



2016-2017 Sponsor Evaluations (Quality Component) Critical Area F: Technical Assistance

Office of Community Schools - March 2017

Quality Practices Component

Six Critical Areas:

- A – Commitment and Capacity
- B – Application Process and Decision-Making
- C – Performance Contracting
- D – Oversight and Evaluation
- E – Termination and Renewal Decision-Making
- F – Technical Assistance

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Critical Area F

Technical Assistance

F. Technical Assistance

Technical Assistance (per OAC 3301-102-02):

The provision of targeted and customized supports by professionals with subject matter expertise relevant to the operations of a community school toward successfully fulfilling its obligations under applicable rules, laws and the terms of its community school contract.

F. Technical Assistance

Critical Area Evaluates:

- Provision of technical assistance
- Legal updates
- Professional development for schools
- Relationships with schools' governing authorities

F. Technical Assistance

4 Standards:

- F.01 – Ongoing Technical Assistance
- F.02 – Legal and Policy Updates
- F.03 – Professional Development for Schools
- F.04 – Relationships with Schools' Governing Authorities

F.01 – Ongoing Technical Assistance

The sponsor has an established process for determining the needs of its schools and it conducts a needs assessment to determine what type of technical assistance it offers.

F.01 – Ongoing Technical Assistance

Key Indicators

- The sponsor provides timely and comprehensive assistance to its schools in response to issues, problems and concerns identified by either the school or the sponsor.
- The sponsor solicits information from the school about its needs for technical assistance and about the quality and impact of previous technical assistance.

F.01 – Ongoing Technical Assistance

Key Indicators (continued)

- The sponsor uses the results of a needs assessment to plan proactive technical assistance to its schools

F.01 – Ongoing Technical Assistance

F.01 – Ongoing Technical Assistance*: The sponsor has an established process for determining the needs of its schools and it conducts a needs assessment to determine what type of technical assistance it offers.

Key Indicators:

- The sponsor provides timely and comprehensive assistance to its schools in response to issues, problems and concerns identified by either the school or the sponsor.
- The sponsor solicits information from the school about its needs for technical assistance and about the quality and impact of previous technical assistance.
- The sponsor uses the results of a needs assessment to plan proactive technical assistance to its schools

*Technical assistance is defined in OAC 3301-102-02 as "the provision of targeted and customized supports by professionals with subject matter expertise relevant to the operations of a community school toward successfully fulfilling its obligations under applicable rules, laws and the terms of its community school contract."

FAILURE OF THE SPONSOR TO SUBMIT EVIDENCE OF PROVIDING TECHNICAL ASSISTANCE TO ITS SCHOOL(S) WILL RESULT IN THE SPONSOR RECEIVING 0 POINTS FOR THIS STANDARD.

1 Point	2 Points	3 Points	4 Points
The sponsor submitted evidence that it provides reactive technical assistance to its school(s).	1-Point Requirements –and– The sponsor submitted evidence that it solicits information about the technical assistance needs of its school(s).	2-Point Requirements –and– The sponsor submitted evidence that it solicits feedback on the quality and impact of the technical assistance that it provides to its school(s).	3-Point Requirements –and– The sponsor submitted evidence of using the results of a needs assessment to provide at least three instances of proactive technical assistance to its school(s).

Note: The sponsor must submit evidence for a specific set of its sponsored schools, which was randomly selected by the vendor. The list includes at least one of each type of sponsored school (i.e. e-schools, DOPR schools, etc.). All sponsors received a list of the selected schools and the list is available to sponsors in Epicenter.

Optional: The sponsor may submit a narrative explanation of how the submitted documents support the sponsor's practice as it pertains to this standard. Evaluators may use narrative explanations in the scoring process if they are substantiated by documentary evidence.

F.01 – Ongoing Technical Assistance

FAILURE OF THE SPONSOR TO SUBMIT EVIDENCE OF PROVIDING TECHNICAL ASSISTANCE TO ITS SCHOOL(S) WILL RESULT IN THE SPONSOR RECEIVING 0 POINTS FOR THIS STANDARD.

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F.01 – Ongoing Technical Assistance

Note: The sponsor must submit evidence for a specific set of its sponsored schools, which was randomly selected by the vendor. The list includes at least one of each type of sponsored school (i.e. e-schools, Dropout Prevention and Recovery (DOPR) schools, etc.). All sponsors received a list of the selected schools and the list is available to sponsors in Epicenter.

F.01 – Ongoing Technical Assistance

Optional: The sponsor may submit a narrative explanation of how the submitted documents support the sponsor's practice as it pertains to this standard. Evaluators may use narrative explanations in the scoring process if they are substantiated by documentary evidence.

