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