

# School Services Personnel Rubric: Delivery of Services

Service Structure and Pacing

Summer 2024

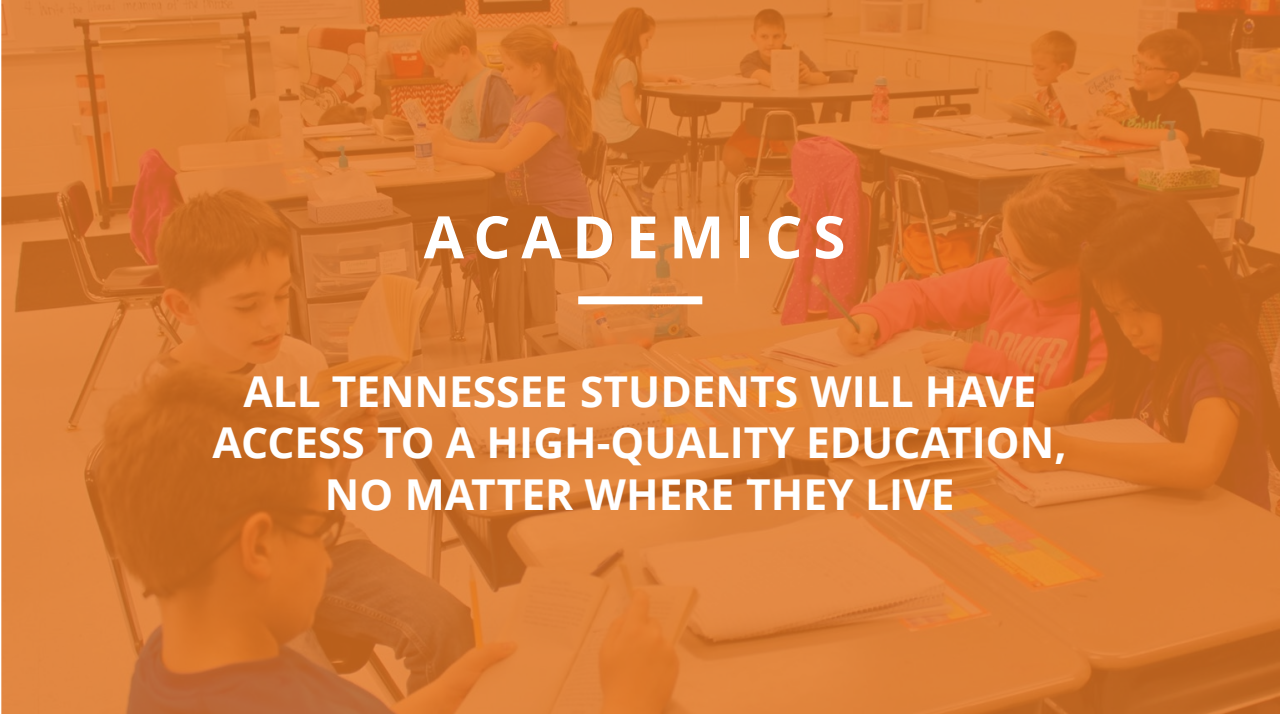
As always, please consult with your team and board attorney to ensure all data is handled in compliance with board policies and state and federal laws relating to student privacy.





