

# **Space Family Education, Inc.**

**2021 General Membership Meeting  
July 30, 2021**





# Board and Administration

## Administration:

- Director – Karen Holt
- Assistant Director – Teresa Gill
- Administrative Asst. – Spring Aguirre
- Program Coordinator- Karen Taylor/  
Amalia Khweis

## Outsourced Consultants:

- Bookkeeper
- CPA
- Childcare Consultant
- Human Resources
- Legal

## Board of Directors:

- President – Alex Kanelakos
- Vice President – Rubik Sheth
- Treasurer – Titus Toon
- Secretary – Dena Mahan
- Policies & Procedures – Jacob Adams



# SFEI Annual Report: Director





# SFEI Annual Report: Director



## State of the School

### – Membership

- 145 Current SFEI Members

### – Enrollment

- September 2020                      108/137
- January 2021                            118/137
- September 2021                        122/137
- 87% of capacity
- Openings in PreK 3's and 4's
- Waitlist: Many with January 2022 EED's

*Karen Holt*





# SFEI Annual Report: Director



## State of the School

### – NASA Incident Reports

- 0 Close Calls
- 4 Mishaps (teachers, 2 lost time W Comp, all recovered)
- 9 Illness Reports (1 COVID 8/20, 8 COVID 7/21)

### – NASA Training, Inspections, and Guidelines

- All staff is current on NASA required: Physicals, SATERN Training, and Blood Borne Pathogen training
- Monthly Fire Drills: Exit time 2 minutes average
- OSHA Building Safety Inspection 11/2020- No deficiencies
- Occupational Health Inspection 12/2020- No Deficiencies
- Created the JSC Child Care Center Covid 19 Plan
- Implemented mitigation measures to reduce the potential for a COVID-19 outbreak at SFEI
- Updated COVID 19 Plan to comply with JSC guidance and CDC

*Karen Holt*






# SFEI Annual Report: Director



## State of the School

### – Facility Management

- Prepared the building and trained the staff for reopening following 3-month closure 6/15/2020
  - Kitchen: New, walls, paint and flooring
  - Kitchen: New reach in cooler, new reach in freezer, new ice maker, new steam table
  - New cribs and mattresses purchased for Room 1
  - New Splash Pad maintenance contractor : Pristine Pools
- 

*Karen Holt*



# SFEI Annual Report: Director



## State of the School

### – Child Care Licensing

- 2 Injury Self Reports (required medical attention)
  - Both children returned the next day
  - No Deficiencies cited during Licensing follow up investigation
- Annual Inspection 11/2020- No Deficiencies
  - General Safety/Compliance walk through of each classroom, playground, and kitchen
  - Children’s Health Records, Employee Training Files, and Safety Drill Records examined
- All staff is current on state childcare requirements:
  - Annual Pediatric CPR/First Aid
  - Annual 24 hours continuing education training topics: supervision, discipline, allergies, SIDS, emergency procedures, Infection Control

*Karen Holt*



# SFEI Annual Report: Director



## Enrichment

- Sign Language taught 1x a week, practiced daily
- Music and Movement 1 x a week in classrooms
- Spanish language songs and words practiced daily
- Halloween Fun Day Activities and Games Classroom Rotations
- Go Texan Day Activities and Games Classroom Rotations
- St Jude's Trike-A-Thon
- Rooms 6-9 Exploring STEM concept class projects and investigations  
Rooms 1-5 Exploring STEM concept sensory activities and investigations
- Rooms 6-9: HATCH Boards, iPads, ABC Mouse, Technology used to enhance lessons, How? Why? Let's find out!
- Rooms 8-9: Kindergarten Readiness Program: Academic and Group Social Skills aligned with Kindergarten programs.
- Continued success with Bo/Bailey Curriculum Implementations

*Karen Holt*







# SFEI Annual Report: Director



## Summer Enrichment

- Splash Pad Open
- Field Trip to JSC Rocket Park
- Baytown Wetlands Wagon Presentation
- Armand Bayou Nature Center Presentation
- Magician Lanny Kibbey Performance
- Paramedic and Ambulance Presentation
- Dino Rocks! Performance
- Mad Science Presentation

*Karen Holt*



# SFEI Annual Report: Director



## Extracurricular Enrichment Activities (additional fee)

- 3's + Sports & Play (classroom groups kept separate)
- 3's + Dance Tree (classroom groups kept separate)
- 2's + Tumble Bus (on hold)
- Pre-K Educational Field Trips: (on hold)

## Parents Night Out (additional fee)

- On hold, will resume when classrooms can mix
- 1x month, dinner, snack, activities included
- 5:30pm-10:30pm

*Karen Holt*

# SFEI Annual Director Report Summary



## Annual Review (2020/2021)

- Enrollment September 20 109/137
- Enrollment January 21 118/137
- Enrollment April 21 121/137
- Enrollment September 21 119/137
- Current SFEI Members 145
- Space Act Agreement with NASA signed and approved for 5 years starting 2020

## Annual Incident Review

- 4 Teacher Mishaps, all recovered
- 2 Child Injuries, 0 deficiencies
- 0 State Licensing deficiencies
- 0 OSHA/Health related findings
- All staff current on State-Childcare and NASA Training

## Extracurriculars 2020/2021

- Sign Language, Music and Movement in individual classrooms
- Resumed Dance Tree and Sports N Play
- Fun Day events individual class rotations
- Continued success of Bo/Bailey Curriculum
- Rooms 8-9 Kindergarten Readiness Curriculum Spring/Summer

## Looking To 2021/2022

- 118/137 Children Enrolled for Fall 2021 openings in PreK 3's, and PreK 4's
- Explore Foreign Language and other extra classes
- In-House/Outdoor Field Trips
- New Program coordinator
- Family Events when approved

# 2020 Parent Survey Action Plan Results



- Invested in Brightwheel for parent communication, illness reporting, lesson plans, tuition, and attendance
- Less screen time in classrooms
- Following USDA Healthy Plate Guidelines, added more fresh foods
- Hired additional floating staff member to aid teachers in keeping classrooms clean and disinfected
- Hired additional floating substitute teacher to fill in for ill teachers
- Hired 2 new teachers with Child Development Associate Certifications
- Staff Fitness Reimbursement benefit resumed Summer 2021
- Kitchen updated and re-organized
- Staff and teachers were given a salary increase




