Program Improvement Plan 2018 – 2019 Program Year

Content Area/Results of Self- Assessment / Related Performance Standard	Plan of Corrective Action	Required Resources	Person(s) Responsibl e	Desired Outcome / Goal for Improvement	Projected / Actual Date of Completion
Monitoring & Implementing Quality Education & Child Development Services \$1302.102 (c)(2)(i) Achieving program goals- Using data for continuous improvement. Goal to decrease obesity rate to 30% or less Valid and reliable assessment data such as height and weight parent nutrition services, surveys are compiled to generate data for continuous nutrition Services improvement. Height and Weight screening are completed twice a year (HS) three times a year (EHS, CCP) and inputted to Child Plus System to generate children graphs and growth indicators. The data generated will determine each child's growth progress and determine nutrition needs and strategies for children and their families. Developmental Domain Physical Well- being and Health Measure: PD-HLTH 10: Nutrition Definition: Child demonstrate increasing knowledge about nutrition and healthful food choice	The Head Start program Nutrition Content Area personnel will compile and share date via graphs and charts with parents, Nutrition Services Parent Committee, to determine technical assistance and training, program monitoring, nutrition curriculum resources and menu changes strategies needed to continuously improve Nutrition Services and empowering staff and parents to self sufficiency, resiliency leading to a healthier lifestyle. Purchase IMIL revised addition to further integrate in all classrooms Provide training and technical assistance to Staff and parents Nutrition Wellness Fair March 6, 2019 for Parents	Child Plus Data Nutrition Resources Registered Dietitian on Contract Texas A&M Agrilife Extension Service Child and Adult Food Program Technical Assistance Revised IMIL curriculum Community resources	Nutrition Coordinator Nutrition Services Committee	Desired Outcome 30% or below above 85th percentile for children's height for weight. Currently we are at 32% as of March 2019 The Nutrition Services Content area provides data, proposed strategies for approval and implementation to empower staff and parents to self sufficiency leading to a healthier lifestyle. Continued evaluation and compliance with the Head Start Program Performance Standards and Child and Adult Care Food Program/Texas Licensing requirements	Continuous Revision of menu Movement activities May 2019

Webb County Head Start Local Assessment Team Members

February 5-14, 2019

2018 - 2019

Content Area	Monitor	Key Indicators
	(staff) Margie Guzman, Accounts Payable	FI: Program Design and Management
Program	(PC) Alma Rangel, PC Chairperson	F2: Program Management &
Design	(Administrator) Aliza Oliveros, HS Director	Quality Improvement
	(staff) Cynthia Sifuentes, Home Visitor	Quanty improvement
	(staff) Diana Garcia, Area Service Mgr.	
	(staff) Melissa Soto, Area Service Mgr	EL D. C.
Education	· · · · · · · · · · · · · · · · · · ·	FI: Designing quality education and
Education		child development program services
	(staff) Belinda Martinez, Education Coord. Asst.	
	(staff) Elizabeth Rendon, Education Coord. Asst.	F2: Education and
	(staff) Angelica Ramos, Specialized Serv Assist	Child Development Services
	(parent) Brenda Bautista, Floyd	
	(parent) Claudia Villarreal, Zaffirini	<u> </u>
Health	(staff) Yvette Flores, Family Service Worker	F1: Designing quality health
Child Nutrition	(staff) Juanita de Leon, Specialized Serv Assist	program services
Mental Health	(staff) Nora Rodriguez, Specialized Serv Assist	
Safety Practices	(parent) Anahi Cuevas, Alma Pierce	F2: Health Program Services
	(parent) Grace Galvan, Larga Vista	
	(staff) Linda Payle, Parent Inv Coord	F1: Designing quality family and
Family and	(staff) Claudia Rubio, Family Service Worker	community engagement program services
Community	(staff) Rosa Trevino, Area Servce Mgr.	
Engagement	(staff) Patricia Patlan, Family Service Worker	F2: Family and Community
	(parent) Ana Hill, Floyd	Engagement Services
,	(staff) Rosangela Velasco, Area Service Mgr	
	(staff) Karla Valdez, Family Service Worker	F1: Developing effective Eligibility,
ERSEA	(staff) Nilda Varela, Area Service Mgr	Recruitment, Selection, Enrollment, and
	(staff) Claudia Alejandro, Family Service Worker	Attendance (ERSEA) strategies
	(parent) Irma Briones, Little Palominos	& Fiscal infractructure
	(Consultant) Jake Sanchez, CPA	
Fiscal	(County) Carlos Guerra, County Auditor	F2: Fiscal Infrastructure
	(Administrator) Aliza Oliveros, HS Director	
	(Consultant) Sandra Morales	
CLASS	(staff) Lucy Trejo, Education Director	CLASS:
Field Guide	(staff) Ed. Assistants and	Classroom Observations
	Class Reliable Staff	

