

RESA 8

PROGRAM EVALUATION

2012-2013

December 1, 2013

**In Fulfillment of Requirements
of West Virginia Code
Chapter 18, Article 2, Section 26(g)**

Submitted by

**RESA 8
109 South College Street
Martinsburg, West Virginia 25401**

Jane Lynch, Executive Director

Introduction	1
Methodology	1
Adult Basic Education	2
Audiology	3
Cooperative Purchasing	5
Head Start/Pre-K/Early Head Start	6
IT Support	13
Medicaid.....	15
Program Development	16
Public Service	18
Special Education	19
SPOKES	20
West Virginia Birth to Three.....	21

RESA 8 EVALUATION REPORT

December 1, 2013

Introduction

This evaluation report has been prepared pursuant to West Virginia Code Chapter 18, Article 2, Section 26, paragraph (g). This report includes an evaluation of services provided the schools, communities and county boards of education of the RESA 8 region. The counties served by RESA 8 are: Berkeley, Grant, Hampshire, Hardy, Jefferson, Mineral, Morgan and Pendleton. Because the West Virginia Schools for the Deaf and the Blind is located in the RESA VIII region, RESA 8 also makes its services available to this important institution.

Services offered by RESA 8 are extremely varied, and target a wide range of populations. Some of the services are provided for schools, while others are provided for pre-school children, out-of-school adults, or are provided for school systems in such a manner as to be transparent to school based personnel. Because of the variety of populations served, a specific program area evaluation form was developed for each service that targeted selected subgroups within communities or school systems. These evaluation forms were completed by members of the respective subgroups.

Methodology

All evaluations were conducted by having persons anonymously complete rating forms for programs through which they had recently received services. Rating forms directed those completing the evaluations to rate the respective programs on a scale of one to five; with one (1) being poor and five (5) being excellent. After all evaluation forms were returned to RESA 8, a mean (arithmetic average) was calculated for each program area and is reported on the following pages. Mean scores should be interpreted as follows:

1.00 - 1.49 = Poor
1.50 - 2.49 = Fair
2.50 - 3.49 = Good
3.50 - 4.49 = Very Good
4.50 - 5.0 = Excellent

In addition to rating each project, persons surveyed were asked to identify new services which should be provided by RESA 8, and how current RESA 8 programs could provide better services. A large number of recommendations were provided by persons who were surveyed, and these recommendations are listed in this report for each program area.

Program Evaluation

Adult Education 2012-2013

4.6 = Mean of all Responses

How can the utilization of the RESA 8 Adult Education program be improved?

- Facilitate collaboration between BR CTC and ABE to ameliorate low-performance in developmental education programs offered at BR CTC.
- The program is going well.
- They do a great job.
- I am pleased with the services provided by Beverly and the RESA staff. I cannot think of anything that could be improved. Assistance is always a phone call away and Beverly is responsive to our needs.
- Continue the support.
- They do a very good job when called upon.
- RESA 8 staff is always on top of things! I can't think of anything.
- I think they could offer more positive reinforcement to instructors.
- Always looking for specific needs in our schools and community.

How can the existing RESA 8 Adult Education program be enhanced?

- Address transportation issues in Berkeley County for adults.
- We do much more than GED, I am not sure we do a good job marketing. I also wish we would go to AE or ACE, for continuing Ed.
- Continue teacher training. Sessions on how to market the ABE program would be helpful.
- Possible suggestions for offering some adult courses throughout the year, aside from the GED program.
- No suggestions.
- It's fine the way it is.

What new RESA 8 Adult Education programs/services would be of benefit to your school/organization?

- More help with ESL.
- Any way that RESA 8 may help with technology programs.
- With everything new that's coming, I'm sure Beverly Baccala will be on top of it and we will be notified and trained as soon as possible.
- I would love to see more forms of financial literacy, taught in the schools as well as adult education/community.

Program Evaluation

Audiology Services 2012-2013

5.00 = Mean of all Responses

How can the utilization of the RESA Audiology Program be improved?

