

Center-Based FACE Technical Assistance Visits

The consultant/trainer from the National Center for Families Learning (NCFL) schedules the on-site technical assistance (TA) visit to a Family and Child Education (FACE) Program.

- The TA visit date is set with the program site at least one month in advance of the desired visit date.
- The pre-visit letter outlining the expectations of the visit and the name of the TA consultant who will participate is sent to the principal, coordinator, and FACE team by NCFL three weeks prior to the site visit.
- The purpose of the site visit is to identify strengths and recommendations for implementation of the FACE Program. These areas are then discussed with the FACE team to develop a plan of action for program progress.
- A brief summary report with specific points of discussion is completed at the end of the visit by the consultant/trainer reviewed and given to the program team. This summary report is shared with the BIE, Regional Officers, and FACE partners.
- Site visit protocol is expected to be followed by the NCFL consultant/trainer during the TA visit.
- A post visit letter, a comprehensive written report that documents observations and recommendations, and Benchmarks, as appropriate, are completed by the trainer/consultant and sent to NCFL within 3 weeks of the visit. These same documents are then sent to the FACE Program coordinator by NCFL. Copies of the program report are also sent to the National BIE Director, Regional Officers, Evaluator, and PAT within 45 days of the actual TA visit.
- The FACE Program Benchmarks focus on the implementation of: Adult Education, Early Childhood Education and Parent Engagement.
- The BIE Release of Information form gives permission to capture program implementation both with digital devices and in written documents.

Prior to the Visit

NCFL consultant will:	FACE staff should:
<ul style="list-style-type: none"> • Contact the principal and coordinator to finalize date for the visit • Prepare for the site visit • Review previous site visit reports, documentation, and program information • Clarify staffing • Alert NCFL Director of any known changes prior to visit • NCFL sends an electronic letter to: principal, coordinator, FACE team, line officer, BIE 	<ul style="list-style-type: none"> • Meet with your principal and coordinator after the team members have received notification about the site visit • Review with the team the contents of the consultant/trainer’s letter and other information that you receive before the visit • Plan for a regular classroom day during the visit in order for the consultant/trainer to observe normal program operations • Be present and on the job for the visit; if you cannot be present, you should contact your school’s consultant/trainer before the scheduled visit • Tell FACE families that the consultant/trainer is visiting the program to provide support to the teachers and administration

During the Visit

NCFL consultant will:	FACE staff should:
<ul style="list-style-type: none"> • Begin the day by signing in and meeting with the principal and FACE coordinator to discuss logistics of the visit if possible. • Visit the appropriate classroom(s) as noted in the day’s schedule • Review files, including child and adult student files, portfolios, attendance records, lesson plans, and evaluation forms as appropriate • Arrange for the exit meeting with the FACE team and include the administrator whenever possible • Complete the FACE Program Benchmarks form; talk with teachers and students as appropriate • Answer your questions about implementation of a successful FACE program • Be willing to model and/or share ideas during the site visit 	<ul style="list-style-type: none"> • Plan as the coordinator to spend additional time meeting with the consultant/trainer prior to the exit meeting • Know that the consultant is there to support program implementation • Follow the regular program schedule as much as possible • Introduce the NCFL consultant/trainer to the parents and children as appropriate • Have program files ready for review • Allow time to talk informally with the consultant/trainer • Plan to attend the exit meeting • Ask questions of the consultant/trainer when you need additional information and/or resources

At the Exit Meeting

NCFL consultant will:	Center-based FACE staff should:
<ul style="list-style-type: none"> • Plan an exit meeting with program staff which will last about one hour • Discuss overall FACE strengths and the strengths of each component where appropriate (Adult Education, Preschool, PACT Time, and Parent Time); share examples that support their conclusions • Discuss overall program and component recommendations and share examples of their conclusions • Share honest feedback so there will be no surprises on the written report 	<ul style="list-style-type: none"> • Plan to attend the entire exit meeting • Come prepared to take notes for yourself and to discuss with your team • Share your ideas of program strengths and also your recommendations • Be willing to ask questions and share your ideas • Predict dates/timeline for implementation of recommendations

After the Site Visit

NCFL consultant will:	FACE staff should:
<ul style="list-style-type: none"> • Write a report that summarizes what was observed and discussed during the exit meeting and throughout the site visit • Write a letter to the principal, coordinator, and the FACE team members summarizing expectations • NCFL will send an electronic letter, report, completed FACE Center-Based Benchmarks to the principal, coordinator, each center-based team member and others within 45 days of the visit • Identify and send requested/recommended resources to the FACE program 	<ul style="list-style-type: none"> • Watch for your copy of the site visit report, letter, and FACE Center-Based Benchmarks to arrive electronically • Review the contents of the report, letter, and FACE Center-Based Benchmarks with the FACE team during team meetings • Celebrate your program strengths • Plan for increased program quality by including the recommendations in your FACE Action Plan, making these priorities for program implementation • Contact NCFL if you have not received your copies of the letter, report, FACE Center-Based Benchmarks • Contact the NCFL Director and/or consultant if you have questions about the report or FACE Center-Based Benchmarks or if you need additional assistance/resources