Webb County Head Start Local Self-Assessment February 5-14, 2019 Schedule of Activities

DATE	TIME	ACTIVITY	PLACE	RESPONSIBLE PERSONS
February 5	To Be Decided by Content Area Coordinator	Local Assessment Overview / Training Coordinators meet with team members to train, discuss, and assign protocol questions.	To Be Announced by Protocol Content Area Coordinator	All Team Members
February 5-13	8:00 a.m 4:00 p.m.	Classroom Observations and Interviews	Center Level / Administration & Coordinators' Offices	All Team Members
February 14	To Be Decided by Content Area Coordinator	Team members meet to finalize report. Turn in reports to Ms Zavala	To Be Announced by Protocol Content Area Coordinator	All Team Members
February 15	11:30 – 1:30	Administration , Management & Staff will meet to discuss and develop Program Improvement Plan	Main Office	Administration, Management, & Staff
February	10:00 a.m.	Report Results to the Policy Council	Head Start Main Office	Parent Committee and Administration
February	9:00 a.m.	Report Results to the Commissioner's Court	1000 Houston Street.	HS / EHS Director

- Only Head Start Staff and Consultants may review children's folders.
- Head Start Parents may review their own child's folder.
- ❖ Team members must visit a minimum of <u>three</u> centers one per day.
- Please make appointments with staff for interviews. Many times we have to leave the office, and we want to make ourselves available to answer questions.
- All written documentation (notes, report, etc.) must be submitted to Ms Zavala.
- Head Start staff needs to notify, via-email, Ms Cobos when leaving your assigned center to monitor.

Webb County Head Start Local Self-Assessment Report February 5- February 14, 2019

Content Area Reviewed: Quality Education and Child Development Services

Prepared by: Belinda Martinez, Ed. Coord. Asst. Elizabeth Rendon, Ed. Coord. Asst.

Instrument: FY 2019 Monitoring Review Protocols- Focus Area 1 & 2

SECTION I: BACKGROUND

The following people were interviewed:

<u>Nilda Varela, ASM- Prada</u>
Ashley Marquez, HB Visitor, SV
Elizabeth Lopez, Teacher, Tat.
Genoveva Leon, Teacher L. V.
Mrs. Ortiz del Rey, Parent VA
<u>Leticia Zavala, Records Mgr.</u>
<u>Francis Gonzalez, Teacher – Floyd</u>
Stephanie Negrete, Teacher - S. Vista
Lucia Aguilar, T. Asst – S. Ochoa
Elizabeth Garcia, Teacher – Floyd

Monica Treviño, T. Asst. JC Martin Tiffany Prado, HB Visitor, L. Pal Angie Ruiz, ASM - A. Pierce Claudia Mtz, FSW- Ed. Ctr. Stephanie Monaya, Parent- Floyd Norma Leal, Teacher J.C. Martin Leann Rivera, EHS Teacher – L. Pal Anita Medellin, Teacher – Floyd Diana Cordova, Teacher – S. Vista Araceli Perez, Teacher – L. Pal. Cynthia Sifuentes, HB Visitor, S. V.
Pat Guardiola, ASM - Newman
Adriana Chapa, Teacher- Zaffirini
Elizabeth Lopez, Teacher - Ed. Ctr.
Paloma Gonzalez, Parent- S. Ochoa
Lucy Trejo, Ed. Director
Evelyn Ortiz, T. Asst. - S.Ochoa
Ashley Gutierrez, Teacher-L. Pal
Melba Garza, Teacher- S. Vista
Yvonne Parra, Teacher - S. Ochoa

The following centers were monitored:

Prada Head Start
The Education Center
Larga Vista Head Start
Floyd Head Start
Curriculum & Inst. Office