# SFEI Annual Report: Treasurer





# SFEI Annual Report: Treasurer

## 2020-2021 Budget Focus Recap

- Board approved a tuition increase of 1% in January 2021.
  - Board did not approve any increase for teacher salaries and/or year end Teacher/Admin Bonuses to due to reduced revenue.
  - Assumed tuition as compared to prior years due to lower members attendance during COVID year.
  - Reduced the amount drop-in tuition budgeted to take into consideration of current COVID-19 environment.
  - SFEI secured a PPP loan in the amount of \$207,000. The PPP loan is eligible for full or partial forgiveness if the money is used for qualifying costs including payroll, rent, mortgage interest, or utilities.
- 



# SFEI Annual Report: Treasurer

	Actual May 2020- April 2021	Budgeted May 2020- April 2021	Difference
Total Income	1,020,778	1,000,936	19,842
Total Expenses	1,182,684	1,274,694	(92,010)
<b>Net Operating Income (Loss)</b>	<b>(161,906)</b>	<b>(273,758)</b>	<b>111,852</b>
Total Other Expenses/Depreciation	30,647	26,174	4,471
<b>Net Income (Loss)</b>	<b>(192,553)</b>	<b>(299,934)</b>	<b>107,381</b>

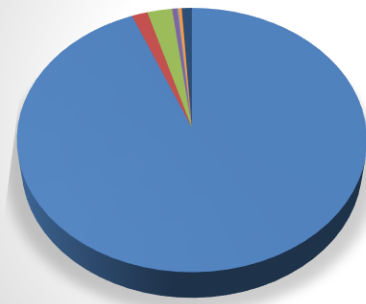
- Revenue increase over budget relates to increase in tuition and addition of new members as COVID conditions improved.
- Actual operational expenses were decreased due to reduced consumable supplies and food during reduced capacity months. In addition, SFEI discretionary budget spending was reduced.

# SFEI 2020-2021 Actual



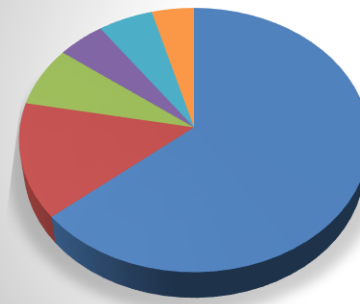
## Income vs Expenses Report

### Income (\$) Amount



- Tuition Fees
- Drop-in Fees
- State Grants
- Supply Fees
- Fund Raisers
- Member Fees
- Discounts / Credits

### Expense (\$) Amount



- Salary / Bonus
- Employee Benefits
- Kitchen & Cleaning Supplies
- Payroll Taxes
- School Supplies
- Accounting/Legal/Consultant/Liability

Category	Income (\$) Amount	%
Tuition Fees	\$ 1,113,458	109%
Drop-in Fees	\$ 6,121	1%
State Grants	\$ 4,713	0%
Supply Fees	\$ 5,775	1%
Fund Raisers	\$ 742	0%
Member Fees	\$ 3,455	0%
Discounts / Credits	\$ (113,486)	-11%
<b>Total Income</b>	<b>\$ 1,020,778</b>	<b>100%</b>

Category	Expense (\$) Amount	%
Salary / Bonus	\$ 815,355	69%
Employee Benefits	\$ 148,724	13%
Kitchen & Cleaning Supplies	\$ 59,945	5%
Payroll Taxes	\$ 59,561	5%
School Supplies	\$ 38,354	3%
Accounting/Legal/Consultant/Liability	\$ 60,745	5%
<b>Total Operating Expenses</b>	<b>\$ 1,182,684</b>	<b>100%</b>


**\*Results in \$161,906 in Net Operating Loss**





# SFEI Annual Report: Treasurer

## 2021-2022 Budget Focus Items

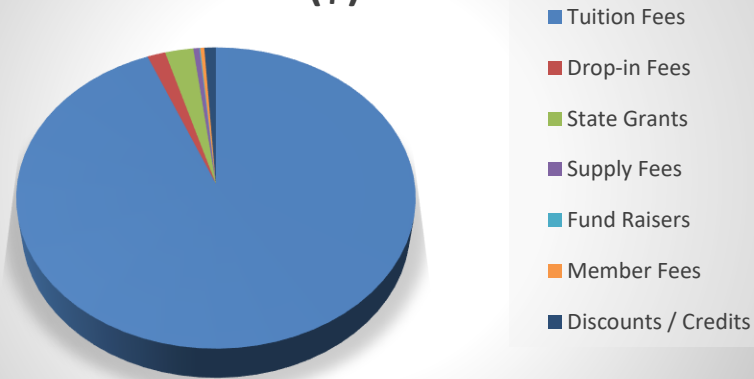
- Board approved a tuition increase of 1% for the 2021/2022 school year.
  - Assumes a 93% capacity of membership.
  - Increase also help offset the continual increase of insurance costs and salary increases.
  - Board did approve an increase for teacher salaries of 9% and year end Teacher/Admin Bonuses.
  - Did not reinstate week of vacation reimbursement, which saves SFEI about \$12,000 per year.
  - Tuition increase of 1% will not cover all these additional costs, but SFEI plans to slowly eat into the remaining excess funds not allocated
  - SFEI secured an additional PPP loan in the amount of \$207,000. The PPP loan is eligible for full or partial forgiveness if the money is used for qualifying costs including payroll, rent, mortgage interest, or utilities.
- 

