

Indicators of Program Quality
LOCATOR

OUTCOME INDICATORS				
1.0	ORGANIZATIONAL PERFORMANCE RESULTS			
	INDICATOR			
1.1	The program demonstrates effectiveness in improving adults' literacy skills by meeting or exceeding performance standards established by the state.			
	DESCRIPTOR	YES	NO	UNSURE
1.1.1	Learners progress by advancing through instructional levels, obtaining appropriate educational credentials or certificates, and/or pursuing post-secondary education, training and employment.			
	The program:			
1.1.2	Meets the pre-test standard (assessment by 12 hours of instruction).			
1.1.3	Meets the posttest standard.			
1.1.4	Meets the learning gains standards for each NRS educational functioning level.			
1.1.5	Meets the standard for placement in post-secondary education and training.			
1.1.6	Meets the standard for obtaining the GED or high school completion.			
1.1.7	Meets the standard for learners obtaining employment.			
1.1.8	Meets the standard for retaining or improving employment.			
	INDICATOR			
1.2	The program demonstrates effectiveness in key management performance areas.			
	DESCRIPTOR	YES	NO	UNSURE
1.2.1	Data submitted are accurate, complete and timely.			
1.2.2	Financial reports and requests are accurate, complete and timely.			
1.2.3	Other program reports are accurate, complete, timely and in the form prescribed.			
	INDICATOR			
1.3	The program produces market results			
	DESCRIPTOR	YES	NO	UNSURE
1.3.1	The program consistently serves the number and types of learners targeted.			
1.3.2	The program successfully recruits learners to the program.			
1.3.3	Learners remain in the program long enough to meet their educational goals.			
1.3.4	Waiting lists are managed in a manner that sustains interest and participation.			
1.3.5	Learners consistently report satisfaction with their program experience.			
1.3.6	Stakeholders consistently report satisfaction with their program experience.			

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PROCESS INDICATORS				
2.0	PROGRAM PLANNING AND ORGRANIZATION			
	INDICATOR			
2.1	The program has a planning process for initial program development.			
	DESCRIPTOR	YES	NO	UNSURE
2.1.1	The program has a strategic plan (5-year plan) that reflects a comprehensive planning process to deliver adult education services based on the community's needs.			
2.1.2	The strategic plan is linked to the comprehensive plan of the local workforce investment board (WIB).			
2.1.3	The program has a signed MOU with the local WIB detailing the contributions to be made to the local One-Stop Center and outlining the relationship of the program to the Center.			
2.1.4	The program has a technology plan that is aligned with program goals and learner needs.			
2.1.5	The technology plan addresses the use, acquisition, and maintenance of technological resources and training of program personnel.			
	INDICATOR			
2.2	The program has a clearly defined mission consistent with its philosophy.			
	DESCRIPTOR	YES	NO	UNSURE
2.2.1	The program has a written mission statement.			
2.2.2	The mission statement was developed with stakeholder input.			
	INDICATOR			
2.3	The program has clearly articulated goals.			
	DESCRIPTOR	YES	NO	UNSURE
2.3.1	Program goals are developed with input from stakeholders.			
2.3.2	Program goals support the mission.			
2.3.3	Written program goals are up-dated as needed and shared with appropriate stakeholders.			
	INDICATOR			
2.4	The program has an administrative system that ensures participation of stakeholders, accountability, and effective administration of all program activities.			
	DESCRIPTOR	YES	NO	UNSURE
2.4.1	The program has an active board of directors or advisory group.			
2.4.2	Members attend regularly scheduled meetings.			
2.4.3	Members contribute financial, time or other resources according to their means.			
2.4.4	The program fosters and maintains linkages and clear communication with stakeholders.			
2.4.5	There is a clearly defined relationship between program staff and stakeholders.			

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2.4.6	The program has procedures for obtaining informed consent for participation and collaboration.			
2.4.7	The program has procedures for protecting the confidentiality of participants and other stakeholders.			
2.4.8	The program maintains facilities, equipment and resources for daily operations and efficient record keeping.			
	INDICATOR			
2.5	The program has sound financial management procedures.			
	DESCRIPTOR	YES	NO	UNSURE
2.5.1	The program has clear guidelines and procedures for developing and maintaining a written budget.			
2.5.2	The program has procedures to collect, maintain, and report all necessary and required fiscal information.			
	INDICATOR			
2.6	The program maintains a high-quality information and management system with the capacity to report participant outcomes and monitor program performance.			
	DESCRIPTOR	YES	NO	UNSURE
	The program:			
2.6.1	Has a systematic procedure in place for collecting data and inputting it into the VADOE data system.			
2.6.2	Has a system in place to collect learners' educational goals.			
2.6.3	Has a process for recording, reviewing, updating and tracking goal attainment.			
2.6.4	Has the ability to determine the goal attainment rate.			
2.6.5	Uses data to inform program decisions.			
2.6.6	Uses data for program improvement.			
	INDICATOR			
2.7	The program has a plan for outreach, marketing, and public relations that fosters awareness and understanding of the program.			
	DESCRIPTOR	YES	NO	UNSURE
2.7.1	The program participates in public awareness events that result in community understanding of the importance of adult basic and literacy education.			
2.7.2	The program uses diverse media opportunities to increase community understanding.			
2.7.3	The program actively involves business and industry policy makers in public awareness efforts.			
2.7.4	The program has a well-articulated recruitment plan.			

