

HEAD START COACHING COMPANION

FREQUENTLY ASKED QUESTIONS



Q. How do you access the Head Start Coaching Companion (HSCC)?

A. To create an account or account-specific inquiries:

- Website: <https://eclkc.ohs.acf.hhs.gov/professional-development/article/head-start-coaching-companion>
- Email: coachingcompanion@eclkc.info
- EarlyEdU Highlight Webinar Recordings and Webinar Registration: https://cdn2.webdamdb.com/md_AQNNS3Jkm11.mp4?1578949145

Q. Is there a fee to access the HSCC if you are not affiliated with a Head Start program?

A. No, it's free for any early learning program.

Q. What about administrators? Can they see all the information of coach and coachee?

A. You can only see the details of coaching cycles if you are a part of that coaching partnership.

Q. Is the HSCC helpful to coach family child care providers?

A. Yes. It can be used to support education staff in any early learning setting including family child care providers. Education staff can connect with coaches and other peers virtually.

Q. Is there a limit to how many coaching cycles and videos that can be stored on the HSCC?

A. There is no limit to the number of coaching cycles that you can participate in and/or store. There is also no limit to how many videos and resources that can be stored on the HSCC.

Q. It takes a very long time to upload a video. Any tips?

A. Before you begin recording, choose the lowest resolution on your video recording device.

- The higher video resolution, the longer it can take to upload to the HSCC platform
- Upload video when you have a hardwire connection or via WiFi. Uploading video via a cellular connection can take longer
- When uploading via WiFi connection, try uploading at times during the day when there are not as many people on the network

Q. Once a coaching cycle is complete, does the coachee lose access to the HSCC platform?

A. No, once coachees have been granted access to the HSCC. They can access past and present coaching cycles as well as other resources on the HSCC.

Q. Can I add a personal resource to the Resource Library?

A. You cannot add personal resources to the Resource Library. The Resource Library is public for everyone on the HSCC platform. Personal resources can be uploaded and saved to "My Library" on the HSCC. Resources uploaded to "My Library" can only be viewed and shared by the HSCC account holder.

- Q. Are the video resources only visible to the individual that uploads the video, or will all resources be accessible to all persons using the HSCC?
- A. Resources uploaded by individuals can only be seen by the people you share with them within specific coaching cycles. The only resources seen by all HSCC users are the items in the Resource Library.
- Q. Can you time stamp video feedback?
- A. Yes. You can “tag” a video that is used as a resource or uploaded as a focused observation. When you ‘tag’ your comments on a video, it will also time stamp when you stop the video and make the comment.
- Q. Can a coaching team use the same account?
- A. We recommend that each coach and coachee has their own accounts. This allows for coaches and coachees to track their past and current coaching cycles. Once individual accounts are created then coaching groups can be created within an organization.
- Q. Why isn't there a specific section for Reflection and Feedback?
- A. Reflection and Feedback is embedded within the Action Plan Steps section.
- Q. Who can be an HSCC Organization Administrator?
- A. The HSCC Organization Administrator will organize and manage the HSCC for your organization and is not necessarily an administrator within your program. There can also be more than one Organization Administrator identified for an organization. Deciding on who should be Organization Administrator should be determined by each program based on their own specific needs.

For additional resources and answers to other commonly asked HSCC questions:

<https://eclkc.ohs.acf.hhs.gov/cc/help/index.html>