- Continue to keep school system informed of programs (2)
- Offer summer trainings for speech pathologists (6)
- I didn't have to wait, they were on time for testing
- There was an ease of scheduling on the phone
- The test was done in the slotted time
- The results arrived very fast which was great
- The information was a lot to take in but it was broken down
- Very satisfied-no improvement necessary (30)
- Hearing testing was done well (3)
- Maybe more parking, great facility (2)
- I got an appointment just a week after my call
- The doctor seemed to be very professional and accurate
- More available days and longer hours

How can the existing RESA Audiology Program be enhanced?

- Continue the excellent service (5)
- More advertising (8)
- Send information to principals and teachers at all schools
- Continue to provide money for research and new technology
- Stay in contact with parents whose children have been tested
- Works well with elementary children (5)
- No concerns at this time (32)
- Need to offer more days instead of only two (3)
- Educate the public, as to what's available
- RESA 8 audiology is a great service

What new RESA Audiology programs would be of benefit to your school/organization?

- No concerns at this time (35)
- More learning disability based programs
- Pre-K developmental screenings (2)
- This audiology program offers good benefits to the schools
- Offering transportation to the hearing appointments (2)

- Helping children with sensory integrations issues
- Very professional and always helpful with my reports
- Offer training to speech pathologists in special
- Having this service available to my child was a very big asset
- Vision
- More workshops for SLP's (4)

Program Evaluation
Cooperative Purchasing
2012-2013

4.00 = Mean of all Responses

How can the utilization of the Cooperative Purchasing Food Program be improved?

- I feel that it is working well and at this time do not have any improvements that need to be mentioned.
- Everything currently runs very smooth
- The current operation of the Cooperative Purchasing Food Program is working well.

How can RESA 8 programs be enhanced?

- Nothing needs changed or enhanced
- No changes needed

What new RESA 8 programs would be of benefit to your school/organization?

- None at this time

Program Evaluation
Head Start/Pre-K/Early Head Start
Berkeley County
2012-2013

4.87 = Mean of all Responses

What improvement would you recommend in the area of education & disabilities?

- Doing a great job in all areas (32)
- Notify the parents what lesson the child is learning that week
- More library
- Writing the letters of the alphabet and numbers (3)
- More instructional time added to the current time
- More worksheet activities sent home
- Would have liked to see the progress that my child was making in class
- Use of bikes at school
- More help with the physical stuff (potty, getting dressed, etc)
- When you see a child that is distracted, assisting him so others are not distracted by him
- More rigor in a developmentally appropriate way
- DVD's on different types for parents to "check" out and return
- More one on one attention to children showing early signs of learning disabilities
- Longer class time activities; feel a little rushed
- All day program
- Go as long as the regular school kids go so they get out at the same time
- Extend hour for speech therapy
- More teachers
- A 2 year program- 1st year a half a day and 2nd year a full day
- All government funding
- All children should be treated equally

What improvement would you recommend in the area of health and safety?

- Everything is fine (14)
- When the bus is going to be early make sure the parents are notified
- Would like to be notified if my child gets hurt at school or being bullied like he is talking about
- More security for the school
- More parking spaces

- Remove carpets for lice safety
- Sending kids home when they are sick (3)
- GMO and high fructose corn syrup free food plus losing the additives and red dye #40
- Having more adults watching the kids on the playground
- Maintain healthy foods, activities, and dental health
- 2-hour delays if the temp is below 25 degrees
- Supervised hand sanitizer
- Leaving the doors unlocked while the children are on the playground

What improvement would you recommend in the area of parent communication, parent involvement, & parent services?

- Very satisfied with this area (28)
- A way to get to know other kids and parents without having to pay for a field trip or seminar
- More emails or some other communication- progress reports on children
- Communication between therapy and parents. As of right now there is no communication between therapist
- Required hours for parents to help
- Teaching strategies site does not always seem to work very well
- Allow younger siblings to go in to school for activities
- Too many home visits and too much paper work
- Dads join activities at school
- More info on what is done in the classroom
- Newsletters
- Unaware of a few activities until they took place
- More parents to be involved (2)
- More support on FCP goals (2)
- Better communication
- More involved with the classroom
- Would have liked to have been be more involved but had to work
- Work on TSG goals
- If anything happens to the child, no matter how simple, notify the parent

What improvement would you recommend for the buildings, classrooms, transportation, playground, etc.?

