



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.

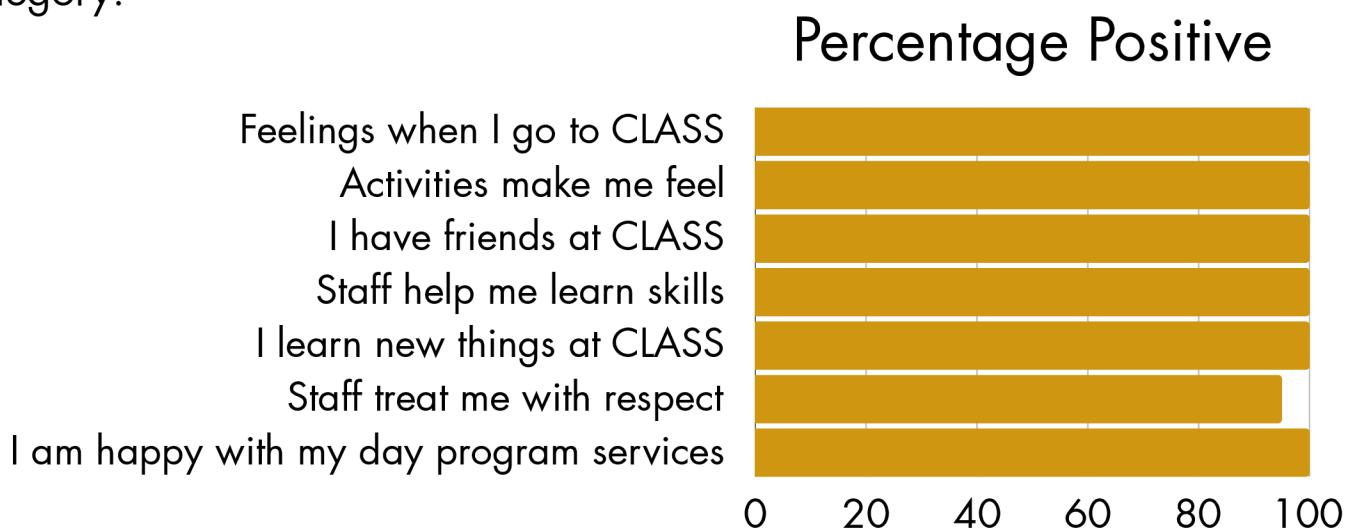
- **21** CLASS participants completed the survey.
- Staff read questions aloud and **supported individuals in choosing their responses**, ensuring **full participation** regardless of communication style.
- Responses were entered into Google Forms **without any identifying information**.
- **Open-ended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



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

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.

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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