# SFEI Proposed Budget 2021-2022

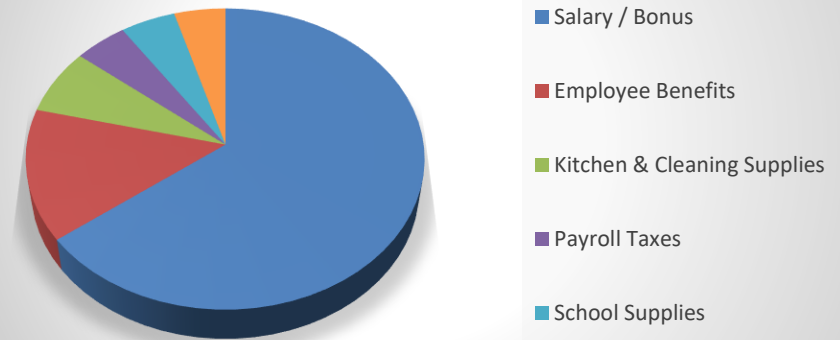


## *Income vs Expenses Report*

Income (\$) Amount



Expense (\$) Amount



Category	Income (\$) Amount	%
Tuition Fees	\$ 1,358,893	98%
Drop-in Fees	\$ 7,193	1%
State Grants	\$ 19,200	1%
Supply Fees	\$ 7,040	1%
Fund Raisers	\$ 487	0%
Member Fees	\$ 4,560	0%
Discounts / Credits	\$ (5,396)	0%
<b>Total Income</b>	<b>\$ 1,391,977</b>	<b>100%</b>

Category	Expense (\$) Amount	%
Salary / Bonus	\$ 946,865	67%
Employee Benefits	\$ 168,787	12%
Kitchen & Cleaning Supplies	\$ 97,040	7%
Payroll Taxes	\$ 65,584	5%
School Supplies	\$ 55,694	4%
Accounting/Legal/Consultant/Liability	\$ 76,422	5%
<b>Total Operating Expenses</b>	<b>\$ 1,410,392</b>	<b>100%</b>

**\* Result in a \$18,415 Net Operating Loss**

# Planning for our future:



	Prior Year Protected Items 2020-2021	Proposed Protected Items 2021-2022
<b>SFEI Money Market &amp; PPA Loan Account Status</b>		
<b>Current Balance 4/30/2021</b>		<b>452,770</b>
Furlough Protection	(60,000)	(60,000)
Emergency Fund (PPP #2)	(8,000)	(200,000)
Membership Deposits	(25,000)	(25,000)
Creating of a School Scholarship Fund/Account	(20,000)	(20,000)
Technology Funds	(20,000)	(20,000)
New / Used Bus Provision	(50,000)	(50,000)
Update to infant/toddler rooms	(10,000)	(10,000)
Playground	-	(5,000)
+/- any excess/overruns	(10,000)	(10,000)
<b>Balance After Protected Items</b>		<b>52,770</b>
End of year Teacher/Admin Bonuses	(8,300)	(13,500)
Funding to cover potential 2021/2022 net operating deficit		(18,415)
<b>2021/2022 Updated Balance</b>		<b>20,855</b>

**\$400,000  
Protected  
Funds**




# Other Consideration for the Financial Health of SFEI



## Forward Plan

- Perform Quarter by Quarter analysis for the budget to actuals to make appropriate recommended corrections are taken, as needed.
- Closely monitor the COVID-19 outbreaks and determine the potential impacts may have on the current and future financial health of the SFEI.
- Meet the obligation of the PPP to qualify for the forgiveness criteria and explore other potential financial assistance, as needed.
- Review State and Federal assistance programs to assist with current and future financial health of the SFEI.

## Examples of items that will be considered:

- Increase in tuition to help offset the drop in membership and increase in COVID related operating expenses.
  - Potentially re-configure classes to open up space for younger children on the waitlist.
  - Reduction in expenses such as reduction in workforce, salary cuts and benefit reduction.
  - Change in drop in policy to increase revenue summer and holiday drop-ins.
  - Consider what virtual options are available and develop a plan that would work for our current and future membership.
- 



# **SFEI 2021 Annual Survey Summary**

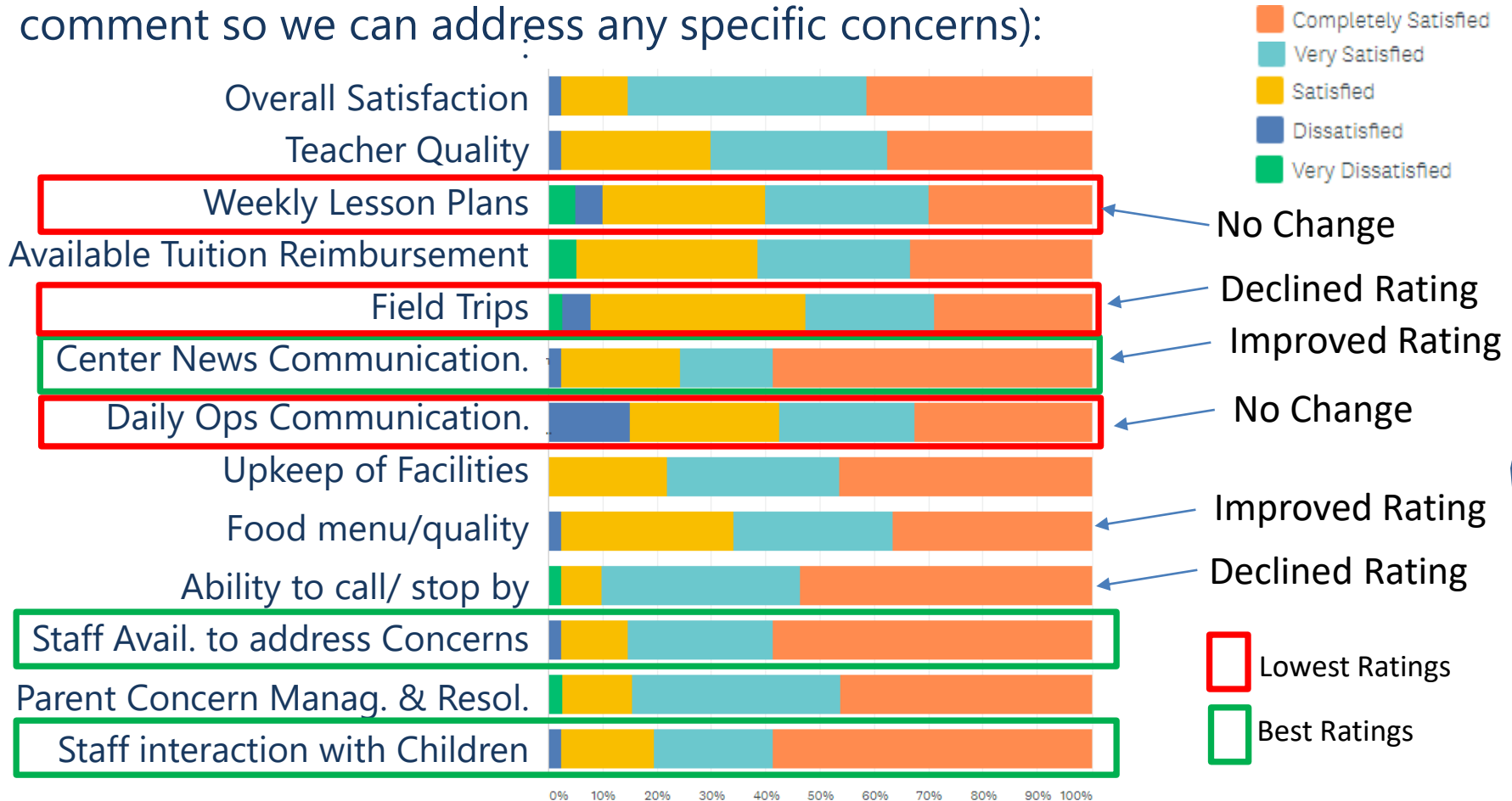
(41 responses)





