Quality Assurance:
Site Success Review

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.

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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.

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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 SUCCESS REVIEW

AlphaBEST EDUCATION

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				

AlphaBEST EDUCATION

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Area of Observation:	Demonstrated	Not Demonstrated	Not Observed (indicate why not observed)	Comments
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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Area of Observation:	Demonstrated	Not Demonstrated	Not Observed (indicate why not observed)	Comments
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				

AlphaBEST EDUCATION

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Area of Observation:	Demonstrated	Not Demonstrated	Not Observed (indicate why not observed)	Comments
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				

AlphaBEST EDUCATION					
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 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				