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2.7.5	Recruitment targets populations most in need of educational services and is consistent with the organizational mission, student and volunteer capacity, and area demographics.			
2.7.6	The program has an intake and orientation process that provides appropriate information, assessment and referral for services.			
2.7.7	Waiting lists are manageable, i.e., of size and duration for effective short-term documentation of learners interested in and prepared to enter the program.			
2.7.8	The program evaluates the effectiveness of recruitment efforts and makes needed changes.			
	INDICATOR			
2.8	The program schedules offerings to meet learner needs and achieve learning goals.			
	DESCRIPTOR	YES	NO	UNSURE
2.8.1	The program maintains an instructor/learner ratio that is conducive to meeting learning needs and goals and program mandates.			
2.8.2	The program provides instruction of sufficient intensity and duration to achieve learning goals.			
2.8.3	Flexible schedules are available to learners.			
2.8.4	Alternative instructional delivery systems are considered, e.g., distance learning.			
2.8.5	The program encourages learners to take responsibility for their own attendance and home study.			
2.8.6	The program contacts learners with irregular attendance patterns and acknowledges learners who attend regularly.			
	INDICATOR			
2.9	The program provides facilities and resources appropriate for adult learners.			
	DESCRIPTOR	YES	NO	UNSURE
2.9.1	The locations of instructional offerings reflect the needs of learners in the community being served.			
2.9.2	Facilities meet the needs of instructional staff and volunteers.			
2.9.3	Facilities meet standards for equivalent programs, including accessibility.			
	INDICATOR			
2.10	The program has a curriculum for each type of instructional offering.			
	DESCRIPTOR	YES	NO	UNSURE
2.10.1	The curriculum includes learning goals, materials and resources.			
2.10.2	The program encourages learners to work with their instructors and/or tutors to establish individual learning goals.			
2.10.3	The program encourages learners to demonstrate improved skills and progress toward their learning goals.			

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INDICATOR				
2.11	The program has a comprehensive plan for assessment and evaluation.			
	DESCRIPTOR	YES	NO	UNSURE
2.11.1	The program has a process for making appropriate learner placements, documenting progress, and exiting learners from the program.			
2.11.2	The program has policy and procedures linking assessment to instruction and learner goals.			
2.11.3	The program identifies learners' needs and goals as individuals, family members, workers, and community members.			
2.11.4	The program provides appropriate facilities, equipment, supplies, personnel and accommodations for assessment activities.			
2.11.5	Assessment activities are ongoing and appropriately scheduled.			
2.11.6	The program has policy and procedures consistent with state mandates and NRS reporting requirements.			
2.11.7	Assessment results are shared appropriately with and clearly explained to learners.			
2.11.8	Assessment data are reported in clear and precise language to appropriate stakeholders without violating standards of confidentiality.			
2.11.9	Information obtained through assessment is used to guide administrators, instructors, and volunteers in developing appropriate programs, instructional approaches, materials, and support resources for learners.			
2.11.10	The program provides learners with appropriate support for transition to other programs and services.			
INDICATOR				
2.12	The program supports the recruitment and retention of qualified instructional or professional staff.			
	DESCRIPTOR	YES	NO	UNSURE
2.12.1	The program recruits and hires qualified administrative, instructional, and support staff.			
2.12.2	Employment conditions, compensation, and benefits are commensurate with those of other instructional or professional staff with comparable qualifications.			
2.12.3	The program supports safe and clean working environments.			
2.12.4	The program has policies and procedures that ensure the professional treatment of staff.			
2.12.5	The program has a system of performance appraisal for adult education staff.			
2.12.6	Program leaders supervise and conduct regular performance appraisals with all staff.			
2.12.7	The program provides appropriate opportunities and means for learners to evaluate program staff.			
2.12.8	The program provides opportunities for all staff members to develop performance improvement plans.			

