

**CHILD DEVELOPMENT CENTER  
 ADVISORY COMMITTEE**

**Minutes**

**November 12, 2013**

• **Advisory Committee Members:**

	Center Director
Clare Rahm	Campus Support Services
Roland Pourdavood	College of Education
Carolyn Gilbert	MAS
Colleen McMahon	Faculty Senate
Kelly Wrenhaven	CDC Parent--Faculty
Kate Peterson Abiad	CDC Parent—Staff
Kara McCullough	CDC Parent—Community
	CDC Parent—Student
Kathleen Mooney	Campus Support Services
	SGA

- **Members Present:** Janet Schneider (YMCA), Christine Vidal (YMCA), Carolyn Gilbert, Kate Abiad, Kara McCullough, Kelly Wrenhaven, Clare Rahm, Kathleen Mooney

• **INTRODUCTIONS**

• **THE ROLE OF THE CDC ADVISORY COMMITTEE**

- Collection of feedback
- Sounding board or litmus test of ideas

• **LOSS OF CCAMPIS GRANT**

- Originally received for 4 years
- Grant proposal written and submitted in June
- Non-award announcement on October 1<sup>st</sup>
- Some program enhancements will no longer be offered
- Scholarships are no longer available
- Intend to apply again in the future

• **FISCAL YEAR 2013 SUMMARY (July 1, 2012 – June 30, 2013)**

**Accomplishments**

- Held 2 book fairs which allowed parents to buy books for their children and the Center received 20 new books. Also had a pie fundraiser, through Gordon Food Services, to raise funds for the teacher appreciation award. We raised around \$600.00.
- Renewed SUTQ star 2 rating, receiving \$6000.00 to support the center operations.

- CSU students from education, psychology, Physical Therapy, Music and Speech & Hearing departments participated in child/room observations and we hosted 2 CSU student teachers.
- Installed shade canopy on the playground.
- CCAMPIS grant gave scholarship tuition to 12 families which totaled approximately \$53,710 and 4 teachers received scholarship monies (totaling \$10, 522) for ECE classes that they were registered for.
- Hosted family events through monies granted by the CCAMPIS grant which included a back to school carnival, holiday movie event and a graduation ceremony for Pre-K children graduation to kindergarten in the fall.
- CCAMPIS grant also provided funding to continue the music class, swim lessons continue, each teacher's membership to Ohio Early Learning Association and send 4 staff to the 4 day OAEYC conference in Columbus.

<b>Enrollment Data</b>	<b>FY13</b>
CSU Students	32
CSU Faculty/Staff/Alumni	18
Community Members	18
Total	68

### Financial Data

	<b>FY12 Actual</b>	<b>FY13 Budget</b>	<b>FY13 Actual</b>
Revenue	\$561,662	\$571,069.00	\$530,298
Expense	\$578,648	\$ 562,522.00	\$556,010
Net Profit/Loss	(\$16,986)	\$8, 547	(\$25,712)

In response to the budget shortfall in FY2013, programmatic changes made for the current fiscal year, including elimination of enrollment for parents with less than 4 hours of care needed, restricting part-time enrollments to student parents only in an effort to stabilize, and better management of the waitlist so empty enrollment slots are being filled with new families in a more timely manner.

- **Discussion**

- Infant care
  - Subsidized by the enrollment in other classrooms
  - It is currently under review
  - Families of multiple children may not choose CDC
  - Great employee benefit
  - Faculty/Staff and community rate should be market rate.
  - Who would be impacted if we closed the infant room?
- Concerns
  - Lots of teachers are leaving
  - Letter from disgruntled former YMCA employee
  - Gaps in leadership

- New teachers seem good.
    - Growing frustration with lack of consistent leadership over the years.
    - Kate assessed other parents and provided information to the committee with a written state about issues which jeopardize the quality of service
      - Faulty leadership
      - Change needs to be handled properly
      - 2 years ago complaints about absence of Director—full 2 months before parents were told anything about Kelly’s absence.
      - Access to teacher phones is not helpful
      - Stacey failed in her job—disappointing that the hire was so poor
      - 10 people have left including 4 of the 5 lead teachers.
      - Spoke to 5 former teachers who felt that accreditation was in jeopardy.
      - Amanda wasn’t permitted to serve full-time.
      - October 24 letter delivered on November 1 after Amanda had left.
      - Less attention and less commitment from the YMCA.
      - Want to know what the long term plan is.
      - It has been way too long with way too much decline and they (YMCA) is at a crossroad and it needs to be repaired or it will fall apart.
      - All of the promises have not been kept.
      - Salaries are too low.
  - Janet—from YMCA
    - Apologized
    - New director, Christine Vidal, will be fully transitioned by November 25, 2013
    - Thanked them for the information.
    - Janet stated she had data regarding salaries.
  - Strategies to address issues
    - CSU will be monitoring progress towards correction.
    - Life Cubby— a closed social media product for child care centers- was to be launched in September—Kathleen says November.
- **Information from Parent Survey Fall 2013**  
 55 surveys were distributed to parents. As of November 11, fifteen surveys had been returned and the following is the information received.
- **How is the CDC fulfilling the needs of parents and children?**
    - Confidence that child is in a safe place and happy at school.
    - Child likes her teachers.
    - Learning a lot during the time she has been at the DCD.
    - CDC cares about the medical records of the children.
    - CDC is considerate of religious beliefs.
    - Teachers are very caring and providing a good education.
    - Believe child is learning the basics of socialization and communication.
    - Seeing growth—educational and social—of child.
    - Safety and education.
    - Location and schedule is convenient.

