

FY26 CLASS® Video Review Q/A

OHS Monitoring

Q: Will a video review be used for DRS?

A: Yes, scores obtained will be used for DRS.

Q: Is it true that if we have an OHS CLASS® Review, we will NOT have FA2 during the same school year?

A: Some grant recipients may be participating in both CLASS® observations and FA2 visits during the 2025–2026 program year. As has been past practice, it is common for programs to have multiple review types during the same monitoring season. We will make every effort to ensure programs with FA2 visits will not have both activities overlapping.

Q: Can a program request to be scheduled for a different cohort group?

A: We will not be making changes to the schedule.

Q: What is the duration of time for the monitoring process?

A: Grant recipients will receive notification of their group assignment 45 days prior to the start date for observations. During that time, they will have a planning call and technical assistance to assist them in preparing for their review. Videos need to be uploaded and submitted within the 45-calendar-day observation window. If the review period includes winter or spring break, additional days will be added to the review timeframe. The monitoring process also includes a timeframe for CLASS® certified Reviewers to code the submitted videos.

Q: When will we get our final reports, and what information will be included?

A: The final report will be issued about a month following the completion of the review. The grant recipient will receive scores at the program level.

Sample

Q: What is the process for choosing which classrooms/sites will be observed during the CLASS® Review?

A: The OHS has implemented a random-sampling procedure to ensure an adequate representative sample of classes is observed and forms the basis of the CLASS® score. The sample size, or number of classes, to be observed is a statistically driven calculation based on the recipient's total number of eligible classes; it is not a percentage. It is generated by MSG's IT-AMS software system. All classrooms that are selected within your program's sample will need to have a video submitted. The sample is determined based upon the information in HSES. If there are inaccuracies in HSES, the sample will be impacted.

Q: At what point will we know which classrooms are in our sample?

A: The sample will be shared during the planning call for video reviews.

Q: What happens if a classroom in our sample is not operational?

A: The program should alert the MSG CLASS® Lead who will make a replacement or arrange a skip.

Communications and Scheduling

Q: Who specifically will be receiving notifications regarding participation and next steps? A:

Program directors will receive notification regarding participation and next steps. Please ensure your program's information in HSES is up to date. HSES is used as the source for program contact information and the classroom selection process.

Q: Will there be any guidance on rolling this out for teaching staff?

A: Yes. MSG will provide guidance related to sharing information on the video review process with your teachers during the planning calls.

Q: Will there be someone from MSG functioning as a CLASS® Lead? If so, can we expect the same level of support and resources from this individual?

A: There will be an MSG CLASS® Lead assigned to each review. This individual will participate in the planning call, check progress, and make classroom replacements and skips. However, with the video review, some highly technical communications may need to take place directly between the program and the Iris Connect representative assigned to the review.

Q: Will the materials be available in languages other than English?

A: We will provide information for families in English and Spanish. We expect to have information in other languages very soon.

Q: Do you have bilingual staff that will be assisting with the planning process? A: Yes.

MSG has team members who are bilingual. Grant recipients should indicate they would like the support of a bilingual team member when scheduling their planning calls.

Q: How soon will programs be notified of the cohort group to which they are assigned?

A: Notification for the first cohort group was sent out in the first week of September. The remaining cohort groups will receive notification 45 days prior to their observation window.

Planning Calls

Q: How will planning calls be conducted?

A: MSG will be conducting planning calls with each grant recipient. Invitations to schedule one-on-one planning calls will be sent out the same week as the notification for each cohort group.

Q: How can sites update classroom information?

A: Grant recipients should log into HSES and follow instructions for updating their program information, including non-operational classrooms, shifts in staffing, and leadership contact information. Grant recipients can also call the HSES helpdesk for guidance if needed.

Video Protocol and Privacy

Q: Are staff permitted to wear masks while videotaping?

A: Yes, we respect the right of staff to wear masks for health reasons; however, it is still necessary for the audio to be clear for coding to take place, so if it isn't clear, the video will be rejected.

Q: What if the lead teacher has been in the classroom for a lengthy period but is absent within that 10-day period leading up to the videotaping?

A: The rule that requires the lead teacher to be in the classroom for more than 10 consecutive program days applies when there is a new lead teacher, or a new substitute assigned the role of the lead teacher. The rule is intended to ensure that there is familiarity between the lead teacher and the children.

Q: What determines whether a site will have an onsite or a video review?

A: MSG will work closely with each grant recipient to obtain the best method of conducting CLASS® Reviews for each program. Grant recipients will be asked to consider their internet connectivity status and the technological capabilities of staff when making their recommendations.

