



## Early Childhood CLASS® Observation Error Correction and Appeal Guidelines

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### EC CLASS® Observation Error Correction

Error Corrections must be submitted via [Jotform](#). Community Network Lead Agencies or designees are encouraged to submit error corrections as soon as errors are identified. Upon receiving the [error correction](#) and review of details, an email receipt of the submission will be provided indicating the observation has been reopened in the portal. Once the observation is corrected, the individual submitting the error correction should respond indicating the error has been corrected and resubmitted. Error corrections must be submitted by no later than 11:59 pm on **June 30** of the academic year in which the observation occurred.

### EC CLASS® Third Party Observation Appeals

To appeal a third-party CLASS® observation, Community Network Lead Agencies (CNLAs) must submit an [appeal form](#) on behalf of the individual or site requesting the appeal. *Appeals submitted by individuals other than Community Network Lead Agency staff will not be considered*, and the individual will be instructed to work with the Community Network Lead Agency to re-submit the appeal. Appeals must be submitted by no later than 11:59pm on **June 30** of the academic year in which the observation occurred. Community Network Lead Agencies are strongly encouraged to submit appeals within 30 days of the contested observation to allow for a thorough review of the appeal.

After submission, each appeal is reviewed to ensure all relevant observation data, notes, site information, and supporting documentation from the Community Network Lead Agency and the Third-Party Contractor is collected in a timely manner. Community Network Lead Agencies will receive an email receipt of appeal submission, and should retain this for their records. All appeals will be reviewed and investigated, with a final determination made based on the conditions for appeal approval, listed below.

The Department will notify Community Network Lead Agencies in August of the following academic year of the final appeal determination via email from [EarlyChildhoodAppeals@LA.GOV](mailto:EarlyChildhoodAppeals@LA.GOV).

## Appeal Determination Guidelines

Category	Department Review Steps	Conditions for Appeal Approval
1) CNLA disagrees with third party observation scores and/or feedback	<p>Review observation score booklets, consult with observer or observer supervisor, as necessary</p> <p>Conduct an additional third party observation, if applicable</p>	<p>Observation score booklets do not support observation scores</p> <p>Additional third party observation does not align with the original third party observation</p> <p>Additional third party observations do not align with original third party observation</p>
2) CNLA cites potential violation of protocol by the observer - protocol can be viewed on the <a href="#">Louisiana Believes Early Childhood CLASS Observations webpage</a>	<p>Review observation score booklet, contact observer and/or CNLA if necessary, and collect supporting documentation, including schedules, communications, and all other relevant information</p> <p>Review with Picard Center what measures were taken to stay within protocol</p> <p>Conduct an additional third party observation, if applicable</p>	<p>Observation score booklets do not support observation scores or indicate a violation of protocol by the observer</p> <p>Review with Picard Center indicates a violation of protocol</p> <p>Additional third party observations do not align with original third party observation</p>
3) CNLA cites concern about what teacher was present in the classroom during the observation	<p>Review observation score booklets</p> <p>Confirm with Picard Center what teacher was present during the observation</p> <p>Confirm that the observation was conducted during an observable time on the daily schedule</p> <p>Conduct an additional third party observation, if applicable</p>	<p>Observation notes and score booklets do not support observation scores or indicate the wrong teacher was present in the classroom during the observation</p> <p>Review with Picard Center indicates contractor observed the wrong individual</p> <p>Circumstances indicate the classroom should not have been observed at that time</p> <p>Additional third party observations do not align with original third party observation</p>

<p>4) CNLA cites potential conflict of interest on the part of the observer</p>	<p>Review observation notes and score booklets</p> <p>Review with Picard Center the observer’s previous involvement with the site/teacher</p> <p>Conduct an additional third party observation, if applicable</p>	<p>Observation notes and score booklets do not support observation scores or indicate a conflict of interest</p> <p>Review with Picard Center indicates the third party observer has previous involvement that violates the conflict of interest policy, which can be found on the <a href="#">Louisiana Believes Early Childhood CLASS Observations webpage</a></p> <p>Additional third party observations do not align with original third party observation</p>
<p>5) CNLA cites a disaster/extenuating circumstances occurred during observation</p>	<p>Review observation notes and score booklets</p> <p>Review documentation of the disaster/extenuating circumstances and evidence indicate a disaster/extenuating circumstances impacted the observation</p> <p>Review with Picard Center what the observer witnessed</p> <p>Conduct an additional third party observation, if applicable</p>	<p>Observation notes and score booklets do not support observation scores or indicate a disaster/extenuating circumstances impacted the observation</p> <p>Review of documentation and evidence indicates a disaster/extenuating circumstances impacted the observation</p> <p>Review with Picard Center indicates a disaster/extenuating circumstances impacted the observation</p> <p>Additional third party observations do not align with original third party observation</p>
<p>6) CNLA cites other concerns not captured in previous appeal categories</p>	<p>Review observation notes and score booklets and collect any and all relevant information</p> <p>Contact Picard Center and/or CNLA if additional information is required</p> <p>Conduct additional third party observations, if applicable</p>	<p>Observation notes and score booklets do not support observation scores</p> <p>Picard Center and/or CNLA provides information that indicates appeal should be approved</p> <p>Additional third party observations do not align with original third party observation</p>

## Documentation of Improvement Appeals

Documentation of Improvement appeals may be requested to demonstrate a teacher's significant improvement over the course of a year. In the event that a third-party observation occurs early in the fall semester, the teacher undergoes intensive professional development and receives higher scores in a local observation later that semester, the site and Community Network Lead Agency may request a Documentation of Improvement appeal. If the appeal meets the qualifications for approval, then a third-party re-observation is ordered during the spring semester. The Department will make a decision on the appeal based on the third party re-observation.

Below is a sample scenario of an approved Documentation of Improvement appeal:



Community Network Lead Agencies may submit a Documentation of Improvement appeal if a third-party observation meets all of the following criteria:

- Third party observation occurred prior to **October 15**
- The local observation occurred **after** the third party observation
- There were at least **6 weeks** between the third party and local observations
- Intensive professional development (likely conducted by the CNLA or CCR&R) occurred after the observation (documentation\* must be provided)
- The third party observation scores would replace the local scores in at least one domain

*\*Acceptable documentation could include logs of attendance at professional development training or written testimony from the CNLA or SIP coaches. If attendance logs are included, Community Network Lead Agencies should include descriptions and any documents related to content from the training.*