



Pulse Survey Feedback

Next Steps

April 2022

Investing in Quality Peterborough

Overview

Investing in Quality Peterborough (IIQ) strives to conduct surveys every 2-3 years to gather feedback from supervisors on how IIQ is meeting their needs.

The last survey conducted in 2019 was designed from a human resource & leadership lens.

Highlights of the goals achieved as a result of the 2019 survey were:

- Updated the Professional Learning Protocol (now the Professional Learning Framework)
- Facilitation of a book studies with leadership themes: Dare to Lead, Reality Based Leadership, Visionary Director and Inspiring Professional Growth.
- Facilitators were brought into the community to share knowledge on having difficult conversations, building strength based teams, giving and receiving feedback, etc.
- Built in an informal time at the end of Supervisor Network meetings to discuss HR topics such as educator recognition, performance reviews and building positive and engaging work cultures.

In the 2022 survey we wanted to collect feedback from a broader lens and the survey asked questions based on mentorship meetings, quality enhancement plans, quality tools and professional learning needs.

This survey was done as an online focus group with facilitators and recorders. 36 supervisors participated in March 2022.



Mentorship Highlights

In this section of the survey we asked questions relating to the helpfulness of mentorship meetings, format of meetings, and what else Quality Coordinators (QCs) could consider when planning for these discussions.

Supervisors indicated a high level of satisfaction regarding the helpfulness of mentor meetings:

"Provokes our thinking, helps us expand our thoughts, periodic check-ins keeps us on track."

"Someone to bounce ideas off, fresh eyes that are not directly involved and has unbiased and impartial opinions".

Supervisor Feedback



Next Steps

- Send an agenda out beforehand so we know what to expect.
- Consider having other team members present in mentor meetings-not just supervisors.
- Quality Coordinators have developed an agenda for mentor meetings but in the last year have not been consistent in sending these prior to meetings.
- Going forward QCs will send agendas which will also provide an opportunity for supervisors to add their priorities to the agenda.
- Supervisors are always welcome to invite educators they are coaching for leadership growth to mentor meetings. This is a wonderful way to build skills and capacity.

Quality Enhancement Plans (QEPs)

In this section of the survey we asked questions about how the QEP process aided teams in achieving their goals, how the Educator Interaction tool supported relationships, challenges of QEP development and what further supports were needed to implement goals successfully.

QEP Highlights

"The process brings up good team conversations, seems to help teams give deeper thoughts into goals and their role in achieving them."

"The QEP process is a great platform to look back on our successes and challenges and is a piece of accountability. It encourages us to work as a team on our program goals."

"Knowing the relationship goals educators are working towards helps me to think about how to support them."

Supervisor Feedback

- It is very time consuming to complete
- A lot of work and repetition in answers-especially with organizations that have several sites and staffing issues
- Challenge to get the teams together to complete



Next Steps

- The School Age Bridged QEP was written from the lens of the Four Foundations of HDLH and the community Quality Standards. There were 2 questions under each foundation. In 2023 IIQ will adapt the full day program QEP template to align with the School Age one. This should lessen the amount of work for teams to complete the QEP and give more time for thoughtful reflection.
- Some teams who have struggled to meet as a team to answer the reflection questions have been creative in eliciting feedback eg. putting flip chart paper in staff room and educators answer questions when they have time, each team answers questions and submits, etc.

Supervisor Feedback



Next Steps

- Need support from QCs to help with reflections
 - Could we have the option of saying our goal is the same as last year but our steps to reach the goal are different
 - Time broken up throughout the year to work on QEP.
- QCs are always available to support teams with the QEP process. This might be a phone call, a virtual meeting or at a staff meeting. All you need to do as a supervisor is ask if you would like this support. There are also resources on the IIQ website to help you with this process.
 - In the Fall of 2022, IIQ will facilitate a peer dialogue session on goal setting. In this session supervisors will have the opportunity to work through goals with their peers.
 - Yes, some teams are working on a long term goal that cannot be completed in a year so it makes sense to carry over the goal and choose further steps to achieve the goal.
 - You can find all QEP resources on the IIQ website including the Engagement Resource Manual. On page 12 of this manual you will find the Engagement Process Timeline. This breaks down the work that needs to be completed throughout the year into concrete steps.
 - QCs will send a brief QEP newsletter 2-3 times a year with reminders and helpful tips for successful completion.

