



Statewide Family Engagement Center

WELCOMING WALKTHROUGHS

Culture & Climate Assessment

Your Name: _____ Date: _____

Name of School: _____

District: _____ Phone Number: _____

Component C: Culture and Climate

The attitudes of the staff members are an essential element in creating a welcoming atmosphere. Your team will quietly observe the behaviors of school staff, including phone etiquette and interactions between staff, students and families. To answer questions 1, 2, and 3 a team member may call the school asking for information. Be sure to take notes so you will be able to discuss your observations and complete the reporting form with your team-mates at the conclusion of your tour.

Rate each question as follows:

- 1 = Not Applicable
- 2 = Not True
- 3 = Somewhat True
- 4 = Very True





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Questions (Indicator):	1 N/A	2 Not True	3 Somewhat True	4 Very True
1. Phone calls are answered promptly with a smile in a friendly and professional way. Callers feel listened to, and not rushed or ignored. Two-way communication and questions are encouraged.				
2. If a person with limited English proficiency calls, the staff member answering the phone is patient and attempts to find someone who can speak his/her language or refers him/her to a phone number of a person who can help.				
3. If an upset person calls, the staff member answering the phone remains calm, listens attentively, attempts to solve the problem or finds someone who can.				
4. Teachers and other staff (ex: nurse, cafeteria staff, custodial staff, security staff) greet visitors and students with a smile and in a friendly, courteous way.				
5. It is an expectation that staff learn student names, pronounce them correctly, use them at arrival/ dismissal, or when students are entering/ leaving classrooms.				
6. Staff members passing in the hall acknowledge each other with a smile, a nod, or a hello.				
7. Staff members are visible to parents before and after school.				



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Questions (Indicator):	1 N/A	2 Not True	3 Somewhat True	4 Very True
8. The school is a place of belonging for all. There are variety of activities and clubs for all interests.				
9. There is evidence of community building, respect for diversity, high behavioral expectations and celebration of all.				
10. Staff and students take pride in their school. Common areas (ex: lobby, hallways, and bathrooms) are clean and organized (no graffiti, trash on floor, or messy areas). Copy, staff, and mail rooms are pleasant places to be and have what staff need.				
11. Staff members address inappropriate language or behavior and speak respectfully to students.				
12. Confidential information is not addressed in an area where others could overhear or on papers that can be seen by families, community members, or visitors.				
13. The staff uses a personal face-to-face approach to invite families to participate in school events (ex. at drop off and pick up, through personal invitations, during scheduled home visits, etc.) and be partners.				
14. Translation services are available for in-person meetings in all languages, and families are clearly informed about this support.				



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Questions (Indicator):	1 N/A	2 Not True	3 Somewhat True	4 Very True
15. Staff and mail rooms are clean, well-organized, and stocked with necessary supplies and resources for staff use.				
16. Observe interactions between students in common spaces. Do students appear to be safe, happy, respected, and are kind to others?				
17. There are spaces for students to receive specialized instruction (EL/ML, special education, intervention, etc.) that are welcoming and supportive.				
18. There are designated spaces for students to receive social-emotional support that are welcoming, calming, and designed to promote a sense of safety and well-being.				
19. There is visible evidence of family participation and contributions to the school, such as volunteer recognition displays, photos of family events, multilingual materials, or posted communications about family/community engagement activities.				
20. Students are engaged in learning in classrooms and not wandering in the hallways, lingering in bathrooms or removed from classrooms. The overall climate of the school is a positive learning environment.				



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Notes: