The mission of Campus Child Center is to provide an exceptional care and learning environment for the children of University of Wisconsin – La Crosse students and employees. The Campus Child Center concentrated on this mission when it was first established in 1985 and this focus continues to this day.

Quality care begins with the people providing it. Campus Child Center has a history of staff longevity – something unique in the field of early childhood education. With their educational background in early childhood education and child growth and development and their years of experience in the field, the Campus Child Center lead teaching staff combine their knowledge with their passion to continue to fulfill our mission each and every day as they serve our children and families. With a collective total of 146 years at the center, the lead teaching and administrative staff individually hold the following number of years of work experience at the center: 19, 19, 23, 24, 30, and 31 years.

Continuing with the “theme” of numbers, the following may also be of interest:

- During the 2015-16 school year, we served 102 children from 78 families.
- We employed 69 UW-L students as our teacher assistants.
- 83% of our student employees strongly agreed and 17% of our student employees agreed that their work at the center has a positive impact on their future career.
- 3 of our lead teachers and our director served on local and/or regional boards related to the care and education of young children.
- 3 of our lead teachers and our director participated in S.M.A.R.T. training, which is a program designed to help spark and engage our children’s brain power.
- 26 UW-L students completed fieldstudy and/or student teaching placements at the center. Each placement ranged from 30 hours to 140 hours per semester.

The Wisconsin Model Early Learning Standards continue to serve as our foundation for curriculum development. This set of standards assist us as we plan for and incorporate concepts, skills, and activities that support and strengthen our children’s:

- Physical and Motor Development
- Skills in Sensory Organization
- Social and Emotional Development
- Language and Communication Skills
- Approaches to Learning
- Cognition and General Knowledge

With these five domains as our foundation, we developed thematic units of study for the children ranging from “Acting” to “The Pond” to “People in Our Community.” Through these units of study our children were encouraged to manipulate the objects in the environment; to repeat, refine and elaborate on their experiences and activities; to form ideas about relationships, attributes, and patterns in elements surrounding them; to compare and describe objects and
concepts; to imagine and create; to generate solutions and apply those solutions to problems; to communicate with others; to listen to the ideas and perspectives of others; to move with increasing strength, control, coordination, and balance; to understand one’s own emotions and to be aware of the emotions of others’; and to regulate one’s responses to the environment. In more child-friendly terms, our children could be found playing, exploring, manipulating objects using a variety of senses, creating, using their muscles, working on kindness and cooperation, working toward skills in independence, leaning on others for help (interdependence), involved in conversations and discussions, and exploring and appreciating the natural world around them. Woven into these units of study were elements of art, music, drama, math, science, literacy, motor development, and social and emotional development. Our children received visits from police officers and firefighters, Great Danes and puppies, guitar and violin players, and cooks and bakers, to name a few. We toured an exercise facility, explored the “behind-the-scenes” elements of a theater, played the Korean drums, and visited a family farm.

One of the essential elements needed for the provision of exceptional care is that of establishing and maintaining strong partnerships with the families we serve. The results of our annual program evaluation (please see Appendix A for program evaluation results) indicate that strong relationships between program staff and families exist. Additionally, our annual meeting provides us the opportunity to use this partnership as we reflect upon our year, celebrate success, and set goals and direction for the future (please see Appendix B for the minutes of the annual meeting).

The willingness and capacity to work with others in our local early childhood community is also an indicator of high quality care. Our staff members continue to serve as guest speakers in early childhood classes here on campus, on the leadership team for the Great Rivers Association for the Education of Young Children, as organizers for Super Saturday (which is a one-day early childhood training session held here in La Crosse), and on the Board of Directors for the Parenting Place.

At this point in last year’s year-end report, we acknowledged a few challenges. We spoke of functioning at capacity, with more full-time (9-10 hour/day) care being provided than in previous years. We talked about the need to adhere to continuous program and child assessment and to use this assessment for continued program growth. We acknowledged that this commitment takes time – time that is hard to carve out of an already very busy day. We shared the fact that our children bring a variety of unique needs and abilities to our setting and that at some times of our day, these needs and abilities require specialized care and attention between an adult and a child. These were challenges that we faced in the past and continued to face during the 2015-16 school year. Some of these challenges will continue into the future.

Challenges also bring hope for growth and solutions. For several years we discussed the possibility of adding an additional staff member in the form of an associate teacher – someone who is teacher-certified, has experience with young children, and is capable of stepping into any role and assisting in any way needed. After several years of planning, we are pleased to report that this person will be joining us in the fall of 2016. We look forward to the many possibilities an extra set of hands and a new perspective will bring to our program.

