

At East Stroudsburg Area School District, we have worked proactively to maintain a 100% response rate for the Random Moment Time Study. Using the information from DHS and PCG we put together a brief 1-page RMTS overview, that gets right to the point explaining the RMTS, its purpose and their responsibilities as participants. Emphasis is placed on how to provide quality responses with enough detail so the moment can be properly coded. This is reviewed with all eligible participants during orientation at the beginning of the school year.

Approximately 1-2 weeks before a quarter starts we pull a list of selected participants from the Claiming System. These participants are sent a mass email with the overview information they received during orientation. We notify them that they have been selected for the RMTS for quarter x and to be alert for an email from SBAPSUPPORT over the coming months. After sending the email we correct any invalid email addresses in the Claiming System to ensure proper delivery.

Since we have already established a clear understanding of the RMTS and how to respond, the vast majority of moments are responded to within 1-2 days without further effort from the ACCESS team. On day 3 I call the participant directly and ask them to complete the survey before leaving that day. On the rare occasion an issue arises I work collaboratively with one of the Special Education Supervisors to ensure the moments is completed by the deadline.

**Miscellaneous tips:**

- Notify the technology department that emails from [sbapsupport@pcgus.com](mailto:sbapsupport@pcgus.com) are not spam and should be sent to email users inbox.
- Reinforce that employees are responsible for checking their email on at least a weekly basis.
- Provide ACCESS Coordinator contact information on all communications to eligible participants.
- Establish communications with Human Resources and Special Education Departments to notify you of any relevant employment changes.
- Maintain regular communication with contracted staff coordinators.

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