

# Professional Development Services

Headsprout offers a standard support package plus 3 levels of professional services, to ensure success with Headsprout Early Reading.

Our professional services help with the development and delivery of site-specific implementation plans to meet the diverse needs of different learning environments.

	Standard Support	Level I: Remote Professional Services	Level II: On-Site Professional Services	Level III: Dedicated Professional Development and Implementation Services
E-mail Support	✓	✓	✓	✓
Telephone Support	✓	✓	✓	✓
Automated Tutorials	✓	✓	✓	✓
Online Access to Program Materials	✓	✓	✓	✓
Basic Implementation Planning		✓	✓	✓
Interactive Virtual Training		✓	✓	✓
Periodic Check-Ins by a Trained Support Specialist		✓	✓	✓
Thorough Implementation Planning			✓	✓
Onsite Professional Development In-Service Trainings			✓	✓
Regularly Scheduled Data Review and Instructional Recommendations			✓	✓
Account Management and Maintenance			✓	✓
Dedicated Implementation Facilitator				✓
Initial and Ongoing Needs Analysis				✓
Comprehensive Implementation Planning and Execution				✓
Ongoing Professional Development and Coaching				✓
Detailed Data Interpretation and Customized Analysis				✓
This level is recommended for:	All customers & customers with no professional development funds	Smaller implementations (single teacher or school) implementations & customers with limited professional development funds	Multiple teachers across grades/populations w/in a school, multiple schools w/in a large district, & smaller district-wide implementations	District-wide implementations & key school implementations within a district