Alma Pierce, Head Start/LISD Villa Alegre Head Start JC Martin, Head Start/LISD Zaffirini Head Start/UISD Sierra Vista Head Start/Early Head Start/HB
Tatangelo Head Start
Little Palominos Early Head Start/HB
Sanchez Ochoa, Head Start/LISD

The following reports, documents, instruments, etc. were reviewed:

Frog Street Curriculum, Parents As Teacher Curriculum (PAT), Program school readiness goals, lesson plans, individual child planning, small group planning, school readiness data, Individual Education Plans, IEPs, Individual/Student Summary Reports from CIRCLE-Progress Monitoring & My Teaching Strategies Assessments, Home Base Lesson Plans & Schedules, CLASS Observation Tool, Daily Schedules, Transition Logs, Pre-k Guidelines alignment to HS Early Learning Outcomes Framework.

SECTION II: SUMMARY

The following summary is based on interviews and documents reviewed:

The program has established a partnership with both Laredo Independent School District & United Independent School District. In addition, the program has Child Care Partnerships. All Curricula (Creative Curriculum, Frog Street, Parents As Teachers) is aligned to the Head Start Early Learning Outcomes

Framework. School Readiness Goals are obtained from the alignments gathered on the assessments (CIRCLE Progress Monitoring, My Teaching Strategies) and are aligned to the HSELOF and the Pre-K Guidelines for

children ages 3-5. Kinder expectations are shared with pre-k teachers through the alignment mentioned above. The teacher will prepare the children for a smooth transition. Head Start Family Service Workers from the child care partnership and Early Head Start make appointments so the children transitioning can visit the school/center classroom and get familiarized with the new setting. Head Start also offers parent transitional conferences to assist the parents during this process. Head start offers three 30 minute transitions for early head start children who are transferring to regular head start. Regular head start centers use CLI engage for documentation on the children's Individual child planning (ICP's). The data used to show children are ready to meet the expectations of receiving schools is through the child level assessment data such as: child's profile, individual child report, ICP or small group planning, teacher classroom reports, family conferences, and home visit reports. These reports are shared with schools or centers children are transitioning to, with parental consent.

Lesson plans are done on a weekly basis along with the ICP or small group planning for individualization. Teachers assess the children using CIRCLE- Progress Monitoring three times a year. Once the assessment is completed, the results the School Readiness Goals (SRG) are generated. Teachers use these SRG to plan their lessons and in the classroom to individualize. They conduct observations throughout the day and work on a one to one or in small groups of children. Teachers have an open door policy where the parents can inquire on their child's school progress at any time. Teachers also have parent/teacher conferences, home visits, and open houses where the teacher shares the child's progress with the parents. Teachers create a nurturing and responsive learning environment for children by ensuring the each child feels safe in the classroom environment. Teachers interact with the children throughout the day and take time to listen to what each child needs. Teachers keep the children engaged in ongoing interactions that take place during meal times, physical activities, independent play, circle time, and nap time. These interactions help the children develop their socialization skill. Child's planning is also done based on a variety of screenings that are done throughout the school year such as LAP-D Screener, ASQ-SE and the ASQ-3. The DECA (Devereux Early Childhood Assessment) is used to determine if the child needs additional support in the social/emotional skills. When planning, the teacher makes modifications to the activities to ensure they meet each child's needs. For the dual language children the teacher does the lesson in both English and Spanish. When conducting assessment, the child gets assessed in their home language. If the child's home language is Spanish the child will also be assessed in english for the Language & Literacy and Cognition domains. Head Start teachers prepare the children for kindergarten by planning transitional settings that simulates the kindergarten environment as well as providing transitional conferences. Teachers who need extra support are offered a one-to- one training/technical assistance and others are provided with coaching. During coaching the education assistant coordinators offer support and techniques that the teachers can use to strengthen their students' progress and improve effective and teaching practices. Based on the assessment data and observations the teacher plans and individualizes learning activities to improve children's outcomes. Child individual reports are generated and placed in each child's folder while the classroom report is posted, but covered in the education corner. The education coordinator assistants monitor monthly notations, daily schedules, lesson plans, ICPs, daily activities, circles, the CIRCLE-Progress Monitoring (C-PM) or My Teaching Strategies assessments, and ensure that all teachers are following the curricula by visiting the centers. All centers have an Area Service Manager assigned to them in order to ensure that the teachers follow implementation of the curricula on a daily basis and to ensure that the operation runs smoothly. ASMs are the teacher's immediate supervisors and they monitor and evaluate their performance in the classrooms. If any concerns arise the ASM shares the

teachers concerns with the education coordinator assistants so they can go in and offer support and/or one to one assistance. In addition, the program contacts with Mental health consultants who do classroom observations. The consultant(s) supports teaching practices through various strategies that he/she shares with the parents and teachers during teacher/parent conferences to implement at home and in the classroom. A mulidiscplinary team participate with these conferences and includes at least 1 representative from the different content areas.

