CCLC Transition News - 10.23.15

Client Corner

Hard to believe the transition will occur in one week! Thank you to all families who provided permissions to Bright Horizons to share your child’s file information. We still have several families that need to register in CCLC’s system. Your child(ren)’s enrollment is guaranteed, but CCLC must have family information to properly track enrollment, billing, etc. If you have not yet registered your child(ren), please do so as soon as possible. Instructions are included in this newsletter.

Another request for all families and staff would be to stop by in the next few days and provide Cayla with your security entry code. Over the transition weekend, operations will transition, including administrative computers. Part of that may affect the keypad system. We do not anticipate issues, but we would like to have everyone’s codes on file in the event we need to re-enter them prior to your return on Monday, November 2.

Any questions or concerns, please let us know.
Candace Shaffer, shaffe14@purdue.edu, 496-0312

Enrollment Process

If you have not already done so, please visit www.cclc.com/familyconnection and choose “Create An Account” to begin our online enrollment process. We ask that all families complete this process by the end of the day today (October 23). If you have not completed and are unable to do so by the end of day today, please email us at purduekids@cclc.com to let us know. Additionally, if there are any forms missing, we will follow up in the coming weeks.

Billing

We are in the process of confirming all enrollments in our system. There is an option to be billed monthly. For the month of November, we will have everyone in the system billed weekly. If you would prefer to be charged monthly, just let us know and we will make the change effective for December 1. Everyone will receive an invoice on Friday, October 30 for the following week. If you see an error with your tuition, please let us know immediately. As we’ve indicated, all charges should be the same as your existing charges.

Payments

Families can make payments through our online system with credit card, debit card or ACH. You can make one-time payments and/or set up recurring options. Go to “Manage Online Payments” on the home screen of your Family Connection Account to make payments and set up payment options in our system. Additionally, you can make check payments in the center. Checks should be made out to CCLC. All payments are due by the Friday of the week
prior. All recurring weekly payments pull on the Monday of the week of care. If you have any questions, please reach out.

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Staffing Update

As previously communicated, we are excited that your teachers are making the transition to CCLC! We are currently working on filling our open positions. We had some promising interviews this week, and we look to fill those open positions as quickly as possible while ensuring we have the right candidates.

CCLC Onsite

We will be onsite next week from Wednesday thru Friday. We will be at the Community Center on Wednesday and Thursday and at the center Friday until around 2 p.m.

Transition Week

We will be hosting a fun family event on Tuesday, November 3 during parent pick up. Mark your calendar now – more to come next week. Additionally, during the first few weeks we will have additional leadership support onsite. Names, bios, and pictures will be in next week’s newsletter.

Center Director Search

We are actively pursuing qualified candidates, both internal and external, to lead the center. We will continue to keep you informed as our search progresses.

Tadpoles/Parent Communication

For more information about our parent and teacher communication system, please visit [www.tadpoles.com/demo](http://www.tadpoles.com/demo). Please note that we will be training teachers on this during our first week so the system will not be live until our second week.

Winter Recess

The center will be open during Purdue’s Winter Recess (December 28-30). In the coming weeks, CCLC will be asking families to indicate whether your child(ren) will be in attendance. This will allow us to properly staff the classrooms while honoring as many PTO requests from staff.