- Needy kids taking time away from other kids
- Nothing, was impressed with everything (15)
- Wish the bus stop wasn't so close to the main road and neighborhood entrance of Potomac Heights
- Classrooms could be a little bigger
- Should have a backup bus driver (8)
- Bigger playground, more room

- All Pre-K programs be all day
- Limited parking at the VA site
- AM classes starts too early
- Shorter bus schedule (2)
- Playground needs a swing
- Take away the mulch, too many splinters and it's a mess
- Better communication with drivers and parents when there's no bus (3)
- To be picked up at home and then dropped off at Busy Bee (2)
- More cameras
- That they always had seatbelts even the bigger buses in the elementary and high schools
- More transportation (2)
- Blacktop area at VA center, access to more space in classrooms
- Pikeside needs to have more than one designated handicap parking
- Gym class needs to be more adapted for children with mobility challenge
- Bigger building for Head Start
- I would love to see the buildings be attached
- Bus should be a little bit different with the rules
- Have equipment and toys that make a child comfortable and relaxed

What new services would you like to see provided?

- Bus pickup at my home rather than up the road
- Transportation for all Pre-K children
- Earlier screening for speech therapy
- More days at school
- More parent involvement during school time
- Counseling
- More writing of letters
- More behavior, listen to the teachers better
- The services already provided are excellent (24)
- Refresher course for parents with math and English so we can help our children with homework
- Speech on site
- Help with affordable home improvements
- A classroom pet like a fish, hamster, or other small pet would be nice to teach the children responsibility
- More involvement in necessary activities as a Head Start group
- More parent support groups
- A graduation service for the end of the year
- A full day class (4)
- More information in Spanish
- Maybe a summer class for kids that have trouble with adjusting to change

Program Evaluation

Head Start/Pre-K/Early Head Start Jefferson County 2012-2013

4.81 = Mean of all Responses

What improvements would you recommend in the area of education & disabilities?

- No improvements needed, everything is good (25)
- More focus on education and kindergarten readiness
- (letters, sounds, numbers) (6)
- Allow the teachers to do more on their own and allow them to create their own curriculum
- Extra help when children have a behavior issue
- Making schools all day
- More creative projects with a purpose
- Introduce relaxation techniques
- More hands on activities
- See more of children's work
- Have kids do more art, music, movement

What improvements would you recommend in the area of health & safety?

- I think this is all great (15)
- Going through front door instead of downstairs and outside
- A different way of parents/ family picking up children
- Eating healthy foods, exercise, have better protection at the school doors
- An extra person outside, there is not enough supervision at outside play
- Invite local law & fire safety
- Have kids participate in snack preparation
- Having the back of BRPS completely fenced in

What improvement would you recommend in the area of parent communication, parent involvement, and parent services?

- Communication was great (20)
- More evening activities for working mothers
- Handouts that were sent home weren't very clear on instructions, parent involvement was great
- Sending home papers earlier
- More parents need to get involved

- Earlier notice in events for full-time parents to be able to be involved
- Send letters back and forth about how the child is doing on a daily basis
- More people to speak Spanish
- Asking parents to donate clothes to the center or have a yard sale to benefit the center
- Wish my log on worked from the start of the year
- If there is a problem with the child call immediately
- Phone chain, more parent meetings

What improvements would you recommend for the building, classrooms, transportation, playground, etc?

- Bus service should go to the child's house or a little closer.
- Buses need to stick to a scheduled time, need substitute when driver is out (8)
- Covering the walk way
- Later bus times
- More transportation routes
- More equipment (4)
- Small rooms for the number of kids in the room
- Key or card for the parents to be able to come easily into the building
- More security when entering the building
- More classrooms
- Tire chips instead of wood chips

What new services would you like to see provided?

