Unit Mission Statement

Unit Mission Statement (Full Description):
The mission of the SMU Child Care Center (managed by Bright Horizons) is to provide the highest quality early education program to children (ages 0-5) of eligible faculty, staff and students.

Does your unit only serve students at a specific geographic location (e.g., Taos, Houston, Galveston, Fort Worth, abroad sites, etc.)? No
Does your unit serve students at multiple locations (e.g., distance education students or students at approved off-campus instructional sites)?
No
Does your unit provide event services through contracts or third parties? No

1 Parent Satisfaction

Step 1C: Unit Objective Statement (Full Description):
The goal of the SMU Child Care Center is to achieve a parent satisfaction of 90% or above.

Step 2A: Measure :
The Bright Horizons Family Satisfaction Survey is electronically distributed annually to all families enrolled at the center.

Step 3A: Target for Measure:
90% of families will agree or strongly agree that the SMU Child Care Center meets their child care and family needs.

Step 4A: Was the target met for this Measure? Met
Step 4B: Results and Findings for this Measure: The 2023 Family Satisfaction Score for the SMU Child Care Center was 96%.

Step 4C: Interpretation of Results :
The SMU Child Care Center has consistently exceeded the goal of a greater than 90% annual parent satisfaction score. This year, our strengths were leadership communication and health and safety practices. Areas of opportunity include curriculum development and teacher effectiveness.

Step 5A: Use of Results for Seeking Improvement (Action Plan) :
The SMU Child Care Center will provide additional training for teachers to address the areas of opportunity noted in the Family Satisfaction Survey.

Step 6A: Status Update on Action(s) Identified in the Previous Assessment Cycle (Full Description):
Action items from 2021-2022 were delayed due to increased staff turnover and staff shortages. For the 2022-2023 assessment cycle, staff turnover has decreased significantly and our onboarding training process has been adjusted to include more effective training. We will continue ongoing assessment of teacher effectiveness and curriculum implementation.

Step 6B: Status Update on Previously Identified Action Plan(s) : In progress

2 National Accreditation

Step 1C: Unit Objective Statement (Full Description):
The SMU Child Care Center will continue in the accreditation process with the goal of achievement by December 2024.

Step 2A: Measure :
An independent site visit will be completed by a NAEYC validator.

Step 3A: Target for Measure:
The # of criteria that needs to be “fully met” is established by the National Association for the Education of Young Children and will be dependent on our visit timeline.

Step 4A: Was the target met for this Measure? No data collected/reported this cycle (provided explanation)
Step 4B: Results and Findings for this Measure: We continue to make progress on this goal but we are still in the self assessment process and not ready for a site visit.

Step 4C: Interpretation of Results :
The weaknesses of our program have been inconsistencies with staff which has hindered our progress on achieving our timeline.

Step 5A: Use of Results for Seeking Improvement (Action Plan) :
Our action plan includes setting monthly target goals for criteria completion by all staff which will begin in September 2023.

Step 6A: Status Update on Action(s) Identified in the Previous Assessment Cycle (Full Description):
We are still in the self assessment which has no timeline. Our site visit will occur once we feel we are able to meet a significant # of the required criteria. Leadership continues to re-assess readiness for next steps based on staff feedback.

Step 6B: Status Update on Previously Identified Action Plan(s) :

3 Quality Assurance Audit

Step 1C: Unit Objective Statement (Full Description):
A score of 80% or higher on the Bright Horizons Quality Assurance Audit.

Step 2A: Measure :
The Bright Horizons Quality Assurance Audit is an internal assessment tool that measures overall program quality. The audit is done by an outside the center audit team and consists of site visits conducted over 2 days.

Step 3A: Target for Measure:
A score of 80% or higher on the Quality Assurance Audit.

Step 4A: Was the target met for this Measure? No data collected/reported this cycle (provided explanation)
Step 4B: Results and Findings for this Measure: Our quality assurance audit has not yet been scheduled for this year.

Step 4C: Interpretation of Results :
TBD

Step 5A: Use of Results for Seeking Improvement (Action Plan):
TBD

Step 6A: Status Update on Action(s) Identified in the Previous Assessment Cycle (Full Description):
Last assessment cycle our score was 93%. Any deficiencies were corrected immediately.

Step 6B: Status Update on Previously Identified Action Plan(s): Fully implemented