# Question 1 of Survey

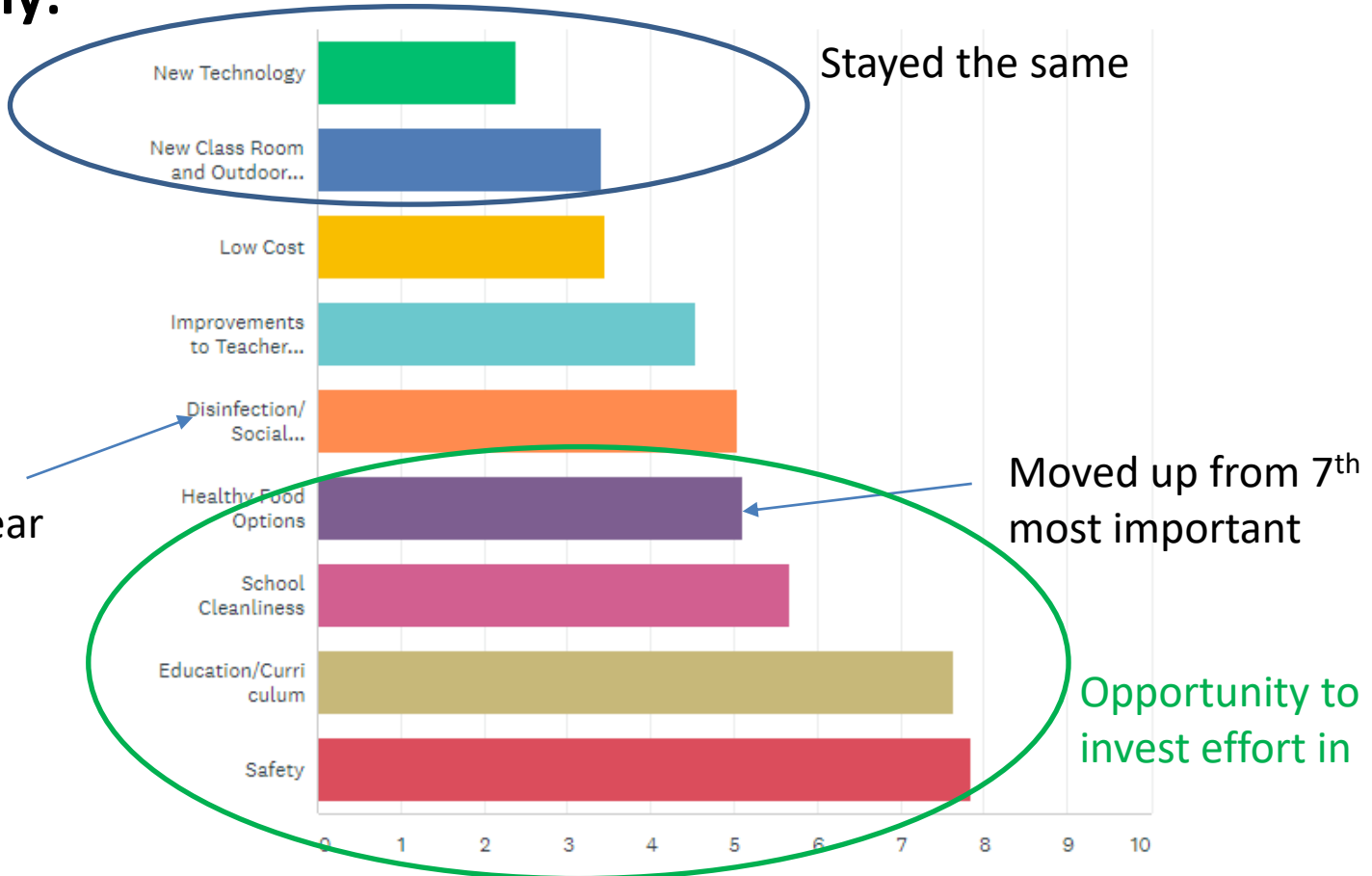
Looking back at the 2020-2021 year please rate Space Family Education Inc on the following (if you are dissatisfied on any items please be sure to comment so we can address any specific concerns):



# Question 2 of Survey



With the current status of the school in mind (SFEI COVID 19 precautions), please rank the following in order of importance for your family:





# Question 3 of Survey

What is SFEI doing well/ should keep doing/ is a selling point of our school?


love activities COVID JSC great safety kids really staff good  
child work teachers provides SFEI care curriculum  
appreciate also school parents





# Question 4 of Survey

## If you could change 1 thing about SFEI, what would it be?

- More **Communication**
    - More info on how the day/week went and what a child did for the day/week
    - More conferences with teachers
    - More info on new teachers/subs/students for a room
  - More **enrichment/STEM activities:**
    - More teacher training for specialized learning and engagement of children in Room 8/9
    - More learning opportunities while playing
    - Less screen time... cannot rely on screen for a significant portion of the enrichment activity
    - Specialized skills training (i.e. Karate, Spanish, etc.)
  - **Food options**
    - More fresh food options ... less canned or prepackaged meals
  - Go away **COVID-19!**
    - More student interaction during lunch and outdoor play
    - Easing of return policy
    - Vaccinate staff
  - New video system (someone recommended Watchmegrow)
  - More teacher training for childhood development and behavioral issues
  - Earlier drop-off and extended stay (6 or 6:30) options (even if you have to pay more)
- 



