

Quality Assurance:

Site Observation Tool

HOW WE ENSURE QUALITY

Quality at AlphaBEST is maintained through a simple, consistent process that ensures every program delivers on our standard:

EVERY DAY, EVERY SITE:

Safe, inclusive, and engaging enrichment that inspires learning beyond the school day.

1. Site Success Guide

This Guide establishes the expectations for operating an AlphaBEST program and defines what it means to deliver on our Promise.

2. Site Success Review

The Site Success Review is an on-site observation conducted several times each year by a trained reviewer and/or Area Manager. It provides a clear view of how the program is operating and where support may be needed.

Site observations cover 5 topics and last approximately 90 minutes.

3. Quality Review Meetings

Bimonthly Quality Review Meetings are led by the VP of Programs and Regional Directors. These meetings review site data and trends to identify priorities and align coaching, training, and support across the organization. Your Role as a Site Director Site Directors will use the Site Success Review tool to self-assess early in the school year and ensure their site is aligned with AlphaBEST expectations.

YOUR ROLE AS A SITE DIRECTOR

Site Directors will use the Site Success Review tool to self-assess early in the school year and ensure their site is aligned with AlphaBEST expectations.

SITE OBSERVATION TOOL

					
Date:	Site Location:	Time In:	Time Out:	Site Director:	Total Number of Staff and Children Present:
Area of Observation:		Demonstrated	Not Demonstrated	Not Observed (indicate why not observed)	Comments
Part 1: SITE SETUP					
Parent Board is set up + at parent door					
Parent Board is up to date					
Site cellphone number and contact information is posted on the door visible for parents					
Site cellphone is on site, charged, ringer on and present in the programming area					
Schedule is posted and accurate, and all team members are aware and follow the schedule					
They have accurate staff and student files (if applicable)					
Team Members set up Team Member Items: Licensing binder, parent board, chromebook, walkies, phone, staff iPads, etc					
Emergency Procedures Flip Book is posted and accessible. The emergency Contact page is updated with current contacts					
Drills (Fire, Emergency and Tornado) Log Complete					
First Aid Kits are complete and accessible					
Student incident reports are completed and submitted promptly					
Program is tidy and organized with little to no clutter visible					
Team members prepare snack + clean tables					
Students' belongings are arranged and put away					



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Part 2: SAFETY					
Team Members arrive in dress code, with lanyards/school badges					
Staff are not using their cell phones during program time					
Staff are using walkie talkies to clearly communicate with each other					
Students arrival procedures being followed: lining up, checking them in with face to name					
Site Director follows AlphaBEST protocol for students that do not arrive to the program (contacting parents, talking to school admin)					
Staff to child Ratios are met					
Team members are following the hallway expectations					
Staff are checking the restrooms before allowing children in					
Bathrooms have toilet paper, paper towels, and no other people are present					
All students are being escorted to and from the restrooms.					
Students wash and dry their hands before leaving restroom					
All students are washing their hands before snack					
Staff take iPads, First Aid Kit, walkie, emergency meds, and site phone outside with them					
Staff check playground safety checklist					
Team Members are actively supervising without participating in activities					
Team members not sitting down while outside					
Staff actively walking around playground and redirecting proper use of equipment					
Staff can identify problematic areas and have positioned themselves to remain proactive to any possible issues					
If recreation time is in the gym, ensure activities are set up and gym time is structured					
Evidence of procedures to ensure that all children are within sight and sound at all times (dismissal times, playground, etc)					
Evidence that emergency drills are being conducted regularly and drill schedule is being communicated to parents.					
Hazardous materials are locked and out of reach of students (medications, cleaning supplies, staff belongings etc.)					

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Part 3: INCLUSIVE					
Evidence of Community Circle					
All Team Members can identify and communicate student accommodations and health plans OR where to access that information					
Team Members are greeting children as they check them in					
Group Leaders are engaged with students while they are waiting with simple games or conversation.					
Staff are using a calm tone, and guiding students through program transitions using supports like quiet signals and attention getters.					
Staff are reinforcing, and remind students of, expectations throughout the program					
Evidence that positive student behaviors are being reinforced					
Staff facilitate proper student interactions (disagreements, ect) per CCC guidelines					
Staff use positive redirection techniques when necessary to support student behavior					
De Escalation techniques are evident for students that are dysregulated					

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Part 4: ENGAGING					
Facilitated Learning is set up an iPad is connected					
Current curriculum is downloaded on the iPads					
Curriculum materials are prepared in advance. Knowledge of lesson is evident (activities modified if necessary)					
Team Members set up curriculum materials					
Supplies and materials are organized and maintained					
Staff are actively engaged with children through conversation and assistance with activity					
Club time provides individualized skill development. Builds on students' interests and talents					



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Part 5: RELATIONAL					
Site Director stopped in the front office to say hello					
Site staff greets any visitors from AlphaBEST (regional leaders, certified reviewers, etc)					
Site Directors are actively leading the team, and are aware of all aspects of the program.					
Observed communication with parents or caregivers is positive and friendly					
Team Members are using AlphaBEST approved apps to communicate with parents via text.					
Staff engage in positive conversation with one another					