# BEST FOR ALL

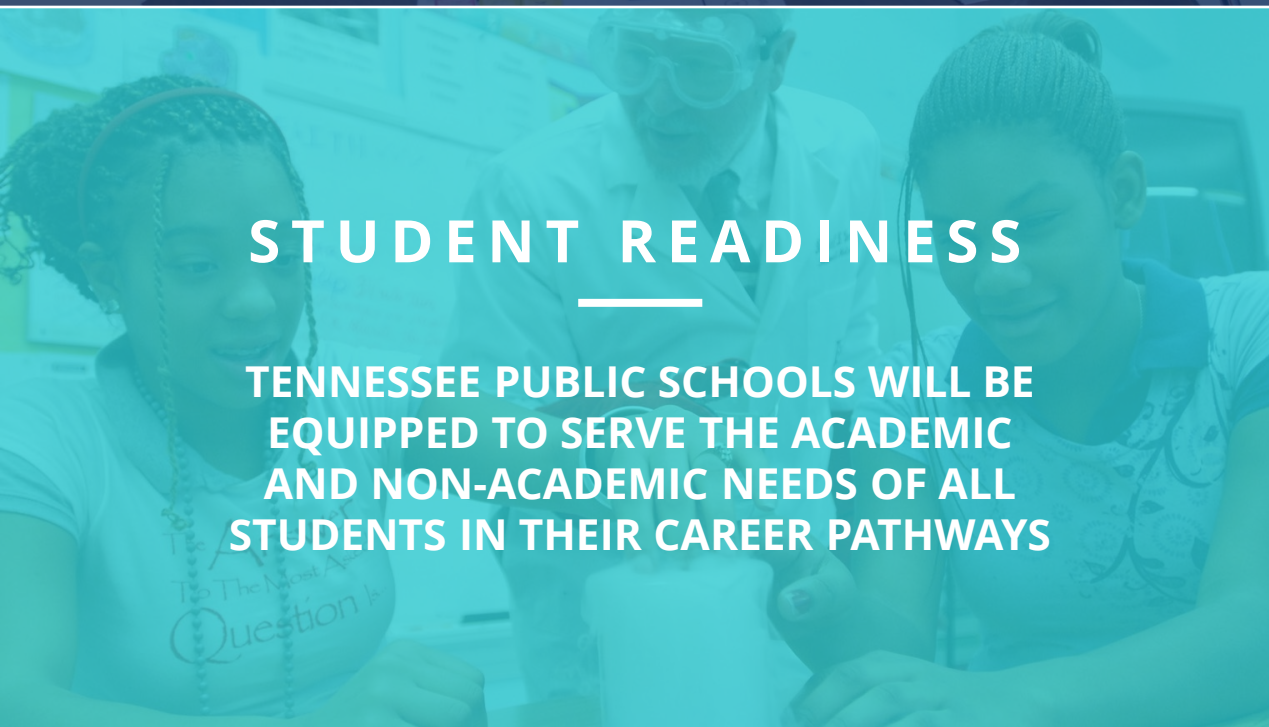
We will set all students on a path to success.