# Question 5 of Survey

## How is SFEI performing with regards to the COVID 19 Pandemic?

2020/2021  
Response

6.4★  
average rating



88% of the responses fall between 7-6 stars (7 being the best)

	UNACCEPTABLE	(NO LABEL)	(NO LABEL)	AVERAGE	(NO LABEL)	(NO LABEL)	EXCEEDS EXPECTATIONS	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	0.00% 0	0.00% 0	7.32% 3	4.88% 2	29.27% 12	58.54% 24	41	6.39

2019/2020  
Response

6.0★  
average rating



UNACCEPTABLE	(NO LABEL)	(NO LABEL)	AVERAGE	(NO LABEL)	(NO LABEL)	EXCEEDS EXPECTATIONS	TOTAL	WEIGHTED AVERAGE
0.00% 0	0.00% 0	2.70% 1	8.11% 3	13.51% 5	35.14% 13	40.54% 15	37	6.03



# Question 6 of Survey

## Do you have any feedback on the curriculum?

- **Reduce Screen Time** (less tech)
- Better **lesson plans** w/ weekly or monthly themes
- **Understanding/Communication of lesson plans** to parents. This is in order to aid parents in reinforcing the curriculum when at home.
- More **engagement on simple activities** (puzzles, etc.) in the lower class rooms ... less busy play.
- More challenging curriculum (i.e. math, reading, writing, etc.) for ages 3+.
- Earlier focus on bathroom training for 18-24 month olds.
- Want more in **relationship** and **emotional growth** lessons.
- More Montessori-style teaching



# Question 7 of Survey

**How would you most like to see SFEI re-invest funding into the school?**

- **Teacher retention/pay/bonuses**
- **Teacher training for more enrichment activities**
- **Student enrichment activities not tied to technology alone**
- **Student life skills training (earlier bathroom training, dealing with emotions, putting on/taking off clothing, etc.)**
- **More Enrichment Activities: Soccer, Karate, summer like activities by outside guests throughout the year, etc.**
- Maintaining the outdoor space
- More summer like enrichment activities
- Technology/STEM Activities
- Extended Hours



# Question 8 of Survey

## TEACHER SHOUT OUTS!!!

**Teresa G., Spring, Teresa H.,** Karen Taylor, Ms. Elizabeth, Ms. Mykala, Ms. Sandra, Ms. Wanda, Ms. Jackie, Ms. Jana, Ms. Jody, Ms. Mary, Ms. Isairael, Ms. Gabrielle,

**And, of course, Ms. Karen Holt**





# Question 9 of Survey

**This volatile period with COVID-19 has been challenging for our entire SFEI family. Please use the space below to provide inputs on any lessons learned we should capture in order to ensure the success of our organization to address similar circumstances in the future.**

- **More teacher interaction and communication. Brightwheel has helped but does not replace the in-person conversations.**
- Lots of folks appreciated the staff continuing to wear masks. Recommendations did include the use of clear masks.
- Continue to sanitize more than the normal. Even find opportunities to sanitize between children sharing something in various activities such as circle time.
- Continue to improve on communication regarding rooms/daycare illnesses and what the childcare center is doing to prevent further infections.
- Better emotional support and child awareness of pandemic
- Continue to work with occupational health to tailor adult vs. child COVID-19 guidelines.
- The staff, board, teachers, everyone received kudos for the attention to detail and level of preparedness the childcare center has taken through this journey, which started over a year ago!



# Question 10 of Survey

**The Board appreciates you taking the time to respond to these surveys so we can make SFEI the best place for your child(ren). We are always striving for improvement so if you have any additional comments, suggestions, or other feedback, please let us know.**

- Offering of more fee-based classes such as language, music, karate, etc.
- Different ways to raise funds for the daycare outside of scholastic book fair (Amazon Wish List, etc.)
- More frequent surveys to gauge membership interest and ideas.
- More parent teacher conferences.

**Thank you for the support you have given the staff, administration, and Board of Directors over the course of this last year!**

**2021/2022 Board of Directors  
New Members**

Erin Coscia  
Thilini Schlesinger

*Congratulations!*

A faint, stylized illustration in the background shows three cartoon astronauts in white suits with red accents, floating above a green and blue globe. The globe is positioned at the bottom of the frame, and the astronauts are arranged in a slight arc above it. The overall style is simple and child-friendly.





# Erin Coscia

Hi! I have 2 children, Lillian (Graduated SFEI 2017) and Elizabeth (Room 2). While my oldest daughter Lily was at SFEI, I was very active in the room, volunteering for parties and class activities, attending the class field trips, even brought my keyboard to the school to play Holiday music for the children. We recently rejoined the school with my second daughter, Izzie, who started in Room 2 in August. Since rejoining, I have become a Co-Room Parent, and I can't wait to take part in more school activities once it is safe for our children and the SFEI staff. I believe that my years of experience at the school, having worked with different directors, working with so many of the teachers, and the community of parents I've built over the years put me in a great position to become part of the Board. There are many areas I'd like to actively have a bigger role in, including ensuring the continued safety of our children, advocating for our teachers, improving teacher retention, ensuring that parents concerns are heard and acted upon, and helping with the future transitions as we continue to adjust to the dynamic events of the pandemic. I believe that serving one's community is a measure of their capacity to better an organization, such as SFEI, and I have volunteered in numerous community organizations including Ronald McDonald House, Texas Center for the Missing, mentoring and outreach activities, and disaster relief activities. From a practical standpoint, my work has led me to be a Team Lead in various capacities, including managing different teams throughout my career and leading high-profile tests and projects. I would be humbled to serve on the SFEI Board and continue to make SFEI a great school for our children, our teachers, our staff, and our parents.





