

How Program Assessment Informs Staff Mentorship and Student Empowerment: Best Practices and New Techniques

With Mary Horrigan and Stuart Proctor



AGENDA

- 1:45 - 1:55 **Welcome! Intro & Expectations**
- 1:55 **What are makes a program “High Quality?”**
- Maslow Lens History
- What Do Students Need?
- 2:00 - 2:20 **ACTIVITY: Elements of High Quality Programs**
- 2:20 - 2:30 **How does the PQA influence PROGRAM DEVELOPMENT & TRAINING?**
- 2:30-2:35 **PQA Framework Reflection** to guide individual reflection and group discussion
- 2:35-2:40 **ZOOM OUT - What elements of the tool has the seminar incorporated?**
- 2:40 - 2:45 **TAKE AWAYS** Reflection, Further Discussion



Safety Goals

What are 4 Safety goals for today?

1)

2)

3)

4)



Expectations for success!

What are some of the behavioral expectations or a Code of Conduct for today?

1)

2)

3)

4)



What makes a program “high quality?”



Putting Program Quality into Perspective:

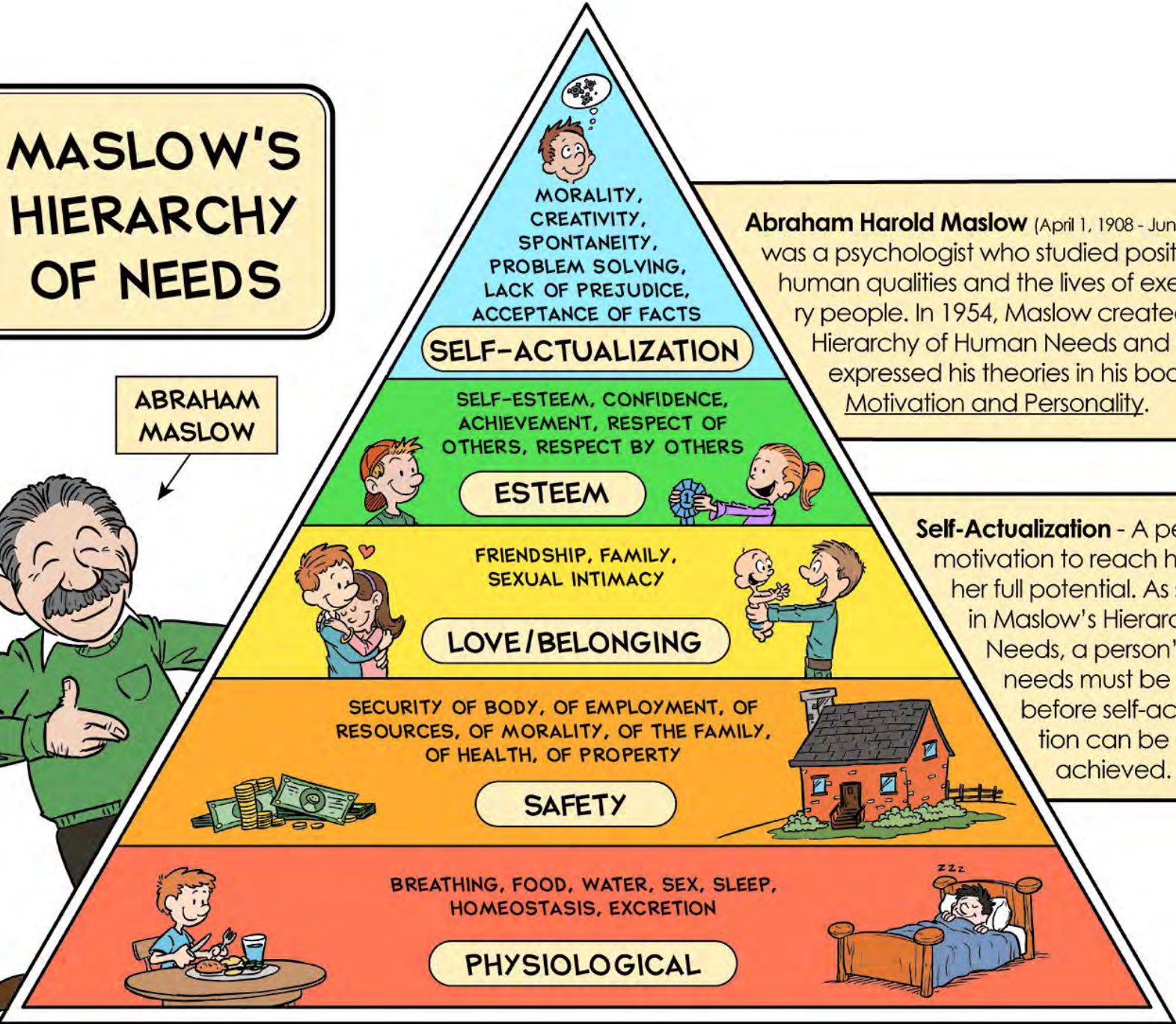
...Maslow's Hierarchy of Needs in <2min

- 1) History
- 2) Context



MASLOW'S HIERARCHY OF NEEDS

ABRAHAM MASLOW



Abraham Harold Maslow (April 1, 1908 - June 8, 1970) was a psychologist who studied positive human qualities and the lives of exemplary people. In 1954, Maslow created the Hierarchy of Human Needs and expressed his theories in his book, *Motivation and Personality*.

Self-Actualization - A person's motivation to reach his or her full potential. As shown in Maslow's Hierarchy of Needs, a person's basic needs must be met before self-actualization can be achieved.



Let's think about the Maslow hierarchy and apply to student needs....

- **Safe Environment**
- **Supportive Environment**
- **Interaction**
- **Engagement**
- **Skill building**



Activity: Elements of a High-Quality Program

1) Pick an Element Card of the Program Quality Assessment (PQA) and....

- become an expert on the element
- determine an example of how you currently achieve high quality with the particular element
- brainstorm why you should care about the element

2) Elect a team leader to share out with the room in 10 minutes!~



How does the PQA influence PROGRAM DEVELOPMENT & TRAINING?

- Stuart “Choice and Voice” as an intentional and structural component of development
- Mary Horrigan “Using the Tool” to help train, maintain, and refresh staff in program development and staff reflection



PQA Framework Reflection

- Use the Worksheet to guide reflection over the next five (5) minutes individually or in pairs
- Consider writing goals, successes, or questions
- Consider program quality through the lens of:
 - Seasonal/Part-time staff
 - Full-time staff



ZOOM OUT

- What elements of high quality program has this seminar incorporated?
- What have we missed?





*If we planned this session well.....
we should be on time...
and have time for...*

Your Opinion Matters

Please open the **NSPS app**
and complete the **session survey** found in the
menu bar for a chance to win a **free drink ticket!**

Thank you for attending this session