## ACADEMICS

---

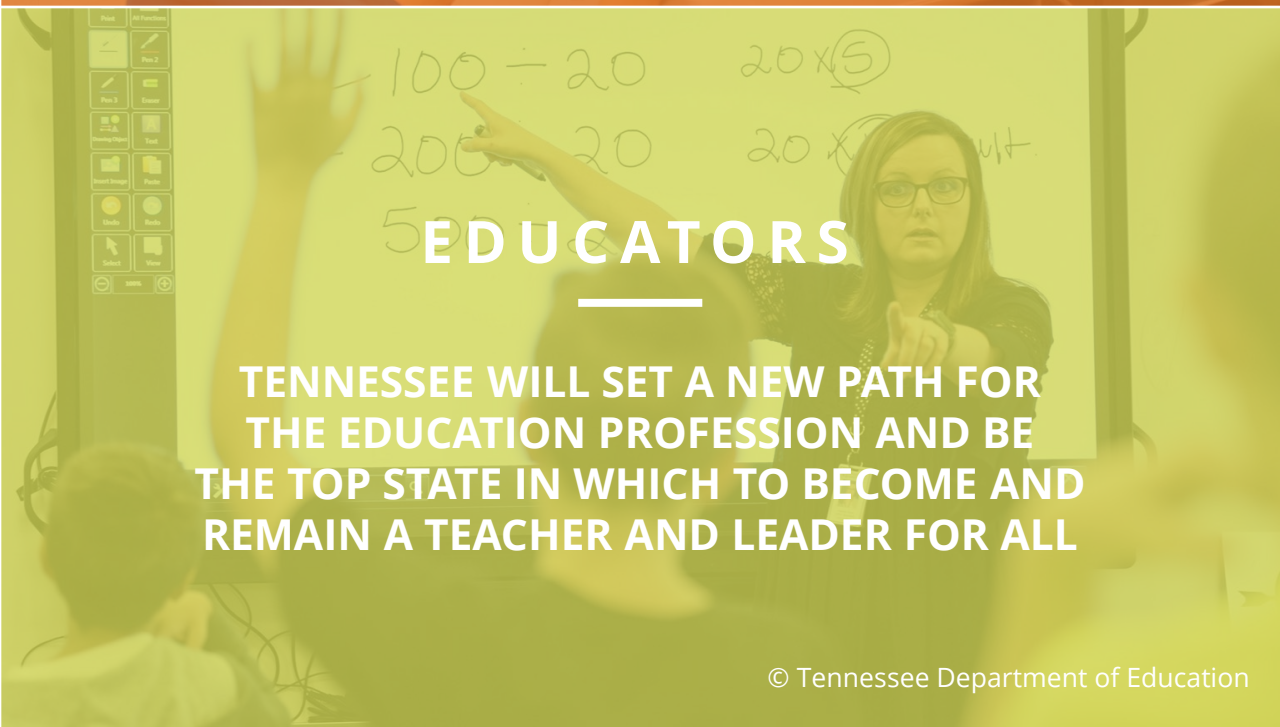
ALL TENNESSEE STUDENTS WILL HAVE ACCESS TO A HIGH-QUALITY EDUCATION, NO MATTER WHERE THEY LIVE



## STUDENT READINESS

---

TENNESSEE PUBLIC SCHOOLS WILL BE EQUIPPED TO SERVE THE ACADEMIC AND NON-ACADEMIC NEEDS OF ALL STUDENTS IN THEIR CAREER PATHWAYS



## EDUCATORS

---

TENNESSEE WILL SET A NEW PATH FOR THE EDUCATION PROFESSION AND BE THE TOP STATE IN WHICH TO BECOME AND REMAIN A TEACHER AND LEADER FOR ALL

# Service Structure and Pacing

A vertical photograph on the left side of the slide shows a person's hand holding a book with a gold spine. The person is wearing a light blue button-down shirt. The background is a plain, light-colored wall.

# Service Structure and Pacing

The key to this indicator is the educator's ability to structure services so that stakeholder needs are met in a timely and appropriate manner.



# Evaluator Expectations

During the conference possible evaluator questions could be:

- *“How do you structure your time to meet the individual needs of your stakeholders?”*
- *“How do you provide materials and information in response to stakeholder needs and requests?”*

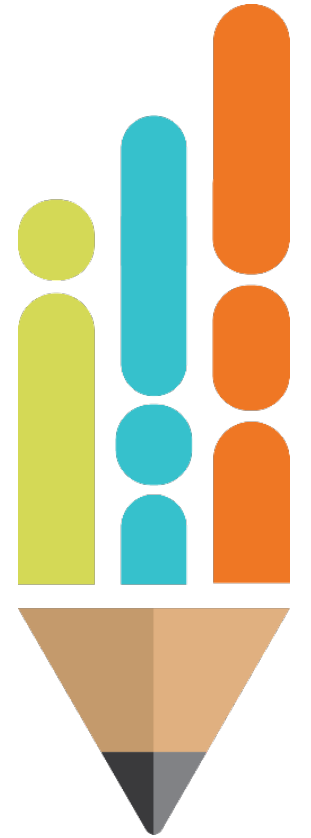
Possible Sources of Evidence could be:

- *stakeholders are supported by the service at a pace that allows for appropriate progression,*
- *educator responds to stakeholders’ needs in an effective time frame, and/or*
- *materials and information are delivered efficiently.*

This indicator aligns strongly with *Delivery of Services, Communication, and Knowledge of Students.*

# Indicator Descriptors

- Services are appropriately responsive.
- Pacing provides opportunities for individual stakeholder needs.
- Routines for materials and/or information are efficient.