As mentioned at the very beginning of this report, we have a strong history of longevity in staff. This is being a bit disrupted at the close of this year as our director retires from the field and from our program. Gone too, will be our school grandparents, Steven and Marian Pavela. The Pavela’s have served as our school grandparents for 24 years and we couldn’t have asked for a more dedicated set of school grandparents. And as our first (and so far, only) set of school grandparents, they helped us navigate the world of intergenerational relationships. They have set a high standard for the next set of school grandparents and have thoroughly reminded us of this very important aspect of our program.

We are very pleased to introduce Dawn Hays as the next director of Campus Child Center. Her tenure in the position will begin in July of 2016. Dawn is not new to our program. Dawn joined our team in 1992, first serving as a substitute teacher, and following quickly as the daily “closer” for our program. Very shortly after assuming those two positions, she accepted the role as our fulltime two-year-old teacher. Dawn is very familiar not only with our program and our children and families, but is also very well-versed in state licensing regulations, national accreditation standards, and the
history and traditions of our center. We trust that she will do an excellent job of leading our very strong and exceptionally talented teaching team into the future.

We are very pleased and proud to have served our campus community for the past 31 years. The goal of Campus Child Center has been and continues to be that of creating and maintaining a place for the exceptional care and education of young children. We are certain that the foundation is established and that goal will continue to be met for many more years ahead.

Appendix A

2015-16 Program Evaluation Results

1. The center staff maintains a safe and healthy environment that promotes my child's well-being.
   - Strongly Agree: 94%
   - Agree: 6%
   - Neither Agree nor Disagree: 0%
   - Disagree: 0%
   - Strongly Disagree: 0%

2. The sound of laughter is evident in the center.
   - Strongly Agree: 71%
   - Agree: 25%
   - Neither Agree nor Disagree: 4%
   - Disagree: 0%
   - Strongly Disagree: 0%

3. Communication between the center staff and my family is effective.
   - Strongly Agree: 58%
   - Agree: 40%
   - Neither Agree nor Disagree: 4%
   - Disagree: 2%
   - Strongly Disagree: 0%

4. Center staff offer a variety of activities that encourage my child to explore, discover, and solve problems.
   - Strongly Agree: 90%
   - Agree: 8%
   - Neither Agree nor Disagree: 2%
   - Disagree: 0%
   - Strongly Disagree: 0%

5. My child is provided time for creative expression.
   - Strongly Agree: 83%
   - Agree: 15%
   - Neither Agree nor Disagree: 2%
   - Disagree: 0%
   - Strongly Disagree: 0%
6. I am informed of center happenings and events and participate in them whenever possible.
   - Strongly Agree: 75%
   - Agree: 25%
   - Niether Agree nor Disagree: 0%
   - Disagree: 0%
   - Strongly Disagree: 0%

7. I feel welcome at the center at any time.
   - Strongly Agree: 83%
   - Agree: 15%
   - Niether Agree nor Disagree: 2%
   - Disagree: 0%
   - Strongly Disagree: 0%

8. Teaching staff keep me informed concerning my child's growth and development.
   - Strongly Agree: 48%
   - Agree: 46%
   - Niether Agree nor Disagree: 6%
   - Disagree: 0%
   - Strongly Disagree: 0%

   - Strongly Agree: 92%
   - Agree: 6%
   - Niether Agree nor Disagree: 2%
   - Disagree: 0%
   - Strongly Disagree: 0%

10. I am comfortable sharing my ideas and/or concerns with program staff.
    - Strongly Agree: 71%
    - Agree: 27%
    - Niether Agree nor Disagree: 2%
    - Disagree: 0%
    - Strongly Disagree: 0%

11. The center staff informs me of services and/or resources available in our community related to young children and/or their families.
    - Strongly Agree: 33%
    - Agree: 54%
    - Niether Agree nor Disagree: 13%
    - Disagree: 0%
    - Strongly Disagree: 0%

12. My child's curiosity and desire to learn are supported and encouraged by center staff.
    - Strongly Agree: 87%
    - Agree: 11%
    - Niether Agree nor Disagree: 2%
13. Please add comments here for any item to which your response was "disagree" or "strongly disagree."
-Dawn's group having note books makes it easy to be more connected. I believe this a great way to also know how the child is doing. I don't see that other groups do this so much.

-None of those here. :)

-I would like to know more about what's happening in Kate's group, so that the daily note said something other than what's posted in the curriculum for that day. I would also like a poster board with student staff names, and I'd like them to wear name tags visible at all times. It bothers me that my son doesn't know the names of all his teachers. I also hope more field trips will be possible.

-There are some weeks when I don't see my child's teacher at all as our schedules differ. Notebooks are helpful.

