Parent Information Session Q&A - 5.31.23

Apollo FAQ Document - LINK

Q: The first homework block is 50 minutes (2:25 - 3:15). That doesn't seem like enough time? Is there room to give students more time to complete homework?
A: The current schedule on the flyer is very tentative. As we register students and communicate with parents, we will adjust accordingly.

Q: Are there any discounts for multi-child households? For a family of 3 kids, the rates are very high.
A: Yes, each sibling gets a 10% discount. District employees get a 20% discount. There is also an additional 5% off if you pay ahead for the whole year.

Q: What other schools in the area are contracted with Apollo?
A: Monterey Highlands is the first school in Alhambra USD to partner with Apollo. Apollo has school partnerships across the nation and across California.

Q: Is the billing different for the shorter months (December)?
A: No, the fees are spread out over the length of the school year. At any point, families can pause services for a few months at a time and then resume, as needed.

Q: What about minimum days? Those days are very short (dismissal as early as 11:39am). What happens on those days? Is staff there at dismissal on those shorter days?
A: The program is always staffed at dismissal times. Minimum days require much longer child care so the program features more fun activities on those longer days.

Q: When should we start registering?
A: Registration will open this week. You register by paying for the first month. All registration links are ready to share with parents starting tomorrow, June 1, 2023. We are registering in waves according to the following priority:

- 22-23 SPARK parents
- 22-23 Adventures parents that are no longer eligible to continue
- Open enrollment for all other 23-24 parents seeking afterschool care, including new students to MH

Parent Information Session Q&A - 5.31.23

Q: Does Apollo have a safety plan? What does it consist of?
A: Yes, Apollo will develop a safety plan for it's staff and classrooms. It will track with the safety protocols for the school.

Q: Are Apollo employees fingerprinted?
A: Yes, those fingerprints are run through the Department of Justice for background checks.

Q: Are you currently fully staffed?
A: Apollo has been hiring since their contract was finalized (late April 2023). They expect to be fully staffed by late June. A Site Director is tentatively lined up. A full staff will be 15 staff members on site plus the site director. Apollo intends to hire 25 staff to ensure they are always adequately staffed.

Q: How does Apollo communicate with parents?
A: Apollo uses the Jumbula app/website to facilitate communication between the progrma and parents. The link for that communication portal is: apollo-monterey.jumbula.com (FAQ document is linked to this page). You can also call/email Apollo Customer Service for billing questions: 855-543-7277 ext 1, office@apolloafterschool.com. Ahead of the start of the year, the Site Director's cell phone number will also be shared with program parents.

Q: What about absences from the program? Or students needing to attend appointments?
A: Apollo asks that parents please give notification if students have an appointment and need to miss program.

Q: What if kids want do a different activity than is offered for their group?
A: Generally speaking, a group of students will be doing the same activity at the same time. These activities will rotate approximately every two months. Student input on the activities will be considered.

Q: What about incidents between students (bullying, physical altercation, etc...)
A: The program has both Incident and accident report protocols the include parent communication. If a conflict between students arises, a conversation with parents will take place and Apollo may also reach out to the school counselor/admin. Serious/egregious incidents that involve harm/injury may result in program suspension or expulsion.

Parent Information Session Q&A - 5.31.23

Q: My child was in SPARK. The program is significantly more expensive (+$120). What does the snack consist of? Can students opt-out of the snack for a reduced price?
A: For Apollo students, there wil be a dry snack with fruit options. District food/snack service is an option, but Apollo is looking at other options. Apollo is looking at working with a caterer to improve the quality of the snack offerings. There is no opt-out for the snack.

Q: How does inflation factor into the program's costs? Is there an impact on families next year?
A: 8% inflation over the last year has presented challenges to all industries, including education. For the next two years (23-24, 24-25), rates are locked in per the terms of the District contract. The added cost supports staffing so that the program maintains an excellent 10:1 student:teacher ratio.

Q: Some of our kids are very smart and tricky with technology. Once you submit something on Google classroom, you can't review it. Can you staff check-in with students and make sure that students complete an assignment before they submit it on Google classroom?
A: Yes, staff can be attentive to specific parent requests for students regarding homework. That said, staff cannot guarantee that a student will complete their homework. Staff are not trained as academic tutors, per se. For the first few days, there are no activities planned so that staff has time to get to know students, students get to know each other (ice breakers) and expectations can be set.