Q: What kind of authorizations will be required from families and staff? Some state laws prohibit voice recording without notice and permission.

A: MSG will offer a parent information sheet/card to facilitate sharing information with parents. We encourage all programs to send notification of the video observations to ensure they are aware that children will be videotaped. We encourage directors to check the policies of their local school districts housing their Head Start classrooms, because they may have restrictions related to videotaping.

Q: Do you have a templated consent form that parents can sign?

A: The consent form families signed during enrollment should cover the use of photo/videos for quality improvement. However, if a parent does not want their child videotaped, we recommend moving that child to a different classroom during observations. When it is not possible to move the child to another classroom, the video recorder should reach out to the MSG CLASS® Lead for additional support.

Q: Will videos gathered by OHS be used by MSG for any other purpose, such as dual coding?

A: No. All videos will be removed from the IRIS Connect platform and destroyed. Videos coded by MSG CLASS reviewers will also be removed from the platform and destroyed.

Q: What is the rationale behind capturing One Video within a 60-minute period vs. traditional CLASS® observation guidelines?

A: The OHS monitoring protocol provides CLASS® observation guidelines. Based upon the protocol and its methodology, a CLASS® observation must contain at least two cycles. The OHS

monitoring protocol was developed in collaboration with the developers of the CLASS® tool, as well as experts in the early childhood field. We are making slight modifications to the protocol to accommodate video observations (i.e., capturing video outdoors while the children are engaged in teacher-led, structured activities is not possible with the equipment used for videotaping); however, we are adhering to the core guidelines and methodology.

Q: What happens if the lead teacher or assistant teacher aren't present, or the number of children doesn't meet minimum requirements?

A: Grant recipients have a 45-day window for video observations. If an observation cannot be conducted on the planned date and time, video recorders should work with lead teachers to reschedule the observation for a time within the observation window.

Q: How do we report on the background questions, such as whether the lead teacher has been in the classroom for more than 10 consecutive school days, and whether at least 50 percent of enrolled children are present?

A: The answers to the background questions that we typically collect will be provided by program staff and will be obtained prior to or during the videotaping. The video storage platform will show these questions, and the video recorder will provide answers.

Q: What specific devices are approved for video capture?

A: Grant recipients are required to use devices that run on either the iOS 13 or Android 6 or higher operating systems. Programs cannot use laptops; mobile devices must be used. Devices must support the ability to download a recording app. In addition, programs will need something to support the recording device such as a stand or tripod. Videos must be recorded on the same device that will be used to upload the video. MSG and IRIS Connect will work with each program to identify the availability of equipment to record in their classrooms during planning and technology calls.

Q: Do we need a professional videographer to capture quality videos?

A: No. Programs will be asked to identify video recorders who will be trained in the technology and receive support from MSG and Iris Connect.

Q: Who can we contact if we have questions related to technology?

A: Iris Connect is the primary contact for more complex technology-related questions. Iris Connect can be reached at support@irisconnect.com (206) 201-1998 (press 2 support).

Q: How many videos should we upload into the video storage platform?

A: It is recommended that programs upload no more than three videos for each classroom. However, only one video per classroom can be submitted for the CLASS® scores.

Q: How and when do we select the one video that we want to use?

A: Programs can submit videos at any point during their assigned observation window. However, it is **highly recommended** that programs pace themselves, such as submitting 25 percent of their sample in the first week and having 50 percent of their sample submitted by the end of the second week, and then 75 percent of their sample submitted by the end of the third week, and

the remaining videos in the next couple days. The reason for these pacing guidelines is that “lessons learned” during the video pilot study noted that if programs wait until the last week or two before submitting their videos, and there are submission issues, there may not be time to address them. Also, having all videos submitted toward the end of the review period may prevent programs from resubmitting rejected videos within the required timeframe.

Q: What happens if the video we select does not meet the criteria established for acceptance?

A: During the submission process, several questions aligned with the observation protocol will be posed. If a video does not meet the required characteristics in the protocol, it cannot be submitted. In addition, MSG will review all videos to ensure there is sufficient content to code two cycles. If a video does not meet the quality threshold needed, programs will be contacted by the MSG CLASS® Lead to explain the reason(s) and provide further guidance.

Q: Will the video recording be of the lead teacher only or will it capture all adults in the classrooms?

A: The recording device should be positioned to capture as much of the classroom view as possible. All adults who are normally in the classroom can be present for the observation and included in the classroom view.

Q: What about those times where the classroom daily schedule interrupts the continuous observable time with unobservable time (e.g., 20-minute observation and then 10 minutes after that, the classroom goes to unstructured recess/outdoor play)?

