



What to Expect During a CLASS[®] Observation

What can I expect before the day of the observation?

- The Assessor will call to confirm 48 hours before your scheduled observation. If no one is available to answer the phone, a message will be left. An email will also be sent to the email address listed under the contact information on your Growing Futures organization profile.

What can I expect on the day of the observation?

- You can expect the Assessor to arrive at the program around 8:00 am.
- If your program has multiple classrooms or groups, the Assessor will meet with the Program Director or Lead Caregiver to go over the observation schedule.
- At this time, the Assessor will need to gather the following information:
 - names of the Lead teachers or Lead Caregivers present during the observation, and
 - the number of children enrolled in the classroom or group.
- Programs are encouraged to hold all regular indoor and outdoor activities. If something unexpected happens (i.e., a thunderstorm), follow the standard plan for that type of day.

What can I expect during the observation?

- Each observation consists of three (3) cycles. Each cycle includes fifteen (15) minutes of observation and ten (10) minutes of scoring where the Assessor steps out of the room. After scoring, the Assessor may take up to five (5) additional minutes to prep for the next cycle.
- The Assessor will spend a good deal of time writing on their note pad. This is a good sign – they are recording what they see and hear – they want to give you credit for all the great things you do!
- The Assessor will try to blend into the background as much as possible. They will move around the program and try not to interfere in any activities. If the Assessor is in an area of the room and a child wants to play in that area, the Assessor will move from that area (if possible). Please do not make accommodations for the Assessor; we will work around the providers and the children. The children will be curious. The Assessor understands that a typical day can have many twists and turns, especially when there is a new adult present! Assessors tell the children, "I'm here to watch you play" and encourage them to go back to their play.
- The Assessor will maintain confidentiality and uphold the code of ethical conduct (for more details, please visit www.naeyc.org).

What happens after the observation?

- The Assessor will let you know when they have completed the observation.
- A CLASS[®] Summary Report will be created with the data collected from the observation. The CLASS[®] Summary Report will be emailed to the program within three (3) weeks of your observation date and will be uploaded to your RBPD events tab in your Growing Futures organization profile.

Child Enrollment Requirements

To ensure the highest quality observation is as close to the typical day as possible, the following requirements regarding child enrollment and attendance must be met:

- All classrooms or groups must be observed.
- At minimum, at least 1 child per classroom or group served must be in attendance on the day of the observation.

Frequently Asked Questions

How does an observation support continuous quality improvement?

Observations help you collect data and useful information needed to complete the CQI (continuous quality improvement) process. A CQI environment is one in which data is collected and used to make positive changes, even when things are going well. The process is meant to be ongoing and generally follows a cycle. Through the process of continuous quality improvement, early care and education programs are able to:

- Identify needs or barriers
- Develop strategies of change
- Implement those strategies
- Make decisions about ongoing and long-lasting improvements

It's the most accurate way to demonstrate and show others what you do each day. Our team is trained specifically to be respectful and to understand how much work you've done to get to this point. Remember, we're all here for the same reason – to prepare children to be successful in school and life.

How are the classrooms or groups selected for an observation?

For Preschool and Center licensed programs, each classroom will receive an observation using the tool that best reflects the age of the children served. Observations will be conducted randomly, based off the classroom's daily schedule.

For Family and Group licensed programs, one observation will be conducted using the tool that best reflects the majority of the age of the children served.