Document Upload Guidance for the 2016-2017 Sponsor Evaluation, Quality Practices Component

F. Technical Assistance		
Quality Rubric Standard	Examples of Relevant Documents	Examples of Unacceptable Documents
<p>F.01 – Ongoing Technical Assistance <i>The sponsor has an established process for determining the needs of its schools and it conducts a needs assessment to determine what type of technical assistance it offers.</i></p>	<ul style="list-style-type: none"> - Evidence of technical assistance provided by the sponsor to its school(s) - Needs surveys or other method of collecting information from schools about their technical assistance needs - Evidence of communication between the sponsor and schools regarding technical assistance issues 	<ul style="list-style-type: none"> - Evidence of technical assistance provided by the sponsor prior to July 1, 2016
<p>F.02 – Legal and Policy Updates <i>The sponsor updates schools on relevant legal changes.</i></p>	<ul style="list-style-type: none"> - Emails sent to schools showing that the sponsor provided information on legal and policy updates - Sponsor newsletters and/or documents sent to schools that included information on legal and policy updates - Documents provided to schools at in-person training sessions or online webinars that included information on legal and policy updates 	<ul style="list-style-type: none"> - State laws and rules [unless they were included in emails and documents the sponsor provided to its school(s)]
<p>F.03 – Professional Development for Schools <i>The sponsor uses the results of a needs assessment to determine which professional development opportunities to offer.</i></p>	<ul style="list-style-type: none"> - Emails and newsletters sent to schools regarding professional development opportunities - Needs assessment or evidence of other data collection methods used with schools to determine their professional development needs 	<ul style="list-style-type: none"> - Attendance sheets and/or professional development materials from trainings attended by sponsor staff
<p>F.04 – Relationships with Schools’ Governing Authorities <i>The sponsor takes steps to build a positive working relationship with each school’s governing authority.</i></p>	<ul style="list-style-type: none"> - School board meeting minutes highlighting instances where sponsor staff presented information to the board or responded to information provided by the board - Emails and other documents showing instances during the 2016-2017 school year in which the sponsor communicated with school governing boards 	<ul style="list-style-type: none"> - Monthly financial and enrollment reviews - Communication documents prior to July 1, 2016

F.01 – Ongoing Technical Assistance

Documentation Guidance:

F. Technical Assistance		
Quality Rubric Standard	Examples of Relevant Documents	Examples of Unacceptable Documents
F.01 – Ongoing Technical Assistance <i>The sponsor has an established process for determining the needs of its schools and it conducts a needs assessment to determine what type of technical assistance it offers.</i>	<ul style="list-style-type: none">- Evidence of technical assistance provided by the sponsor to its school(s)- Needs surveys or other method of collecting information from schools about their technical assistance needs- Evidence of communication between the sponsor and schools regarding technical assistance issues	<ul style="list-style-type: none">- Evidence of technical assistance provided by the sponsor prior to July 1, 2016

F.02 – Legal and Policy Updates

The sponsor updates schools on relevant legal changes.

F.02 – Legal and Policy Updates

Key Indicators

- The sponsor has a process by which it informs its school(s) of changes to rule and law that impact the community school operations.
- The sponsor offers an annual training to assist its school(s) in understanding changes to rule and law that impact community school operations.

F.02 – Legal and Policy Updates

F.02 – Legal and Policy Updates: The sponsor updates schools on relevant legal changes.

Key Indicators:

- The sponsor has a process by which it informs its school(s) of changes to rule and law that impact the community school operations.
- The sponsor offers an annual training to assist its school(s) in understanding changes to rule and law that impact community school operations.

FAILURE OF THE SPONSOR TO SUBMIT EVIDENCE OF UPDATING ITS SCHOOL(S) ON CHANGES TO RULE AND LAW THAT IMPACT COMMUNITY SCHOOL OPERATIONS WILL RESULT IN THE SPONSOR RECEIVING 0 POINTS FOR THIS STANDARD.

1 Point	2 Points	3 Points	4 Points
The sponsor did not submit evidence of directly providing guidance on changes to rule and law that impact community school operations –but– The sponsor did submit evidence of directing its schools to another source.	The sponsor submitted evidence of providing schools with written guidance on changes to rule and law that impact community school operations –but– The sponsor did not submit evidence of doing so on a regular basis (i.e. annually).	The sponsor submitted evidence of having a regular publication (i.e. annually) with written guidance on changes to rule and law that impact community school operations.	3-Point Requirements –and– The sponsor submitted evidence that it offers an annual training to assist its school(s) in understanding changes to rule and law that impact community school operation.

Note: The sponsor must submit evidence for a specific set of its sponsored schools, which was randomly selected by the vendor. The list includes at least one of each type of sponsored school (i.e. e-schools, DOPR schools, etc.). All sponsors received a list of the selected schools and the list is available to sponsors in Epicenter.