A: The MSG CLASS® Lead will support video recorders in identifying optimal times to record observations in classrooms based upon schedules. However, if an observation is interrupted, it is recommended that the video recorder reschedule the observation for another day. If rescheduling is not possible, video recorders should continue recording until 60 minutes of instructional time is captured. This may lead to a video that is longer than 60 minutes (i.e., 20 minutes of instructional time for cycle 1, 10-minute pause for coding, 20 minutes of empty classroom due to recess, and then 20 minutes of instructional time for cycle 2). Once a recording has started it cannot be paused.

Q: Can the video equipment be moved to continuously capture interactions as children and educators move around the classroom?

A: It is recommended that cameras remain in one location throughout the observation time; however, it is acceptable to reposition cameras to capture changing activities if necessary.

Q: Will our videos be returned to our program after the review is over?

A: No. They will be held for a short time in the video storage software used by MSG and then deleted.

Technology Requirements

Q: Will programs be provided with the necessary video and audio equipment for this process? Or will programs need to purchase their own equipment?

A: Programs are responsible for providing the equipment and resources needed to conduct the video observations. The equipment needed includes a recording device, and a stand/tripod to hold the recording device. Programs will be provided with audio kits that include microphones and small stands.

Q: What are the memory requirements for video capture on devices?

A: Approximately 53MB of memory is needed to download the recording app onto your device. In addition, a file of approximately 600MB–1GB will be created for a one-hour lesson. Each one-hour video will take approximately 30 minutes to upload. If recording devices do not have sufficient memory capacity, grant recipients should visit [Apple](#) and/or [Android](#) support pages on how to free up space on their device. Alternatively, programs will need to identify a device that does have sufficient memory.

Q: How many microphones will be provided to each site and which teacher should wear the microphone during video observations?

A: MSG will arrange for the shipment of at least one Bluetooth microphone for every three classrooms in your sample. The microphone can be paired with the recording device once the recording app has been installed. The teacher who is interacting with the largest group of children should wear the microphone. In some classrooms, this may be the lead teacher; however, it may also be the assistant teacher and will vary depending on the lesson and planned activities.

Q: What happens if one of the classrooms selected is in an area that has inconsistent Wi-Fi connection?

A: Recordings can be made without an internet connection, provided the user account has already logged in and authenticated on the device first. Once the recording is stopped, tap on “Save and Upload.” The video will be encrypted and stored on the device until you are reconnected to the internet. As soon as each video is uploaded, it is removed from the recording device’s storage.

Q: Who participates in the Technology Training webinar?

A: Technology Training will be provided for each cohort group of grant recipients and their video recorders. The dates for technology training will be shared with each cohort group and take place approximately two weeks prior to starting observations.

Classroom Interactions

Q: How long should a lead teacher be in their role and in the specified classroom to be eligible for the observation?

A: The lead teacher needs to be in the classroom for more than 10 consecutive program days prior to the observation.

Q: Will substitute lead teachers be observed if they meet the eligibility criteria for observation?

A: A substitute lead teacher can be observed if they have been in the classroom for more than 10 consecutive program days.

Q: Which educators will be assessed on interactions?

A: All adults in the classroom during the time of the observation will contribute to the CLASS® scores.

CLASS® Coding

Q: Will there be bilingual observers for those classrooms using dual language models?

A: Yes. Grant recipients will be asked to identify the languages spoken in the video submitted. This information will be used to identify MSG CLASS® observers who are familiar with the language.

Q: What assurance do programs have that the person coding their videos is reliable?

A: Each CLASS® Reviewer/Coder must be certified by Teachstone and successfully dual coded annually with MSG. Additionally, all CLASS® Reviewer/Coders are required to participate in multiple webinars, calibrations, and trainings offered during the monitoring season by MSG in partnership with Teachstone. All observers meet the required threshold for reliability, have experience conducting CLASS® observations, and are required to complete reliability checks on a frequent basis.

Staff

Q: What is the anticipated time commitment for grantee staff?

A: Video recorders should plan to attend a technology training session lasting up to 90 minutes, which will outline their role in conducting CLASS® Reviews. It is anticipated that it will take up to 10 minutes to place the technology in a classroom for recording and assist in positioning the microphones, and then another 10 minutes to stop the recording and remove the devices. The amount of time for uploading and selecting videos will vary. Additional time is needed to plan the video recorder's classroom visitation schedule.

Q: Will programs be financially compensated for a video recorder's time?

A: Grant recipients will not receive additional funding to participate in the CLASS® video review or for other expenses such as travel or equipment.