# Thilini Schlesinger



Hello, my name is Thilini Schlesinger. I work for the ISS program as a Research Portfolio Manager (RPM). My husband, Adam, also works for NASA as the Project Lead Engineer for Gateway's HALO module. We have had the privilege of being part of the SFEI family since 2015 with all 3 of our children. Our oldest, Hazel, graduated from SFEI in 2018, and we still have 2 children at SFEI, Miles (Room 7) and Lilah (Room 1). Being part of SFEI for 6 years has allowed me to see the various changes that SFEI has undergone, as well as the resulting impacts that have been beneficial to the families and impacts that have not. I have also been a room captain and understand how important and critical those volunteers are to the overall success of each school year. My experience as an ISS RPM will help me navigate competing needs and challenges to ensure good decisions are made on behalf of the SFEI families and staff. 2020 was a tough year for SFEI and all our families. As we transition back to some sort of normalcy, I'd love to look at areas where we can further improve our curriculum, evaluate additional extracurricular options that children can participate in during the school day thus freeing up those precious evening hours, and incorporate recommendations from the annual parent survey.





# COVID Policy Updates





# Thank you



- Stay in there
- Keep being flexible and compassionate





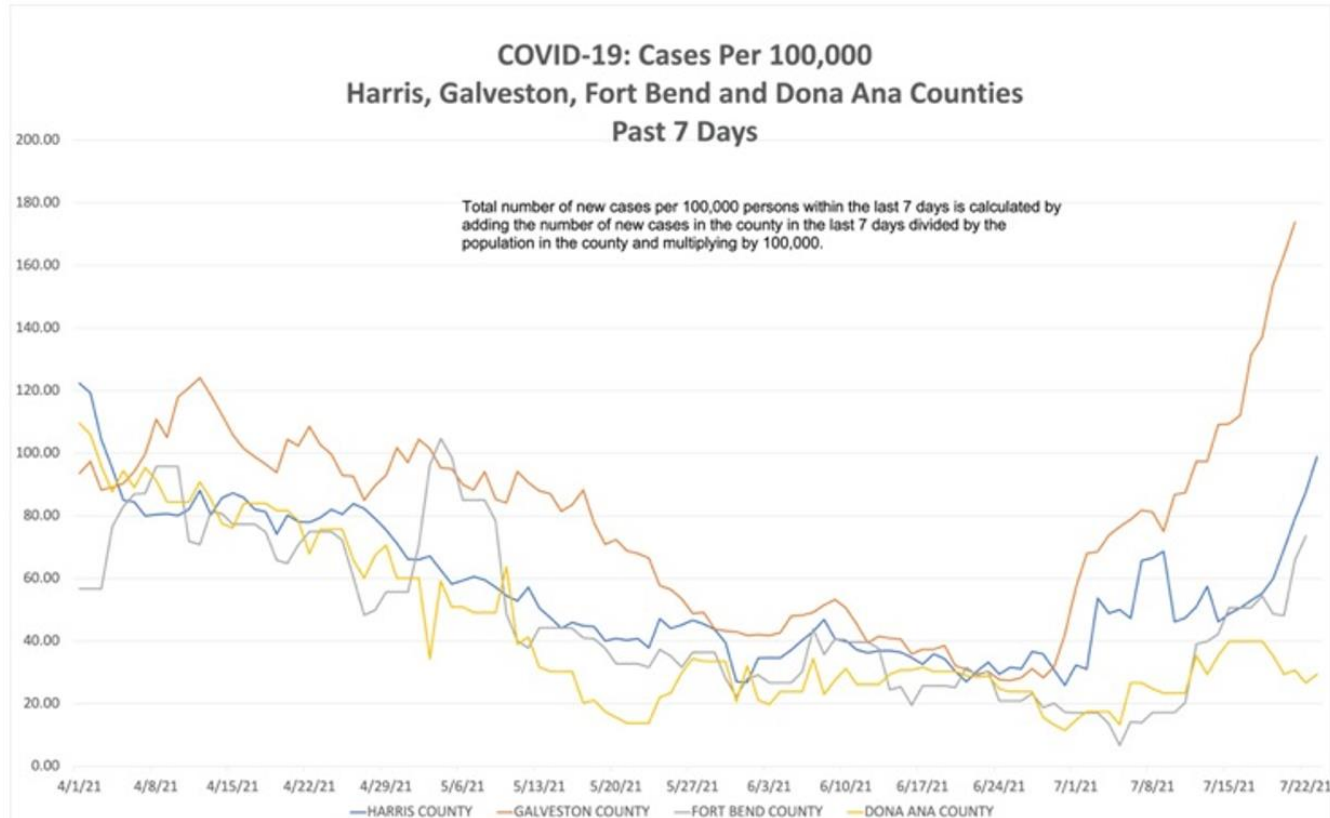
# Pandemic

- In a chronic state of Pandemic (stress)
  - Losses, both tangible and intangible
  - Major disruption of all familiar routines in life with very little notice
  - Uncertainty and confusion as medical experts worked to determine effective management of the pandemic
  - Worsening of previous sociopolitical divisions
  - Isolation resulting in increased use of social media with resultant decrease in civility and increase in “echo chamber” divisive messages
  - A sharp increase in domestic violence and relationship break ups
  - Resistance to notion of yet another transition to new normal
- NASA/JSC Employee Assistance Program
  - 281-483-6130
  - [jsc-employeeassistanceprogram@mail.nasa.gov](mailto:jsc-employeeassistanceprogram@mail.nasa.gov)
  - <https://sashare.sp.jsc.nasa.gov/EAP/Pages/Default.aspx>



# COVID Surge

- Surge of cases in the community and SFEI








# Countermeasures

- Staff required to wear KN95 or N95 masks
- Reduced occupancy in break room
- Hiring new staff member to aid teachers with disinfection and cleaning
- More active in sending symptomatic children, close contact children, and their siblings home
- Disciplinary action will be taken against staff that do not adhere to policies
- New classroom visits will be postponed



# Policy Reminders


- When you enter, get hand-sanitizer
  - If your child or anyone at your home has COVID symptoms, stay home
    - This includes staff and teachers
    - SFEI reserves the right to send siblings home too per the acknowledgment form
  - Please refer to the SFEI COVID Policy on quarantine and other requirements.
  - Testing locations:  
<https://www.texaschildrenscoronavirus.org/s/COVID19-Testing-Updated-8620.pdf>
  - Require all families to sign a 2021-2022 school year, COVID Policy Acknowledgment form
    - Come out after potential August updates
- 





