

From: [Parent Engaged in Education](#)
To: [Economic and Community Development](#)
Subject: Re: Item for consideration of the committee re: Parents Engaged in Education May 26th agenda
Date: May 25, 2021 1:56:03 PM
Attachments: [Education Bank User Survey \(curbside pickup\) \(Responses\).xlsx](#)

Good afternoon,

I am attaching a spreadsheet with the results of a quick survey we did of families using the Education Bank in the past month to determine their level of satisfaction with the process and goods they receive at the bank.

I believe this information will show that families both need and appreciate the services/goods we provide for their children.

Thank you for considering this information.

Kind regards,
Theresa

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Theresa Pastore
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Charitable # 798564696 RR0001

Timestamp	I found the ordering process easy	I received the majority of items that I ordered.	The quality of the items I received was very good for my child(ren)	I understand that there might not be sufficient supply of certain items to fill every item I requested.	The Education Bank provides supports that my family needs right now.	My suggestions to make this process easier would be:
4/12/2021 20:30:05	5	Yes	Yes	Yes	Yes	Nothing to say
4/13/2021 15:03:53	2	Yes	Yes	Yes	Yes	everything is good and easy.
4/14/2021 10:48:35	5	Yes	Yes	Yes	Yes	
4/14/2021 11:16:45	4	Yes	Yes	Yes	Yes	Send out a reminder email, call and have the time everyone should come for pick up, because individuals might have previous plans and can not reschedule do to booking them a month in advance.
4/14/2021 11:44:16	1	Yes	Yes	Yes	Yes	Thank you for making my kids happy, I hope that the education bank can gave away supplies on the monthly basis.
4/14/2021 14:20:12	1	Yes	Yes	Yes	Yes	Nothing really. It was very easy already!
4/14/2021 15:54:22	1	Yes	Yes	Yes	Yes	Really satisfied and helpful for making my child engaged
4/14/2021 16:57:07	2	No	Yes	I asked coloring pack, but I got same coloring book from before.	Yes	put the picture of each items , we choose it.
4/14/2021 18:55:43	1	Not as per my selection they runout from the item	Yes	Yes	Yes	Its ok
4/14/2021 19:43:41	1	Yes	Yes	Yes	Yes	
4/21/2021 15:38:36	1	Yes	Yes	Yes	Yes	
4/21/2021 19:29:46	1	Yes	Yes	Yes	Yes	
4/21/2021 19:56:58	2	Yes	Yes	Yes	Yes	N/a
4/21/2021 22:40:21	1	Yes	Yes	Yes	Yes	It is very easy .. wish we can select more option than only one on list .. but it's help so I do get it .. thank you ..
4/21/2021 23:37:50	5	Yes	Yes	Yes	Yes	
4/22/2021 14:21:57	5	Yes	Yes	Yes	Yes	N/A
4/22/2021 19:07:04	1	Yes	Yes	Yes	Yes	It is very nice educational items although some items are missing because of high demands.My children are very happy.Thank you so much for all!
4/22/2021 20:46:45	1	Yes	Yes	Yes	Yes	
4/22/2021 20:47:04	1	Yes	Yes	Yes	Yes	
4/22/2021 21:22:07	1	Yes	Yes	Yes	Yes	It was a great service. We are happy with it.
4/22/2021 22:07:58	1	Yes	Yes	Yes	Yes	
4/27/2021 0:11:32	1	Yes	Yes	Yes	Somehow	Its already easy and good .Kids love the work sheets that they get.i think there was some cofusion in delivering stuff .i got one bags with my name and adress and one bag with some one else name and adress .you guys should labels all the bags with the names and adress.The second thing if you guys can add one pencil ,one eraser and a sharpner with each bag it will be really helpful because from the time schools are off kids need it every day for virtual school and after every 2,3 weeks i have to go to store to buy these things.
4/28/2021 16:03:02	1	Yes	Yes	Yes	Yes	
4/28/2021 16:15:34	2	Yes	Yes	Yes	Yes	
4/28/2021 17:48:00	5	Yes	Yes	Yes	Yes	Nothing at all
4/29/2021 9:57:42	1	Yes	Yes	Yes	Yes	

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5/12/2021 16:27:04	1	Yes	Yes	Yes	Yes	
5/18/2021 17:11:37	1	Yes	Yes	Yes	Yes	Thank you and support minimum level of families. Today I received all things. But deliver person Toronto police person...? My wife is shocking ... But any way thank you your support and help.
5/20/2021 9:37:29	5	Yes	Yes	Yes	Yes	It is very helpful that the officer bring it to the home because some parents can't leave the home with their small kids
5/25/2021 12:50:57	1	Yes	Yes	Yes	Yes	In suggestion on my last attempt to pick up my packages I've travelled 3 and a 1/2 hours to get to the Scarborough location upon my arrival 15 minutes before 4 o'clock your facility was completely closed luckily I had a number of one of your volunteers who happened to pick up her phone and assist me, After being in contact with other volunteers at your facility that day by email they informed me that I would have to come pick it up I told them I'd be coming by bus and they told me someone would be there to assist me But that wasn't the case. So I suggest this possibly having drop off locations in different regions just in case you have orders from outside of your facility I live in Richmond Hill I could be a York region pick up location for you where other families who were experiencing transportation problems at this time could take the bus and receive their packages without spending a 3 and a 1/2 hour bus ride to your facility . Hope this helps look forward to ordering from you soon thank you and have a great day.