



Jackrabbit Payments & Continuous Enrollment

Thank you for your ongoing patience as we switch over to a new registration program called Jackrabbit! Most of you have gone into Jackrabbit to set up your Parent Portal, register your swimmers, and enter in your credit card information for billing. We have learned that credit cards are not processed automatically when you register or enter in your credit card information, office staff will manually batch process payments. While most have saved their credit card information in the Parent Portal, we ask that you take the time to do this so that it makes processing payments run more smoothly. You still have the option of paying with cash or a check at the pool, but it makes things easier if credit card payments are done through Jackrabbit. All previous credits from QuickBooks have been transferred over to Jackrabbit at this point.

Beginning in January, we will move to continuous enrollment. This means that you will keep your same spot going forward, and on the 20th of each month your credit card on file will be charged for the upcoming month of lessons. We will implement this continuous enrollment system in 2022, and will copy everyone's registration from Fall 2 into the 2022 year. We anticipate opening up registration for current swimmer changes sometime in early December, and opening up general public registration in mid-December. If you don't want to make a change, there is nothing you have to do! If you would like to make a change, you may do so when we open up current swimmer registration in early December. In 2022, registration will be ongoing and you can register and start at any time. If you will not be continuing with lessons in 2022, please let us know by November 30th. Please note that you can change your enrollment at any time in Jackrabbit!

Since enrollment will be continuous, if you would like to unenroll we will need to know one month ahead of time, to make sure your credit card is not charged for the upcoming month. Credit

cards will be processed on the 20th of each month, so if you wish to unenroll starting in March, we would need to know by January 31st so as not to process your credit card on February 20th. If we haven't heard from you by the end of the month (January, for example), your card will be charged for the next upcoming month (March) on the 20th (February).

Please let us know if you have any questions, we realize this a a big change for our staff and our families!

Parent Portal

Report Absences & Schedule Makeups

Moving to Jackrabbit has made reporting absences and scheduling make up lessons easier! If you are unable to attend your lesson due to vacation, an appointment, being out sick, or any other reason, please let us know ahead of time by marking the absence in the Jackrabbit Parent Portal. We would appreciate notification several days prior to any planned absences such as vacations or appointments, and prefer at least a couple hours before your missed lesson if you will be out sick. We use those spots for makeup lessons and free trials, so lesson spots are in high demand. We are unable to provide you with a makeup lesson if you contact us after you've already missed your lesson. If we are not contacted, it will be treated as if your child did attend class and a makeup will not be scheduled for you.

You can also use the Jackrabbit Parent Portal to schedule any makeup classes! A list of available classes will be shown for you to pick from. Make up lessons will stay in your Jackrabbit account for up to 1 year. If you are unable to use the Parent Portal to report an absence or schedule a makeup, please email or text the office staff. Thanks for your cooperation & understanding!

New Little Strokes Website!



Little Strokes Swim Academy is the Madison area's premier swim school! Our professional swim instructors set us apart from other learn-to-swim programs.

[REGISTER ONLINE](#)

Have you had time to check out our [BRAND NEW WEBSITE](#)? If not, please take a look around. You will notice familiar faces as we used Little Strokes swimmers and families in the photos! Read through our staff biographies and discover the wealth of swimming experience and talent in our instructors, and the diverse backgrounds and expertise of the rest of our staff. Formal staff pictures were taken over the summer by fellow Waunakeean and Little Strokes parent, Sarah Davenport of [Sarah Davenport Photography](#). Sarah also provided several action and still shots for the website and we would like to recognize her

talent and generosity! Sarah is available for any of your photography needs, and we treasure the work she did for us.

A huge, heartfelt thank you goes out to Waunakee native Liz Schaefer of [Liz Schaefer Design](#). Due to her fantastic creativity and incredible design sense she was able to take our website vision and make it a reality! You will notice her work in the rest of our marketing and branding, including the stickers on the Boo Bash candy and fliers sent out with local school fun runs. If you are in need of a graphic designer or any sort of website refresh, marketing, or design work for your small business, Liz is a true gem who we highly recommend!

Our new website is a wealth of information, but the most important part is the [News & Updates](#) menu. This contains important updates from our [Facebook page](#), highlights from [recent newsletters](#), and information posted around the pool. If you don't currently follow us on Facebook, please do! Throughout the year we offer special promotions and contests, and share important and relevant information from our community.

[LITTLE STROKES WEBSITE](#)

COVID Safety Precautions Update **Locker Rooms - Open Doors - One Way Traffic - Swim Team**

At this point in our COVID journey we are excited to announce a couple changes that will bring us closer to a sense of normalcy around the pool. We are extremely thankful for all of the staff, swimmers, and families who have abided by our COVID safety precautions for the past year and a half plus.

Due to the colder weather quickly approaching, our locker rooms are now open to change before and after lessons. This means that you may enter the building ahead of your lesson time to use the locker room; you do not need to wait in your car. The showers will stay

closed for the time being. If you are able to come to lessons dressed in your suit, that will help alleviate congestion in the locker rooms. All traffic will enter and exit through the main entrance; the door in the pool area will revert back to being an emergency exit. We have removed the one-way traffic expectation, but we will still end lessons 5 minutes early to allow for social distancing on deck between groups.

Friday and Saturday swim team will remain swimmers only, with parents/guardians not allowed on the pool deck due to space issues. Sunday swim team is now open for parents/guardians to watch from the pool deck. Parents for all swim team sessions have the option to watch swim team from the viewing area in the office. You can still feel free to drop off your swimmer and return when swim team is done, provided you have entered emergency contact information into the Jackrabbit Parent Portal. If you would like to switch to a different swim team time, we now have 3 options to choose from as we have added Sunday at 3pm with Mr. Rafal to the schedule!

Thank you to our office staff!!

We are eternally grateful for the willingness of our office staff to simultaneously learn a new registration program and create a new website while maintaining and using our old program and old website. Courtney, Mikaela and Imani have weathered through the past 6 months of this transition and have done it happily and without complaint. During COVID they have had to deal with numerous mandates and constantly changing policies, and they have done it all with grace and kindness. They have answered hundreds of questions, enforced multiple safety precautions and rolled with the punches, and we want to express our sincere gratitude for their impeccable work ethic. They are the first face you see when you enter the building, and the main contact when you email, text or call us. If you feel the same way we do, please give them a shout out the next time you are in the office.

Thank you for your continued support! - Bill & Rachel Tygum