# Evidence Capture Example

As you watch this video, note the instructional coach has brought an agenda of the routine he has in place to prepare the teachers for PLC meetings. This is evidence of descriptor three.

The instructional coach plans his meetings to review the lesson plans and assessments two weeks in advance. This pacing gives the coach the opportunity to support teachers with adjustments in lessons and assessments as needed. This is evidence of descriptor two.

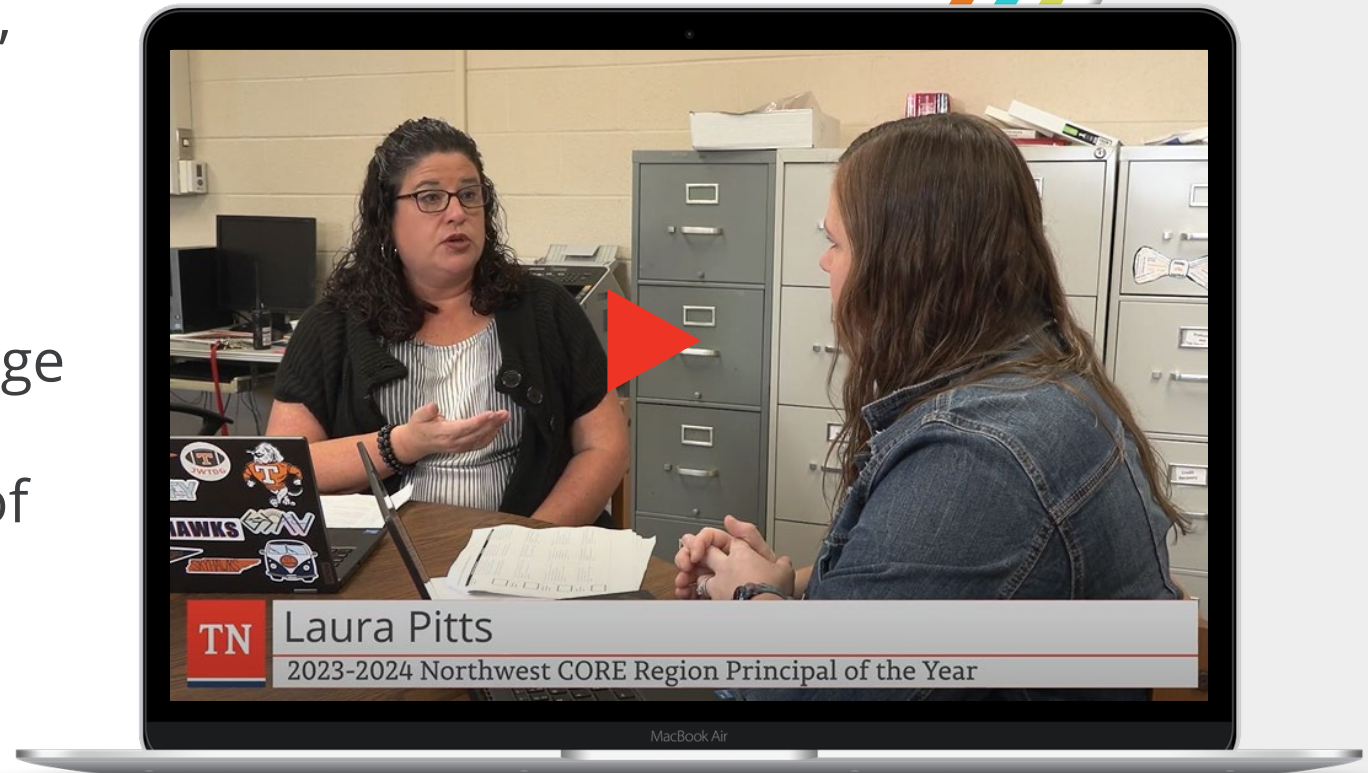


Video featuring instructional coach Taylor Dugger under the guidance of 2022-2023 Middle Grand Division Tennessee Principal of the Year April Sneed, Rutherford County Schools

# Evidence Capture Example

As you watch this video, note how the school counselor provides evidence of descriptor one by planning her meetings in response to her students' college application needs.

