The Quality Program: Making Accountability Visible

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Agenda

- Check-in

- Defining a Quality Program

- Identifying all the Key Component Parts

- Best Practices from the field

- What the students are saying…

Check-in

- How many years have you been in Adult Education?

- How would you rate yourself? Are you:
  - Developing
  - Proficient
  - Master

- Share one area of improvement in Adult Education you will be targeting this year?

  "We are collecting DATA!"

"Quality" Defined

- /ˈkwälədē/
- **Quality** is the totality of features and characteristics of a product or service that bear on its ability to satisfy given needs. (American Society for **Quality**)
- **Quality**, an inherent or distinguishing characteristic, a degree or grade of excellence.
- the standard of **something** as measured against other things of a similar kind; the degree of excellence of something.

The view from above…

Quality Program- In the chat, answer at least one question:

- How do you know that you are running a quality program?

- What are some of the key aspects that point to quality?

- Why would students believe your program is delivering quality service?

Quality By Perspective

Program View

Aside from Program Measures-

- Are employees satisfied with the work they are doing?
- Is the morale high?
- Does the staff feel supported in their work?
- Is the work product valued?
- How is this measured?

Participant View

Aside from Participant Outcomes-

- Are the participants satisfied with the services provided?
- Are participants experiencing success in meeting their goals?
- Is the motivation high among participants?
- Do they persist?

Our Story- Crossroads

- Starting from the ground up….in June of 2018 Crossroads did not exist.

- These are the questions we had to ask ourselves to be able to start the program.

- Like any start up we went through the Implementation Dip. But our third year we knew was going to be our make or break year… we called it our Quality Year.

Building the Framework for Quality

- Program Design- Course Offerings
  - Career Pathways
  - Curriculum and Instruction
- Participant Measurable Skill Gains
  - Academic Advising
- Collaboration with Partners
  - Support Services
- Data Integrity and Accountability
- Fiscal Responsibility

Accountability Loop
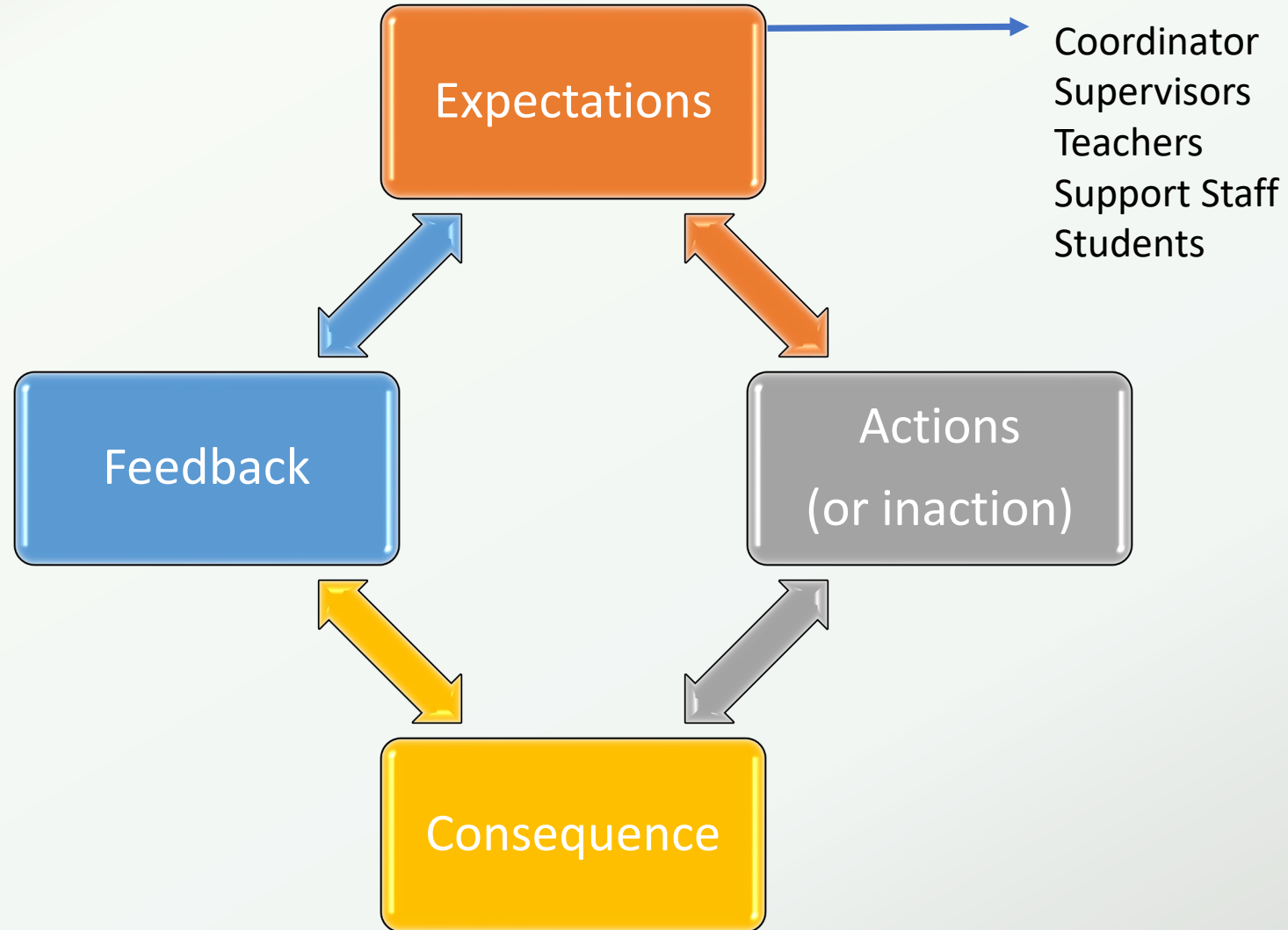
Quality Team and More

- As a response to the third year as a Quality Year Crossroads Developed a Quality Team with the Quality Assurance, Performance Accountability and Distance Learning leads.