Upon hiring, all teachers need to meet qualification in both education and training. Teachers either have a degree or are going to college to pursue one. All teachers receive training at the beginning of the school year as well as throughout the year, especially after the chidren's data is aggregated and analyzed three times during the program year.

Early Head Start and Child Care Partnership teachers use the Creative Curriculum for Infant, Toddlers, & Two's while the Home Based Visitors use the Parents As Teachers Curriculum. All three programs assess the children using Teaching Strategies. All the curriculums used in HS, EHS, CCP, and HB are researched based. Lesson plan are planned according to the child's age and development. In the home-based program, the home visitor and the parent work hand-in-hand to plan and work together to meets each child's milestone and needs. The home visitor plans activities with parental input and discusses the child's developmental progress with the parents. The curricula used for the home based program encourages the child's development in both English and Spanish. The teacher and parent help strengthen the child's home language while introducing the new language.

Webb County Head Start Local Self-Assessment Report 2/5/2019 - 2/14/2019

Content Area	Reviewed: PROGR	PROGRAM GOVERNANCE	
Prepared by:	Margie Gonzalez, Accounts P Linda Payle, Parent Inv. Coor		
	019 Monitoring Review Protocol BACKGROUND	S	
J	people were interviewed: s, Executive Director	Estela Salazar, Assistant Director	
Elizabeth Go		Luz Muñoz, Assistant Director	
Laura Guzma	an, FSW	Maria Elena Martinez, ASM	
	, Head Teacher centers were monitored:	-	
Larga Vista		Roosevelt	
Sierra Vista		Floyd	
The following	reports, documents, instruments	, etc. were reviewed:	
Head Start [Director Policy Binder		
Administrat	ive Staff, Coordinators & ASM	s Memorandum & Content Area Reports	
Parent Com	mittee Minutes Folder		

Parent E	ngagement	Bulletin
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Ex Director, Aliza Oliveros Interview. Trainings are documented in PC Agendas from Sept for Bi-Laws, November for Child Abuse, and Finance in December. Program Governance training took place in Sept. for parent volunteers, and other trainings were provided to parents in Oct. Fall Parent Conference.

Reviews Bi-laws, Child Abuse training and Finance Report in December. Program
took place on September 19, 2014 for Parent Volunteers; other trainings were provided
October Fall Parent Conference - reviewed parent trainings.
Reviewed establishing procedures and criteria for recruiting, selecting, and enrolling children through addendun presented to governing body.
Reviewing applications for funding and amendments to applications for funding.
All information is presented to Policy Council members to approve and to
Commissioners Court as scheduled. Interviewing parents confirmed.
Financial reports are reviewd on a monthly basis to governing body.
Program Information Summaries on program activities are presented to Policy Council
Commissioners Court on a monthly basis.
Director's Report: The Community-wide, strategic planning, and needs assessment.
Every year it is updated.
SECTION III: POTENTIAL AREA(S) OF NONCOMPLIANCE
Performance Standard: No potential areas of Non-Compliance
Potential Non-Compliance:

Webb County Head Start Local Self-Assessment Report 2/5-2/14, 2019

Content Area Reviewed: Health, Child Nutrition, N	Mentl Helath Safety Practices
Prepared by: Nora Rodriguez, Juanita De Leon	Anahi Cuevas
Yvette Flores, Gracie Galvan	
Instrument: FY 2019 Monitoring Review Protocols	-
SECTION I: BACKGROUND	
The following people were interviewed:	
Estela Salazar, Lety Zavala, Ruth Martinez, Diana	Raquel Ortiz, Melissa Soto, Angelica Ruiz,
Cordova, Esme Martinez, Stephanie Negrete,	Laura Guzman, Rosa Trevino, Teresita Ramirez
Sandra Pena, Jackie Bassini, Veronica Rangel	Claudia Martinez, Sylvia Ortiz, Wendy Palomo
Manuela Estrada, Monica Faria, Nilda Varela	Susan Gonzalez, Gloria Gonzalez, Kimberly Vigil
Eliza Aranda, Gloria Coronado, Dora Sanchez	Genovea Leon Elizabeth Godina, Idra Rodriguez Patricia Patlan, Melissa Valdez
The following centers were monitored:	
Roosevelt, Dovalina, Finley, Prada Tatangelo	
Alma Pierce, Little Palominos, Sierra Vista	
Floyd, Springfield, Zachary and Villa,	
The following reports, documents, instruments, etc.	were reviewed:
Emergency release form, quartely licensing and safety	report, minimum standards licensing
checklist, sanitation of mat logs, 1520 contact informa	tion form, 5 children folders staff members
expectant mother required training form, Prenatal and	d postpartum inf. Services, Edinburgh Postnatal
Depression scale, Newborn care assessment homevisi	t form and child plus homevist assessment

Child Health and Status and Care: 1302.42(b)(1)(i) 1302.42'©-(d) 1302.42(a)(1) 1302.41(a)		
In this area, all centers demostrated to be in compliance. They track all the children's health		
screenings. They also provide prompt health regiment for its participants. Constant communication		
with parents on health screening follow ups with the physican in regards to medical follow ups via		
email, parent notices, phone calls or person to person reminders at center. Parents are educated and		
informed thru parent meetings, presenter, staffings, flyers and posters.		
SECTION III. DOTENTIAL ADEA(S) OF NONCOMBLIANCE		
SECTION III: POTENTIAL AREA(S) OF NONCOMPLIANCE		
Performance Standard: NA		
Performance Standard: NA		
Performance Standard: NA Potential Non-Compliance: None at this time		
Performance Standard: NA Potential Non-Compliance: None at this time		
Performance Standard: NA Potential Non-Compliance: None at this time		

Mental Health: 1302.45(a)(2) 1302.45(b)(1) 1302.45(b)(3)

Parents and staff are informed thru trainings in many areas of Mental Health and well being. During
enrollment and thru out the school year, the DECA Screener is completed by parent and teachers.
Parent will be inform of DECA outcome by the teacher. If a concern arises intervention is offered to
parent . The Mental Health consultant assist teacher in the classroom by providing guidance
and recommendations are recommended for parents and teachers. Parents are provided with a copy of
strategies to implement at home and teacher will work with same strategies at school . Mental Health
consultant is also available for staff, families, and children if needed. Other outside sources are
available upon request from families where social worker is able to refer. If a concern is reported,
a parent conference is scheduled where content areas Education and Sp Service staff will meet with
parent and Mental Health consultant to plan and assist teacher and family.
SECTION III: POTENTIAL AREA(S) OF NONCOMPLIANCE
Performance Standard: N/A
Potential Non-Compliance: None
Recommendation:

Oral Health and Nutrition: 1302.43, 1302.44(a)(1),1302.47(b)(7)(vi)

The program does promotes effective oral health hygiene by providing a tooth brush, disposable cup and
paste for children to brush their teeth after lunch. Teachers role model to children the proper way to
teeth. During the monitoring process, we were able to see that the program also implements nutrition
that are culturally and developmentally appropriate. By asking how the meal menu are set up and the
that they have a nutrition committee that consist of the nutrition Coordinator, Nutritionist, parents and
Where they are able to evaluate and modify menu's to meet the childrens nutrition guidelines and needs.
program did have individual child food allergies in a confidental folder. The staff are aware and can
any food modifications, allergies, special diets that are being served and children do Family Style
There were no non compliances in this area.
SECTION III: POTENTIAL AREA(S) OF NONCOMPLIANCE
Performance Standard: none
Potential Non-Compliance: none at this time.
Recommendation:

Webb County Head Start Local Self-Assessment Report 2/5-2/14, 2019

Content Area Reviewed:	Family and Community Engagement
Prepared by: Linda Payle	Patricia Patlan
Claudia Rubio	Rosa Trevino
	oring Review Protocols - December 1, 2017
SECTION I: BACKGROUN	D
The following people were int	terviewed:
Lucy Trejo	Teresa Rodriguez
Yvette Flores	Tiffany Prado
Teresita Ramirez	Cynthia Sifuentes
Sylvia Guzman	Ashley Marquez
Marbella Elizondo	Patricia Perez and Ana Hill
The following centers were m	ionitored:
Villa Alegre	<u>Finley</u>
Little Palominos	Zachry
Larga Vista	Sierra Vista
Regina	
The following reports, docum	nents, instruments, etc. were reviewed:
Family Partnership Agreement	t, Family Profile Assessment Score Sheet, Community Resource Binder,
Child Plus , Referrals, Home Ba	ase Curriculum, Parents as Teachers Curriculum, Teaching Strategies

Webb County Head Start, LISD & UISD Integrated Class Teachers Local Self-Assessment/Winter CLASS Scores

2018-2019

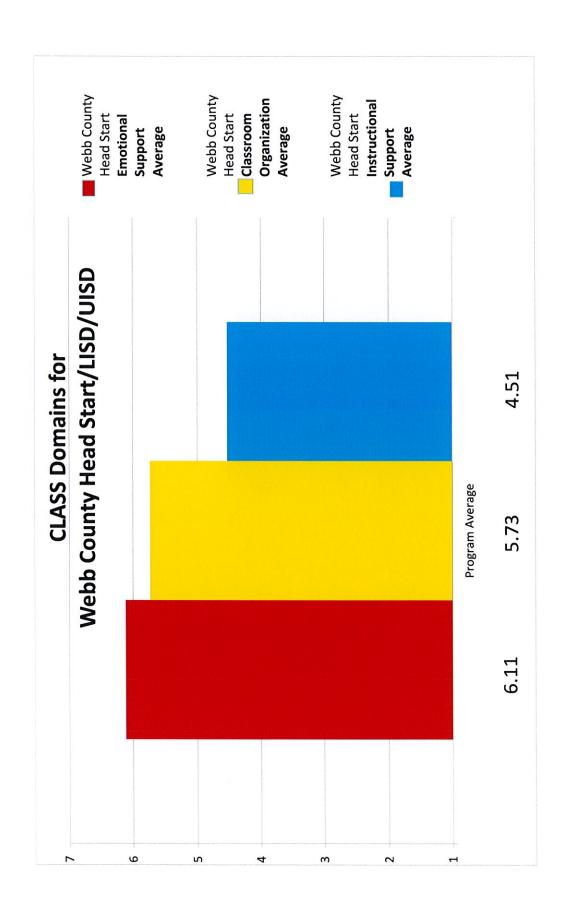
scores after each observation. Professional Development training is provided at the beginning of the year and classroom teachers using the Classroom Assessment Scoring System, CLASS. Presently, we have 25 Pre-K CLASS Reliable Observers. Staff is immediately provided with individual recommendations based on their A total of 25 observations were conducted; 12 Head Start classroom teachers and 13 integrated/ISD two additional times during the year based on the lowest domain of the CLASS results.

The following tables includes the center and classroom number observed with the different CLASS Dimensions observed:

Grantee or Classroom ID	positive climate	negative climate*	teacher sensitivity	regard for student perspective	behavior management	productivity	instructional learning formats	concept development	quality of feedback	language modeling
Head Start										
Finley Class 1	9	•	9	9	9	9	9	9	2	2
Floyd Class 1	φ		2	2	5.5	9	5	4	4	4
Floyd Class 2										
Larga Vista Class 2	7	·	7	6.5	7	7	9	9	9	6.5
Little Folks Class 1	7	·	ဖ	9	5.5	9	9	5.5	5.5	5.5
Little Palominos Class 1	9	·	9	9	9	9	9	2	2	4.1
Prada Class 2	9	.	9	9	9	9	9	5.5	5.5	5.5
Roosevelt Class 2	7	Ţ	7	7	9	6.5	6.5	2	2	5.5
Sierra Vista Class 4	7	·	6.5	6.5	9	6.5	7	7	9	7
Springfield Class 1	7	•	9	7	7	7	9	9	4	9
Tatangelo Class 1	6.5	•	6.5	9	9	5.5	S	2	2	9
Tatangelo Class 3	6.5	J	9	9	6.5	9	9	3.5	3	3.5