14. Center staff members support me in my role as parent.
   Strongly Agree: 65%
   Agree: 33%
   Niether Agree nor Disagree: 2%
   Disagree: 0%
   Strongly Disagree: 0%

15. Please respond to the following phrase: Looking toward the future of Campus Child Center, I think...
...the center is going to go through some changes and growth as a result of the Sue Wrobel's retirement. However, with the dedicated staff and teachers, I believe that the transition will be smooth and the Center will continue to be a wonderful place for children to learn and grow.
...I am lucky to have my child at the CCC. We will miss Sue but know that she will leave the center in good hands.
...the center provides a creative, loving, and safe environment from my son to learn and grow. I hope a director is found that can continue to run the center as well as Sue.
...Who will be the next director and how will the center change as a result? How can the center change for the better (not sure what this means or look like)? I also think about having better/strong security. I am worried about the kids' safety.
...Sue will be missed hugely. :(...I think the center is really a great place for children to learn and grow. One thing I wouldn't mind seeing is maybe more notice and explanation about activities.
...things look good.
...We will certainly miss Sue's leadership, but we are convinced that CCC will remain as excellent as it is.
...it should continue its current curriculum to meet the multiple developmental needs of our children.
...that the Center has a wonderful, positive history of educating young children! I will always be thankful that my child had the experience of learning here!
...the Center will continue to be a great place for children to explore, learn, and grow.
...Sue will be greatly missed, and difficult to replace.
...I'll miss Sue! I hope new teachers will be a good fit to the CCC family. I hope they can find high quality high caliber teachers that will stay and grow with the kids over time and they can maintain consistency they always have.
...Continuing a garden will be very important. Green space and watching growth are so healthy.
...This place is awesome and you should keep up the great work
...That Sue Wrobel will be sorely missed! We would love to see regular hours over breaks such as spring break.
...We will miss Sue's leadership! I do hope that her good work will continue even after her retirement
...an expansion is in order. There are a lot of faculty/students who are unable to obtain a spot for their children. I believe the Center should do its best to accommodate the entire campus. Related to that issue is summer availability. A number of 12-month employees have children, and must find care elsewhere during the summer months. It would be ideal to send the children to the campus center.
...the Center should find a well seasoned Director to fill Sue's shoes when she retires. A hard act to follow! It will need someone hardy enough to stand up to the Administration here, and system-wide if need be, but soft enough to be kind, loving, and passionate about children.
...it would be hugely beneficial to the campus community to expand the toddler room to serve more families.

...my child will receive high quality care and key programming which helps with her development.

...the transition to having a new director will be crucial! Those are big shoes to fill and I hope the overall quality and atmosphere of the center do not change significantly!

...it is a wonderful place and the only place I feel comfortable taking my child.

...it would be good to reconsider school age care.

...I hope the transition to new leadership is smooth and that its overall spirit, vision and direction will remain intact.

...it will continue to be a welcoming and positive environment for children, parents and staff, yet, may be constrained because of state budget cuts.

...that whoever takes over for Sue is going to have some big shoes to fill. :( But yay retirement! :)

...the price it costs to send my child to the CCC may be too expensive and I may have to look elsewhere for care.

...we will miss Sue very much. She has created such an incredible environment and leads her team so effortlessly. She is approachable and very present with the children, student staff and lead teachers. ...I am confident that the school will continue thrive because of her leadership and look forward to having our second child grow, learn and play at CCC.

16. Please add any additional comment you may have below.

-Thank you for all that you do! We are very happy that our child is at the UWL child center.

-I am glad that our child had the opportunity to spend two wonderful years at the Center. I am only hoping that LaX school district can live up to the high expectations that the Center has made in our minds

-Would it be possible to receive itemized bills each month instead of just the price we owe? All other bills I receive in life are itemized.

-I would also like to see the return of school age kids being able to come to the center on school days off.

-All of the staff are wonderful teachers and people. Kids and parents are lucky to have them! A big thanks to Sue for leading the show for so many years, Kim, Dawn, Angela, Kate, and Cindy.

-Thank you so much for everything that everyone does there to create such a fun place for our girls to learn and grow. They love it there!

-I would appreciate if the staff would revisit the idea of having a more secure entrance (e.g., with a keypad passcode) to protect our children as much as possible.

-Awesome place. Honored to be a part of your school. We will miss you when we go to kindergarten.

-This is the easiest satisfaction survey to complete given my continuous high satisfaction with the CCC.

-One thing that has been really lacking now that my son moved to Kate's and then Cindy's group, is the decrease in communication between teaching staff and myself as a parent. When I pick him up, it is often just the student staff, and no one updates me on the day. This is honestly disappointing, as I would really like to know more about how his day was, and can't always rely on a 4 year old for the full story :) I wish there was another form of communication. I know Angela and Dawn used notebooks to jot down behaviors and activities of the day. I would like some record that communicates the social and emotional growth of my child at the center. This would be a helpful tool!

