

## **Your Environmental Rating Scale (ERS) Observation**

Our goal, as Program Quality Observers, is to gather documentation of the practices and care environment that supports the completion of the FCCERS-R, ECERS-R, or ITERS-R.

### ***What can I expect before the day of the ERS observation?***

- You will be mailed a confirmation packet, letter, and poster with a photo of the observer.
- The observer will call to confirm 2 days before your scheduled observation.
- The observer will confirm the age level(s) of the classroom(s).

### ***What is included in the confirmation packet?***

The confirmation packet includes handouts of procedures and guidelines used by the observer to gather documentation needed to complete the observation report. These are:

- Hand washing Procedures
- Diapering Procedures
- Stand-up Diapering Procedures
- Table Washing Procedures
- Meal Guidelines
- Playground Guidelines
- Interview Questions

### ***What can I expect on the day of the ERS observation?***

- You can expect the Observer to arrive 10 minutes before the scheduled observation time.
- She/he will verify the time you have scheduled for the interview after the observation.

### ***What can I expect during the ERS Observation?***

- The observation will take 3 hours but can take longer if we have not observed a meal or other routine.
- To minimize disruptions to the classroom activities, the observer will stay in the background and will not interact with children or staff during the observation.
- To help support the review process, the observer will take photographs of the care environment only (no children or adults). These photographs will be provided to you with your report.

### ***What happens after the ERS observation?***

- The observer will ask you to complete the staff verification form.
- The observer will provide you with a feedback survey that can be mailed or completed online.
- The observer will conduct the interview with the lead teacher or designated person.
- Please note that the observer will not be able to give any feedback regarding the observation or scores to educators, site administrators, and/or classroom staff on the day of the observation.

### ***How long will the interview take?***

- The interview will take between 30 to 45 minutes.
- If you choose to complete the interview before the observation, the observer will take approximately 10-15 minutes to review your responses and ask clarifying questions.



***When will I receive my ERS observation report?***

- The final ERS observation report, including scores and photos, will be available within 30 business days of the date of the observation.

***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:

- At least ½ of the number of children enrolled in the program (Center-based or Family Child Care) must be present on the day of the observation.
- Small family child care sites with 2 children enrolled must have both children present on the day of the observation. If 3 children are enrolled, at least 2 must be present.
- When the number of children enrolled varies throughout the week, the observation should be scheduled on the day with the highest number of enrolled children expected to be present.
- All children do not have to be present to start the ERS observation, but at least half of the children enrolled have to be present for 2 of the 3 hours of the observation.

***Will all classrooms be observed?***

No, centers with more than 1 classroom will have the observed classroom(s) randomly selected for them by WestEd. During the scheduling process, the observer will confirm the age level of each classroom (i.e. infant, toddler, preschool). The random selection will then be made by WestEd based on the information provided to the observer.

***How will I know what classroom will be observed?***

If you are a center with more than 1 classroom, the observer will notify you of the randomly selected classroom when they arrive to do the observation.

***How can I prepare children for the visit?***

Help children in your classroom feel more comfortable during the observation by explaining that there will be a visitor in their classroom for the day. It may help to show the children the picture of the observer. Also, please remember to post the observer's picture where parents can clearly see it.

***Selection of observer:***

Scheduling an observation entails coordination of educator date preference, language needs, type of observation required, and the QRIS rating schedule for the site. Because of this, it is possible that the observer assigned to do your observation has observed your site in the past. Sites are not able to select their observer.

***What if I have questions or disagree with my observation results?***

If you disagree with any aspect of your observations, you can file for a review by filling out an appeal form within two weeks of the finalized QRIS rating notification.

**If you have questions or concerns, contact Quality Connections at WestEd at (415) 615-3494 or [sfqc@wested.org](mailto:sfqc@wested.org).**