- **Concerns—Administration**
  - The greatest concern is the lack of a formal, dedicated Director
    - Causes lack of organization of the center, teachers, assistants, classrooms, children.
  - The lack of director and direction of the center has caused teachers to get frustrated and leave.
  - The teachers and kids need a director who will support them.
  - Would like to see the new Director have ties to the CSU CDC and be someone who has shown loyalty and dedication.
  - No true leadership.
  - Lack of care for current (past) teachers and personnel. Unhappy teachers cause unhappy classrooms.
  - Too many changes.
  - Lack of organization.
  - Part-time directors.
  - Uncertainty over who will be the Director of the CDC, how long it will take to get someone in place, and what direction the Center will take.
  - Availability is poor.
  - Difficult to obtain information and have concerns addressed because there is no full-time Director.
  - Concerned about continuous change of administration—what is the YMCA’s long term solution to this recurring issue?
  - No one there to answer the phone.
  - Rotating hours to cover the front office which still does not result in full-time coverage.
  - The constant changes in Director and teachers is causing stress to our children. Disorganized administration has impacted the Center and created a chain reaction.
  
- **Concerns—Communication**
  - “I have no clue if/what is being taught in the classroom. There is little to no communication. I rarely hear about potty training, naps, meals, etc., unless I ask.”
  - Lack of communication—It’s been a year since I’ve had a parent/teacher conference.
  - I am assuming that my child’s needs are being met, but I can’t say for certain.
  - The teachers don’t communicate to parents what their child is being taught.
  - Administration does not inform parents in a timely manner when there are changes affecting the center (director).
  - Parents want to be provided more information regarding the search for the new Director.
  - Looking for information from teachers about how to handle disciplinary problems at home, and not receiving help.
  - Not receiving any information about child’s development, improvements, etc.
  - Would like monthly meetings with teachers to receive important information.
  - Through the past 3 Center Directors, the parents have NOT been informed of changed in leadership in a timely or professional manner.
  
- **Concerns—Safety**

- “On more than one occasion I have seen a child leave the room. The first time the teacher was concerned. The second time, the teacher was only mildly concerned.”  
\*This applies to one room which several parents have voiced concerns about.
- I.D.’s not being verified at the front desk. Worried that strangers will gain access because there is no one in the front office at all times.
- **Concerns—Discipline**
  - I often feel that the classroom is very chaotic and the kids are running the show.
- **Concerns—Education**
  - Lack of information about what is being taught.
  - Concerned that discipline issues take precedence over education.
  - Concerned that some of the teachers are very inexperienced.
  - No longer teaching sign language in the infant room?
  - Not sure how much focus is placed on LEARNING in the infant room.
  - Would like to see more homework sent with the children on weekends.
  - A set curriculum for each week within the classroom. This used to occur but is no longer being practiced.
- **Concerns—Cost**
  - Fee increase.
  - No longer have CCampis Scholarship available
- **Concerns—Hygiene**
  - Providing Pre-school children assistance with cleaning (wiping) after using the bathroom.
  - Sick children being allowed to attend the center—unsanitary situation when noses aren’t wiped and hands aren’t cleaned.
  - The cleanliness of the Center needs IMMEDIATE attention.
- **Concerns—Other**
  - “(Child) has been coming here since she was (very young). We’d been very pleased until this summer. I think things can turn around. I’m just not sure how long we are willing to wait.”
  - Would like to be able to register as part-time for some months and full-time for others.
  - Would like to have night hours at the CDC to help CSU students taking night classes.
  - Concerned that the classrooms are under-staffed and that the teachers are asked to work long hours.
  - Consistency with teachers. Minimizing the changes in staff.
  - Hand scanner is not working for parent(s) but no one is in the front office to help.
  - There is concern from several parents regarding the teachers in Toddler 2 particularly to the supervision of the children, communication between parents and teachers, and the lack of curriculum being taught.
  - Presentation and upkeep of the CDC. (Carpet stains, disorganized rooms, walls not updated or decorated as they had been previously, cubbies breaking, overall appearance is the poorest in 6 years.)

**CSU**

**Child  
Development  
Center**

**Y** YMCA  
of Greater Cleveland

- Concerned about the menu for meals at the Center. Without consistent leadership, there is a lack of attention to detail.