# Other Notes

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- Scholarship application, contact Mrs. Karen Holt
  - Mask Mandate
    - Not going to pursue for children at this time
    - JSC Occupational Health advising
  - Federal Vaccine Mandate
    - Wait to see official verbiage
  - Resources:
    - JSC SFEI Policy: [https://c66691bd-19e5-4e53-9724-ef35aeda54fd.filesusr.com/ugd/37a0a6\\_fc2be6da750640199e15ddf011969b6b.pdf](https://c66691bd-19e5-4e53-9724-ef35aeda54fd.filesusr.com/ugd/37a0a6_fc2be6da750640199e15ddf011969b6b.pdf)
    - JSC Policy: <https://director.jsc.nasa.gov/covid-19/jsccenterguidance.html>
    - CDC Policy: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/children/protect-children.html>
- 

**Questions/Comments?**



# Backup





# SFEI and COVID-19

## Preventative Measures

- Drop off/Pick up inside resumed
- Health screening before entry
- All adults wearing face masks
- All wash hands upon entering
- Vigilant handwashing all day

## Social Distancing

- Children and teachers remain in the same group each day
- Group events revised to small group
- Staggered playground times
- Meals and snacks served in classroom

## Enhanced Health Practices

- Cleaning supplies upgraded
- Classroom cleaning and disinfection increased to 4 times per day
- Native Resources disinfecting lobby and common area touchpoints 3 times daily
- Shared items disinfected between use
- Individual sets of learning materials used as much as possible

## Status

- 9 confirmed cases of COVID in staff and enrolled children since opening July 2020
- 7 days with negative test or 10 days with no test to return after COVID-like symptoms
- Brightwheel message feed for reporting illness in the building
- Brightwheel text message alert for reporting COVID close contact
- Email all members to inform of close contact and classroom closure



# **SFEI 2019 Annual Survey Summary**

(39 responses/~97 families)





# Question 1 of Survey

Looking back at the 2019-2020 year prior to COVID-19 closure, please rate Space Family Education Inc on the following (if you are dissatisfied on any items please be sure to comment so we can address any specific concerns):

- Areas where we are doing well (90% or greater are at least satisfied) ranked best to worst:

- **Ability to call/ stop by**
- **Staff interaction with Children**
- **Staff Availability to address Concerns**
- Parental Concern Management & Resolution +
- Overall Satisfaction
- Upkeep of Facilities
- Teacher Quality
- Center News/Status/Updates/Events Communication +
- Available Tuition Reimbursement
- Field Trips -
- Weekly Lesson Plans +

- Areas of Improvement (worst to best)

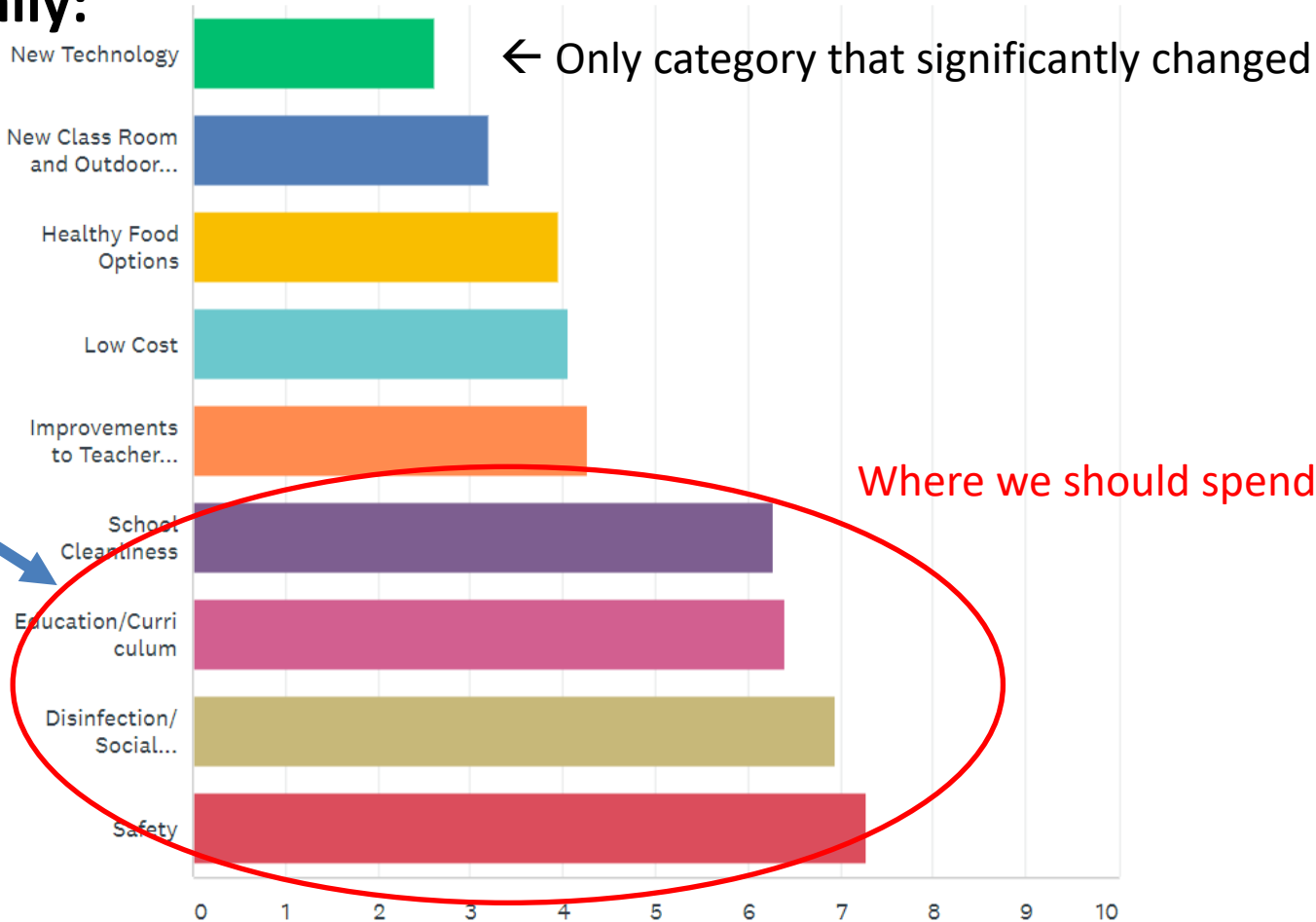
- Food menu/quality -
- Daily Ops Communication with Teachers