-I greatly appreciate the center staff members and teachers taking the children to play outside on a regular basis, even in the cold and snow!

-I couldn't be happier with the care my child receives at the UWL Childcare center!

-Any chance for plants or fish inside? Thanks for your tremendous work, Sue!

-My kids are very happy here😀

-We're beyond pleased with the center, they have met our needs well and we appreciate the cheerful learning environment and wonderfully dedicated staff.
A true test of the quality care and communication of the Center came last semester with the bomb scare (false alarm, thankfully!). It's easy to say that all is great when everything is going well, but when difficult situations arise, how those are dealt with speaks volumes. This situation was handled so well, from keeping the kids calm and safe to keeping parents well informed. Everyone and everything about the Campus Childcare Center is wonderful and far exceeds expectations. Thank you for all you do for my children to help them grow into awesome little people. I wish you did Kindergarten at the Center too, because I don't think I will be ready for my kids to leave when that time comes.

We have always advocated for summer care. My feeling from talking to parents who currently utilize the Center and community members looking for alternatives, is that summer care is a true need. Unfortunately I think the surveys have only been sent to families currently enrolled. If it went to a broader pool, say, campus wide—there might be a more realistic response. I understand the issues of finding child care workers, but I believe students would be willing to continue their service over summer. It's a true hardship to try to find affordable, QUALITY care for 3 months. That said, we adore the Center, the teachers, and the students. Keep up the fantastic work! You are all dedicated and it shows in the happiness on my child's face each day. She has never once said "I don't want to go." She looks forward to the fun activities and is excited to show me what they are learning. I would like to see more art incorporated into the curriculum, if possible.

The Campus Child Center is a wonderful place and the only place I feel comfortable taking my child. The teachers and staff are so loving and welcoming. I know my child is cared for, loved and is learning each and every day. I can't say enough about how appreciative I am of the care they all provide.

I understand why it is necessary for parents to pack lunches for children (saves money for center) yet, I really like my kids trying new and different foods and trying them without Mom and Dad watching and encouraging them. I wish there would be a way where there could be a hot lunch program a few days a week at the center which parents could sign their kids up for and pay extra for. Has this been considered? Just an idea:-)

Parking for pick up/drop off is obviously inadequate for peak times. An immediate remedy might be a parking permit that allows access to the parking lot across the street. A bike rack in front of the center would be really wonderful and very helpful.

Teachers are great!

Appendix B

Annual Meeting Minutes - May 6, 2016

The meeting began with introductions and a review of the goals established last year:

- **Work to help parents and student workers recognize and know each other.** We added a fall pizza party for our staff and families to our list of center events and found that some introductions were made that evening. We occasionally give the tags to our student staff in the early morning and late afternoon hours so that they need to connect with our parents. This is still a work in progress.

- **Check into placing a door bell with signage in the front entry for those seeking access into the center.** A new card swipe system is being installed campus-wide and the doorbell project did not get completed this year.

- **Enhance the use of technology as a tool of communication.** We have found email messages to be an effective tool for communication. Our website remains up-to-date and filled with important information that can be accessed at any time. We occasionally communicate via text messages also.

- **Publish one of the past parenting series.** A new parenting series was published and seemed well-received.

- **Complete the doorbell project in the front entry.** Not completed.

We discussed the results of the annual evaluation. The following comments were made:
• The feedback received in the program evaluation indicates a strong satisfaction with the program.
• There remains a desire to get to know the student staff better and mostly a need to place a name to a face.
• The communication style is different in Kate and Cindy's groups than in Kim, Dawn, and Angela's. We should work to make sure that although the amount of written communication will be less, there will still be effective communication with the families of our older children.

Additional topics discussed:

• The parenting series was appreciated and should be continued if time allows.
• Consider placing our student employees' pictures on our website under “Our People” so that our parents can put a name to a face.
• In the fall do an “FYI – Tips” that include reminders for our parents that the answer to many questions can be found on our website, to take screen shots of the information/signs posted in our entry, to pull as far forward as possible in our parking area, and that the communication style in Kate and Cindy's groups is different than in Kim, Dawn, and Angela’s groups.
• Consider having drop-off places for completed paperwork.

Based on the annual report and the ideas discussed at the annual meeting, the group established the following goals for next year:

• Continue the fall pizza party and have our students introduce themselves at this event.
• Help acclimate the new director to the center.
• Consider placing the students' pictures on our website.

Submitted by,

Kate Ottow