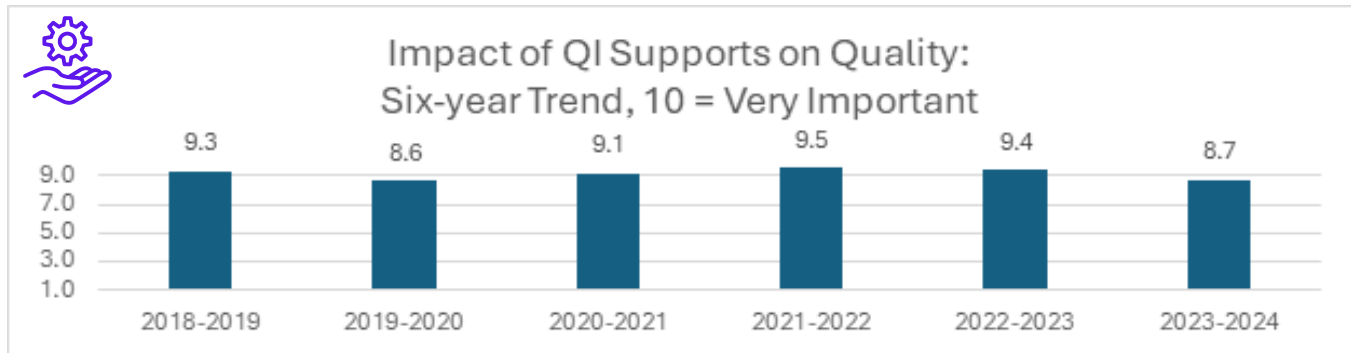
(6-yr average 9.1)



\*ELO is an acronym for expanded learning opportunity, a hands-on learning activity provided by an expert provider to afterschool and summer programs. ELOs are offered in a multi-session format of specialized content in supporting the school-day academic day, caring for the whole child, discovering arts and culture, leadership and career pathways and exploring technology.

## Importance of Prime Time Services for Quality

(6-yr average 9.1)



## Overall Satisfaction with Prime Time Communications

(6-yr average 8.4)