+ denotes category improved in rating  
- denotes category declined in rating

# Question 2 of Survey



With the current status of the school in mind (SFEI COVID 19 precautions), please rank the following in order of importance for your family:



← Only category that significantly changed

New

Where we should spend \$



# Question 3 of Survey

What is SFEI doing well/ should keep doing/ is a selling point of our school?

kids student know communication staff also SFEI school  
teachers staff ratios love safety great activities  
teachers nice children wonderful care low  
parents improvements think NASA daycares time quality  
curriculum





# Question 4 of Survey

## If you could change 1 thing about SFEI, what would it be?

- More **Daily Communication**
  - Better technology (Tadpoles) for lesson plans, menus, and communication (sick kids, activities, More enrichment like Spanish, music, karate)
  - Especially with COVID, need more daily comm - electronic
- **Additional hrs** for later in **evening** even if at extra cost.
  - Open till 6 or 6:30PM to help for those on flex schedules
- **Education**
  - More STEM in room 4/5
  - Increase education options
  - Needs to be more challenging
- Do more to **retain teachers**
  - Maybe higher those with a degree or teaching experience
- Appreciate kitchen staff, but need better and healthier **food**



# Question 4 of Survey (continued)

## If you could change 1 thing about SFEI, what would it be?

- Rotate/ change when parent work day occurs
- Kindergarten option would be valued
- More diversity in books, activities, field trips
- Treat long-term contractors and civil servants equally in admissions
- Cleaner, crisper, more modern makeover for SFEI
- Smaller classes
- More on building emotional intelligence
- Camera system is not clear
- Improve professionalism of teachers
- More outdoor play



# Question 5 of Survey

How is SFEI performing with regards to the COVID 19 Pandemic?

6.0★  
average rating



UNACCEPTABLE ▾	(NO LABEL) ▾	(NO LABEL) ▾	AVERAGE ▾	(NO LABEL) ▾	(NO LABEL) ▾	EXCEEDS EXPECTATIONS ▾	TOTAL ▾	WEIGHTED AVERAGE ▾
0.00%	0.00%	2.70%	8.11%	13.51%	35.14%	40.54%	37	6.03
0	0	1	3	5	13	15		



# Question 6 of Survey

## Do you have any feedback on the curriculum?

- **Reduce Screen Time** (less tech)
- Electronic **communication** on how we can re-inforce lessons at home
- Several happy with curriculum, but want more in **relationship** and **emotional growth** lessons. And outdoor play.
- More **reading/writing** in room 8/9
- More **math** and **foreign language** in all rooms
- More challenges for kids that are ready
- More Montessori-style teaching



# Question 7 of Survey

**How would you most like to see SFEI re-invest funding into the school?**

- **Electronic Communication System**
- **Teach Retention and Teach Hiring**
- **Healthier Food Options**
- **More Enrichment Activities: Soccer, Karate,**
- **Keep outdoor play equipment in good shape**
- Toddler toilet in room 2
- Keep facility clean and upgraded
- Garden
- Better indoor toddler play area
- Higher childhood development specialist – give parents guidance on how child is developing
- Outside drainage
- New books
- Add some musical instruments (bongos, triangle, egg shaker)
- Diversity in play
- Robotic kits for room 8/9



# Question 8 of Survey

## TEACHER SHOUT OUTS!!!

**Teresa G., Karen Carlos, Teresa H.,** Erica, Lena, Sandra, Jody, Dee, Mary, Vicki, Cathy, April, Karen, Spring, Jessica, Jackie, Angie, Maggie, Wanda

And of course Ms. Karen Holt





# Question 9 of Survey

**This volatile period with COVID-19 has been challenging for our entire SFEI family. Please use the space below to provide inputs on any lessons learned we should capture in order to ensure the success of our organization to address similar circumstances in the future.**

- **More pro-active communication from the teachers about how my child is doing. During COVID, the parents never see the teachers so there is very limited communication between teachers and parents.**
- Still need lesson plans for those that are learning from distance
- Interactive Zoom Classes during the shutdowns/ closure
- Daily monitoring of the rooms should be done by admin staff to ensure teachers are wearing masks and complying with JSC/CDC rules the entire time when in the classroom.
- Encourage to loosen restrictions and precautions as soon as you are allowed by state and JSC guidelines
- Solidify the tuition payment and financial plan so parents and, more importantly, staff know what to expect.
- It would be great if SFEI would consider creating a fund of money to allow for tuition relief during times like this.
- Having "rainy day" or "excess" budget to help offset unanticipated costs in events like this may be helpful to both keep the staff employed and ease the financial burden on families during times where care is not available.
- Reminder to stay safe



# Question 9 of Survey (continued)

**This volatile period with COVID-19 has been challenging for our entire SFEI family. Please use the space below to provide inputs on any lessons learned we should capture in order to ensure the success of our organization to address similar circumstances in the future.**

- Couple of negative responses on how SFEI has to follow the JSC regulations
- Several comments on needing to ensure we have a standard distance learning plan.
- Several positive comments on the amount of work and communication from the board and staff
- Couple of Positive comments on the ability to retain the teachers and staff





# Question 10 of Survey

**The Board appreciates you taking the time to respond to these surveys so we can make SFEI the best place for your child(ren). We are always striving for improvement so if you have any additional comments, suggestions, or other feedback, please let us know.**

- Need more daily teacher interaction.
  - Weekly statuses are great. Keep them coming.
  - Would love to have a quarterly wish-list from the school
  - Consider fundraisers for school with kid's art
  - Shout out to Ms. Karen Holt for leading us through challenging times
  - Higher salaries for teachers
  - Please do more enrichment activities: daily Spanish, music, soccer
  - Thank you for the Discounted Months!
- 