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2.13	The program supports the recruitment, use and retention of volunteers.			
	DESCRIPTOR	YES	NO	UNSURE
2.13.1	The program has a volunteer job description on file.			
2.13.2	The program has a volunteer recruitment plan and strategies.			
2.13.3	The recruitment plan is adequate to meet the needs of learners.			
2.13.4	Volunteers receive regular feedback on their performance.			
2.15.5	The program conducts volunteer recognition events.			
INDICATOR				
2.14	The program measures customer satisfaction by systematically gathering feedback from participants and uses the information to continuously improve services.			
	DESCRIPTOR	YES	NO	UNSUUGE
2.14.1	The program has a system in place to collect customer satisfaction data.			
2.14.2	The program uses customer satisfaction information to improve services.			
INDICATOR				
2.15	The program has a planning process for ongoing program improvement.			
	DESCRIPTOR	YES	NO	UNSURE
2.15.1	The continuous improvement process is guided by a written plan that includes targeted community demographics, learner needs, retention, local economic trends, educational and technological trends, and resources.			
2.15.2	The program improvement plan relates to data gathered for decision-making or OAEL monitoring.			
2.15.3	Program leaders ensure full staff participation in the continuous improvement process.			
2.15.4	A program improvement team includes program leaders and practitioners.			
2.15.5	The improvement team meets regularly.			
2.15.6	The program participates in program improvement training.	YES	NO	UNSURE
2.15.7	Program improvement plan execution results in program changes that reflect continuous improvement.			

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3.0	CURRICULUM AND INSTRUCTION (INSTRUCTIONAL SYSTEM)			
	INDICATOR			
3.1	Trained practitioners use standardized and formal assessments appropriately to produce valid and reliable results.			
	DESCRIPTOR	YES	NO	UNSURE
3.1.1	Professionals are adequately trained and guided in assessment procedures and in the interpretation and use of assessment results.			
3.1.2	Formal assessment is documented.			
3.1.3	The program uses approved standardized assessments.			
3.1.4	The program meets the pre-test standard.			
3.1.5	The program meets the post-test standard.			
	INDICATOR			
3.2	Learner assessment is ongoing and addresses the informational needs of various stakeholders through appropriate use of formal and informal measures.			
	DESCRIPTOR	YES	NO	UNSURE
3.2.1	Learners are assessed on a regular basis.			
3.2.2	Learners are assessed using a variety of appropriate means and methods.			
3.2.3	Assessment information is shared with learners.			
3.2.4	Assessment information is shared with other stakeholders as appropriate.			
	INDICATOR			
3.3	Assessment results are used to place learners within the instructional program and to continuously update the instructional process.			
	DESCRIPTOR	YES	NO	UNSURE
3.3.1	Learners are placed within the program in a systematic manner.			
3.3.2	There is a clear link between assessment and curriculum.			
3.3.3	Instructional content is adjusted based on assessment information.			
	INDICATOR			
3.4	Program staff and learners jointly develop, regularly evaluate and update an instructional plan that incorporates the individual's learning needs, styles and preferences, short- and long-term educational and employment goals.			
	DESCRIPTOR	YES	NO	UNSURE
3.4.1	The program has individual learning plans for each learner.			
3.4.2	Individual learning plans are reviewed and updated periodically.			
3.4.3	Individual learning plans reflect individual learning needs and preferences.			
3.4.4	Individual learning plans contain both short-term and long-term educational and employment goals.			

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INDICATOR				
3.5	Instruction of sufficient intensity and duration is offered to enable learners to achieve substantial learning gains.			
	DESCRIPTOR	YES	NO	UNSURE
3.5.1	The program meets the retention standard.			
3.5.2	Has an informed scheduling process that provides adequate hours of instruction.			
INDICATOR				
3.6	Curriculum provides for learning and skill building in real-life contexts that allow learners to become effective family members, workers and citizens.			
	DESCRIPTOR	YES	NO	UNSURE
3.6.1	The program has a curriculum and/or a reasonable rationale for instructional content.			
3.6.2	The curriculum reflects the mission and philosophy of the program.			
3.6.3	The program uses context-specific curricula.			
3.6.4	The curriculum includes goals, objectives, outcomes, approaches, methods, activities, materials, technological resources, and evaluation measures that are appropriate for meeting learners' needs and goals.			
3.6.5	The curriculum specifies measurable learning objectives for each instructional offering and is appropriate for learners in multilevel classes.			
INDICATOR				
3.7	Curriculum development is based on best theory and practice, a comprehensive review of available materials and technologies, well-articulated instructional goals, reasonable scope and sequence, and coordination with instructional staff.			
	DESCRIPTOR	YES	NO	UNSURE
3.7.1	The program has a process for developing or selecting curricula that includes participation and input from learners and other stakeholders.			
3.7.2	Curricula are based on best theory and practice and reflect the assessed needs of learners.			
3.7.3	The scope and sequence of instructional content are appropriate for the setting.			
3.7.4	The curriculum and instructional materials are easily accessible, up to date, appropriate for adult learners, culturally sensitive, oriented to the language and literacy needs of the learners, and suitable for a variety of learning styles.			
3.7.5	The program has an ongoing process for curriculum revision in response to the changing needs of the learners, community, and policies.			