Q: Do you anticipate that your 150-student cap is sufficient to meet parent needs?
A: Yes, the current plan is to have 15 staff report daily and a Site Director to oversee operations

Q: Do you intend to have a device management strategy? Will they be allowed to use their device outside of homework time?
A: Generally, students will NOT be on their devices (chromebooks or phones) at any point outside of homework time. We want to limit screentime and encourage socializing, activities, and enrichment.

Q: What age ranges do you plan to group the students by?
A: Younger kids will be in rooms with carpets, restroom accessibility and sheltered from older students. Grouping will be determined by the number of classrooms provided to the program by the school site. Classrooms will be offered by the school site based on registration numbers.

Parent Information Session Q&A - 5.31.23

Q: If you pre-pay for the year (for a discount), will refunds be honored?
A: Yes. So, for example, if you decide in November that you would like to drop Apollo and move to another program, you will be refunded the prorated amount of dues paid for the rest of the year.

Q: What about students that finish their homework early?
A: Homework time is called Power Hour. Power Hour should be quiet so that students can focus on homework completion. If students finish earlier, then students should read a book, etc... It is an expectation of the program for all students to complete homework and stay on task quietly during this time.

Q: Can parents opt kids out of club time if they have not finished homework?
A: If one student isn't done, we probably won't be able to accommodate due to supervision. If there are multiple students who aren't done with homework, a staff member can be allocated to support extended homework time.

Q: For very young students, the school day can be very long. Is staff trained on social-emotional support to help students get through a long day? They may get anxious, cry, or experience other stressors.
A: Each child is an individual and Apollo staff will work on building relationships with each student in order to understand their needs and possible triggers for anxiety, stress, etc... Staff will work on supporting students who are struggling, connecting with school counseling (as needed) or possibly calling home so child can hear from parent (if needed).

Q: How are the clubs organized and how many students are in any particular club?
In late June/early July, Apollo will send out a flyer to obtain parent feedback on club interest, homework preferences, preferred pickup times and more. This survey will help shape the program. Club activities will be rotated/revised every 2 months (approximately).

Q: What will communication look like and how can we ensure that the schedule is followed?
A: See earlier question regarding communication protocols. Remember, parents will have direct access to Site Director via phone/text during business hours. Apollo will send home a newsletter with photos and updates every 2 weeks or so.

Parent Information Session Q&A - 5.31.23

Q: How will homework on the chromebook be monitored?
A: The goal is to arrange students in a way where their computer screens are visible to staff. Outside of homework time, students will have little to no activities that require their chromebook. The emphasis during those times is to socialize and enjoy the enrichment activities.

Q: How many schools has APOLLO worked with in California?
A: Apollo is relatively new to California, operating at only one other school system in Southern California (Ventura County) for the last 7 years.

Q: Does Apollo have a license/registration in California?
A: No. Afterschool care vendors that operate on an existing school site are not required to complete such registrations or secure a childcare license. None of our current/past afterschool programs (ASES, Adventures, SPARK) have licenses as they operate on our school site. Apollo has excellent insurance (exceeding the minimum requirements) and a business license filed with the City of Monterey Park. All relevant licensure was completed as part of the contract process with Alhambra USD.

Q: Where can I find parent feedback on their experience with APOLLO?
A: Try googling "Apollo Afterschool" to get more specific information/reviews on Google as well as Indeed.

Q: How is creativity fostered within the APOLLO program?
A: Staff has experience working with children of various ages. The enrichment activities, clubs as well as arts/crafts curriculum is intended to help students develop creativity and branch out beyond "testable skills".

Q: Are the groups kept separate through out the day?
A: For the most part, yes. Groups are separated by age groups to maintain a low student:teacher ratio throughout the program. As needed, some groups may be combined depending on the activity or space available.

Parent Information Session Q&A - 5.31.23

Q: Will we continue to have a campus supervisor during afterschool programs?
A: Yes, Campus Security is provided by Alhambra USD. Mr. Mike Romero, our PM Campus Supervisor works from 10am - 6:30pm and supports *both* the Adventures and Apollo programs.

Q: When will the final schedule be ready for parents to review?
A: After the parent survey results are compiled - early/mid of July

Q: What is APOLLO's approach to resolving conflicts with students? Is there staff training?
A: This question was previously answered. Click here to jump up to that response. Out of the 40 hours of professional development that Apollo staff receive (throughout the year), about 12 hours are devoted to resolving peer conflicts and developing a positive classroom culture/environment.

Q: Will parents receive dependent care receipts?
A: Yes, please reach out to Customer Service and/or Site Director if you have specific questions or needs for receipts or other documentation.