- After school program
- Sibling days
- An extra teacher to help in the classroom
- Before and aftercare (3)
- Children with behavior issues, take away so much from classroom time
- To write more
- Full days
- English classes for parents
- Learn his whole name
- More art work
- More field trips
- More take home work

Program Evaluation

Head Start/Pre-K/Early Head Start Morgan County 2012-2013

Mean of all Responses = 4.97

What improvements would you recommend in the area of education & disabilities?

- Knowing the day each special therapist is involved with your child-a way to track
- More preparation kindergarten like alphabet, counting, name writing (4)
- Wish school was all day
- Send more paperwork so we can work on things at home
- Everything is great (6)
- Pay teachers more money
- Would like to see the socializations for home base back next year
- Classroom centers to continue
- Structured learning with more teachers for one on one attention
- Allow the teachers to have more of a set teaching schedule, let them teach our kids.
- Have a protocol for children with disabilities- helping kids understand why they are different or unable to communicate
- Do more curriculum
- Having a P.A.S.S program

What improvements would you recommend in the area of health & safety?

- It's great (10)
- Have more officers on duty in the morning and evenings
- A child with medication needs being able to have medicine from home with them on school property
- Teaching children road and car safety

What improvements would you recommend in the area of parent communication, parent involvement, & parent services?

- Do more for parents to volunteer
- More letters sent home
- Send home weekly notes from teachers letting parents know what they learned & how the week went
- More technology use
- Do more fun oriented stuff

- Parent communication could be better
- Give reasons why the field trips are being planned
- Everything is great (10)
- Would like to see more parents volunteering for the family nights
- Having more parent days
- To call with any problems and let parents know how they're doing

What improvements would you recommend for the buildings, classrooms, transportation, playground, etc?

- Parking should not be walking up the road with a 3/4 year old
- Fix the sidewalk
- Everything was more than acceptable & exceeds expectations (3)
- A better building, not very safe for kids to walk to. Horrible traffic and no parking (2)
- Swings
- Bigger parking lot
- Bigger playground and indoor play areas (3)
- Replace the mulch with rubber tire mulch- no splinters
- Would like to see additional improvements to the Center
- Larger building
- Better bus
- Windows should not go out into the play area/ updated playground area

What new services would you like to see provided?

- Parking lot drop off and pick up area
- Longer days
- Do year books
- Involve more kids in sports
- Better hours for working parents
- P.A.S.S.
- Would like to see Home Base more often than once a week
- Would like to see Home Based continued
- 8 to 3 days for the 4 year olds to make it easier for when they go to kindergarten.
- Actual learning- writing ABC's, numbers, and reading before kindergarten

Program Evaluation

IT Support 2012-2013

4.64 = Mean of all Responses

How can the utilization of the RESA IT Support program be improved?

- Maybe another open WOW workshop as there will be an ever increasing need.
- Online IT request form could be revised to be more user-friendly.
- Improved communication
- Easier / faster process to get support. Work orders take too long
- A list of programs for IT that you provide.
- I would like to see a set of technology training seminars offered on the RESA website. Something along the lines of here are some simple things you can do yourself including setting up your printer, running some disc clean-ups and some other simple procedures. A resource like this would really help those mid level educators who have to use technology but perhaps not willingly. It would help some of them feel more independent and less helpless when it comes to the technology components of their jobs.

How can the existing RESA IT Support program be enhanced?

- More server support.
- I would like to see the system send me an email when a job has been completed -- I don't always get to speak to the tech when they are here.
- Tell me what you can do/offer to my school.
- I like the computer based system for putting in technology repair orders. It would be nice if I could do something along those lines for problems, questions or needs for the WVEIS support. Right now we email and while that usually works- if I don't hear back from one of them I don't know if they are working on it, need more information, are out for the day etc. It just might make it easier if there was a way to track my WVEIS requests also. Not a complaint just a suggestion.
- It would be helpful to provide additional training seminars.

What new IT Support program would be of benefit to your school/organization?

- Another WOW training
- Would be fantastic one day if all WMS support staff were trained on the technology devices
- We need as much technological support as we can get
- Website development
- Network Administration training

- Printers support and pickup as in the past
- Trainers to train teachers on smart boards, mobi, student responders, etc
- Training on virus and malware removal of any other type of trouble shooting/repair training
- iPad support. I can see where we will need help with repairing these as warranties run out, etc
- Someone to do staff development – on how to use a specific technology device system in the classroom

Program Evaluation

Medicaid Reimbursement Program 2012-2013

4.92 = Mean of all Responses

How can the utilization of the RESA 8 Medicaid Reimbursement Program be improved?

