

**Best Practices of a Continuous Quality Improvement Process**

**For Expanded Learning Programs**

**Prior to beginning a CQI Process**

* **Quality and change are non-negotiable.**
  + A commitment to change and quality is needed to CQI to work at all program levels.
* **Define Quality**
* *The* ***Quality Standards for Expanded Learning in California*** define quality for us.
* **Training is essential.**
* **All staff** working in our programs need to be trained on the Quality Standards and the essence of CQI.
* CQI needs to be implemented at the **site-level**

**Assessment Phase**

* **This does not have to be complicated.**
* **Ideas to gather data:**
* Beginning/Year-end surveys
* Observations
* Collected Student Quotes/Post-its
* Have survey on laptop for parents by sign-in/out sheet
* **Larger programs with multiple subcontractors**
* May want to consider using an external evaluator
* **Keep notes and data results on file** 
  + Results and summary of results of surveys, observations, interviews, etc.
  + From Stakeholder meetings; especially if discussion of data occurred
  + Available to new staff or site visits

**Planning Phase**

* **Include a variety of stakeholders**
* Program leader/staff, parent, teacher, students, school admin
* **Start with focusing on one thing**
* Can add one or two goals as you master the process
* **Keep it simple and make it attainable**
* **Use language of the Quality Standards**
* **A Written Improvement Plan is completed for each site!**

**Improvement Phase**

* **Inform**

What the goals of the program are.

* **Inform**
* If someone is assigned to an activity, please let them know
* Pay attention what support/TA they need to be successful
* **Practice**
* **Establish Communities of Practice**
* Share ideas, challenges, and solutions
* Find programs/sites that have a shared Quality Standard and collaborate on ideas
* **Make needed changes**
* Don’t wait until the timeline has expired; if you feel a change in the plan is needed—make it!
* **Keep notes on Program Improvement Plan (CDE Template great tool)**
* **Keep notes of meeting/Agendas**
* **Keep Program Improvement Plan on site**
* These are NOT turned into CDE, except upon request.

**Creating Goals, Objectives and Activities**

* **Goal**
  + A broad, overarching and intentional target pertaining to the Quality Standard a site commits to enhance
* **Objective**
* A specific, measureable plan that will take you one step closer to achieving your goal
* **Activity**
* Daily actions or tasks that are designed/ implemented to assist in the process of completing objectives