

# Professional Services

YOUR PARTNER IN STUDENT  
& EDUCATOR SUCCESS



# CONNECT. LEARN. GROW.

*We connect with educators through collaborative professional learning experiences that strengthen classroom practice.*

Our team has over 50 years of expertise making *meaningful connections* with teachers and leaders in our partner schools.

As the nation's largest professional development provider, we know that the more we understand our partners, the more effective our support and services become.

Our world-class instructional and technical experts develop strong partnerships within schools—collaborating with leaders and teachers to translate district visions into implementation plans that include curriculum support, instructional strategies, leadership development, and technical services.

Using a personalized approach to professional learning, *we make it our goal to help all educators and their students experience excellence.*




Houghton  
Mifflin  
Harcourt™

## *Professional Services*

**HMH Professional Services** is the country's leader in high-quality professional learning, coaching, and technical services, offering customized and comprehensive solutions designed to unlock the full potential of students, teachers, and leaders in your district.

○		
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*“Because of ICLE we have master teachers and model classrooms in every single school. It gives me goose bumps to think about the lives that we’ve changed by getting our children to read at grade level.”*

*—Nicole Somerall, Teacher,  
Parkhill Elementary, San Jacinto Unified  
School District, CA*

# OUR MISSION IS TO ADVANCE YOURS

At **Houghton Mifflin Harcourt**, we know teachers because we are teachers. We understand that teachers need a partner to support them with new programs, practices, and technology changes to make a real impact on students.

Our team of teachers, leaders, and technology specialists work alongside schools and districts across the country to provide everything educators need to transform learning and raise student achievement—a goal that we all share!

We are committed to advancing this mission together with each of our partner schools.

*Is your school or district ready for excellence?*

FROM:



Founded by Marilyn Burns and focused exclusively on the teaching and learning of mathematics for more than 30 years, Math Solutions transforms instruction in your school.



Founded by Dr. Bill Daggett and after over 20 years at the forefront of education, ICLE continues to develop and deliver best practices for leadership and effective instruction at scale.

IN AN EXCLUSIVE PARTNERSHIP WITH:



Founded by Dr. Carol Dweck, Mindset Works develops curriculum and services to foster a growth mindset in both students and educators, increasing motivation and student achievement.

# SERVICES & SUPPORT WHENEVER YOU NEED THEM

*HMH Professional Services* collaborates with educators across three key areas of service and support to provide a comprehensive professional learning experience unique to the needs of every school or district.



## PROGRAM-BASED SERVICES

Our experts help schools and districts initiate and sustain program implementation in order to get the most out of *HMH programs* and content. We offer *Getting Started Courses*, *Follow-Up Courses*, and *Individual* and *Team Coaching* to ensure teachers are building expertise with program content, strategies, and technology.

## TECHNICAL SERVICES

Our expert technical services team provides technical environment advice, *product support*, technical staff *training, installation, reporting* and *data services*, and web-based hosting to ensure fully functional school- and district-wide implementations.

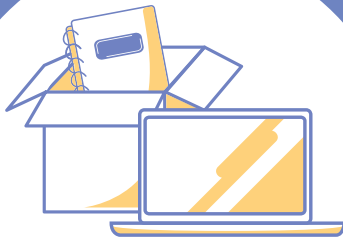
## PRACTICE-BASED SERVICES

With thought leaders from *Math Solutions* and *ICLE*, we bring best practices and innovative approaches to instruction, data, blended learning, and leadership to equip educators with the most effective, research-based instructional strategies. Our goal is to support a common language for learning and the culture for success.

*“It was almost impossible not to implement with fidelity, because at every turn, support was provided so teachers had the skills, technical guidance, and materials to implement the program effectively.”*

*—Jessica O'Donovan, Asst. Superintendent,  
White Plains Public Schools, NY*

# START STRONG. MAKE PROGRESS



*Getting Started*

## Get a Strong Start

Included with your initial program purchase, **Getting Started Courses** give teachers the knowledge they need to understand and begin implementing all the components and content of their new program.



*Follow-Up Courses*

## Deepen Program Mastery

**Follow-Up Courses** provide teachers with practical understanding of program components, technology, tools, and data to track student progress, with hands-on professional learning and application customized to teachers' needs.



*Coaching*

## Enhance Instructional Practice

Grounded in deep research around adult learning, **Individual** and **Team Coaching**—including lesson modeling, peer collaboration, and feedback—drives instructional excellence and change in the classroom.

Implementing new programs requires comprehensive support to maximize effectiveness. Our experts work alongside district teams to establish a strong start to every program, maintain momentum, and ensure that all teachers, leaders, and students are progressing toward their goals.



