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**December 2019 TETN Q&A**

**General Communication:**

**Q:** How do we sign up to receive the weekly newsletter?

A: The weekly newsletter is sent to SI Leads who are responsible for forwarding it to their teammates.

**Q:** Are the SI Newsletters still coming weekly?

A: Yes, the SI newsletter is sent each Friday. There was no newsletter on 11/29 due to the Thanksgiving Holiday. The next newsletter will be sent 12/6.

**ESF Diagnostic and Facilitator Support:**

**Q:** If a Year 2 F had their ESF Diagnostic in fall and missed out on the survey, can they give the survey in the spring in order to have more data for improvement?

A: The ESF Diagnostic Survey window is open annually from mid October through November. A campus may opt-in to administering the survey during next year’s window if they would like to use the data to inform improvement efforts. They would pay for the cost of the survey.

**Q:**Who will upload the final reports for the external ESFFs? Who is reviewing the Final Report for External ESFs?

A: CES serves as the SI Lead for all External ESFFs. They will, therefore, review all external Final Reports for quality and upload them to ISAM.

**Q:**Will CES be doing calibration activities with external ESFFs?

A: Yes, CES will engage in calibration activities with external ESFFs. We are working to develop ESFF Fidelity of Implementation measures, which will help to support these calibration and support activities further.

**Q:**Is the ESF Diagnostic Reflection Tool the same thing as the Survey Reflection Tool?

A: The ESF Diagnostic Survey Reflection Tool is the document that campuses will complete when analyzing their ESF Diagnostic Survey results. They will submit this tool to their ESFF as a part of the diagnostic pre-work. We will update the Pre-Work Document to reflect this naming convention.

**Q:**Is it possible for SI leads to have access to all survey results? This would be a backup plan in case of an emergency situation.

A: Yes, we appreciate that feedback. We can coordinate with Panorama to ensure that SI Leads have access to ESC level results.

**Q:** At the SI lead meeting we were told early Spring diagnostics may not have to include survey results. Has that changed?

A: It is critical for all campuses who administered the survey to see the results reflected in their diagnostic process. At the SI Lead Meeting, we communicated that for some campus visits, ESF Facilitators may have not yet received the campus’s ESF Diagnostic Survey Reflection Tool at the same time as the rest of their pre-work. In that case, the ESF Facilitator should still include the results of the survey itself in their Pre-Work Analysis Tool, but may need to wait to include any insights gathered from the reflection tool until the ESF Diagnostic Summary Tool. In addition, if the campus has not shared their ESF Diagnostic Survey Reflection Tool with the ESFF by the Pre-Visit Conversation date, then the question included in the script regarding the survey results could be asked at a later time, potentially during the campus visit.

**Q:** Can the Intro Email be updated to include survey info and requirement to submit a TIP?

A: Yes, I have updated the introduction email and pre-work document to make the requirements regarding the survey and TIP submission more clear. Thank you for this feedback.

**Q:**Will all new updated documents be on the ESF tools website - what date?

A: Yes, all ESF Diagnostic Tools have been updated on the TexasESF website on the Facilitator Tools page. The documents that we received feedback on this week, the Intro Email and Pre-Work Document, have been updated and should be posted by the end of the day on Monday.

**Q:** Is this the first time it has been communicated about the Google drive being incorrect?

A: No, the shift to the TexasESF website was communicated during the SI Lead in-person meeting and was included in previous SI Newsletters.

**Q:** Once the diagnostic summary is submitted to TEA, who is responsible for connecting the capacity builder with the campus?

A: We highly encourage ESCs to proactively communicate with campuses regarding capacity building training programs the ESC provides that aligns with the given focus areas for the campus. As communicated in previous TETNs, there is no separate capacity builder connection protocol from TEA. SI Specialists have access to the Aligned Improvement Program lists from each ESC, along with the TIL training programs and other Vetted Programs. They are able to reference these if campuses inquire about capacity building in the course of their initial or progress communication touchpoints. This was based on ESC feedback regarding the number of TEA communication touchpoints with campuses and the existing conversations ESCs were already engaging in with campuses.

**Q:** Under pre-work activities, there is a reference under Activity #4 to the ESF Diag Reflection Tool and a reference to a link for instructions. Please clarify.

A: I have updated this document to provide clearer instructions and align to our final naming of the ESF Diagnostic Survey Reflection Tool. The new Pre-work document will be posted to the TexasESF website.

**Feedback:**

December 21 is a Saturday. ESC Christmas break is Dec. 20 beginning at noon.