- Testing Team- get weekly MSGs and are assigned to individual classes

- Data Team- runs scores to send to send to teachers from testing platform weekly to help with strategic planning.

- Distance Learning Team- restructuring the distance learning process to monitor direct contact and progress testing.

- IET Team- New for 2021-22 PY

Expectations/Actions

- Features and Characteristics
- Daily morning meetings with staff at 8 AM
  - Transparent communication to assist accountability
  - Who is addressing what and who is responsible and accountable
- Daily Check-in with Supervisors
  - Accountability for boots on the ground
- Bi-Weekly Teacher Moves meetings
  - Shining a Light on Institutional Talent
- Bi-Weekly Supervisor Meetings
  -

Professional Development

- Creating opportunities for talent development based on a balancing of:
  - Program Needs
  - Teacher Needs
  - Students Needs

Accountability Loop
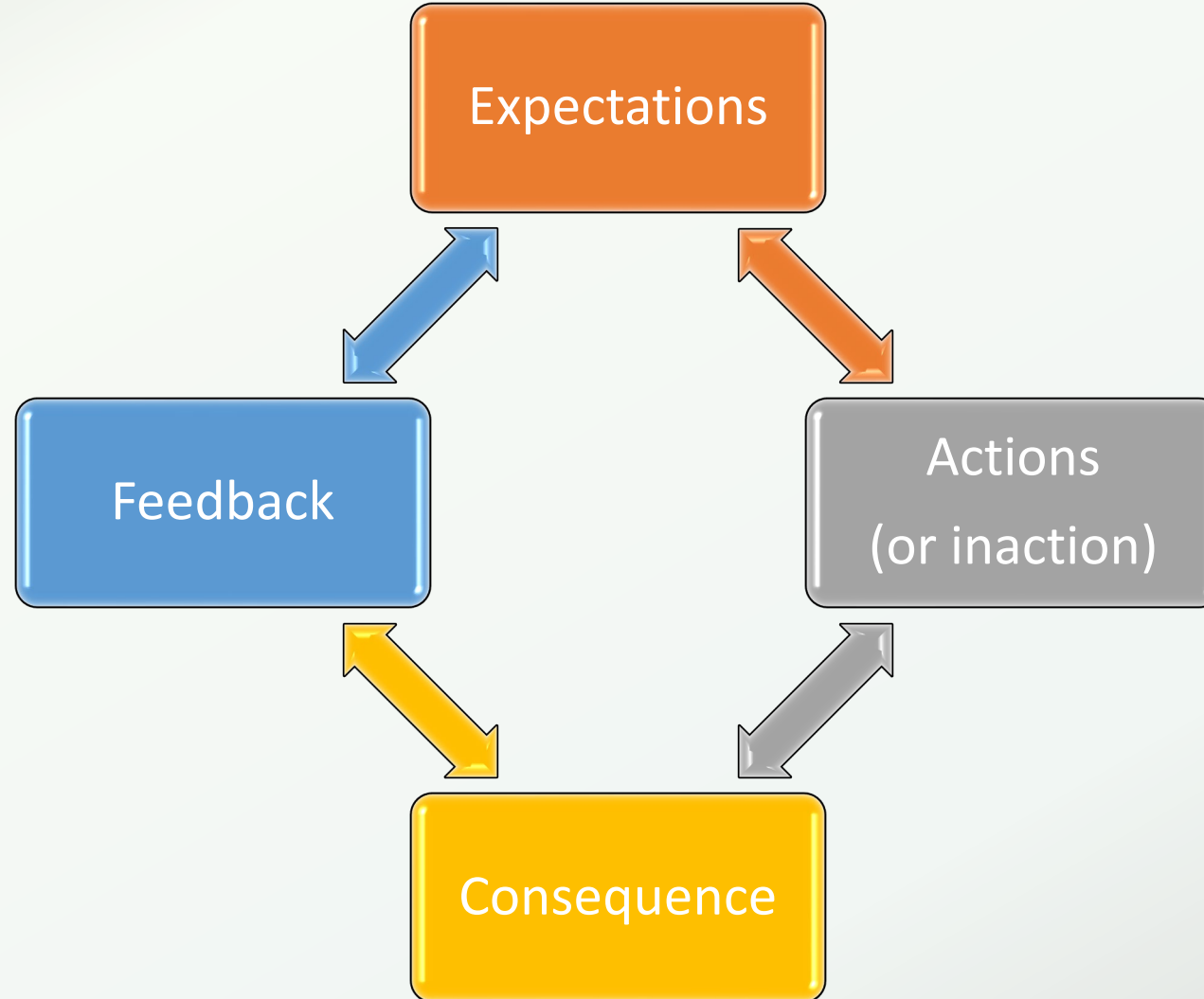
Consequences

- Attrition Rates identified an area of concern. We know we lose students but what can we do to reduce attrition.

  - What will we do for ESL Students?
  - Solution: Create an ESL Mapping
  - Why are students leaving MAPPING early?
  - Solution: Cut down the number of days

Feedback

- All feedback can be handled during the check-in
- Google Chat used for immediate answers
- Lead Team Meetings weekly for accountability and assistance
- Quality Team Meeting for review of performance measures and to develop strategic plans for attaining measures.

Questions or comments appreciated!

Please Complete Evaluations