

CLASS Observer Documentation Handbook

New Observers

I. Timeline

- a. Observers attend all required observation trainings
 - i. All new observers will participate or audit (if previously trained) at least one CLASS observation trainings
- b. Observers pass all certification test(s) by August 17, 2025.
 - i. Picard staff will identify observers who did not pass their observation test on the first attempt
 - ii. Picard staff will identify observers scoring below 80% on their calibration test(s)
- c. Observers attend New Observer Pre-Orientation Meetings August 18-21, 2025.
- d. Observers attend CLASS Orientation on August 27, 2025.
- e. Observers start observations on September 2, 2025.
- f. Observers will participate in a **practice** observation with a mentor or Regional CLASS Leader (RCL).
 - i. Observers will scan and email observation notes to their assigned mentor by 4 pm the day of the practice observation.
 - ii. Each new observer and mentor will participate in a phone conference to discuss notes (ideally on the same day of the practice observation or the following day, due to mentor's schedule).
 - iii. Observers will submit the two highest (H1, H2) and two lowest (L1, L2) scoring dimension summaries to the mentor within 24 hours of the initial phone conference.
 - iv. Observers and mentors will participate in another phone conference to discuss summary statements (timeframe based on mentor's schedule).
 - v. Observers will write the remaining summary statements and all summaries (ten preK, eight toddler, and four infant) will be sent to the mentor for review within 48 hours of the observation. Mentor will provide feedback on summary statements through email correspondence or by phone.
- g. Observers will participate in three additional observations (1, 2, 3) of the same age type with mentoring assistance. *It is critical that observers are timely in submitting their paperwork to their mentor. Observation paperwork for one observation should be reviewed and approved before the observer completes another observation.*

- h. After the third observation is complete, the observer will submit the complete observation booklet (notes and summaries) within 48 hours of the observation to their mentor.
- i. A data check review of the booklet contents will occur with specific feedback provided to the observer (within 5-7 days).
- j. The mentoring committee will review the data check to determine if the observer is following all steps in documentation guidelines.
 - i. If all criteria are met the observer is ready to move to Tier One (writing summaries for two highest and two lowest scoring dimension) for that age type.
 - ii. If observer needs additional support:
 - 1. A mentor or RCL will accompany observer for a shadow observation
 - 2. Observer may need to reduce number of observations assigned until they are able to meet guidelines.
- k. **Mid-year review:** new observers will have a review of their performance as a CLASS observer in December/January. Communication, timeliness, quality of observation documentation and commitment to observation number will be reviewed.

Mentors should be in contact with Picard Center staff regarding new observer progress/status.

Current Observers

- I. All current third-party CLASS observers returning from the previous year will be placed in Tier One (writing summary statements for only 2 highest and 2 lowest scoring dimensions) for all age types they are certified in to start the year.
- II. Data-checks for current observers will begin in October. Picard Staff will ensure that each observer has at least one data check between October and November. The age type of the data-check will be randomly selected.
 - a. Observers will use data check feedback to improve their observation documentation.
 - b. If an observer's documentation is found to be unsatisfactory for multiple dimensions (notes and/or summary statements) by the reviewer during the data check process:
 - i. A mentor will notify the observer and email the data check for review by the observer
 - ii. Observer and mentor will participate in a phone conference or zoom call to discuss strategies for improvement



- iii. Observer will revise and/or improve the notes and/or summary statements within 48 days of the scheduled meeting to ensure they are meeting all guidelines for required documentation.
 - iv. Mentor will review the edits and if revisions are needed in the LDOE's EC portal, Picard Center staff will undo feedback to allow for revisions.
 - v. If the documentation is found to be satisfactory after meeting and revising, the observer may continue with tier one (in the particular age type).
 - vi. The observer will be monitored to ensure quality of documentation:
 - 1. In the subsequent month, a mentor will review one randomly selected observation booklet to ensure that the observer is continuing to meet all guidelines.
 - c. If the documentation is found to be unsatisfactory after initial meeting and revisions, mentor will request a subsequent meeting with the observer to provide support. Picard staff and mentor will decide on next steps:
 - i. The second meeting was sufficient for observer to meet guidelines
 - ii. Moving observer to tier two until guidelines are met
 - iii. Sending out observer on audit observation to have one on one support with RCL/mentor
 - iv. Reducing number of weekly observations for observer until observer can meet guidelines.
- III. Throughout the year, each current observer receives at least one data-check per age type and mentors/Picard staff will:
- a. Document any common trends in individual observers' documentation and communicate any areas that need to be strengthened.
 - b. Track any trends if the same observer has been selected for more than one appeal of an observation.