

Wilson County Schools Welcoming Environment Initiative Package

The following services are available to schools as part of the WCS welcoming environment initiative:

Walkthrough Site Visit

- Schools can request for a team to conduct a site visit of the school that will examine the school's climate paying special attention to the physical environment as well as customer service.
- Walkthrough teams consist of staff members from Wilson County Schools as well as selected parents.
- The walkthrough will take place on a carefully selected day and school administrators can elect the amount of notice they give to staff.
- The walkthrough will take one hour and consist of a briefing, observation and debrief.
- During the briefing, site visitors will be given information gleaned from the initial consultation with the school about what to look for as well as the school's demographic information to provide context of the school's population.
- During the observation, site visitors will use a checklist of welcoming environment criteria and walk through the school examining it through a lens of different scenarios such as if they were a parent visiting the school for the first time or if they were a parent deciding between this school and a private school for their child.
- Site visitors will then debrief the findings from their observation and then Wilson County Schools staff will compile the results and share them confidentially with the school administration.

Parent Interview/Focus Group

- Schools can voluntarily request to have Wilson County Schools staff coordinate and facilitate focus groups of stakeholders including parents, community members or staff to discuss the school's environment.
- An impartial facilitator will be assigned to conduct the focus group and will help to coordinate the discussion.
- Focus groups can take place at different times and locations and can include different subgroups of parents and community members.
- If the school does not want to conduct a focus group but would still like parent or stakeholder feedback on the school's welcoming environment, there is an option to interview parents individually that Wilson County Schools staff can coordinate.
- Feedback collected from the interviews and focus groups will be sent confidentially to the school administration.

Staff Focus Groups

- Schools can voluntarily request to have Wilson County Schools staff coordinate and facilitate focus groups of school staff.
- An impartial facilitator will be assigned to conduct the focus group and will help to coordinate the discussion
- Feedback is then compiled and discussed with the school administrator and next steps and action items are implemented to improve internal staff processes.

Communication Review

- School administration can request a review of literature and communication to examine its level of family friendliness.
- The school will send Wilson County Schools staff the documents they would like reviewed, and a team will be assigned to review the literature.
- Reviewers will survey the literature and website to examine how welcoming it is to parents.
- Reviewers will compile their feedback on the literature and send it confidentially to the principal.

Customizable Request

- School administrators can work with Wilson County staff to voluntarily request to examine any aspect of their school culture in another arrangement. (Example: a peer review or secret shopper)

For more information, contact Rachel Sprecher in the Office of Business Operations at (252) 399-7588.