

OTA Landmines – Watch Out!

What follows are very real examples of CONCERNS, ISSUES and COMPLAINTS from PTAs/Parents/School Partnerships. The success of our programs is vital to avoiding these mistakes and sidestepping the situations that cause them.

**Below are specific complaints from PTA Coordinators or forwarded Parent Emails that demonstrate the impact these problems can have on our business.*

1. Instructors Being Late:

“Apparently, one of the instructors called our office last week saying he would be a bit late. 2 weeks in a row of being "a bit late" isn't great. We absolutely need these instructors ON TIME to our school. We often have a parent that makes sure the kids get to the gym, but she is NOT required to do that, so we EXPECT that your instructors will be there to greet the children. The children start entering the gym at 3:25 or 3:30, and class is supposed to start at 3:35. As I have said before, your instructors need to be in the gym and ready to go by 3:20!! We cannot have children going to the gym and waiting around for the instructors without adult supervision.”

2. Instructors Bringing the Wrong Equipment to Class:

“We signed up for a double-play class of basketball and floor hockey. The instructors have not yet done anything with floor hockey. The instructors said every time they go to check out the equipment, the floor hockey supplies are gone...how can that be?? Our kids are begging to start floor hockey, and the instructors keep telling them "next time", yet it never happens.”

3. No Variety in Sports Spectacular Program:

“My son, Ryan, is taking the Sports Spectacular camp for 2nd graders at Wakefield Forest. He is having a great time. He wanted to know if they were going to play basketball and/or go outside again and play kick ball. The last couple of weeks they have ONLY played dodgeball and he was just trying to figure out if that was the sport they were going to continue to play or if they were going to switch sports every week.”

4. Instructors Not Having Control of the Class:

“My son Brian will not be attending this class anymore. I stopped letting him go after watching the class. The instructor had no control of the older kids. They were cutting in front of them in line, pushing them and Brian did not even get a chance to touch the football once during the entire class. The other smaller kids were getting the same treatment. This is unacceptable.”

5. Instructors Not Teaching in Class (No Skill Development):

“I'm not sure if this instructor has any experience "teaching" the class. He has them practice skills, but never teaches or corrects any of the players, and then they are basically on their own to play. That's it.”

6. Instructors Lack of Involvement/Supervision/Professionalism:

“I thought I would also pass on to you that my son said things got really wild and out of control when the coach/instructor left the room to go to the bathroom. All of the kids went wild at that point and stayed wild. He said that the coach told them what the rules were in the beginning of class and then they were just left to play basketball on their own. He also said at one point the coach was laying on the floor texting on his phone, so maybe that could be why he did not see Brandon get hit by the other student. This lack of supervision and discipline is DANGEROUS!”

7. Behavioral Issues During Class with Teasing and Bullying:

Scenario 1: *“I just heard from the Assistant Principal at Kings Glen, that there was a bullying incident the other Thursday during the after-school OTA program that involved a 4th and 6th grader with name calling pushing etc. Parents were notified, but I was asked to contact you, so that your coach, who works with Kings Glen students, can keep an eye on the participating students in order to prevent this from happening again”*

Scenario 2: *“I am Scott’s dad and I wanted to let you know that apparently last week Scott skipped lacrosse without telling anybody. We have determined that the reason behind this absence is because Scott feels like he is being intimidated by one of the other lacrosse participants, Eddie. I’m not sure if Scott is overreacting or if his concerns are real, so I don’t want to make a huge deal out of this yet. However, Scott said that Eddie is telling him that he’s not good at lacrosse and making fun of him. That’s not “intimidation” but it certainly makes Scott feel bad enough that he skipped class for the sole purpose of avoiding Eddie. Scott also said that Eddie waits until you are not looking before he says things to him. I do not want this to escalate so I’m hoping we can take some corrective action sooner than later.”*

8. Dismissal Procedure Complaints:

“I have had a couple of mothers call to express concern about the method of pick up from the cheerleading and soccer programs. It has been reported that no one is checking the students “out” to parents from either program, sending the students along with no supervision if the students say “oh, there’s my mom”, etc. I also want to make sure that your instructors are wearing their tee shirts as you said they would for identification purposes. I know that you had mentioned that they would be visible in their tee shirts (orange?) so there would be no doubt which program they belong to.”

9. Not a FUN Class (Instructors Mean, Yelling all the Time):

“We need a change in instructor for the Program. Yesterday, I was walking through the halls checking on the classes. I observed your instructor speaking to the class in an unacceptable manner. She was upset with them for not listening and paying attention. I don’t think the way she spoke to them was productive or respectful. Once they started back up, she clearly showed her disappointment when the group didn’t move in unison. That’s when I walked away and called you. I think her approach is demotivating and will impact the self-esteem of her participants.”