The Panorama Survey training won't be available until Saturday before Christmas? Many won't be back until January.

* The Panorama Platform webinar is intended to support ESF Facilitators as they navigate the platform and review campus survey results. We wanted to ensure it was in ESFF’s inbox prior to the receipt of results, but won’t be applicable until facilitators have results to navigate on Jan. 6.

Maybe moving forward some of the larger charter systems could utilize external ESFFs.

* We will take this under advisement. We recognize the need to potentially adjust our approach with some of our larger charter systems going forward. This will be an area for collaboration and feedback going forward.

Feedback on who should send the ESF Diagnostic Survey Reflection Tool.

* The majority of the feedback was that the ESF Facilitator should share the reflection tool as a component of the pre-work. We have therefore updated the pre-work document to reflect the attachment of this document. In addition, we will post the reflection tool to the TexasESF website.
* In addition, we will also include the ESF Diagnostic Survey Reflection Tool as link in the email sent from Panorama, in case a campus is scheduled to receive their pre-work after the results release and webinar.

In November, we were told we would panorama survey training to use when we trained ESFFF on the updates.

* Training on how to navigate the sample data to analyze survey results is embedded within the ESF Diagnostic Updates Training. We are also providing a Panorama Platform webinar to support ESFFs in their navigation of the platform as they begin to analyze the results for their specific campuses.

**School Improvement Facilitation Support**

**Q:**Are SI specialists utilizing the notes section in ISAM to record notes from calls? A way to streamline the information, possibly?

**Feedback:**The communication log/feedback in ISAM is a GREAT help! This ensures districts/campuses/ESCs and TEA are all seeing the same information

A: SI Specialists are uploading the notes from their call and follow-up emails in the feedback/follow-up portal on ISAM. Some specialists also upload to the communication portal.

**Q:** If ESC DRP contacts are listed in ISAM will they be copied in the DRP emails? Why is this communication not being added to the ISAM communication/feedback area?

A: Yes, ESC contacts are being copied on DRP emails. If there is no specific ESC contact listed in ISAM, SI Leads should be copied on DRP emails. Emails will be uploaded to the feedback/follow-up portal.

**Q:** Dropout Plan #1 - It does not say they have to list all CTE courses, but that was the feedback they received.

A: Yes, we have asked districts to include the course list for CTE courses.

**Q:**Would you please share the internal tiering system you used and how campuses were chosen for calls? Thank you.

A: We want to clarify that this wasn't an additional tiering system or identification process. Rather, it was a way for us to differentiate the support we are providing for campuses. The criteria we used included campus’ accountability ratings (First year Fs were considered for tiering), along with the strength of their initial plan, level of DCSI support, and specialist discretion.

**Q:**Will we be notified which campuses receive emails rather than calls?/The DCSIs received an email that they would not be required to have progress call #1. Can ESC leads get a list so we know calls are cancelled?

A: While we have an idea of which campuses can receive email feedback versus a call, it also depends on the strength of their plan submission, and we may not know that until we review the plan. Specialists will send out invites to sign up for calls if a campus needs a call, using the TeamUp Calendar and invite ESCs to attend. Specialists will also copy ESC on email feedback if necessary.

**TAP Plan Review**

**Thank you for the feedback regarding the TAP rubric and Key Practices Success Criteria document. Based on your feedback, we have modified how the Success Criteria Document will be used. Rather than highlight missing success criteria (and making it feel like a checklist) we will use the key practices portion and highlight key practices (not individual success criteria) that are missing from the outcomes portion of the plan**

**Q:** In the Dec 13 draft does the campus address all 6 levers or only one in detail?

A: All 6 Foundational Essential Actions (+ DDI) should be addressed.

**Q:**TAP Clarification requested: So EACH of the success criteria in EACH of the key practices for EACH of the 5+1 EA must be mentioned in the TAP?

A: No, we are shifting the approach to looking for evidence of each of the KEY PRACTICES rather than EACH of the success criteria. Thanks for the feedback on this area!

**Q:**So all success criteria must be included? We talked about this not becoming a checklist, but something we work toward.

A: We definitely agree- we do not want this to become a checklist. We will NOT be looking for ALL success criteria; instead we are looking for evidence of the key practices for each Essential Action.

**Q:**When the 6 pager was shared in initial training, it was sold as an aspirational framework. Now we are telling campuses their practices must match the framework.

A: You are right, this is not the message we want to send to our campuses. We are not adjusting how we will use it. We will NOT be looking for ALL success criteria; instead we are looking for evidence of the key practices for each Essential Action.

