



1685 West Higgins Road
Hoffman Estates, Illinois 60169

heparks.org t (847) 885-7500 f (847) 885-7523



STAR Waitlist

Frequently Asked Questions

Why has my child been put on the waitlist?

The maximum number of participants at each program varies based on the available space at the school or the number of staff members required staying within an appropriate ratio (1:10). Once we reach capacity, interested participants are placed on a waitlist.

Do I pay money when I am put on the waitlist?

No. The deposit and first month's prorated fee will be taken once a spot becomes available and your child is registered and accepted into the program.

If there is a waitlist for our school, should we even try to get in or just look for other alternatives in the community?

Register, please! When we see that there is a waitlist, we begin to see what can be done to accommodate the additional children, whether it is looking into more space or hiring additional staff. The waitlist is a way to gauge the need and we strive to meet that need!

How will I be notified if a spot becomes available?

When a spot becomes available, you will be notified with a phone call, typically we contact the primary number in our database. Due to the high demand for enrollment, we will attempt to contact families on the waitlist and request the decision to either begin the registration process or to be removed from the waitlist be made within two days so that we can contact the next person on the waitlist.

What are the chances my child will be able to get into the program?

There are a number of factors that affect the number of children we are able to accommodate at a school site. Some sites are limited with space and **only** when a child drops can we open up the waitlist to allow new participants. The STAR Program Manager monitors the waitlist and makes every attempt to accommodate the children on the waitlist throughout the year.



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Should I look into other alternatives for a safe place for my child to go once school begins?

We understand the need for peace of mind. As much as we would like to provide a quality program for each child in District 54 and District 15, space and/or staffing restrict our capacity to ensure we run a quality, safe program where your child receives the opportunities to complete homework, learn new skills, interact with other children and participate in physical activities. Please take the steps needed to make sure your child will be in safe place while you are working. We will keep you on our waitlist until a spot opens up. At that time, you can choose to switch to our program or decline the open spot.

How can I avoid being on the waitlist next school year?

Current participants during the month of April are able to take advantage of Priority Registration, which guarantees you a spot for the following school year. During the month of May, we then open our enrollment to anyone who wants to register for the available spots at the school sites. We encourage our families to register their child as soon as possible to ensure they are accepted into the program in adequate amount of times.

If you have any other questions, please do not hesitate to contact the School Age Program Manager at (847) 285-5526.

