

Visit Protocol

PROGRAM ADMINISTRATION SCALE

INITIAL CONTACT

Provide the Administrator with a brief overview of the *Program Administration Scale* if they are not already familiar with it. Let them know the PAS measures leadership and management practices of early childhood programs through an interview and documentation review process.

Describe the procedures that are followed during the visit, beginning with a brief tour of the center, a 2-3 hour interview with the Administrator, a review of documentation, and final wrap-up with the Administrator.

Let the Administrator know that you will be faxing/sending a list of the documents they need to compile for review in addition to a form that needs to be completed prior to the visit. This form relates to center descriptive information. Ask the Administrator to assemble these materials prior to your visit.

Finally, let the Administrator know you will be reviewing a sample of staff records during your visit.

Center Description Information (CDI) Form

The CDI form is designed so that the Administrator can complete the information themselves and send it to you. However, you may choose to complete the form with the Administrator over the telephone to get a sense of the program. This would also allow you to find out how many staff qualification worksheets you will need to bring with you for your visit.

Be sure to clarify that the person you are speaking with is the on-site Administrator as defined in the PAS (the interview must be scheduled with an administrator who is on-site if the center has four or more classrooms or a total enrollment of 60 or more full-time equivalent children).

Scheduling the Interview

Remind the Administrator that you will be interviewing them for approximately 2-3 hours. Let them know you will need to conduct the interview first, after the interview you will review documents. The review of documents will take approximately 3-4 hours. Ask the Administrator if there is a day of the week that is more convenient for them. Select a day and time that is convenient for the Administrator and yourself.

THINGS TO BRING WITH YOU ON THE VISIT

- Program Administration Scale, 2nd Edition (PAS)*
- Program Administration Scale (PAS) Evaluation Consent Form*
- extra copies of the CDI form
- Administrator and Teacher Qualifications worksheets
- multiple copies of items 23, 24, and 25
- most recent version of the PAS Additional Notes
- Assessment Feedback Form—Administrator and a self-addressed envelope to the McCormick Center
- sharpened pencils

THINGS TO DO DURING THE VISIT

- Introduce yourself and be friendly.
- Explain that the purpose of your visit is for certification and ask the Administrator to complete the Evaluation Consent Form.
- Ask the Administrator for a brief tour of the facility, observing a minimum of one classroom in each age group.
 - The tour can be used to:
 - Build rapport with the Administrator
 - Get a sense of the program
 - Ask general information (number of children, age groups, number of groups, any children with disabilities)
 - Things to look for during the tour:
 - Signage
 - Separate adult restroom
 - Enclosed storage area for personal belongings
 - Adult-sized chair or sofa in each classroom
 - Space with adult-size furniture for staff use during breaks, meetings, etc.
 - Dedicated space for staff use only
 - Professional library (including at least 25 books and 12 issues of a journal/magazine related to early childhood education)
 - Private administrative space
 - Office equipment
 - Allergies posted
 - Risk management plan in the classrooms
 - Signs of staff and family communication (e.g., message boards, log books, newsletters, bulletin boards, etc.).
 - Family supports
 - Functional computers and printers
 - Internet access
 - Overall impression of safety for indoor and outdoor play environment
- Discuss the daily schedule with the Administrator.
- Remind the Administrator you will be reviewing the documents after your interview and find out if the documents have been assembled (if not ask if someone else on staff is available to organize the documents during your interview with the Administrator)

- ❑ Complete the interview. Write any notes in the PAS booklet.

The main purpose of the interview is to get information about the program's leadership and management practices. The interview is also important for building rapport with the Administrator. When interviewing, remember these tips:

- Request a quiet place that you and the Administrator can talk with limited interruptions.
 - Provide the Administrator with the interview protocol:
 - Let the Administrator know you will be asking a series of questions related to 10 different leadership and management areas.
 - During the interview you will be taking notes.
 - There may be times when you will tell the Administrator when you have sufficient information for an item so you can move on to another item.
 - After the interview you will be reviewing documentation on your own.
 - You may return to ask the Administrator more questions.
 - Begin each item by asking general questions and asking more specific questions only when you are not getting the information you need.
 - Take copious notes during the interview to help you recall the information provided by the Administrator when you review the documentation.
 - Remember to always refer to the notes sections of the PAS when there is an asterisk/s after an indicator.
 - When an indicator includes a list of things, it helps to tell the Administrator you are going to read several items on a list. Ask the Administrator to respond "yes" or "no" after each item. Be sure to ask the Administrator if they can think of anything else they do that might not have been represented on the list.
 - Paraphrase the Administrator's response to make sure you understand the meaning of what you heard.
- ❑ Review the documents. This should be done in an area free of distraction.
 - Review documentation for Items 1-5, listing/checking off what you cannot find evidence of that was given credit during the interview. Bring your list to the Administrator and ask him/her to direct you to the documentation that supports those indicators. (The Administrator may need to gather this information and will often bring it to the assessor over a period of time). Continue verifying documentation for all of the indicators that received credit for Items 6-10, listing/checking off what you cannot find evidence of that received credit during the interview. When you are done verifying documentation for those items bring your list to the Administrator and ask him/her to direct you to the documentation that supports those indicators. Repeat this process for the next five items (Items 11-15) and again for items 16-21. When you complete the documentation verification for Items 16-21, in addition to bringing your list the Administrator and asking him/her to direct you to the documentation that supports those indicators, let the Administrator know that you will now be verifying documentation for the last

subscale, Staff Qualifications, and when you are done verifying documentation for that subscale the assessment is over. Any documentation that he/she was asked to supply will need to be provided before that last subscale is complete or it will not be taken into consideration for the assessment.

- Some projects using the PAS include a sign-off form for the Administrator and the assessor indicating which ratings received credit during the interview but were not verified during the documentation review.
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- Make any necessary changes to ratings based on the documentation verification.
 - Erase ratings that have changed and be sure to write the new rating on the indicator line.
 - Be sure to put a slash through the D once you are done with the documentation verification process for that indicator.
 - Review the PAS to be certain that each indicator has been rated and each item scored.
 - Make sure the Administrator signed the PAS Evaluation Consent Form and take it with you.
 - Give the Administrator the Assessment Feedback Form-Administrator and a self-addressed envelope to the McCormick Center.
 - Thank the Administrator for the interview and for organizing the documentation.