

# FAQ

## OVERVIEW

### What is the High Reliability Schools™ framework?

Based on 40 years of research, the Marzano High Reliability Schools (HRS) framework serves as a long-term strategic planning guide for schools and districts. Rather than constantly seeking new initiatives, the framework encourages educators to concentrate their efforts on five key areas of operation:

1. Safe, Supportive, and Collaborative Culture
2. Effective Teaching in Every Classroom
3. Guaranteed and Viable Curriculum
4. Standards-Referenced Reporting
5. Competency-Based Education

### Why become a certified high reliability school?

Marzano Resources offers formal certification for schools or districts that want to attain one or more levels of high reliability. Each level has specific tangible benefits that will significantly improve school effectiveness and student achievement. Schools and districts use certification as a way to celebrate and officially document the work they have accomplished.

Included with certification:

- An HRS award certificate
- A Marzano Resources press release
- A digital HRS logo to use on your website and social media accounts
- Your school's or district's logo featured on the Marzano Resources website
- An HRS certified school name badge at the annual HRS Summit
- Your school's or district's name included in HRS Summit materials
- An award presented at the HRS Summit (districts only)

See the Certification Section below for more information.

### What are leading and lagging indicators?

In order to measure success at each level, school leaders must select leading and lagging indicators that are appropriate for their schools.

Leading indicators show what a school should work on to achieve a high reliability level. Example of a leading indicator: the faculty and staff perceive the school environment as safe and orderly.

Lagging indicators are the evidence a school gives—such as pictures, videos, or data sets—to validate its achievement of a high reliability level, particularly in areas where there is general agreement that the school should improve. Example of a lagging indicator: one or no incidents occur each year in which student safety is compromised.

# FAQ

## **What is an HRS Survey Report?**

An HRS Survey Report summarizes the results of the HRS surveys administered within a school/district. The report breaks down each leading indicator score and provides data analysis for the collected survey data. This report will give a mean, median, and standard deviation for each leading indicator. The report will provide key findings that show which indicators are strengths and weaknesses within the school/district.

## **What is the High Reliability Schools Survey Coaching Webinar?**

During the High Reliability Schools Survey Coaching Webinar, a Marzano Resources associate discusses survey results, lagging indicators, quick data, and proposed next steps with a school or district. The webinar will be approximately 75 minutes in length. The webinar is included in the HRS Certification Package, or can be purchased as a stand-alone product.

## **What is the High Reliability Schools Network?**

The HRS Network is a community of over one thousand schools and districts across North America and around the world. Members have access to a secure portal on the Marzano Resources website where they can access resources and artifacts specific to the HRS level on which they are working.

## **How can my school or district become a member of the High Reliability Schools Network?**

Any school or district that purchases HRS professional development or an HRS product will receive credentials to log in to and become a member of the HRS Network.

# CERTIFICATION

## **How can a school receive HRS certification?**

Schools can receive HRS certification by working with an HRS reviewer, within the web-based HRS Moodle platform, to provide data and evidence that show they have met the leading indicators for a specific level. Once the school has provided appropriate data and evidence, the reviewer will recommend them to be considered for certification. Final certification decisions will be made by a separate HRS certifier based on the data and evidence the school has provided.

## **What does the certification process look like?**

The certification process begins by surveying teachers and administrators. (Student and parent surveys can also be administered for more comprehensive data.)

The survey results are aggregated, and reports are shared with the school. The results are in correspondence to each leading indicator. Schools must see success on each leading indicator within a level in order to be eligible for certification at that level.

If a school has leading indicators that don't meet the accepted level, lagging indicators are used as evidence to determine growth.

The school will identify lagging indicators and collect data and evidence to monitor progress. During this phase, the school will work with their HRS reviewer within the HRS Moodle platform to ensure that the data and evidence they are collecting and submitting adequately addresses their lagging indicators. Once the HRS reviewer determines that the school has submitted data and evidence that warrants certification, the HRS reviewer will recommend the school for certification. Final certification decisions will be made by a separate HRS certifier based on the data and evidence the school has provided.

The school will need to collect quick data on a regular basis (e.g., monthly) to ensure continual progress.

# FAQ

**Who determines certification?**

The role of the HRS reviewer is to help the school collect and submit data and evidence which show they have met the leading and lagging indicators for a particular level. Final certification decisions will be made by a separate HRS certifier based on the data and evidence the school has provided.

**Can I skip a level of certification?**

No, achieving high reliability status should be done methodically and systematically, level by level, starting at Level 1.

**What if my school is already highly effective at a certain level?**

Schools that are already operating at high reliability status for a given level will be able to identify lagging indicators and criterion scores, confirm their perceptions, and attain certification in a quick and efficient manner.

**What if my school doesn't meet the requirements for certification?**

Purchasing HRS certification allows a school to interact with their HRS reviewer within the HRS Moodle platform for one year from the date their certification course is activated. If, after a year, the HRS reviewer does not believe that the data and evidence provided by the school warrant recommendation for certification, the school's certification course will be archived within the HRS Moodle platform.

If an HRS reviewer recommends a school for certification, but the separate HRS certifier does not believe that the data and evidence provided warrant certification at the applicable HRS level, the school may interact with their HRS reviewer for six additional months (from the date the school was notified that they did not meet the requirements) to try to address the deficiencies identified by the HRS certifier. The HRS reviewer may recommend the school for certification once more, within that six months, if the reviewer believes such a recommendation is warranted.

To reactivate an archived certification course, a school would need to purchase HRS Certification again.

**Can a school/district obtain High Reliability Schools certification without using the HRS survey/report?**

Yes, a school or district may obtain certification by completing its own survey/report, using the survey listed in *A Handbook for High Reliability Schools*. The school or district may use the survey results to guide their work toward certification. They may also wish to have a Survey Coaching Webinar to receive guidance along the way. For certification, the school or district should contact Marzano Resources.

**Our school is already listed on AllThingsPLC.info; will we automatically qualify for Level 1 certification?**

No, a school must complete and pass HRS certification expectations to become certified.

**How long is certification valid?**

Certification is valid for five years. If a school is no longer actively focused on the work of High Reliability Schools at the end of five years, certification is lost.

Schools may continue on their certification journey by:

- Applying for the next level of certification and having a review of current lagging indicators within three years of the last certification
- Continuing to meet certification criteria at a given level after three years

# FAQ

## **When does district certification occur?**

District certification can be achieved in one of two ways:

- All schools within the district are certified at the same HRS level.
- All schools within a district unit/segment are certified at the same HRS level.

## **The HRS Summit**

### **Why should I attend the High Reliability Schools Summit?**

The HRS Summit explores and dives deeper into the five levels of the HRS framework. Leading HRS experts share insights, strategies, and tools for each level, and participants leave with implementation plans they can take back to their schools. The event is also an excellent opportunity to connect and collaborate with other HRS-certified schools and districts.

### **Will my school be recognized during the High Reliability Schools Summit?**

If your school has achieved certification since the previous summit, your school name will be shown in the HRS Summit materials as well as during a special portion of the event. If your district achieved certification during this time period, you will be presented with an award during the summit.