

21st CCLC: Program Staff Survey (Years 3-5)

Dear Site Coordinators:

The NYSAN Program Quality Self-Assessment (QSA) Tool assists programs in self-assessing and improving overall program quality.

LPB Consulting has amended this instrument for use in programs with multiple sites and for separate administration to staff and site coordinators. Programs – across New York State – are expected to strive for a satisfactory performance level (3) on all of the quality indicators.

The purpose of this survey, however, is not to report data to the State, but to provide local program staff and leaders with an opportunity to reflect on current performance and to develop concrete plans for improvement.

The survey is conducted annually and will take approximately 10 minutes to complete. Please know that your individual responses will remain strictly confidential, and results will be provided in aggregate form only. *Please respond no later than [Date].* Thank you, in advance, for your valuable input.

Program Evaluators
LPB Consulting Services

Performance Scale:

- * 1 indicates that the SITE or PROGRAM Must Address and Improve in the area OR Standard Not Met.
- * 2 indicates that the SITE or PROGRAM has Some Progress or is Approaching the Standard.
- * 3 indicates that the SITE or PROGRAM performs at a Satisfactory Level or Meets the Standard.
- * 4 indicates that the SITE or PROGRAM performs at an Excellent Level or Exceeds the Standard.

Element 1: Environment and Climate

A quality program provides a safe, healthy, and nurturing environment for all participants.

1. Please indicate your program's performance level in each of the following areas. If your program's performance falls below standard, please indicate your plan to improve.

	1 Must Address / Standard Not Met	2 Some Progress / Approaching Standard	3 Satisfactory Level / Meets Standard	4 Excellent Level / Exceeds Standard	Don't Know / Not Applicable
1. Provides a stimulating, welcoming, and supportive environment for all young people including youth with disabilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Uses program space that is safe, clean, appropriately equipped and suitable for activities being conducted.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Conducts all required fire/safety drills and develops, implements, and shares approved safety plans and procedures with staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Develops and manages effective arrival and dismissal procedures and plans for safe travel home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Is aware of, records, and informs staff of special health needs of participants.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Establishes, maintains, and communicates code of conduct to participants, staff, and their families.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Applies rewards and consequences for participant behavior appropriately and consistently.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Promotes psychological and emotional safety through a culture of support, inclusion, and mutual respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Element 2: Administration and Organization

A quality program has well-developed systems and sound fiscal management to support and enhance worthwhile programming and activities for all participants.

2. Please indicate your program's performance level in each of the following areas. If your program's performance falls below standard, please indicate your plan to improve.

	1 Must Address / Standard Not Met	2 Some Progress / Approaching Standard	3 Satisfactory Level / Meets Standard	4 Excellent Level / Exceeds Standard	Don't Know / Not Applicable
1. Establishes clear attendance and participation expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Has a system for the collection and monitoring of participant attendance data.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Maintains all required documents (e.g., health certificate, security clearance, insurance, etc.) where applicable, and has complete and current enrollment/registration documents and accurate/accessible medical records for all participants.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Creates and uses an employee handbook that clarifies internal policies and procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Has well-defined methods of communication with program staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Establishes and maintains a centralized database of participant and program information that is regularly updated and usable by staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Maintains current and accurate activity schedules with room assignments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Element 3: Relationships

A quality program develops, nurtures, and maintains positive relationships and interactions among staff, participants, families, and communities.

3. Please indicate your program's performance level in each of the following areas. If your program's performance falls below standard, please indicate your plan to improve.

	1 Must Address / Standard Not Met	2 Some Progress / Approaching Standard	3 Satisfactory Level / Meets Standard	4 Excellent Level / Exceeds Standard	Don't Know / Not Applicable
1. Staff are positive role models.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Staff treats participants with respect and listens to what they say.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Staff teaches participants to interact with one another in positive ways.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Staff teaches participants to make responsible choices and encourages positive outcomes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Program builds a sense of community among participants.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Element 4: Staffing and Professional Development

A quality program recruits, hires, and trains diverse staff members who value each participant, understand developmental needs, and form positive working relationships with youth, parents, co-workers, and partner agencies.

4. Please indicate your program's performance level in each of the following areas. If your program's performance falls below standard, please indicate your plan to improve.

	1 Must Address / Standard Not Met	2 Some Progress / Approaching Standard	3 Satisfactory Level / Meets Standard	4 Excellent Level / Exceeds Standard	Don't Know / Not Applicable
1. Maintains appropriate and reasonable staff-to-participant ratio relative to the population.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Provides staff with appropriate support and feedback.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Provides opportunity to professional development needs for staff and appropriate training.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Staff are trained to plan suitable activities that correspond to the developmental needs of participants.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Program director and/or site coordinators communicate regularly with staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Element 5: Programming and Activities

A quality program provides a well-rounded variety of activities and opportunities that support the physical, social, and cognitive growth and development of all participants.

