



Community Living Alternatives, Inc.

# CLASS PARTICIPANTS SURVEY RESULTS

What Matters Most to the People in Our Day Program.

2025



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## Summary

Individuals receiving services in the CLASS Day Program at Community Living Alternatives, Inc. (CLA) were invited to participate in a confidential survey to help **evaluate satisfaction with program offerings, staff support, activities, and overall experience**. The survey included questions about emotions associated with **attending CLASS, participation in activities, learning opportunities, social connections, respect from staff, and desired attendance levels**. Participants were also asked two open-ended questions regarding additional days they would like to attend and **any suggestions that could make their lives better**.

A total of 21 surveys were completed. Responses show overwhelmingly positive satisfaction across all measurable areas, including **100% of participants reporting happiness with their day program services, 100% stating they learn new things, and 100% stating they have friends at CLASS**. Open-ended responses reflected **strong overall contentment**, with only individualized suggestions offered for potential improvement.

## Methodology

The 2025 CLASS Participant Satisfaction Survey was administered in person to **ensure accessibility** for all individuals receiving day program services. Surveys were completed **confidentially**, and no responses were connected to any participant's name or file.

- **21 CLASS participants** completed the survey.
- Staff read questions aloud and **supported individuals in choosing their responses**, ensuring **full participation** regardless of communication style.
- Responses were entered into Google Forms **without any identifying information**.
- **Open-ended answers were captured verbatim**, using verbal or supported communication as needed.

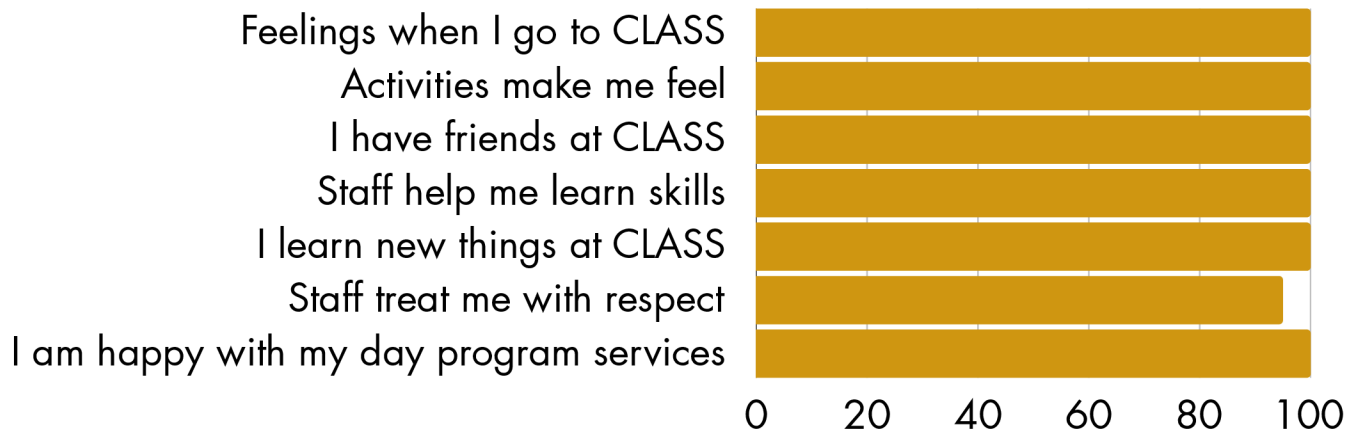
**"I feel happy when I am at CLASS." — CLASS Participant**

# OVERALL SATISFACTION

## Overwhelmingly Positive

Participants shared their experiences in key areas including **friendships, activities, learning opportunities, staff interactions, and overall satisfaction**. The chart below reflects the percentage of positive responses for each category.

### Percentage Positive



### Attendance Preference

Some participants expressed interest in attending more days per week. Their individual reasons may relate to transportation, schedule coordination, or a desire for increased engagement.

Prefer more days

24%



Attend as many days as they want

76%

**Beyond the numbers, here's a participant's journey that reflects the heart of the CLASS experience.**

See how James found confidence, friendships, and independence at CLASS. Scan this QR code to read and hear James' mom, Chris, share their story.



# OPEN-ENDED FEEDBACK SUMMARY

## 💡 Suggestions for Improvement

Most responses included no suggestions or reflected satisfaction. Individualized ideas included:

- Assistance with mobility devices (e.g., backing up a scooter)
- Additional art activities
- More photos of participants displayed at CLASS
- Transportation assistance
- Portable oxygen equipment available at CLASS

## 17 Desired Attendance

Most participants shared that they already attend as many days as they prefer. Those who requested additional time expressed interest in:

- One or two more days per week
- Full-week participation (five days)
- Attending “every day I can”

## ★ Program Enhancements

- Explore increasing art and creative activity options based on participant interest.
  - Highlight participants (e.g., more photos on the wall and sharing their stories) to foster pride and belonging.
  - Identify pathways for participants who want to increase weekly attendance, including coordination with guardians, funding sources, and transportation providers.
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## CONCLUSION

The 2025 CLASS Participant Satisfaction Survey reflects a **deeply positive experience across the day program**. Participants shared strong feelings of **friendship, joy, learning, and respect**—hallmarks of a program rooted in **community and belonging**. CLA will continue to build on this feedback to ensure a **supportive, engaging, and person-centered environment** for every individual we serve.

**Interested in learning more about CLASS? Schedule a tour today.**

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