*“Districts that don’t use coaching don’t get the same results. If the research is accurate and this is really going to work for our kids, then we need to invest wholly, and we need to grow our own coaches to protect this investment.”*

*—Dr. Angie Besendorfer, Asst. Superintendent,  
Joplin Schools, MO*

### Sustain Growth

*Leadership Support* focuses on program tools to build understanding, data services to monitor fidelity, and train-the-trainer coaching to ensure sustainability.

*Professional development courses are available in a variety of formats:*

Courses | Train the Trainer | Webinars | eLearning



*“Thanks to HMM’s ongoing support, including their help-desk support, trainers, and project management, things have been easier than I could have imagined.”*

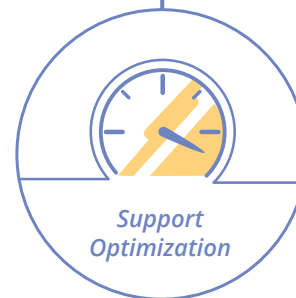
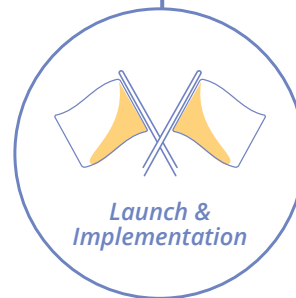
*—Terence O’Leary,  
Chief Information Officer,  
St. Lucie Public Schools, FL*

## Technical Services

# OPTIMIZE YOUR TECHNOLOGY WITH EXPERTISE

As schools implement new technology, digital initiatives, and blended programs, they need reliable technical advisory services and ongoing support. **HMH** has a large team of highly skilled technical experts on the phone and in the field trained to ensure that from the very beginning of each partnership, you are operating as seamlessly and efficiently as possible.

Whether planning a new program launch, or technology initiative, migrating to transformative digital content, curriculum solutions, or driving for efficiency in your current environment, our experts will work alongside your technical teams to leverage best practices and proactively identify and avoid problems before they appear.



### Start with proactive planning.

To ensure your classrooms are set up for success, up-front technical services include reviewing your technical capacity and parameter settings, and training your technical team.

### Collaborate for success.

A Technical Services Manager acts as a single point of contact for your team. The Technical Services Manager, an experienced technical expert, also has direct access to a team of dedicated technologists, who understand your environment and challenges.

### Enhance best practices.

Using knowledge of your unique environment, we will work with you to leverage best practices, prevent incidents, and optimize instructional time and the learning experience.

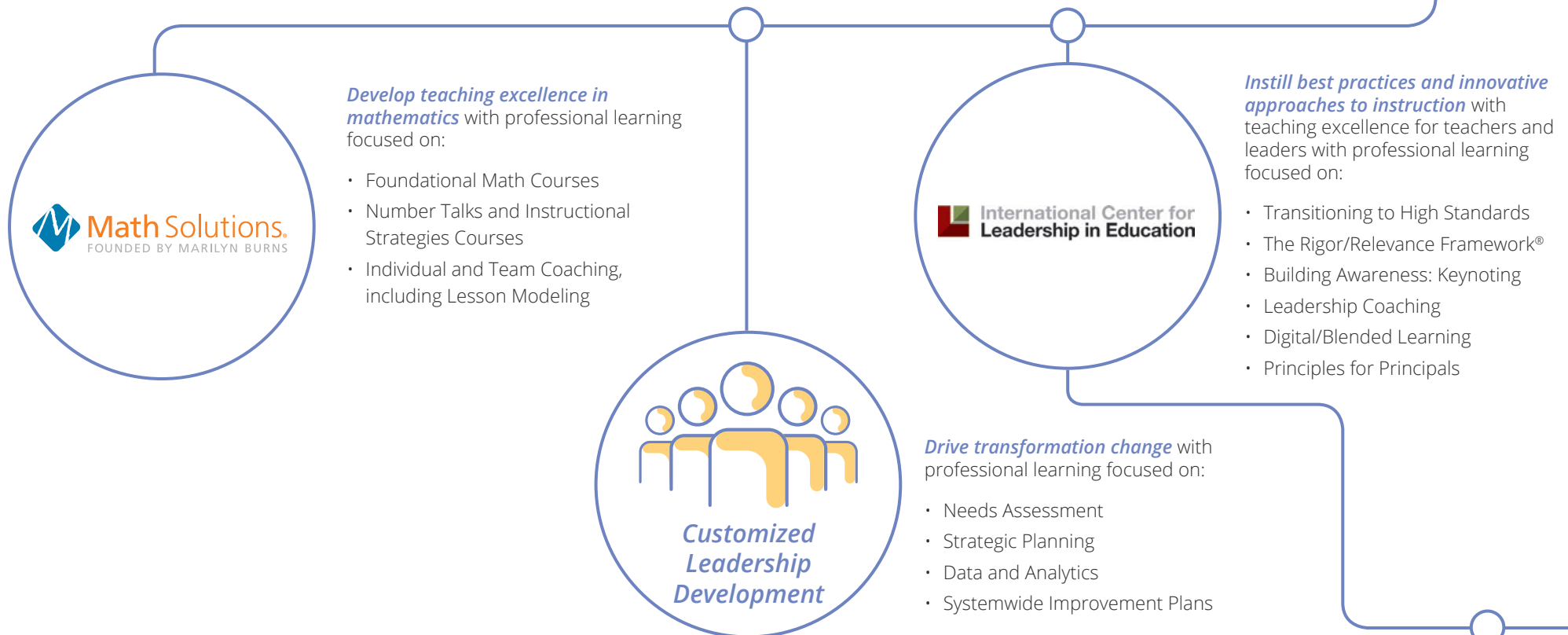
### Build capacity for the long term.

By providing access to data reporting and analytics, you can drive strategic decisions about your technology to ensure success in the long term.

## Practice-Based Services

# CUSTOMIZE A PLAN FOR CHANGE

Practice-based services are based on what *you* need. Beginning with a needs assessment or strategic plan, *HMH* teams work with you to customize courses, coaching, and leadership experience to raise student achievement and transform school-wide performance. With the research and deeply knowledgeable experience of experts and coaches from *Math Solutions* and *ICLE*, *HMH* partners with you to meet the unique goals of your school or district.



## Immerse Educators in Effective Instruction at the MODEL SCHOOLS CONFERENCE

*Sponsored by ICLE*

- *100+ sessions provide concrete strategies to prepare students for successful futures.*
- *15+ model schools share success stories and innovative practices.*

**JUNE 25–28, 2017 | NASHVILLE, TN**

► *Register at [modelschoolsconference.com](http://modelschoolsconference.com)*

*Dr. Bill Daggett, EdD,  
Founder & Chairman, ICLE*

## INTRODUCING THE MANAGING ACHIEVEMENT PROTOCOL (MAP)

Over 35 years of experience in Professional Services at scale, and working side by side with over 5,450 districts across the country, gives **HMH** a unique insight into how instructional excellence fosters school change and student achievement.

This experience has been distilled into a framework called the **Managing Achievement Protocol (MAP)**, designed to guide and measure successful multiyear implementation of professional learning that changes the trajectory of achievement in your schools.

MID-YEAR REPORT  
Osceola County Schools  
Kissimmee, FL  
2015-2016

# TRUST US TO SUPPORT YOUR VISION

Our district partners who define and commit to a vision and a long-term plan for support stay on track to reach their goals and continue advancing change and results year after year. We've developed the **MAP**, a unique and proven five-part approach that can integrate program-based, practice-based, and technical services.

*The MAP helps each school establish its goals and track against them:*



# 1

## MAKE A COMMITMENT. BUILD A STRONG TEAM.

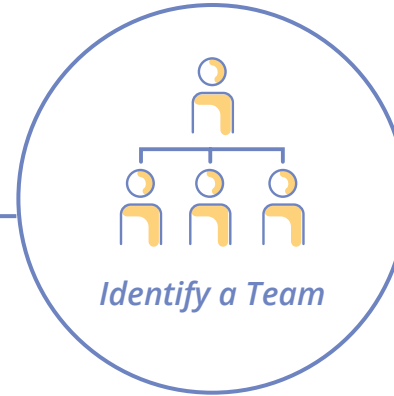
Once a school or district commits to partnering with **HMH**, our expert team helps define a strong, clearly articulated vision for success. This can include a **Gap Analysis, Needs Assessment**, or **Strategic Planning**, as well as **District Technology Profiles**.

We pair a core team of experts with your chosen district team to lead the implementation and be responsible for completing critical tasks, including project management and ongoing oversight of the partnership and milestones.

These combined teams will also establish a monitoring and reporting system that allows for program flexibility and course correction as needed to ensure schools are focused on their goals.



Together we discuss and document your goals to support customized implementation and drive student achievement.



It is critical to identify key stakeholders who will ensure the success of your initiative. Both **HMH** and district leaders work together to monitor progress and provide ongoing support.



We dig deep to understand the needs at each school. During a two-day on-site visit, we meet with building leadership, conduct classroom observations, and interview students, teachers, and parents to complete the analysis.

### **BASED ON RESEARCH**

"Every school has its own DNA and you have to understand that DNA to help that school. A needs assessment helps schools and consultants understand a school, the personalities, the history, and outside pressures."

—Dr. Bill Daggett, EdD, Founder & Chairman, ICLE

*“We gathered teachers, administrators, students, parents, and community members. We developed a mandate of change among this large group of stakeholders. That is how we took off.”*

*—Gerry Sawrey, Asst. Superintendent,  
Cabell County Schools, WV*



# 2

## LAY A FOUNDATION FOR SUCCESS

Just as a sound structure relies on a strong foundation, so too does implementing a new instructional initiative, program, or technology. From the very beginning of every partnership, **HMH** provides schools with an actionable plan, developed with timelines and clear accountabilities, to deliver comprehensive support for initial implementation and ongoing, sustained services to drive change.

### *Plan the Work & Work the Plan*

**HMH** consultants and project managers partner with key district leaders and contacts to plan and support the implementation.

After discussing your district's goals, needs, and a comprehensive solution, **HMH** will document a clear, customized, actionable Implementation Plan.



**Develop Project Management & Oversight Plans**



**Establish Timeline & Accountability**

An implementation timeline will ensure all key implementation milestones are scheduled to support pre-planning and ownership of tasks.



**Upfront Training**

We provide up-front professional learning and begin to form personalized relationships with your teachers and build a foundation.

**For programs: Getting Started** courses help teachers gain program knowledge, utilize the technology, and learn strategies and teaching moves.

**For practice-based: Foundational** courses build capacity to drive instructional decisions and enhance best practices that support student learning.

### **BASED ON RESEARCH**

Thoughtful training is critical when launching any new initiative. Creating a schedule, developing materials, and implementing initial trainings are necessary to build a foundation for success (Fixsen, 2012).

## PROVEN RESULTS

With the help of **Math Solutions**, 57% of North Kansas City third-grade students earned math scores in the advanced or proficient categories on the Missouri State exam in the 2014–2015 school year.

HIGHEST  
MATH PROFICIENCY  
SCORES IN

**10**  
YEARS

**+** **−** **÷** **×**

HMH Professional Services  
Professional Learning Plan  
School District of Osceola County, Florida  
Transforming math instruction by developing great leaders and fostering effective teaching.

# 3

## FOCUS ON CLASSROOM TEACHING PRACTICES

**HMH** consultants work side by side to provide modeling, guidance, and expertise to teachers to use best instructional practices in the most practical setting—the classroom! We help to enrich every aspect of professional learning with print and digital tools, Individual and Team Coaching, and numerous courses specific to programs, or founded on specific needs to impact student learning.

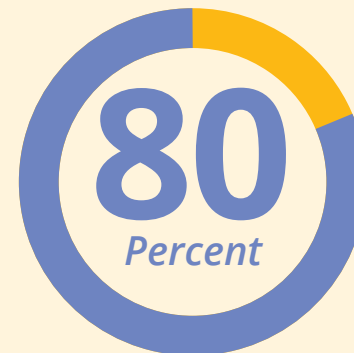
### *Our Courses and Coaching offer support in:*

- *Facilitating classroom management set up*
- *Fostering a growth mindset for students and teachers*
- *Ensuring fidelity for research-based programs*
- *Improving instructional practices*
- *Providing rigorous curriculum and assessment*
- *Building content knowledge for mathematics*
- *Using technology tools and digital supports*
- *Implementing blended learning*
- *Incorporating data-driven decision making and differentiation*
- *Supporting English language learners* **Coming August 2016**
- *Supporting family engagement*
- *Response to Intervention*

### **BASED ON RESEARCH**

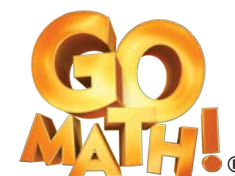
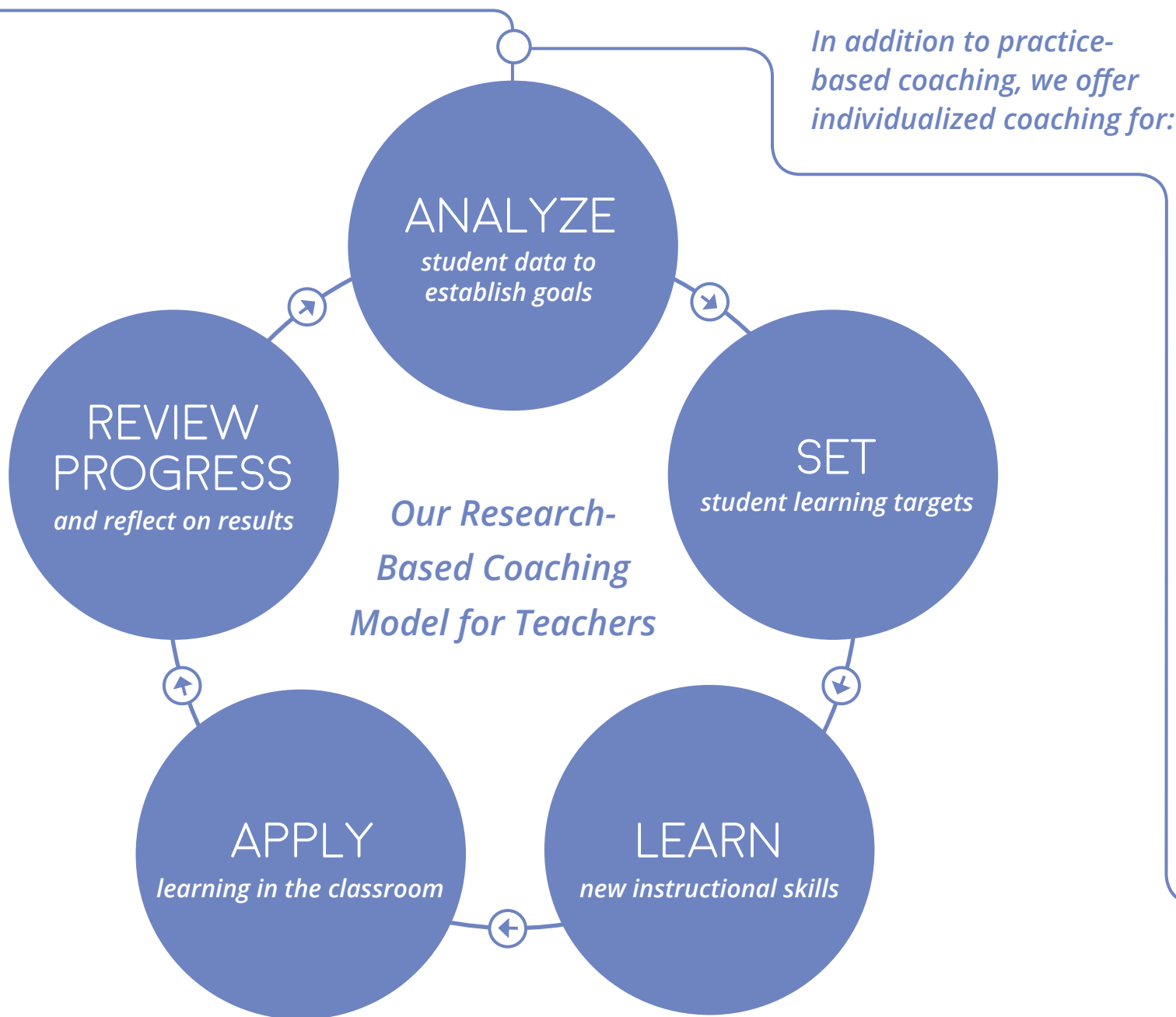
Whether with individuals or groups, the coaching process must encompass components necessary to create an effective coaching system. The process begins by identifying the problem, selecting a learning goal, and agreeing upon delivery modes. By incorporating action steps, gathering and analyzing evidence, and reflecting, coaching can facilitate measurable results (Taylor & Chanter, in press).

### **PROVEN RESULTS**



**In 2014, 80% of teachers reported that coaching significantly strengthened their classroom instruction.**

Based on national survey data collected from teachers who received coaching from HMH during the 2014-2015 school year.



& MORE!

# 4

## IMPLEMENT ONGOING PROGRESS MONITORING

Regular collection and analysis of quantitative and qualitative data and reporting around professional learning are critical to understanding impact and our partnership. **HMH** consultants are trained to help teachers and leaders capture key classroom data throughout the year to monitor progress, make instructional decisions, course correct, and drive home real results for students, teachers, and leaders.

### BEGINNING OF THE YEAR

#### Data Examples

- ✓ State Assessment Results
- ✓ Screening & Placement

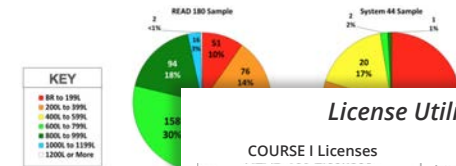
- ✓ Walk-Throughs
- ✓ Indicators of Fidelity
- ✓ Instructional Practice Inventory
- ✓ Collaborative Instructional Review
- ✓ Software Usage

#### Customized Report Samples

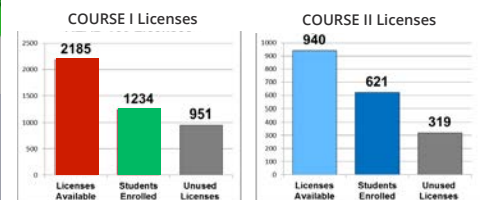
##### English Language Arts Challenge



##### Student Placement Reading Inventory Review



##### License Utilization



## BASED ON RESEARCH

Initiatives that are successful in helping teachers improve instruction include multiple classroom observations conducted by expert evaluators throughout the year. We must look at various sources of data and provide timely and meaningful feedback to the teacher (Hammond, Beardsley, Haertel, and Rothstein, 2012).

## MIDDLE OF THE YEAR

- ✓ Walk-Throughs
- ✓ Indicators of Fidelity
- ✓ Interim Student Results
- ✓ Instructional Practice Inventory
- ✓ Collaborative Instructional Review
- ✓ Software Usage

## END OF THE YEAR

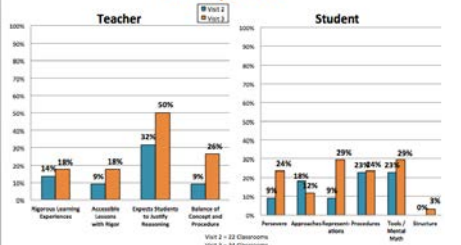
- ✓ Walk-Throughs
- ✓ Indicators of Fidelity
- ✓ Student Results
- ✓ Instructional Practice Inventory
- ✓ Software Usage

### Classroom Walk-Through

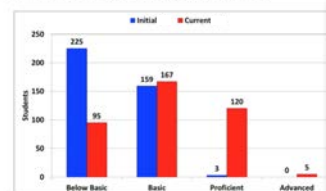
Teacher Observation				
Feedback ES	Learning Environment	Assessing and Setting Goals	Classroom Management	Formative Assessment
Visit 2	42%			
Visit 3	75%			

### Implementation Status Classroom-Driven Fidelity Indicators

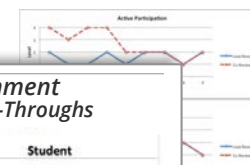
#### Reasoning and Sense-Making



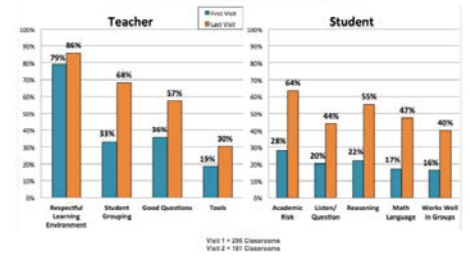
### READ 180 Student Progress along RI Lexile® Performance Levels



### Engagement Calibration Trends



### Learning Environment Math Classroom Walk-Throughs



# 5

## BUILD CAPACITY FOR THE LONG TERM

Plan for sustainability with tools, services, and support for ongoing change. Whether you are implementing an *HMH* program, focusing on instructional practices and school change, or utilizing a new technology, *HMH* wants to ensure your continued success. Our goal is to prepare our school and district partners to manage and sustain performance on their own.

*HMH helps schools and districts build capacity in subsequent years with:*

- *Co-facilitated professional learning sessions*
- *Observational walk-through tools for leaders*
- *Side-by-side coaching with district coaches*
- *Ongoing, job-embedded professional learning for instructional leaders and principals*
- *Support for professional learning communities*

Our technical teams proactively monitor necessary upgrades and implementation needs as you move into a new year. These teams track schools' technical environments, infrastructure changes, and software needs to ensure that programs are operating optimally.

### **BASED ON RESEARCH**

The answer to sustainable improvement lies in pedagogy, technology, and leadership development. We must focus on learning, let technology permeate, and engage the whole system (Fullan, 2012).



## PROVEN RESULTS

After a long-term partnership with ICLE, Brockton High School dramatically increased the number of students passing the MCAS in 2009.

