**Communication with Parents**

**Plan of Work for Child Care Provider Education**

**Check Sheet for Materials**

For each workshop topic, there are handouts for participants and forms for agents to use in collecting evaluation data.

\_\_\_\_\_ 1. Handout for workshop participant

\_\_\_\_\_ 2. Information Form

\_\_\_\_\_ 3. Pre survey

\_\_\_\_\_ 4. Post survey

\_\_\_\_\_ 5. Answers to pre and post survey

\_\_\_\_\_ 6. Management of evaluation data

\_\_\_\_\_ 7. How to calculate scores

\_\_\_\_\_ 8. Six week follow up evaluation

\_\_\_\_\_ 9. Six month follow up evaluation

**Lesson Developed by Diana Del Campo, Ph.D.**

Questions? Contact Karim Martinez, Ph.D., NMSUExtension Family Life Specialist, [karmarti@nmsu.edu](mailto:karmarti@nmsu.edu)

**Topic: Communication with Parents**

Handout for Workshop Participant

Overview: Parents are very important to the positive development of children. Learn about your role in communicating to parents and how to reach out to them.

Meets New Mexico Licensing Regulation Competency: Family and Community Collaboration

**Directions**

A. Complete the information form (number 1-5) and pre survey that workshop presenter will provide for you.

B. Watch the webcast on communication with parents at <http://betterkidcare.psu.edu/page11a.html> or watch the video or DVD and use the following outline to take notes.

1. What does keeping confidentiality in a child care center mean?

2. How can you make parents feel welcome in the center?

3. What can you do if parents try to talk to you about a problem while you’re taking care of the children?

C. Workshop presenter will discuss video and note taking outline.

D. Complete the post survey that workshop presenter will provide for you.

**Information Form**

Workshop participants will complete 1-5 of this form and return to workshop presenter. Workshop presenter will use this form to track evaluation data.

1. Name of workshop participant \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Surface mailing address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. Email address (used for evaluation only) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. Child Care Center name and mailing address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. Number of continuing education credits earned at this workshop \_\_\_\_\_\_\_

**Topic: Communication with Parents**

Pre survey for workshop participant to complete

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What does keeping confidentiality in a child care center mean?

2. How can you make parents feel welcome in the center?

3. What can you do if parents try to talk to you about a problem while you’re taking care of the children?

**When finished, please return to workshop presenter.**

**Topic: Communication with Parents**

Post survey for workshop participant to complete

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What does keeping confidentiality in a child care center mean?

2. How can you make parents feel welcome in the center?

3. What can you do if parents try to talk to you about a problem while you’re taking care of the children?

**When finished, please return to workshop presenter.**

**Topic: Communication with Parents**

For workshop presenter: Answers to pre and post survey

1. What does keeping confidentiality in a child care center mean?

It means you cannot give out any information about any child in your center.

2. How can you make parents feel welcome in the center?

Give them a warm greeting when they enter the center.

Introduce yourself and wear a name tag. You are the professional.

Set up a parent bulletin board with a calendar of events, menu, curriculum activities, emergency plan, and a place for parents to also leave notes for other parents.

3. What can you do if parents try to talk to you about a problem while you’re taking care of the children?

Tell them you want to hear them, but you will need to pick a time when you can meet them in private. You need to be watching the children and cannot give the children your full attention if you’re also talking with the parent.

**Management of Evaluation Data**

To be completed by workshop presenter

**Workshop evaluation**

Today’s Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Pretest score \_\_\_\_\_\_\_ Post test score \_\_\_\_\_\_\_

**Six weeks after workshop**

Today’s Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Are you using the techniques you learned in the child care workshop?

YES \_\_\_\_\_ NO \_\_\_\_\_

2. What did you learn about that you are using with the children?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. Did you keep your job as a result of earning continuing education credits? YES\_\_\_\_\_ NO \_\_\_\_\_

**Six months after workshop**

Today’s Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Are you using the techniques you learned in the child care workshop?

