



8/24/22 Waitlist Meeting Notes

AGE GROUP	FULLY STAFFED CLASSROOM CAPACITY	SEPTEMBER ENROLLMENT	CURRENT NUMBER ON WAITLIST
Infants	128	76	109
Toddlers	110	110	19
Early Preschool	132	95	6
Preschool	100	67	5
Kindergarten Prep	100	57	2
Total	570	405	141

Waitlist Variables

- Families are placed on the waitlist in order of application date. We consider application date, requested start date, sibling enrollment, staffing, and classroom capacity when we make our offers.

Frequently Asked Questions

- Why does the JCCC no longer allow parents to decline spaces and remain on the waitlist with a revised start date?**
 - This decision was made in collaboration with the client. Allowing families to continue to sit on the waitlist and delay their start dates slowed down our offer process and our waitlist movement. We want there to be a consistent cadence of movement off the waitlist that is reflective of the pace at which we offer spaces. We ask that families are thoughtful and accurate when providing start dates so that we can be as informed as possible when offering spaces. Prior to a formal offer of space being made, families are encouraged to reach out to Sidney Johnson, Enrollment Manager, if you would like to adjust your start date. You can do this and maintain your original application date as long as it is before an offer of space is made.

- **How did someone with a later application date receive a space before me?**
 - We offer spaces in order of application date, but we do consider other variables in our offering. Requested start date will also help determine if an offer of space will be made to a family. We only offer spaces to families who will use the space when it is available, and we do not hold spaces for families with desired start dates months after the start date of a space. For example, if Parent A is on the waitlist with a January application date and requested start date for December, Parent A will not be offered a space in August. If Parent B is on the waitlist with a May application date and a requested start date for August, that parent may be offered the space if no one with an earlier application date needs a space in August.
- **Why does the JCCC no longer offer sibling priority? When was this communicated?**
 - This was a decision that was made in partnership with the client, and it was communicated in both the April and July waitlist updates. We recognize that the shift in language from “sibling priority” to “sibling enrollment” was subtle, and the difference between the two was unclear for many families. Due to the high volume of families that we serve and the number of families who do have siblings enrolled at the center, we removed sibling priority so that all employees have equal access to the childcare benefit. However, sibling enrollment is still a variable we may consider in the event that multiple families have the same application date and similar desired start dates.
- **My desired start date is a few months away. Can you tell me what my chances are of being offered a space?**
 - Because variables at the center are often changing, we are often not able to predict months in advance if a space will be available. For some programs, we will not have spaces available until we have been able to hire new staff. For other programs, spaces coming available will depend on withdrawals. We will always err on the side of caution when sharing information because we do know that families make plans around what we say, and we never want to disappoint our families if information shared were to ever change. You will hear from us when we know for sure that we have a space for your child. In the meantime, we encourage all families to secure alternate care while you wait.
- **What is the center doing to recruit teachers and open up more classrooms?**
 - We have found a lot of success with our hiring events, and Bright Horizons also has a competitive benefit and compensation package to recruit new hires. We are so happy that we were able to hire staff to open even more classrooms than we thought for August, but recently, we have seen fewer applications coming in for fall and winter. Any new applicants will need to be screened and trained because we want to also make sure that we are hiring quality teachers and

support staff for our center. This is why we are not sure how many additional staff will be hired and ready to open up classrooms in the coming months.

- **When will tours of the center available?**
 - We are excited to announce the return of tours! Our in-person tours will take place on Tuesdays from 10:30-11:30 and 3-4 and Thursdays from 10:30-11:30. Our virtual tour will take place on Thursdays from 3-4. For in-person tours, we can allow one parent/guardian and a plus one, and we ask that you leave your little ones at home. Because we will be in the center for over 15 minutes, we also ask that you wear a mask while inside the building. You can sign up for tours [here](#).
- **What about families who are adopting and don't have a start date?**
 - Families who are adopting remain on the waitlist in order of their application date, and we will only offer a space once we have an official requested start date. Until then, your start date will be TBD, and we will wait for the good news of a requested start date when you have one.
- **Will you hold spaces for twins?**
 - In the event that a space is available and a family with twins is next to receive a space, we are not able to hold that space and wait for another to come available. In this case, we will reach out to the family to see if they would like to be offered the space or if they would like us to wait to make an offer until we have 2 spaces with similar start dates.
- **Scenario: Parent A has an application date in January with a desired date Of August 15, and Parent B has an application date in March with a desired start date of August 1. If the JCCC has a space for August 1, who will receive the space?**
 - In this case, Parent A would receive the space. This is one example of why we state that requested start dates are not guaranteed. In this scenario, we would offer the space to Parent A with an August 1 start date, and Parent A would have 30 days from the start date of the space before their child must be in attendance at the center. This means that they would start paying for August 1, but they could bring their child in on their desired start date of August 15. We don't hold spaces for families, but we will offer spaces with that 30-day attendance grace period in mind.
- **Where can I find my requested start date?**
 - If you have forgotten what you requested, you can check your pre-registration form that you sent to jcccenrollment.chickfila@gmail.com, or you can check your inbox for your waitlist receipt, which will state your application date, requested start date, and age group waitlist.
- **Do you have meaningful waitlist data you can share? Can you share median days on the waitlist for each age group?**

- We analyze various data points monthly and share our analytics report with the client. This information is for internal use only. We will share waitlist numbers with parents in our quarterly updates and can share enrollment numbers to show how close we are to capacity in each of our programs. Due to the variability of the wait, median days on the waitlist for each age group would not be indicative of a family's expected wait. For example, many families on our infant list join a year in advance of needing a space, but that does not mean that the wait for an infant space is 1 year.
- **If my requested start date is February 1 and a space isn't available until March 1, will I still be offered a space?**
 - When offering a space, we consider who will be able to use the space at the time that it is available. In this case, you would be offered the space (assuming your application date is next) because you would use the space when it is available.
- **What is the best way to receive updates about the waitlist?**
 - We send updates each quarter; the most recent updates were sent in April and July. In both of these communications, we shared that we no longer offer sibling priority and no longer allow families to decline offers and remain on the waitlist with a revised start date. We ask that families read each waitlist communication in its entirety so that you can keep up to date on any changes to our waitlist process.
- **How often do classroom move-ups happen?**
 - We typically transition in August. Our KPrep children will transition out in August when they are ready to start kindergarten, and when we are at capacity, we have no room for upward movement until those students leave. This forces us to do August transitions. Right now, we are able to do some interim transitions because spaces come available periodically as classrooms are being staffed and reopened. This has allowed us to move some children up throughout the year to make space in younger programs that might be more full. We will likely be able to continue to do some interim transitions this year, but most of the children will still transition in August.
- **Can we find out exactly where we are on the waitlist?**
 - Because there are multiple variables to consider when offering spaces, a family's number on the waitlist is not necessarily indicative of when they will be offered a space. Families are on the waitlist based on application date, but, as discussed previously, there are instances where a family with a later application date may receive a spot before someone with an earlier application date.
- **If our child ages up on the waitlist, will they automatically move over and does that impact my space on the list?**
 - We transition the waitlist every August just like we transition the children in the center. Children will transition to the next waitlist based on the year they will

start kindergarten, and all the children of that same year will transition with them. When your child transitions to the next waitlist, you will receive a notice stating that they have transitioned, and you will be placed on that waitlist in order of application date.