**38%**

Increase in pass rates for ELA



**61%**

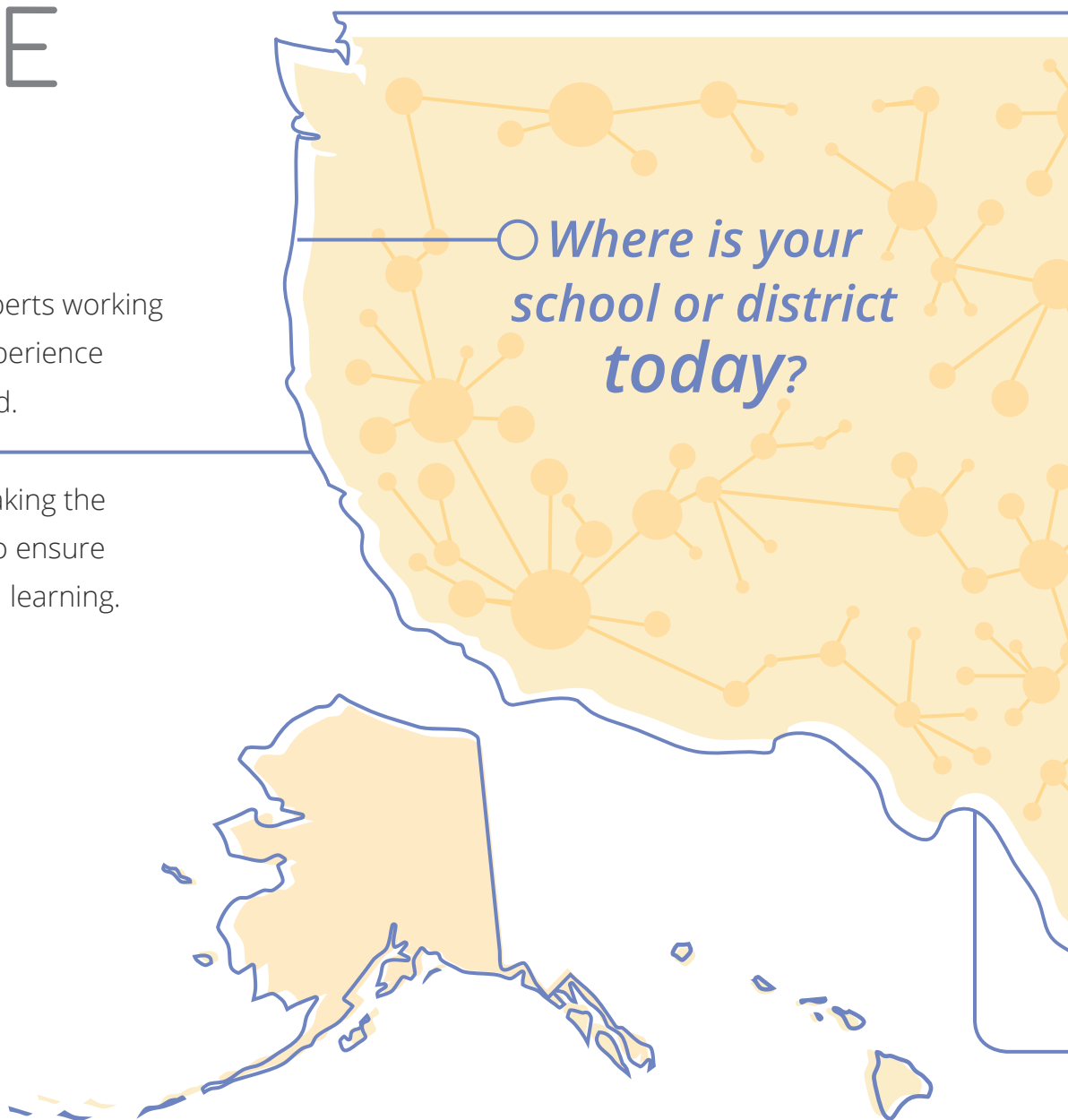
Increase in pass rates for Math

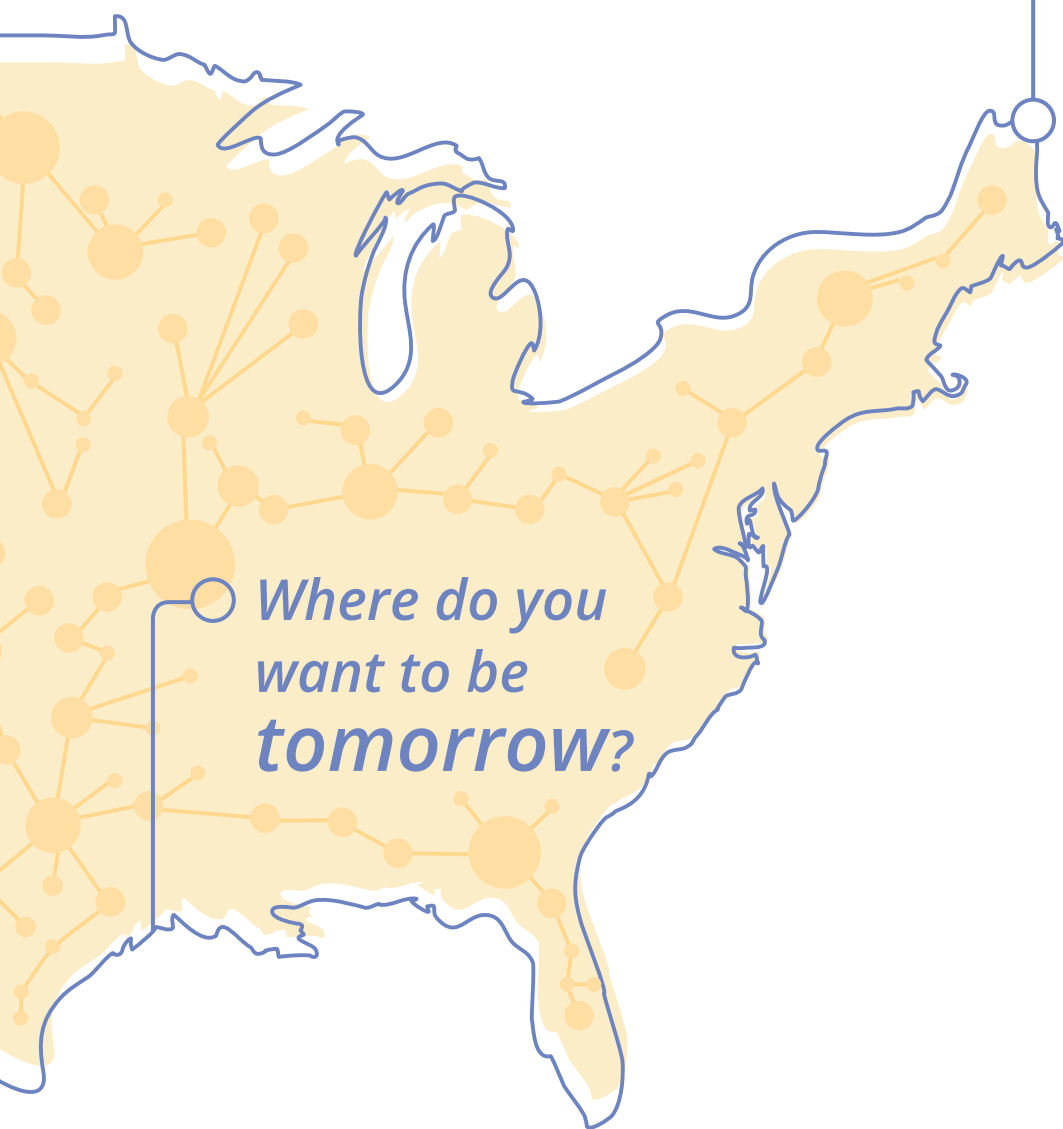
# WHEREVER YOU ARE. WE ARE HERE FOR YOU.

With over 1,500 instructional coaches and digital experts working in 5,450 districts across the country, we have the experience and resources to serve you wherever you are located.

We approach each of our partnerships personally, taking the time to understand your needs and work tirelessly to ensure that you meet your vision and goals for teaching and learning.

○ *Where is your  
school or district  
today?*



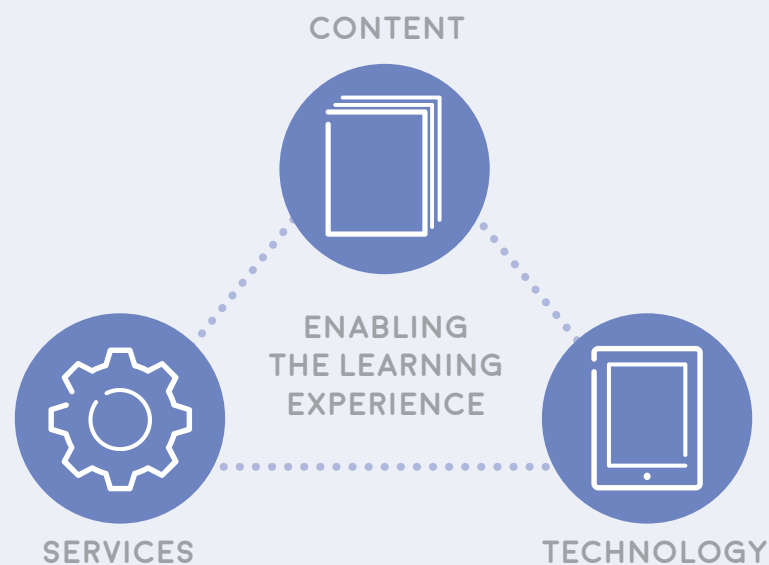


○ *Where do you  
want to be  
tomorrow?*

○ *We can help you get there!*

## A SIMPLE EQUATION FOR STUDENT SUCCESS & LEARNING TRANSFORMATIONS

With **HMH**, you have access to the best-in-class content, research-based professional learning, and innovative technology working together to deliver results.



That's why we offer teachers and instructional leaders a full spectrum of learning and support they can access anytime to deepen mastery and hone their teaching skills.

HMH PROFESSIONAL SERVICES



Houghton  
Mifflin  
Harcourt™

Professional  
Services



Math Solutions®  
FOUNDED BY MARILYN BURNS



International Center for  
Leadership in Education

To learn more about how we can help you,  
contact your **HMH representative**, or call us at **888.918.6158**.

[hnhco.com/professionalservices](http://hnhco.com/professionalservices)

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