

Snap Rap Instructions

Step 1 Introduce yourself, say who you are, explain what you are asking them to do

Say, "Hello, my name is _____. I am a parent who is on Policy Council. I am gathering some ideas from other parents for our self-assessment. This information helps us make our programs better. Do you have a few minutes to answer a few questions?" If the person agrees, then explain:

- There are no right or wrong answers to the questions
- I am interested in your opinion and experiences
- We are looking for examples or your thoughts and experiences on the good things, the not so good things, and ideas for making things better
- I will keep all your answers confidential and no one will know which things you said
- If you don't want to talk with me that is OK
- If you do talk with me, but want to stop after a while, that is OK too
- I want to remember exactly what you say, so is it OK if I record your words? (If yes, then turn on recorder, if no, then take notes)

Step 2 – Ask brief warm-up questions

A few easy questions will help get the person to feel comfortable, build rapport, show interest, show you are not judging or looking for one correct answer. Ask,

- Can you tell me how long your child has been going to this site/center?
- How many children do you have?
- What do you like most about our site/center?

Step 3 – Ask one of the main questions

Ask one of the main questions. If a parent does not anything to say about the main question you ask, move on to another main question.

Step 4 – Ask follow-up questions

If a parent shares some information about the main question, then also ask the prompts to help them give you more information.

Step 5 - Wrap up

At the end, take time to thank the parent. Say,

- Thank you for your time. Your answers will be helpful to our self-assessment.
- Is there anything else you would like to share with me?
- Do you have any questions for me?

Question: Valuing and welcoming

- In what ways do staff at your site/center make you feel welcomed, safe, respected, honored, or valued?
- Can you describe a time when staff at your site/center treated you with dignity?
- Can you describe a time when staff at your site/center made you feel like a person of worth?

Prompts to use if the person can't think of much to say

- What things do staff do or say to make you feel valued?
- What things could staff do in addition to the things they already do to make you feel valued?

Question: Partnerships

- Can you describe a time when staff at your site/center included you in decisions about the services you receive?

Prompts to use if the person can't think of much to say

- Can you describe a time when staff at your site/center asked you about the needs of your child and family?
- Can you describe a time staff asked for your ideas to come to a common understanding of the needs of your child and family?
- Can you describe how staff worked with you to agree on the goals for the success of your child and family?

Question: Racially equitable services

- Can you describe a time when staff at your site/center provided services or information specific to your racial, cultural, or language background?

Prompts to use if the person can't think of much to say

- Can you describe a time when staff at your site/center provided services or information to support your needs or the needs of your child and family as dual-language learners?
- What things do staff do or say to acknowledge, respect and honor your racial, cultural, and language background?

Question: High quality services

- Can you describe a time when staff at your site/center provided information and helped you understand what it meant or how to use it?

Prompts to use if the person can't think of much to say

- Can you describe a time when you received support from staff at your site/center that was helpful for the one thing you needed, but also considered other needs of your child and family?
- Can you describe a time when the supports you received from staff at your site/center felt like it fit your child and family rather than just being a general support that any family might receive?