F.02 – Legal and Policy Updates

Note: The sponsor must submit evidence for a specific set of its sponsored schools, which was randomly selected by the vendor. The list includes at least one of each type of sponsored school (i.e. e-schools, Dropout Prevention and Recovery (DOPR) schools, etc.). All sponsors received a list of the selected schools and the list is available to sponsors in Epicenter.

F.02 – Legal and Policy Updates

Documentation Guidance:

F. Technical Assistance		
Quality Rubric Standard	Examples of Relevant Documents	Examples of Unacceptable Documents
F.02 – Legal and Policy Updates <i>The sponsor updates schools on relevant legal changes.</i>	<ul style="list-style-type: none">- Emails sent to schools showing that the sponsor provided information on legal and policy updates- Sponsor newsletters and/or documents sent to schools that included information on legal and policy updates- Documents provided to schools at in-person training sessions or online webinars that included information on legal and policy updates	<ul style="list-style-type: none">- State laws and rules [unless they were included in emails and documents the sponsor provided to its school(s)]

F.03 – Professional Development for Schools

The sponsor uses the results of a needs assessment to determine which professional development opportunities to offer.

F.03 – Professional Development for Schools

Key Indicators

- The sponsor shares and/or offers professional development opportunities with its school(s) regularly.
- The sponsor shares and/or offers professional development opportunities based on data about school needs.

F.03 – Professional Development for Schools

F.03 – Professional Development for Schools: The sponsor uses the results of a needs assessment to determine which professional development opportunities to offer.

Key Indicators:

- The sponsor shares and/or offers professional development opportunities with its school(s) regularly.
- The sponsor shares and/or offers professional development opportunities based on data about school needs.

FAILURE OF THE SPONSOR TO SUBMIT EVIDENCE OF SHARING PROFESSIONAL DEVELOPMENT OPPORTUNITIES WITH ITS SCHOOL(S) WILL RESULT IN THE SPONSOR RECEIVING 0 POINTS FOR THIS STANDARD.

1 Point	2 Points	3 Points	4 Points
<p>The sponsor submitted evidence that it shares and/or offers information about professional development opportunities with its community schools once or twice per year</p> <p>–or–</p> <p>The sponsor mandates that its school(s) participate in specific professional development, beyond any training that is a requirement of the contract.</p>	<p>The sponsor submitted evidence that it shares and/or offers information about professional development opportunities with its community school(s) three or more times per year.</p>	<p>2-Point Requirements –and–</p> <p>The sponsor submitted evidence that it shares and/or offers information about professional development opportunities with its school(s) according to a process.</p>	<p>3-Point Requirements –and–</p> <p>The sponsor submitted evidence that at least one of the professional development opportunities it shared and/or offered was specific to community schools</p> <p>–and–</p> <p>The sponsor submitted evidence of using the results of a needs assessment to determine which professional development opportunities it shares and/or offers.</p>

NOTE: The entire body of submitted documentation may be taken into account during the review of this standard.

Note: The sponsor must submit evidence for a specific set of its sponsored schools, which was randomly selected by the vendor. The list includes at least one of each type of sponsored school (i.e. e-schools, DOPR schools, etc.). All sponsors received a list of the selected schools and the list is available to sponsors in Epicenter.

Optional: The sponsor may submit a narrative explanation of how the submitted documents support the sponsor’s practice as it pertains to this standard. Evaluators may use narrative explanations in the scoring process if they are substantiated by documentary evidence.

F.03 – Professional Development for Schools

FAILURE OF THE SPONSOR TO SUBMIT EVIDENCE OF SHARING PROFESSIONAL DEVELOPMENT OPPORTUNITIES WITH ITS SCHOOL(S) WILL RESULT IN THE SPONSOR RECEIVING 0 POINTS FOR THIS STANDARD.

1 Point	2 Points	3 Points	4 Points
<p>The sponsor submitted evidence that it shares and/or offers information about professional development opportunities with its community schools once or twice per year</p> <p>–or–</p> <p>The sponsor mandates that its school(s) participate in specific professional development, beyond any training that is a requirement of the contract.</p>	<p>The sponsor submitted evidence that it shares and/or offers information about professional development opportunities with its community school(s) three or more times per year.</p>	<p>2-Point Requirements –and–</p> <p>The sponsor submitted evidence that it shares and/or offers information about professional development opportunities with its school(s) according to a process.</p>	<p>3-Point Requirements –and–</p> <p>The sponsor submitted evidence that at least one of the professional development opportunities it shared and/or offered was specific to community schools</p> <p>–and–</p> <p>The sponsor submitted evidence of using the results of a needs assessment to determine which professional development opportunities it shares and/or offers.</p>

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NOTE: The entire body of submitted documentation may be taken into account during the review of this standard.

F.03 – Professional Development for Schools

Documentation Guidance:

F. Technical Assistance		
Quality Rubric Standard	Examples of Relevant Documents	Examples of Unacceptable Documents
F.03 – Professional Development for Schools <i>The sponsor uses the results of a needs assessment to determine which professional development opportunities to offer.</i>	<ul style="list-style-type: none">- Emails and newsletters sent to schools regarding professional development opportunities- Needs assessment or evidence of other data collection methods used with schools to determine their professional development needs	<ul style="list-style-type: none">- Attendance sheets and/or professional development materials from trainings attended by sponsor staff

F.04 – Relationships with Schools' Governing Authorities

The sponsor takes steps to build a positive working relationship with each school's governing authority.

F.04 – Relationships with Schools' Governing Authorities

Key Indicators

- The sponsor communicates regularly with each school's governing authority
- The sponsor attends at least two board meetings annually for each school

F.04 – Relationships with Schools’ Governing Authorities

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Key Indicators:

- The sponsor communicates regularly with each school’s governing authority.
- The sponsor attends at least two board meetings annually for each school.

FAILURE OF THE SPONSOR TO SUBMIT EVIDENCE OF ATTENDING ITS SCHOOLS’ BOARD MEETINGS OR EVIDENCE OF COMMUNICATING REGULARLY WITH SCHOOL BOARD MEMBERS WILL RESULT IN THE SPONSOR RECEIVING 0 POINTS FOR THIS STANDARD.

1 Point	2 Points	3 Points	4 Points
The sponsor submitted evidence of attending at least one board meeting –or– There is evidence that the sponsor communicates with and/or provides guidance to its schools’ boards beyond monthly financial and enrollment reviews.	The sponsor submitted evidence of attending at least one board meeting per school –and– There is evidence that the sponsor communicates with and/or provides guidance to its schools’ boards beyond monthly financial and enrollment reviews.	The sponsor submitted evidence of attending at least two board meetings per school –and– There is evidence that the sponsor communicates with and/or provides guidance to its schools’ boards at least bimonthly, beyond monthly financial and enrollment reviews.	The sponsor submitted evidence of attending three or more board meetings per school –and– There is evidence that the sponsor communicates with and/or provides guidance to its schools’ boards at least monthly, beyond monthly financial and enrollment reviews.

Note: The sponsor must submit evidence for a specific set of its sponsored schools, which was randomly selected by the vendor. The list includes at least one of each type of sponsored school (i.e. e-schools, DOPR schools, etc.). All sponsors received a list of the selected schools and the list is available to sponsors in Epicenter.

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1 Point	2 Points	3 Points	4 Points
<p>The sponsor submitted evidence of attending at least one board meeting</p> <p>–or–</p> <p>There is evidence that the sponsor communicates with and/or provides guidance to its schools’ boards beyond monthly financial and enrollment reviews.</p>	<p>The sponsor submitted evidence of attending at least one board meeting per school</p> <p>–and–</p> <p>There is evidence that the sponsor communicates with and/or provides guidance to its schools’ boards beyond monthly financial and enrollment reviews.</p>	<p>The sponsor submitted evidence of attending at least two board meetings per school</p> <p>–and–</p> <p>There is evidence that the sponsor communicates with and/or provides guidance to its schools’ boards at least bimonthly, beyond monthly financial and enrollment reviews.</p>	<p>The sponsor submitted evidence of attending three or more board meetings per school</p> <p>–and–</p> <p>There is evidence that the sponsor communicates with and/or provides guidance to its schools’ boards at least monthly, beyond monthly financial and enrollment reviews.</p>

F.04 – Relationships with Schools' Governing Authorities

Note: The sponsor must submit evidence for a specific set of its sponsored schools, which was randomly selected by the vendor. The list includes at least one of each type of sponsored school (i.e. e-schools, Dropout Prevention and Recovery (DOPR) schools, etc.). All sponsors received a list of the selected schools and the list is available to sponsors in Epicenter.

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Documentation Guidance:

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Quality Rubric Standard	Examples of Relevant Documents	Examples of Unacceptable Documents
F.04 – Relationships with Schools’ Governing Authorities <i>The sponsor takes steps to build a positive working relationship with each school’s governing authority.</i>	<ul style="list-style-type: none">- School board meeting minutes highlighting instances where sponsor staff presented information to the board or responded to information provided by the board- Emails and other documents showing instances during the 2016-2017 school year in which the sponsor communicated with school governing boards	<ul style="list-style-type: none">- Monthly financial and enrollment reviews- Communication documents prior to July 1, 2016

F. Technical Assistance

- Has an established process for determining the needs of its schools and conducts a needs assessment to determine the technical assistance it offers
- Updates schools on relevant legal changes
- Uses the results of a needs assessment to determine which professional development opportunities to offer
- Takes steps to build positive working relationships with school governing authorities

2016-17 Evaluation Document Submission

Document submission window in Epicenter:

- Quality Practice: February 3 – April 30

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