YES \_\_\_\_\_ NO \_\_\_\_\_

2. What did you learn about that you are using with the children?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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3. Did you keep your job as a result of earning continuing education credits? YES\_\_\_\_\_ NO \_\_\_\_\_

**How to Calculate Scores for Child Care Provider Training on Communication with Parents**

Evaluation statement from child care plan of work <http://pow.nmsu.edu/view_template.php?plan_id=27> : 80% of participants will increase their knowledge level on a variety of subjects which meet child care licensing regulation competencies, such as nutrition education, child care and guidance, child health and safety, or one of the topics in the New Staff Orientation Program.

There are 2 ways to calculate scores. One is to calculate the % of participants who scored higher on the post test verses pretest. A second way is to calculate the % of knowledge gain for the group.

**1. Calculate the % of participants who scored higher on the post test verses pretest.**

Communication with parents pretest and posttest has 3 questions; #1 and #2 are worth 30 points each; # 3 is worth 40 points = 100 points. Grade the pretests and post tests.

Number who improved scores divided by total number of participants = \_\_\_% who improved scores.

Evaluation statement: \_\_\_\_\_child care providers attended an educational workshop on communication with parents. A comparison of pretest and post test scores showed that \_\_\_\_\_% of the child care providers improved their knowledge scores.

**2. Calculate the % of knowledge gain for the group.**

Communication with parents pretest and posttest has 3 questions; #1 and #2 are worth 30 points each; # 3 is worth 40 points = 100 points. Grade the pretests and post tests.

Grade pretest for each person; add total points for everyone

Divide total points by number of participants for an average score

Divide average score by total points possible

This is the % correct on the pre test

Do the same procedure for post test.

Subtract pretest % score from post test % score to equal the percent increase or decrease in knowledge.

Evaluation statement: \_\_\_\_\_\_ child care providers attended an educational workshop on communication with parents. A comparison of pretest and post test scores showed that there was a \_\_\_\_\_% \_\_\_\_\_\_\_\_\_\_\_ in knowledge gain for child care providers.

**SO WHAT????**

There is a second step. In order to determine what these scores really mean, a statistical test such as a “T” test or “Chi Square” must be run.

Comparing the pretest score to the post test score statistically will give you important results, such as, “There was a statistically significant difference between the pretest and the post test scores. It did not happen by chance. There is a real difference in the scores.”

**Six week follow up evaluation**

Workshop presenter will mail or email to workshop participant 6 weeks after workshop.

Today’s Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dear:

About 6 weeks ago you participated in a child care provider workshop sponsored by the County Extension Office. We need to know how much it helped you.

Please answer the following 3 questions and return the form to us in the self addressed stamped envelope or if you’re receiving this by email, hit the reply key and answer the questions.

1. Are you using the techniques you learned in the child care workshop?

YES \_\_\_\_\_ NO \_\_\_\_\_

2. What did you learn about that you are using with the children?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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3. Did you keep your job as a result of earning continuing education credits? YES\_\_\_\_\_ NO \_\_\_\_\_

Thanks so much! This information helps us continue to provide educational programs for the county.

**Six month follow up evaluation**

Workshop presenter will mail or email to workshop participant 6 months after workshop.

Today’s Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dear:

About 6 months ago you participated in a child care provider workshop sponsored by the County Extension Office. We need to know how much it helped you.

Please answer the following 3 questions and return the form to us in the self addressed stamped envelope or if you’re receiving this by email, hit the reply key and answer the questions.

1. Are you using the techniques you learned in the child care workshop?

YES \_\_\_\_\_ NO \_\_\_\_\_

2. What did you learn about that you are using with the children?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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3. Did you keep your job as a result of earning continuing education credits? YES\_\_\_\_\_ NO \_\_\_\_\_

Thanks so much! This information helps us continue to provide educational programs for the county.