Exploring Quality Measurement

In this section of the survey, we asked what further practices IIQ could explore to promote meaningful quality measurement.

Supervisor Feedback



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- It is hard to measure something so personal such as joyful banter between educators in staff room, small meaningful interactions in the hallway-all impactful but important
- Highlight successes from different organizations
- More examples of indoor and outdoor environmental tools
- Survey timeline completions are challenging because of alternating years and changeover of families
- Quality measurements without scale
- This feedback really captures the piece of quality that sometimes feels intangible but is an important piece of measurement. We like the idea suggested of having programs share their successes with others. We have done this in the past and will continue to look for further ways to do this.
- Some programs will be sharing successes at the June EYPN meeting and others at the Fall peer dialogue day.
- On the IIQ website there is a list of environmental resources and tools that QCs update yearly. If you you are struggling to find a tool that will align with your program values, contact your QC and we can help.
- This feedback will be forwarded to the Knowledge Mobilization Committee. We understand this can be a challenge. Goals that encourage us to work towards quality are always relevant.
- IIQ strives to find measurement that is meaningful and that supports the different values of programs. Tools developed by IIQ will always have a reflective piece for measurement as we know that learning takes place when we reflect on experience.

Professional Learning

In this section of the survey we asked what the most meaningful professional learning was for you and why, gaps in professional learning that would support successful achievement of program goals and how to support more engagement in supervisor network meetings.

"Pathways to Stewardship partnership is great."

"Supervisor Network Meetings gives us a sense of community."

"Building mentoring relationships workshops were helpful to our team to help build meaningful relationships with staff while being in a mentor role."

"Both sessions with Susan MacDonald were terrific-Inspiring Professional Growth and Building Positive Strength Based Teams."

"There are not a lot of gaps. Our QCs ask us what we want and they are really good at delivering what we ask for."

Supervisor Feedback

- There isn't a lot for supervisors specifically



Next Steps

- Each term the QCs plan at least one professional learning session specifically for supervisors. Eg. Dare to Lead, Reality Based Leadership, Inspiring Professional Growth book studies. Sessions with facilitators on topics such as Building Strength Based Teams, Having Difficult Conversations, etc. It is a big task to meet everyone's needs. QCs will bring this comment forward as an agenda item for the next supervisor's network meeting.
- The Supervisor Mentorship program launched in April 2022, provides many mentoring, coaching and training opportunities including certificate programs through Ontario Tech University.

Supervisor Feedback



Next Steps

- Gaps in behaviour management
- Mentorship Training not just for supervisor but for educators
- We need to go back to basics of HDLH as we have been communicating for 2 years with families online
- We miss evenings where we visited other early learning programs
- Offer more time for reflection at supervisors network meetings, share stories, reflective questions, break out rooms, etc.
- Some supervisors indicated the wish to return to in person supervisor network meetings
- The Resource Consultants (RCs) & QCs have been providing tailored training for individual programs to best meet site specific needs. This includes offering professional learning sessions, site visits, 3rd party evaluations, etc. Please speak to your RC or QC if you need further support.
- QCs are currently piloting a mentorship training series & program for educators. If your agency is interested please contact your QC.
- We have had to alter our practice due to Covid19 and as we move slowly to inviting families back into our space we will need to pivot once again. Just a reminder about the Durham *How Does Learning Happen?* Inquiry Manual that was given to all programs. This might support you in this transition.
- We do too and once it is safe to do so we will definitely offer this as an opportunity again.
- QCs are meeting in June with the Supervisor Network chairs to discuss ideas to move forward with this feedback.
- The majority of supervisors seem to prefer virtual meetings because they are efficient. Once it is safe to do so we will use a mixed model of virtual and in person meetings- especially for meetings where we want to discuss deeper reflections.

Conclusion

Quality Coordinators were very pleased with the quality of meaningful feedback received about IIQ supports. You provided many helpful ideas to improve the Quality Initiative.

These next steps will be added to the EYPN- IIQ working group work plan which is guided by the working group.

Please contact your program's QC at any time with suggestions or questions. We are all partners in our learning.



Report written by Beckie Evans, Quality Coordinator,
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Approved by the EYPN-IIQ Working Group on April 27.22