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INDICATOR				
3.8	The program uses research-based instructional practices, technology and multiple delivery systems to address learner needs and preferences, and to accommodate the instructional needs of a diverse learner population.			
	DESCRIPTOR	YES	NO	UNSUGE
3.8.1	Instructors Use effective instructional methods.			
3.8.2	Instructors integrate technology into instruction.			
3.8.3	Delivery systems include various processes for delivering instruction, including classroom instruction, individual or small group tutoring, and distance education.			
3.8.4	Instructors have an ongoing record of instruction.			
INDICATOR				
3.9	The program provides basic skill instruction that meets the demands of the workplace.			
	DESCRIPTOR	YES	NO	UNSURE
3.9.1	The program supports workforce development by providing instruction on basic workplace skills.			

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4.0	PROFESSIONAL DEVELOPMENT			
	INDICATOR			
4.1	The program has well-trained administrators and practitioners who consistently demonstrate competent practice.			
	DESCRIPTOR	YES	NO	UNSURE
4.1.1	Competencies are used to inform the professional development activities of staff learners.			
4.1.2	The program provides training in assessment procedures and in the interpretation and use of assessment results.			
	INDICATOR			
4.2	Administrators and practitioners continuously improve their practice through regular participation in professional development activities.			
	DESCRIPTOR	YES	NO	UNSURE
4.2.1	Administrators and practitioners regularly participate in professional development opportunities.			
4.2.2	Professional development activities are varied, based on needs of staff, and provide opportunities for practice and consistent follow-up.			
4.2.3	The program has in-service training for staff and volunteers that demonstrates appropriate content, intensity and duration of instruction.			
4.2.4	The program encourages staff to join adult education organizations and supports staff participation in professional development activities of the organizations.			
4.2.5	The program supports collaboration among adult instructional personnel, K-12 personnel, support service providers, workplace per			
	INDICATOR			
4.3	The program has a professional development plan developed with input from staff, volunteers, and stakeholders that reflects both organizational and individuals needs.			
	DESCRIPTOR	YES	NO	UNSURE
4.3.1	Program staff have individual professional development plans to guide professional development activities.			
4.3.2	The professional development plan is supportive of the needs identified in the program improvement plan.			
4.3.3	Professional development plans are responsive to individual and organizational needs.			
4.3.4	The program acquires appropriate resources to implement the plan, including compensation for staff participation.			
4.3.5	The program provides opportunities for its instructional staff to expand their knowledge of current trends, best practices, uses of technology, and research.			

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4.3.6	The program has a process for recognizing the participation of staff in professional development activities.			
	INDICATOR			
4.4	Program volunteers receive high-quality pre-service and regular in-service training.			
	DESCRIPTOR	YES	NO	UNSURE
4.4.1	The Program has pre-service training for volunteers that demonstrates appropriate content, intensity and duration.			

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5.0	SUPPORT SERVICES			
	INDICATOR			
5.1	Educational support services are provide directly or coordinated with available resources in the community such as links with elementary and secondary schools, post-secondary schools, post-secondary institutions, One-Stop Centers, job training programs, and social services to ensure non-duplicative and seamless services to learners.			
	DESCRIPTOR	YES	NO	UNSURE
5.1.1	The program has clear links and coordination systems with the other providers of adult education, the elementary and post-secondary educational providers, and the job training programs in the area.			
5.1.2	The program has clear links with the providers of social support services in the area.			
5.1.3	There IS clear evidence that the services provide do not duplicate the services provided by other agencies in the area.			
	INDICATOR			
5.2	The program coordinates support services to enable individuals, including individuals with disabilities or other special needs, to achieve learning goals.			
	DESCRIPTOR	YES	NO	UNSURE
5.2.1	The Program has regular communication with local employers.			
	INDICATOR			
5.3	The program coordinates support services to enable individuals, including individuals with disabilities or other special needs to achieve learning goals.			
	DESCRIPTOR	YES	NO	UNSURE
5.3.1	The program provides a process for identifying individuals with disabilities or special needs.			
5.3.2	The program provides appropriate physical and instructional accommodations for individuals with documented disabilities or special needs.			
5.3.3	The program provides appropriate training of staff regarding physical and instructional accommodations.			
5.3.4	The program provides learner support services directly or through referral.			