- Allowing counties to do their own billing management
- Need updated information more frequently

How can the existing Medicaid Reimbursement Program be enhanced?

- Email staff of missed (RMTS) Random Moment Time Studies
- Add a field that would allow for eligibility dates in WVEIS
- Provide updated forms electronically when students are identified
- RMTS are not a fair assessment of work completed for children with IEPs, a new means to measure work needs to be established
- Terri and Chrissy do a great job, do not change anything in the way that RESA provides their services (5)
- Provide counties with updated reimbursement rates and more money
- With the program in flux suggesting anything would be pointless
- Eliminate PGC and RMTS

What new Medicaid Reimbursement Program would be of benefit to your school/organization?

- More help with reporting for cost settlement

Program Evaluation

Program Development 2012-2013

4.22 = Mean of all Responses

How can the utilization of the Program Development Program be enhanced?

- RESA used to schedule trainings in law, new policies, staff evaluation techniques, new ideas, new policies, etc. These are not as available as before. These also included WVEIS trainings at the county level.
- Continue to provide resources for the administration and teachers for the improvement of skills
- Very strong responsiveness; no improvement necessary
- Like the RESA programs
- Terri and Joyce do a phenomenal job for me. Terri is always willing to come to Hardy County to help me, and Joyce is just the best! I appreciate all of their hard work.
- Totally satisfied and feel Mrs. Ashworth is very knowledgeable and accommodating for our county needs. Feel that Mrs. Ansari and Mrs. Lashley are the Pre-K hands and feet for us! They are also very knowledgeable and capable leaders and always available for networking, etc. with the Pre-K issues/mandates.
- More topics offered
- Continuing support to provide staff development opportunities. There has been additional conferences/trainings provided and the increase of educational changes from WVDE there will be continued need for trainings of professional/service personnel staff.
- School based trainings

What new RESA Program Development programs would be of benefit to your school/organization?

- Any program that tells you how to improve a school's climate.
- Autism Training
- Areas to address Smarter Balanced Assessment, New Teacher Evaluations
- I am particularly concerned with the teaching of math in elementary schools. Teachers don't really grasp the subtleties of number sense in the early years. Once they teach the algorithms for addition and subtraction, many think that repeated practice will lead to mastery. The new CCSS have provided us with impetus to examine our teaching of math with a concentration on a deeper understanding of math.
Second area of concern is the effective use of formative assessments. I have a seasoned staff and they have struggled to understand the shift in assessment.

They are locked in on summative assessments and see no point to "testing" students on material they haven't yet taught.

Third area is the critical need to change the report card. We need new standards based report cards which are far more closely aligned to standards based teaching. The old letter grade system with percentages is a dinosaur and needs to be replaced. This is another paradigm shift for many teachers but a concept that is the next step in the evolution of teaching and learning.

- SPL guidance- hasn't been much support since we moved from the RTI a day long teachers academy for those struggling with classroom management terminology to SPL
- Continue to provide training pertaining to timely topics relevant to education.
- State required workshops held in Charleston could be held at RESA's. A good example would be content specific training on Common Core.
- Continued support in the implementation of next gen math and language arts. Support for the implementation of science when it occurs
- Continued update on Policy 4373- Safe-Supportive Schools
- Anything related to Common Core and ESEA waiver
- Collaborative Classrooms
- Professionalism, Communication, Classroom Management, Accountability, new Evaluation System
- Help teachers transition to Next Generation CSO's and methodologies by providing on-site feedback and coaching.
- Individual schools are not aware of RESA offerings and supports. Offering programs at the county levels would be most beneficial given the constraints of limited substitutes and budgets.
- Common core training and data disaggregation strategies for teachers
- Close coordination of inclusion of the state initiatives. I am currently very concerned about the expedited rollout of the hiring process and all of the questions that come out of the new evaluation process.
- With the new state assessment, it would be very beneficial if the RESA office could perhaps help with the development of benchmark tests to correspond with the new assessment. I'm not sure how that would play out, but it would be beneficial if something consistent could be developed.
- Number Talks---additional trainings.
- Common Core follow up direction for K-5.
Integration of special education and SPL for the general population, K-5! Thank you for all you do and Erin, you too for your organizational leadership with all the workshops, etc...You are always the friendly face and helper!