The school counselor also paces her services based on the upcoming college deadlines and questions from her individual students. This is evidence of descriptor two.



Video featuring school counselor Whitney Pope under the guidance of 2023-2024 Northwest Core Region Tennessee Principal of the Year Laura Pitts, Obion County Schools



# Evidence Capture Example

As you watch this video, note the instructional coach discusses how she provides services to teachers in response to the learning she receives in quarterly district meetings with other instructional coaches. This is evidence of descriptor one.



Video featuring instructional coach Ashley Reeves under the guidance of 2023-2024 Tennessee Principal of the Year Tina Francis, Putnam County Schools

# Evidence Capture Practice

Watch the video and capture evidence of the descriptors from Service Structure and Pacing.



Video featuring instructional coach Amy Davis under the guidance of 2022-2023 Middle Grand Division Tennessee Principal of the Year April Sneed, Rutherford County Schools



**Share evidence captured of the descriptors in the Service Structure and Pacing indicator.**



# Examples of possible evidence

**Descriptor 1:** There is evidence that the instructional coach is responsive to the teachers' needs when she conducts PLCs based on the teaching practices observed during walk-throughs on Mondays.

**Descriptor 2:** The instructional coach has scheduled her week to provide time to address the full scope of her service. For example, Mondays are for walk-throughs, Tuesdays and Wednesdays are for PLCs, etc.

**Descriptor 3:** The instructional coach has a routine in place to ensure PLC meetings run smoothly. The teachers she serves know what to expect and what materials are needed to conduct a productive meeting.



# Evidence Capture Practice

Watch the video and capture evidence of the descriptors from Service Structure and Pacing.



Video featuring school counselor Whitney Pope under the guidance of 2023-2024 Northwest Core Region Tennessee Principal of the Year Laura Pitts, Obion County Schools



**Share evidence captured of the descriptors in the Service Structure and Pacing indicator.**

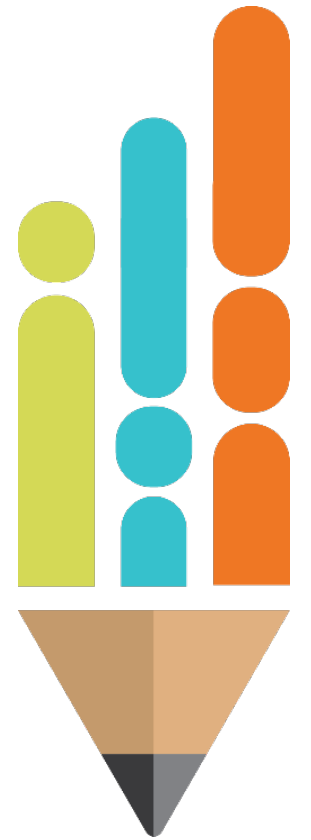


# Examples of possible evidence

**Descriptor 1:** The school counselor presents evidence of her responsiveness to stakeholders' needs by setting meetings with students based on the timelines of college applications.

