

To: Traci Nordberg, Vanderbilt University Chief Human Resources Officer
From: University Staff Advisory Council
Date: June 10, 2014

Resolution re: Tours of the Vanderbilt Child Care Center Facilities

In an effort to support Vanderbilt families, the University Staff Advisory Council resolves to suggest that Vanderbilt Administration provide virtual tours of the Vanderbilt Child Care centers for prospective enrollees.

Over the years of USAC employee polls, concern has been voiced repeatedly regarding the fact that the Vanderbilt Child Care centers do not provide a tour of the facilities until an actual vacancy exists. The waiting list for a spot is quite long (approximately 350 people, with 20 added each month). In addition, a fee of \$50 (non-refundable) is required in order to be added to the waiting list. Not being allowed to tour any facilities prior to an actual vacancy presents a challenge when making a decision whether or not to be put on the waiting list.

The primary reason against the offering of tours, as presented to us, has been the manpower required to provide them. In response to that concern, we suggest the following:

- 1) A virtual video tour of the facilities might be created and posted to the website. Video-based virtual tours are quite popular and a “tour” of this nature would provide a look at each location as if you were walking through it. Sometimes, an even better experience can be conveyed in this format. Such a video tour would eliminate the need for extra manpower to conduct the tours, as well as save time for all involved.

We believe that the provision of a virtual tour will provide everyone involved with the knowledge necessary for best decisions. Also, cooperation and trust will be fostered between parents and centers. The University Staff Advisory Council is willing to be of any help or service in this endeavor.