

Cottage Director Evaluation Summary

Cheri Host & Susana Lopez 2008

A total of **19** evaluations were received from Staff and Families. Scoring was on a 1-5 scale, 1 being Unsatisfactory and 5 being Exceptional performance. Below are the results and comments received.

Overall Operations of the School

4.44

- Great atmosphere for child development, great staff
- Sage is a warm, loving, safe and enriching environment for my baby

Leadership Skills

4.31

- Professional & courteous to children & parents. Great “inclusion”. Always make everyone feel welcome and encourage participation
- I really don’t know this area well

Communication Skills

4.53

- This area could improve a little more in regards to teachers in the individual classes communicating with the parents more frequently
- The web site, email list and daily reports provide excellent info. On school/kids
- In a more timely manner

Managing Financial Responsibilities

4.55

- Hopefully the staff is paid well, especially the teachers
- I don’t know much about this area, but day care costs are a good value, you seem to have money to spend on staff development + classroom accessories and facility improvements. (All good things.) I’d like to see you become a 503(c)
- I hope you do!!

Identifying & Enforcing Regulatory Health & Safety Issues

4.55

- Great in maintaining a clean environment with the number of children in the space provided
- I’ve never seen any issues in this area
- On some employees – you need to talk directly to them about the importance of it not to be slack at anytime

Adherence to Policy

4.42

- My only concern here is that we've occasionally had staffing ratios larger than 3.1 in the infant room
- No problems seen here

Particular strengths and weaknesses you see in the Cottage Director:

- I only see strengths and it is showed by staff directors working together as a team
- The directors have provided a safe and happy experience for the children. The EC section is providing a good introduction to numbers, shapes, etc.
- Strengths: email communications
- Weaknesses: employee turnover
- Definitely appreciate the enthusiasm and passion provided by Cheri as director (and owner). Susana's strengths include her experience with the children and childcare/education and how much the children respect and love her.
- Friendly + caring – both to others around them
- Need to communicate to one another
- Strengths – easy to talk to – good about understanding issues
- Weaknesses – no enforcement on safety issues seen
- I haven't been at Sage for a long time so it's not easy right now to answer this question but so far it has been a really good experience for both me and my kid. We are really happy about all the staff and the directors. I really appreciate receiving constantly email about what is going on.
- The Directors are clearly 1) committed 2) dedicated 3) involved + 4) enthusiastic No particular weaknesses
- Great with the parents and kids
- The Cottage Directors are great communicators with the parents. They always keep us informed as to what is going on. One weakness is that it is somewhat difficult to reach them during the day.
- The Directors are dealing well with issues that require immediate attention (i.e. staffing). They are very active and resourceful. We like that they organize activities for the children and that they involve families in such activities.
- I think you are both doing a great job! I feel that there is efficiency & consistency. Susana has done a great job on the scheduling & coverage for the most part.

Other comments:

- Doing a great job, keep it up!
- Like to have individual meeting w/ both directors to discuss any issues or problems we may see or have on a regular basis & have any problems resolved right away or have directors observe
- We sincerely appreciate all of the extra efforts and new programs/functions being added. The photo website, emails, and newsletters help us feel connected w/ our kid's time at school. The field trips and outings are perfect additions to the EC class.
- Keep up the good work!!

- Although there has been many staff changes, the overall care of my child has been excellent. You both have handled the changes w/ much thought to the welfare of the children as your highest priority
- We very much enjoy sending our daughter to Sage and all of the wonderful activities that the staff puts together.
- The biggest challenge I see for Sage is staffing – like all daycares. You are lucky to have a core group that don't turnover much, but there are periods with lots of turnover in the fringe group. It's an observation without a suggestion for improvement as I think you are both aware of it, and expend considerable energy/effort towards staff retention & development. In closing, I love Sage Cottage – I just wish I had my now 5 yr old here. You are head-and-shoulders above any baby care facility in S.F.
- I love this school. My son is very happy here!
- Thanks for taking such good care of our children!
- Sage Cottage has a few teachers with great experience and should try to keep them and ensure that their knowledge gets transferred or used after they are gone. In taking radical decisions in the future, please keep having in mind the children's best interest. Stability, friendship and good care are critical for them. Keep up the good work!
- Cheri is a positive, upbeat boss, as well as Susana which makes for a pleasant work environment. I think also being - to the point & firm, everyone "sucks it up" and pulls together as a team.