



Sneak Peek of the New Staff Qualifications Webpages

5/18/2021 | Webinar Summary

- Around 40-50 participants joined

What brought you Here?

Actual comments from participants:

- Sneak preview on what the new page looks like and providing feedback
- Need to know what's real and what's not
- Curiosity
- Finding out the latest with MERIT and staff qualifications
- Learning new supports for our staff from DCYF
- Hoping to see how this new page can help support staff in understanding their qualifications and required trainings
- Interested to see what may change for staff qualifications.
- How to use the new system and what is required for new staff.
- Onboarding new hires and maintaining PD [Professional Development] for staff

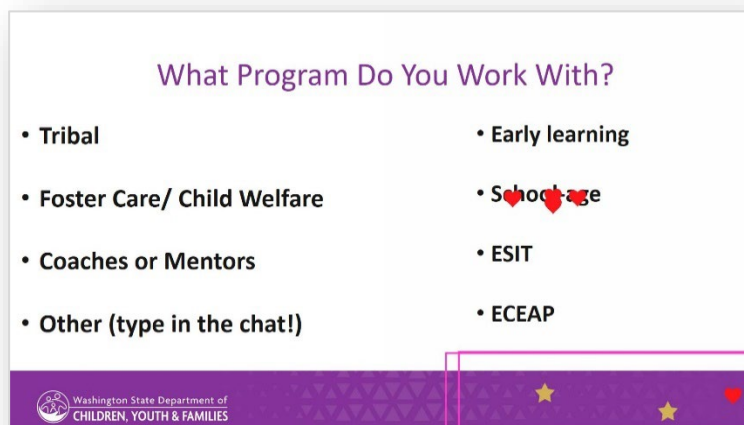
Webinar Format & Purpose:

- The purpose of this webinar was to seek user feedback on the new Staff Qualifications webpages.
- Our main goals are to:
 - Find the best place for these new webpages to live on DCYF's website
 - Make sure content is clear
 - Titles make sense
 - Information is easy to find and understand
- The new webpages are drafted, have content, but are not currently live.
- The intent of this webinar was not to answer any actual Staff Qualifications questions, the focus was to see what questions people have to help us figure out what we're missing and how to make the content better for our users.
- Previously recorded webinars:
 - Can be found on the Newsletters and Webinar webpage (they include time markers too!): <https://dcyf.wa.gov/services/earlylearning-profdev/newsletters-webinars>

- Current Staff Qualifications webinar can be found here:
<https://www.youtube.com/watch?v=fBkc4S0aJHo>

What Program Types Joined?

1. Early Learning
 2. School-age
 3. ESIT
 4. ECEAP
 5. Coach/Mentor
- We used the 'annotate' draw/stamp feature to get a visual of who joined the webinar. Some participants could not get it to work, so they wrote in the chat. Here are the responses (*actual comments from participants*):
 - ESIT
 - School age
 - in home all ages right now...1,2,3,5,6
 - Early Learning
 - School age
 - early learning
 - Preschool ages 3-5
 - Coach/mentor
 - Early learning and Tribal programs
 - school age and early learning
 - School age
 - ECEAP
 - ESIT
 - EL/SA- Admin support
 - ECEAP
 - Early Learning
 - early learning and school age
 - professional development organization
 - Stamps disappeared. Coach/mentor here



Qualifications and Role Requirements

- We asked participants what they thought when they hear the words ‘Qualifications and Role Requirements’. Here are the responses (*actual comments from participants*):
 - classes
 - education and experience
 - Education, training, experience
 - AA, BA
 - What training and education teachers/TAs and aides need to have
 - Teacher qualifications and which trainings are required for the position
 - job descriptions and WAC requirements
 - MERIT
 - what do teachers need to be hired,
 - the requirements for a job and what are the responsibility of the person
 - "In order to be hired this is what is needed"
 - Training needed to do great work with my kiddos

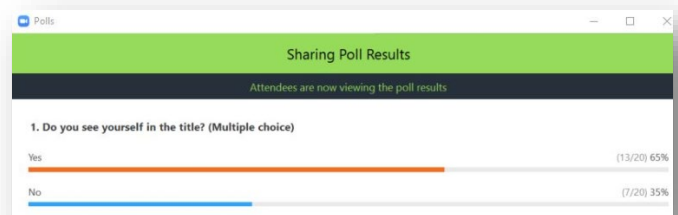
“Qualifications and Role Requirements”



Poll: Do you see yourself in this title?

- **Yes—65%**
- **No—35%**

Disclaimer: I set the polling incorrect so participants had to take the entire poll every time we set up polling (3 times), oops!