Program Evaluation

Public Service Training Program 2012-2013

4.50 = Mean of all Responses

How can the utilization of the RESA 8 Public Service Training program be improved?

- Lower cost
- New and more supplies for EMT training
- Have more classes
- Less paperwork
- Update programs / videos
- Put all members/students certifications online

How can existing RESA 8 Public Service Training program be enhanced?

- We need a fire / rescue training center
- Lower cost
- Additional online or web based training
- Instructors haven't had a raise in years. Give them a raise.
- Have more classes
- Different classes
- Update videos
- Make them more relevant to volunteer firefighters

What new RESA 8 Public Service Training programs would be of benefit to your school/organization?

- Wildland SAR
- Any of the technical rescue classes
- ACLS, PALS, AMLS, etc
- Live burn
- Core rescue class

Program Evaluation

Special Education 2012-2013

3.67 = Mean of all Responses

How can the existing RESA Special Education program be enhanced?

- I know the program will be more routine with meetings next year, addressing topics appropriate to the new assessment, next generation CSO's, etc.
- More trainings should be made available for special education teachers
- More staff development opportunities for our county's special education teachers during ISE days and over the summer break.
- Continue to offer follow up trainings
- Get out onto the schools more often disseminating information. I don't think people really know what RESA offers or, how to obtain their help/information.

What new RESA Special Education Programs would be of benefit to your school/organization?

- Perhaps online IEP training/refresher, and CPI
- Applying new Common Core Standards in regards to collaborative environments, evaluating a sample of IEP written by our county's special education teachers to improve upon for higher quality, and any program dealing with how to work with mentally ill children whom have IEPs.
- IEP training
- Autism Training

Program Evaluation

SPOKES Career Readiness 2012-2013

4.78 = Mean of all Responses

How can the utilization of the SPOKES Career Readiness Program be improved?

- Anything possible, resumes, and what to do and also say at interviews to make it look better for me for the job
- Allow more than just people who are in WV Works to be able to take these classes. Maybe allow people who have completed the GED course.
- Have classes longer in this county.
- Our spokes staff is wonderful and extremely accommodating! Great communication with the case managers.
- They are already doing a fine Job! Just keep up the good work!
- To consider having it more often in Morgan County.

How can the existing SPOKES Career Readiness Program be enhanced?

- Budgeting, I really need help with this.
- Have someone available to answer questions a student may have about MOS or QuickBooks that has actual experience in the subjects.
- Have classes longer in this county.
- Maybe providing Day Care at the site to make it easy on the students.

What new SPOKES programs/services would be of benefit to your school/organization?

- Writing/ online training.
- More certifications.
- None that I can think of.
- No, doing enough.

Program Evaluation

WV Birth to Three 2012-2013

4.95 = Mean of all Responses

How can the utilization of RESA West Virginia Birth to Three programs be improved?

- This program is the greatest and what a difference it has made for my son and family.
- Love, love, love the support and services we received. Don't change a thing!
- My child has transitioned to the school system – how I miss WV BTT. The only change I would like to see is for you to provide services until age 5.
- Felt overwhelming having to pick a team from your matrix system, but was happy to hear I could change practitioners if needed.

How can existing RESA West Virginia Birth to Three Programs be enhanced?

- Provide community based activities for children – play/social groups
- What a difference this program has made for my son!
- Don't change a thing – we loved the program and the benefits it provided for our child and family!
- Evaluation teams – eliminating the need for parent to chose
- Services for three to five year olds – allow children to continue home-based services.

What new RESA West Virginia Birth to Three Programs would be of benefit to your school/organization?

- Training on working with diverse populations
- Infant toddler development training
- Early Childhood Conferences