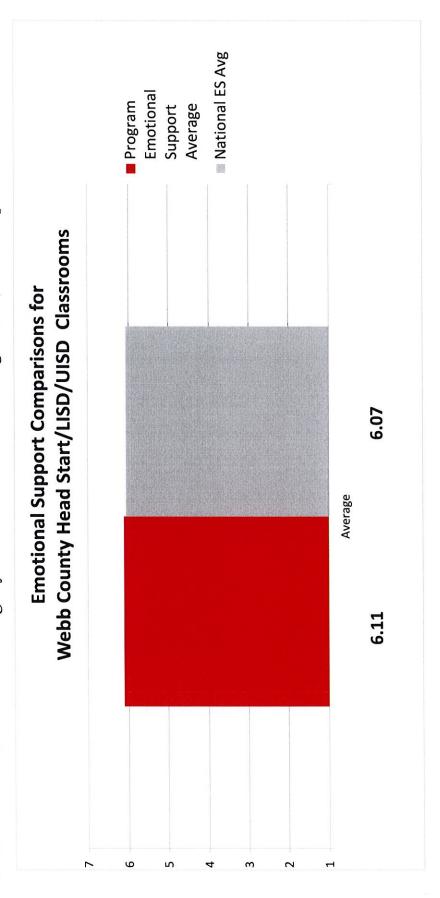
				V						
ISD Inclusion Classrooms	- 11 1 <u>- 1</u>									
J.C. Martin Class 3	.	Ċ.	5	5.5	5.5	9	ပ	4	4	4
Dovalina Class 3 6	-	•		9	9	9	5.5	9	2	4.5
Sanchez-Ochoa Class 1 6	•	9		9	9	9	9	9	9	9
Alma Pierce Class 1		9	2	5.5	9	9	5.5	2	5	9
Alma Pierce Class 2 6	2	y		9	3.5	9	9	3.5	3.5	3.5
Zachry Class 4 6.5			7	4.5	7	9	2	4	4.5	2
Freedom Class 1 6.5	•			2	4.5	2	4.5	3.5	4	3
Zaffirini Class 2 6	2			S	9	5.5	5	3.5	4	4
Arndt Class 1 6	1.5			4	9	2	5	4	4	4
Arndt Class 2 6	1.5		2	2.5	4	4	4	2	2	2
UISD Prada Class 1 6.5	.	5.	5	2	5.5	9	9	5.5	3.5	3.5
UISD Prada Class 2 5.5	1.5		5	က	5.5	9	5.5	2.5	က	2.5
Newman Class 1 5	П	- ,		2	2	2	2	က	m	4

The following graph provides the scores for the three CLASS domains: Emotional Support 6.11, Classroom Organization, 5.73 and Instructional Support 4.51.



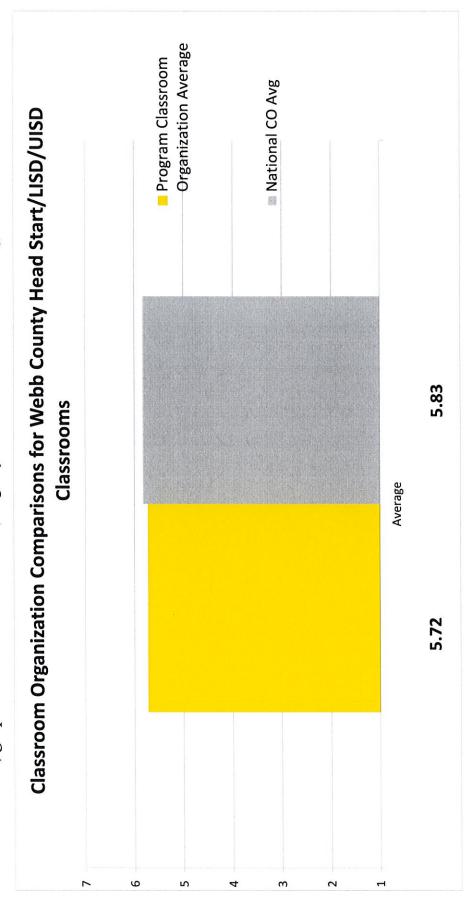
Emotional Support Averages

Data demonstrates ES domain slightly above the National Average Score, 6.11 compared to 6.07:



Classroom Organization Averages

For this domain, graph indicates score of 5.72, slightly below the National Average Score of 5.83.



Instructional Support Averages

The Instructional Support Domain indicates score of 4.51, higher than the National Average Score of 3.00