Navigating the New Webpages

- Currently the webpages have three main sections
 - Introduction
 - Early Learning Providers
 - School-Age Care Providers
 - Working to bring more DCYF programs to these
- Quickly went through the three pages
- Sent link to participants to view on their own (*wont share on here since the webpages are not live yet, until we implement the feedback we received*).

Qualifications & Role Requirements

- > Introduction
- > Early Learning Providers
- > School-Age Care Providers

Scavenger Hunt

- We had participants choose the webpage they wanted to focus on for the ‘scavenger hunt’
- Participants chose the Early Learning Education and Equivalent webpage

- During the scavenger hunt we took questions around education and equivalent for early learning providers
- The focus was not to answer the questions, but to see if the answers were on the webpages
- This helps us know what we're missing/titles are clear, content is easy to find, etc.
- Questions from participants were very good! They include:
 - *How do I submit alternative credits/college?*
 - *How do I know if my degree qualifies me to open a child care?*
 - *How can I look at my transcripts and see what I might still need?*
 - *Do you have to complete all the stackable certificates or just one is enough?*
 - *I have teachers with an ece endorsement. Do they need to complete the training in the dcyf training portal?*
 - *will Merit change also?*
 - *I have a BA in Business Management, what do I need to do?*
 - *Eligibility for Experience-Based Competency, it mentions maintaining compliance for all years and meeting training requirements each year. Does this take in consideration when STARS hours carry over from previous years? If someone didn't meet a requirement one year for various reasons, would they be disqualified for life? For example, staff who may have been laid off during covid and return, with a time lapse in requirements.*
 - *I spoke with a FCC owner today who was confused about the difference between the trainings in the DCYF training portal and the required annual 10 STARS hours.*
 - *My BA is in Business Management, if I want to get a Master in Education, can DCYF pay for my studies to get my Master degree?*
 - *I know we talked about linking MERIT to this, but could there be something added to the pre-service section to denote obtaining official transcripts? I could see us sending this link to staff and new hires to make sure they see what they need to do before they get started on-site with us.*
 - *Can you add a link to the DCYF student portal on this page?*

Note: questions were addressed during webinar. If you still have additional questions around staff qualifications, education, equivalent options or training, please contact our MERIT team:

- **Email:** merit@dcyf.wa.gov
- **Phone:** 1.866.482.4325, option 5

Additional feedback while looking at the Education and Equivalent webpages (actual comments from participants):

- That page is very useful!
- I like the flow
- I love the drop down option
- The more information the better
- I like the printer-friendly version better than the drop downs on the website
- I like the roles and requirements sections!
- I like the drop down
- The more information available the better!

- finding all the new requirements takes time.
- I like the drop down boxes so that you can just clicking until you get what you need...I like the print option so I can share it easier with staff
- It makes it not so overwhelming with all the information laid out, it is just in each "neat and tidy" area/section!

Scavenger Hunt Summary:

- The 'How-to' and instructions need to be within these pages
- Our PD team needs to sync up with our DCYF Licensing team to have more of their voice in these pages, for instance—how to get started, or how to get a license—those initial touch-points that Licensing oversees
- Connect to WAC FAQ pages for both early learning and School-age Providers
- Education info needs to be better displayed or clearly explained (what education is needed for roles)
 - Revise the 'ECE Stackable Certificates' area to include more of this
 - Additional titles that are user friendly, like "what education do you need for your role?" and connect to already existing resources
 - Basically move some stuff around (we have a lot of education resources) on the website so users can find it better, and right-off the bat, especially in the edu section
- Use more human-centered language overall, like "What do I do with transcripts?", "What education is needed for my role?"
- Degrees outside of ECE—information on how we handle this is currently missing from the webpage. Need to add and explain.
- Eligibility for Experience-Based Competency: we'll need to go back in and add information on when it's done on a case-by-case basis due to unforeseen events like COVID and layoffs, etc.
- Training webpages:
 - Overall: we need to do a better job at explaining the difference between required training and in-service training, what's offered on the DCYF Training Site, etc.
 - Training resources drop downs need to link to the instructional MERIT pages or provide the how-to's right there.
 - Link to DCYF Training Site (DCYFtraining.com)
 - Printer friendly version of how to complete and where to find training is needed
- Roles checklists are needed (a checklist of what is needed for your role)—we're currently working to update these 😊

Did I miss anything? If so, please reach out! marlene.white@dcyf.wa.gov

Where Should These Webpages Live on DCYF's Website?