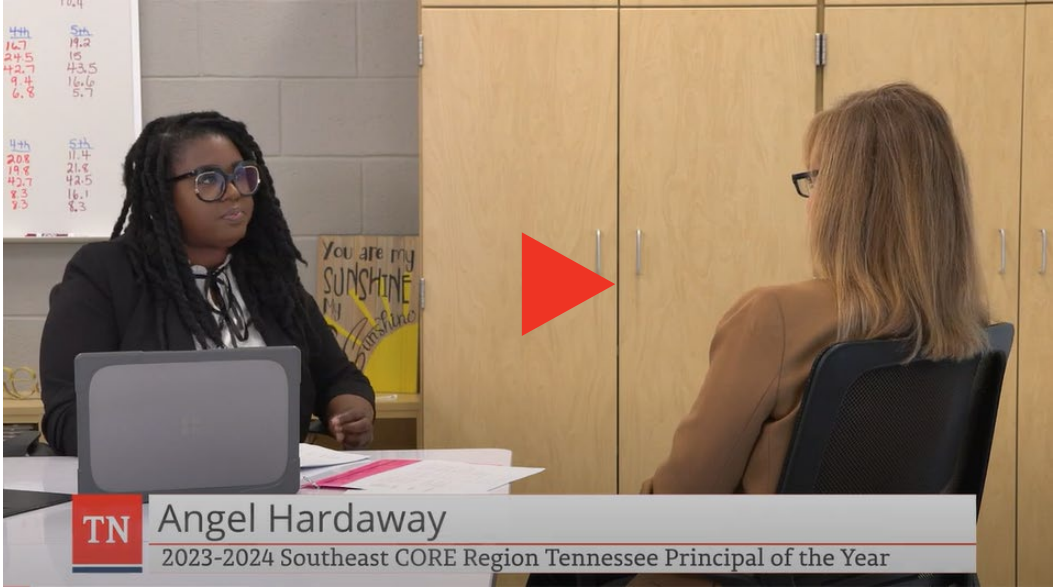
**Descriptor 2:** The school counselor plans follow-up meetings based on the needs discussed during visits with stakeholders.

**Descriptor 3:** The school counselor has a routine in place for providing application information to students based on the deadlines she has noted for individual colleges.



# Evidence Capture Practice

Watch the video and capture evidence of the descriptors from Service Structure and Pacing.



Video featuring instructional coach Sonya Bivens under the guidance of 2023-2024 Southeast Core Region Tennessee Principal of the Year Angel Hardaway, Athens City Schools

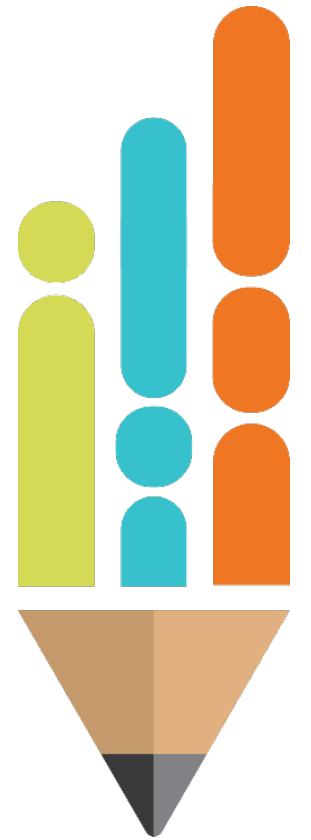


**Share evidence captured of the descriptors in the Service Structure and Pacing indicator.**



# Examples of possible evidence

**Descriptor 2:** The instructional coach is responsive to individual teacher needs when she schedules coaching meetings to discuss student data, new curriculum, etc.



# Culminating Activity

Follow the QR code or the link below to access the form for the culminating activity.

[https://stateoftennessee.formstack.com/forms/ssp\\_rubric\\_video\\_library](https://stateoftennessee.formstack.com/forms/ssp_rubric_video_library)

Please use the form to reflect on today's learning and provide feedback about this resource.



QR Code



# Thank You!

Email questions to [TEAM.Questions@tn.gov](mailto:TEAM.Questions@tn.gov)

*Permission is granted to use and copy these materials for non-commercial educational purposes with attribution credit to the "Tennessee Department of Education". If you wish to use these materials for reasons other than non-commercial educational purposes, please contact Joanna Collins (Joanna.Collins@tn.gov).*