**Feedback:**The TAP is board approved and required to be followed in statute. If this is aspirational, we are legally forcing them to follow the 6 pager if included in TAP

A: This is really good feedback, and why we have adjusted the way we are using the 6-pager. Thank you for raising this!

**Q:**The highlighting is opposite of how we do on ESF (we highlight what they DO have) Could we make this more linear?

A: Since the highlighting of success criteria in the ESF Diagnostic Summary Tool is only for the ESF Facilitator’s reference and isn't being shared with campuses, we don't think this will cause much concern at this point. However, this is valid feedback that we will consider as we work to refine our processes and ensure we aren't causing confusion or creating conflicting messages.

**Q:**What do you suggest when a DCSI says they don't want ESC feedback on their draft Turnaround Plan?

A: I would encourage it, as ESCs have strong understanding of what makes a strong TAP and know what the criteria for success is. However,a campus can choose to decline feedback (though we don't encourage it).

**Q:**Will the TAP Draft Rubric be shared with campuses?

A: Yes, the rubric will be sent back to campuses after the review of their draft plan.

**Q:** It was our understanding TEA would have a follow-up phone call with the campus after the Diagnostic Summary was submitted. This has not happened. (Fall diag)

A: Specialists are using their current calls and touchpoints to follow up with campuses after their diagnostic. If a campus had a Fall Diagnostic that was not yet discussed on their initial submission review call, it should be discussed on their Progress #1 submission call. We wanted to combine this touch point with already existing calls to eliminate an additional touchpoint with SI and campuses, so as not to overwhelm them.

**Q:** How are DCSIs being told that ESCs will connect them to capacity building? Do we just do this on our own? Some are choosing to stay with other vendors.

A: Specialists may mention that ESCs can help connect campuses with capacity builders if it comes up on their calls or when discussing diagnostics. Campus can choose to stay with other vendors if they like. SI will encourage TIL cohorts when appropriate.

**Grants Updates**

**Q:** Are districts receiving info on Deloitte or are ESCs supposed to be sharing that information? If ESCs, please send us Deloitte info to share with districts.

A: The Agency and ESC 10 are currently working on a communication strategy for upcoming Deloitte training programs. Information from the December TETN was for ESC awareness.

**Q:** Are their ESC seats available in Courageous Principals? Thanks! Is there space for ESC SI team members to attend Courageous Principals? Can ESCs attend Deloitte training

A: Space is available for ESC members to attend Courageous Principals, however, a specific number of seats for ESC personnel are not currently being held. ESC employees can use the same registration link as campus personnel.

**Q:** Do we have a coupon code or link for those districts to go for free?

Is there space for ESC SI team members to attend Courageous Principals?

A: When campus personnel register, ESC 10 will identify if their participant fee will be covered. No special discount code is needed. As stated above, space is available for ESC members to attend Courageous Principals.

**CES Questions**

**Q:** Do TTIPs campuses know they should be on Zoom this afternoon?

A: Yes, the TTIPS campuses have received direct communication about the Zoom on the afternoon of December 5th. The meeting will also be recorded for the TTIPS teams who could not attend.

**Q:** Wouldn't the information be pulled from Region 13 for Facilitators?

A: Not exactly. While we did most of the assignments of External ESF Facilitators for the spring, some ESC’s had assigned External ESF Facilitators in early September before the decision was made for CES to handle the deployment of externals.

**Q:** Wouldn't CES have the data since they deployed the external ESFF's?

A: Not all External ESF Facilitators were deployed by CES, especially in the fall semester.

**Q:** How will CES be tracking the training updates for Internal ESFFs? Slide 15 mentions external facilitators.

A: We will be communicating with SI Leads in January with an easy verification tool for the internal ESF Facilitators. We wanted to give you all a few weeks to complete the training before we started asking for verifications.

**Q:** How will CES be tracking the training updates for ESFFs?

A: CES has a database that is kept for all ESF Facilitators. This database shows when all ESF Facilitators were initially trained and will now include when they received their updated training.

**Q:** The online course in Canvas is awesome! Thank you!

A: Thank you! We worked hard to put the course together, but it was a fun project.

**Q:** Do you have hotel info and beginning/end times for the SI Lead meeting in Jan? Thank you!

A: We are waiting for a contract in hand before we release the name of the hotel. We are hopeful to have that contract by the start of next week. Once we have the information, we will be sure to communicate with you all.

**Feedback:** This information would be in the completion records for the course