

## Parent Involvement: Keys to Success

*A podcast series from the Appalachia Regional Comprehensive Center*

### School climate—*Is your school warm and inviting, or are you freezing them out?*

Listener's Guide

**Key idea: All staff contribute to school climate, which impacts parent involvement.**

Strategies	Notes
Where to begin in dealing with climate issues? <ul style="list-style-type: none"><li>• Pull together a diverse team.</li><li>• Examine each person's role regarding school climate.</li><li>• Identify needs and prioritize.</li><li>• Planning/Allocation of time and funds.</li></ul>	
RATER Model Reliability Assurance Tangibles Empathy Responsiveness	
Strategies for SEAs <ul style="list-style-type: none"><li>• Help build school leaders' capacity to gather data on school events.</li><li>• Provide sample protocols and written communications that schools can use as templates.</li><li>• Serve as a professional development resource.</li></ul>	

### Resources

Austin Independent School District customer service guidelines

[www.austin.isd.tenet.edu/inside/customerservice/](http://www.austin.isd.tenet.edu/inside/customerservice/)

RATER Model

[www.adm.monash.edu.au/cheq/support-services/rater-model.html](http://www.adm.monash.edu.au/cheq/support-services/rater-model.html)