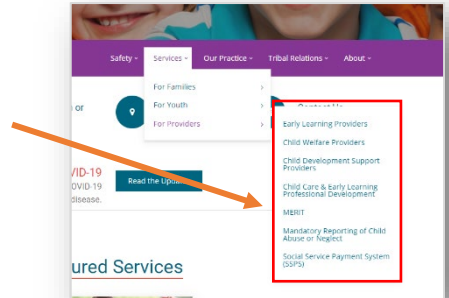
- From DCYF's Home Page, we had participants tell us the best place for this webpage to live.
- Due to website design, some of the 'home' features are set, like the main navigation of the site, "Safety, Services, Our Practice, Tribal Relations, About", so this puts limitations on where this info can live as well.



- Comments include (actual comments from participants):
 - Services, providers, qualifications?
 - Services, providers, then the link
 - I use the search box
 - "Services" then "Early Learning Providers" then an additional box by the current boxes
 - add a new circle
 - Services - For Providers
 - I like the idea of a service or provider link at the top that would be helpful
 - services doesn't speak to me...so providers would be better

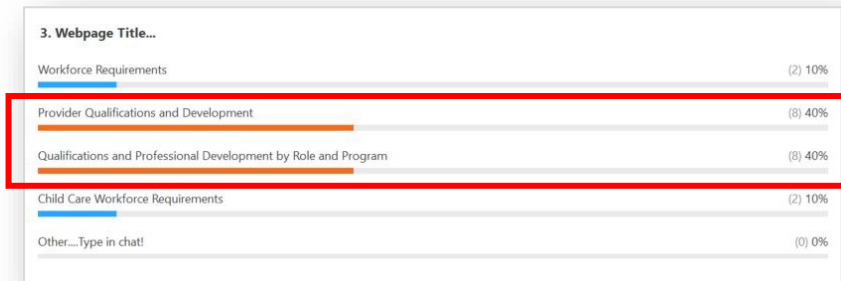
Summary:

Given the website constraints and where our “early learning” side of the info lives, based on feedback, it seems the best place for the new webpage to live is under Services > Providers > Webpage (it’s own webpage on the drop down menu)



Last Poll: Best Title!

- Participants were given a list of titles to choose from to see which resonated the best.
- Two titles were the most picked:
 1. Workforce Requirements
 2. **Provider Qualifications and Development**
 3. **Qualifications and Professional Development by Role and Program**
 4. Child Care Workforce Requirements
 5. Other... (Put in chat)



Summary:

Given that a high majority of participants saw themselves in the current title ‘Qualifications & Role Requirements’, and due to the results above, I will follow up with a **survey via email** to choose the best title from the top three titles:

1. **Qualifications & Role Requirements**
2. **Provider Qualifications and Development**
3. **Qualifications and Professional Development by Role and Program**

If you’re reading this, please take the survey here: tinyurl.com/NewWebpageTitle | **Survey closes Friday, May 28.**

Next Steps:

- DCYF has some work to do!

- Collect survey feedback (new webpage title) due Friday, May 28
- Marlene to sit down and do one-on-one user testing for additional feedback (May 24-28)
- Provide summary to our internal DCYF teams and next steps (May 24-28)
- Incorporate the feedback, and make the changes to the pages (May 24- June 4)
 - Titles
 - Best place for this page to live
 - Information that is missing that we got from the 'scavenger hunt)
- Open up the webpage—I am going to shoot for the first or 2nd week in June
 - This seems far out, but I need to sit down with folks and do one-on-one testing (scheduling, etc.)
 - Incorporate the edits and update the language on pages
 - This includes working with our internal teams and Diana who is SME for this work
 - Work with our webmaster to edit the pages (this also depends on her schedule)
- After we open up the webpages, we'll most likely communicate it via our PD Newsletter and will post on our PD Home page too.
 - To subscribe to the PD Newsletter, click here: https://public.govdelivery.com/accounts/WADEL/subscriber/new?gps=EPSOPT_4
 - To view the PD Home page, click here: <https://dcyf.wa.gov/services/earlylearning-profdev>

THANK YOU!!!

Additional Feedback:

- **In the future can you send out a new link the day before or the day of so we don't have to hunt of the link that a will help a lot**
 - Yes! I set the 'Spring Webinar Series' in a bunch (one registration link for the three months), so it's hard to tell who signed up for which webinar. For future webinars, I won't do this again and will email participants a day before with reminders and registration info.
- **On the printable "Training Requirements and Completion Timeline," is it possible to add a link, for the local county agencies? For instance, the user could click on one link in the document to take them to a DCYF webpage that gives the contact information for all county health departments. This would speed the process up and reduce the leg work for the user.**
 - I will share this with Diana Stokes, my colleague who oversees Staff Qualifications 😊