The University at Buffalo Child Care Center is committed to providing exceptional child care for students and employee families of the State University at Buffalo and families of Western New York.
University at Buffalo
Child Care Center

Annual Meeting
January 15, 2015
Committee Structure

- Finance
- Program
- Marketing
- Development
- By-Laws
- Personnel
- Leadership
The UBCCC Board of Directors

• Introduction of members

Christopher Connor
Brian Hines
Beth Rogan
Elizabeth Bittar
Esther Eagan
Stella Fey
Jason Goodman
Dawn Reed

Kathleen Heckman
Jennifer Hess
Elizabeth Lidano
Carrie Racsummerger
Jennifer Temple
Elizabeth White
Andrew Wilcox
Jeff Balcom
Agenda

1. Welcome- Elizabeth Lidano
2. President’s Update - Christopher Connor
3. Climate Survey-Amy Myzka
4. Planning for Future of UBCCC - Christopher Connor
5. Center Update- Kathi James
7. Board Election-Elizabeth Lidano
8. Q & A
UBCCC Board of Directors
President’s Update
Summary of Climate Survey Results
2010, 2013, 2014

Amy Myszka
Characteristics of the Trust Model

**Credibility**
- Communications are open and accessible
- Competence in coordinating human and material resources
- Integrity in carrying out vision with consistency

**Respect**
- Supporting professional development and showing appreciation
- Collaboration with employees on relevant decisions
- Caring for employees as individuals with personal lives

**Fairness**
- Equity - balanced treatment for all in terms of rewards
- Impartiality - absence of favoritism in hiring and promotions
- Justice - lack of discrimination and process for appeals

**Pride**
- In personal job, individual contributions
- In work produced by one’s team or work group
- In the organization’s products and standing in the community

**Camaraderie**
- Ability to be oneself
- Socially friendly and welcoming atmosphere
- Sense of “family” or “team”
Response Rate

- December 2010
  - 36 Responses
- March 2013
  - 30 Responses
- August 2014
  - 54 Responses
Areas of Focus

2010

- Communication
- Trust
- Senior Leadership
- Performance Issues
- Advancement Opportunities
- Compensation

2013

- Communication
- Trust
- Performance Issues
- Advancement Opportunities
- Compensation
Areas of Focus 2014

- Communication
- Trust
- Senior Leadership
- Performance Issues
- Advancement Opportunities
- Compensation
- Tools/Workspace
There is honest and clear communication between employees and supervisors at the center.
I feel like I can give constructive feedback and input without fear of retribution.
Positive Trends

- Pride
- Satisfaction with working environment
- Professional development
- Work/life flexibility
- Recognition - feel valued
Parent Climate Survey

High Level of Satisfaction

• Centers are well maintained
• Curriculum
• Teaching teams

Areas in Need of Focus

• Communication
  * Policies
  * Information from teachers

Next Steps:

• Conduct focus groups with parents
• Discuss your ideas for improvements
Areas of Strength

- Teachers and quality of programming
  - assessment and parental feedback

- School age preparation

- University learning environment
  - opportunities
  - programming

- Affordability
Identified Areas of Improvement

- Infrastructural support
  - organizational
    - staffing
    - board structure and composition
  - technology
    - Procare

- Enrollment Management
  - demand (i.e. infant room)
  - finance
  - marketing

- Inclusion
  - Additional focus groups
    - teachers, staff, parents,
  - Town halls
Identified Areas of Improvement

● Communication
  ○ Helping Hands Committee Newsletter
  ○ Website
  ○ Updates, personnel changes, information (i.e. board minutes)
    ■ Confidentiality vs. informative

● Personnel
  ○ Retention and recruitment of our teachers
    ■ wage scale assessment and compensation packages
    ■ investing in personal and professional development
    ■ climate and culture of our center
Identified Areas of Improvement

- Safety and Compliance
  - policies, protocols and procedures
- Fiscal management
- Strengthen connection to UB community
Implementation

- UBCCC Strategic Development Subcommittee
  - Foundations of UBCCC
    - RFP
  - Operations and personnel
    - Administrative and Management
      - staffing
  - Enrollment
  - Culture and climate assessment

- Board Committees
  - opportunities for non-board volunteers

- Venues for feedback and input
  - focus groups, town halls, etc.
Financial Report

Beth Rogan
2014-2015 PROJECTED REVENUE

$2.66M

- Tuition & Fees: 76.6%
- Donations: 13.5%
- Grants: 9.6%
- Miscellaneous: 0.2%
2014-2015 Projected Expenses
$2.65M

- Salaries and Benefits: 68%
- Rent: 12%
- Student Meals & Snacks: 10%
- Operating Costs: 8%
- Staff Development: 1%
- Field Trips & Summer Camps: 1%
Center Update

Kathi James
“When all is said and done, I just want to know that my child is happy when he is at UBCCC”
Field Trips & Learning Experiences
Campus & Community Collaborations
School Age Program
Development of a High Performing Team
Board Elections

Candidates:

Stella Fey
Jason Goodman
Jennifer Temple
Yuke Tjandra
Scott Ludtka

Jacqualine Berger
Sherene Milizia
Christina Bleckinger
Questions?

Feedback Welcome:

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