5. Please indicate your program's performance level in each of the following areas. If your program's performance falls below standard, please indicate your plan to improve.

	1 Must Address / Standard Not Met	2 Some Progress / Approaching Standard	3 Satisfactory Level / Meets Standard	4 Excellent Level / Exceeds Standard	Don't Know / Not Applicable
1. Addresses academic, physical, social, and emotional needs of the participants.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Offers enrichment opportunities in core academic areas, arts, technology, recreation, health, character education, and project-based, experiential activities that promote creativity and development of participant self-expression.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Offers high quality academic support, including tutoring and/or homework help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Establishes and follows a schedule that is known to all staff, participants, and their families.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Provides opportunities in which participants' work/projects are showcased.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Provides regular opportunities to be outdoors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Offers activities that develop global competencies in youth, build 21st century skills (e.g., digital literacy, cross-cultural skills, innovative thinking, etc.), and prepare them for college, career, and citizenship.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Element 6: Linkages Between Day and Afterschool

A quality program has its staff work closely with school staff to ensure that afterschool academic components and activities are aligned with and enrich school standards and curricula.

6. Please indicate your program's performance level in each of the following areas. If your program's performance falls below standard, please indicate your plan to improve.

	1 Must Address / Standard Not Met	2 Some Progress / Approaching Standard	3 Satisfactory Level / Meets Standard	4 Excellent Level / Exceeds Standard	Don't Know / Not Applicable
1. Incorporates programming that integrates and complements school day activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Supports state and local performance standards and benchmarks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Communicates regularly with school-day staff to monitor academic and behavioral progress of students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Allocates sufficient program time for tutoring/academic support.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Element 7: Youth Participation and Engagement

A quality program uses youth as assets. The fundamentals of youth engagement are being warm, open and honest, having lots of energy and smiles, having strong boundaries, listening to youth, being creative, and providing leadership opportunities.

7. Please indicate your program's performance level in each of the following areas. If your program's performance falls below standard, please indicate your plan to improve.

	1 Must Address / Standard Not Met	2 Some Progress / Approaching Standard	3 Satisfactory Level / Meets Standard	4 Excellent Level / Exceeds Standard	Don't Know / Not Applicable
1. Enables participants to develop life skills, resiliency, and self-esteem via activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Affords participants opportunities to express their ideas, concerns, and opinions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Enables participants to explore resources and issues in their community through projects and activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Promotes consistent and active participation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Promotes teamwork and respect for others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Element 8: Parent, Family, and Community Partnerships

A quality program establishes a strong partnership with families and communities in order to achieve program goals.

8. Please indicate your program's performance level in each of the following areas. If your program's performance falls below standard, please indicate your plan to improve.

	1 Must Address / Standard Not Met	2 Some Progress / Approaching Standard	3 Satisfactory Level / Meets Standard	4 Excellent Level / Exceeds Standard	Don't Know / Not Applicable
1. Involves families and the community in program events.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Communicates with families on matters concerning the well-being of their child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Provides opportunities for literacy and related educational experiences for families.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Provides families with information about community resources to meet their needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Element 9: Program Sustainability and Growth

A quality program has a coherent vision/mission and a plan for increasing capacity that supports continuing growth.

9. Please indicate your program's performance level in each of the following areas. If your program's performance falls below standard, please indicate your plan to improve.

	1 Must Address / Standard Not Met	2 Some Progress / Approaching Standard	3 Satisfactory Level / Meets Standard	4 Excellent Level / Exceeds Standard	Don't Know / Not Applicable
1. The mission and goals are communicated to program staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Has an effective recruitment strategy that publicizes the program and its achievements among students, teachers and parents.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Has an effective marketing strategy that publicizes the program and its achievements among the broader community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Element 10: Measuring Outcomes and Evaluation

A quality program has a system for measuring outcomes and uses that information for ongoing program planning, improvement, and evaluation.

10. Please indicate your program's performance level in each of the following areas. If your program's performance falls below standard, please indicate your plan to improve.

	1 Must Address / Standard Not Met	2 Some Progress / Approaching Standard	3 Satisfactory Level / Meets Standard	4 Excellent Level / Exceeds Standard	Don't Know / Not Applicable
1. Has a method for assessing student interest, and college and career readiness (i.e. student survey).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Staff members are provided opportunity to give feedback about the program (i.e. staff survey).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Parents are provided opportunity to give feedback about the program (i.e. parent survey).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Summaries of evaluations and/or other collected data are available to stakeholders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Uses evaluation findings for continuous program improvement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Program Strengths and Opportunities

11. What are the primary strengths of this program?

12. Which improvement area(s) do you feel should be a priority?

13. Lastly, what professional development topics would you and/or other staff members benefit from in relation to this program?