

NOW WITH A
NEW SECTION:
Learning Checks

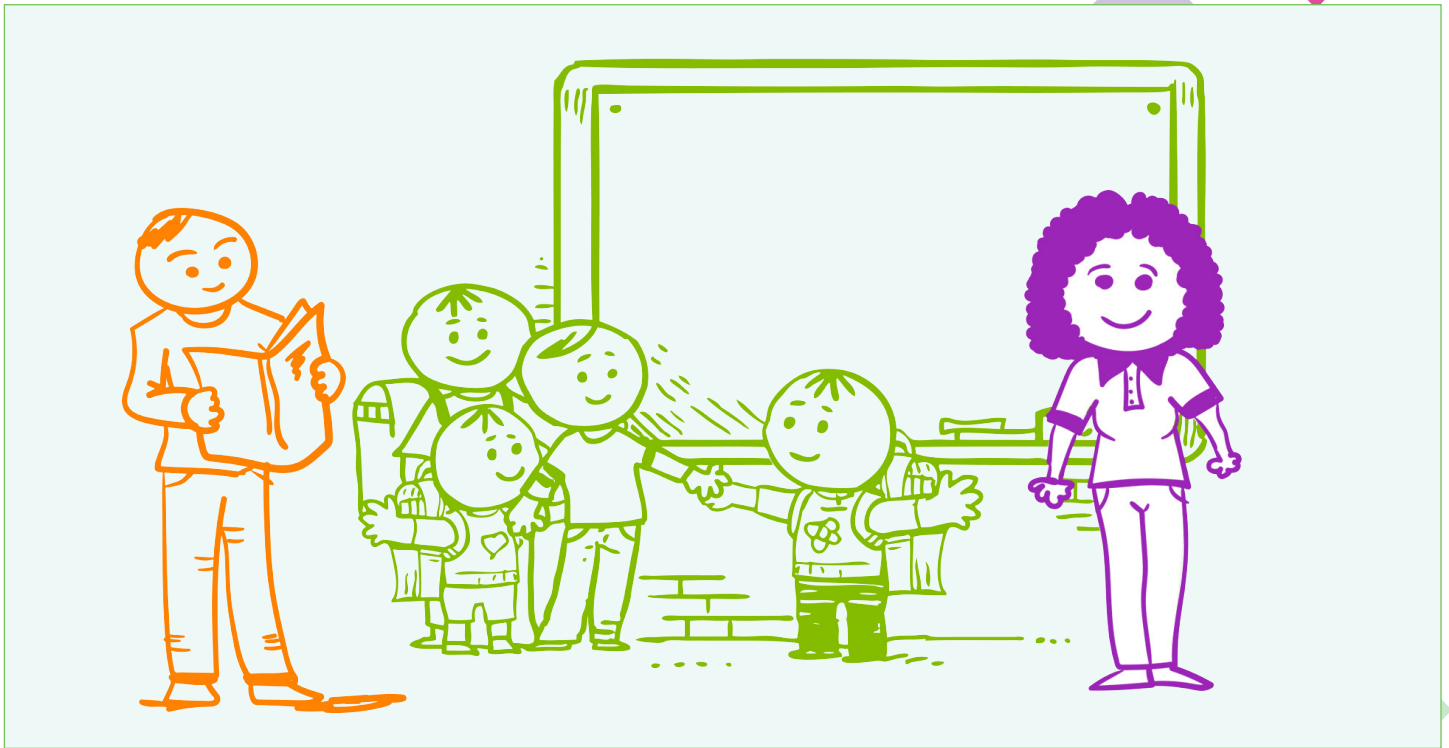


Pulse Checks

COLLECTING REAL-TIME FEEDBACK
AND INSIGHTS FROM MEMBERS



**BOYS & GIRLS CLUBS
OF AMERICA**



About Pulse Checks

Each year as part of our National Youth Outcomes Initiative (NYOI), Boys & Girls Clubs ask their members to take a survey about our priority outcome areas of Academic Success, Good Character and Citizenship, and Healthy Lifestyles. We also ask them about their Club Experience, which provides important data to determine ways we can improve program quality and staff practices.

Valuable as this data is, to impact kids right now, we need to be continuously learning what is and isn't working inside the Club so we can make improvements and realize our goal of a high-quality Club Experience and achieving positive youth outcomes. That's why we developed Pulse Checks.

As the name implies, Pulse Checks are intended to help you keep a finger on the pulse of your Boys & Girls Club. Properly applied, they can play an important role in providing members with a high-quality Club Experience. They can also help provide insights on whether youth are gaining skills in priority outcome areas on an ongoing basis beyond the NYOI Annual Member Survey.

Fast, Fun, Frugal

Pulse Checks are not a replacement for the large-scale Annual Member Survey, but a fun way to gain timely insights to the Club Experience by quickly, easily and inexpensively collecting data. Pulse Checks are also an effective youth development strategy: they promote a culture of openness and learning, conveying that you care about your members' experiences and skill development and want their input.

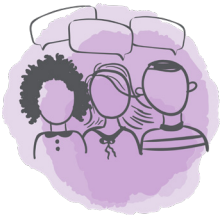
Choose From Three Types

This guide goes over three types of Pulse Checks, each with a distinct purpose:



Polls

Polls are a great way to immediately and anonymously learn specific aspects of your members' Club Experience. Exit polls ask a single "Question of the Day," which members can answer as they transition out of an area or exit the Club. Interactive polls allow you to ask questions via computer, then discuss results.



Listening sessions

Basically, a focus group, listening sessions give kids a safe space to express excitement, concerns and make recommendations, allowing you to access the stories and experiences behind the numbers.



Learning checks

Learning checks are a way to track youth outcomes quickly and consistently beyond the Annual Member Survey. They capture data on an ongoing basis to provide "checkups" on member progress in your Club's priority outcome areas.



How To Start

We recommend using a combination of Pulse Checks over time. By using these tools, you'll get a better understanding of members' Club Experience as a whole, inform your work as you seek to enhance program quality, and engage parents and caregivers. Use the tips below to identify the best starting point for your Club.

YOU ARE ...	YOUR PULSE CHECK IS ...
Reviewing your Annual Member Survey data and have more questions.	A listening session
Making improvements to your Club and need to find out whether those actions are working.	A poll
Looking to evaluate and respond to what young people need.	A learning check
Unsure how to begin and need direction.	First, review Annual Member Survey data to see what you can learn from it. Next, schedule listening sessions to get input from Club members.



“ To impact kids right now, we need to be continuously learning what is and isn't working inside the Club. ”




BOYS & GIRLS CLUBS


BOYS & GIRLS CLUBS

Boys and Girls Clubs

Tips For Success

Engage All Staff

You need total staff buy-in to succeed. With that in mind, introduce Pulse Checks at a staff meeting, explain its purpose and ask for feedback. Give everyone opportunities to lead or engage at every stage, which can include:

- ◆ Choosing methods, focus areas and questions
- ◆ Collecting data and planning processes
- ◆ Reviewing and discussing findings
- ◆ Identifying and implementing next steps
- ◆ Sharing what you learn with members

Make It Low Stakes

Be clear with staff that this is all about learning and improving and is in no way a performance evaluation.

Review Data Regularly

Discussing the information you gather should be a recurring part of your staff meetings. For each Pulse Check, discuss with your team:

- ◆ What does the data suggest?
- ◆ Do we need more clarification?
- ◆ What's the best way to share findings with members?

Reassess As Needed

If findings are surprising or hard to make sense of, stop and consider how you can dig deeper. For example, if members reported poor peer relationships yet always seem to have fun together, schedule listening sessions to learn more.

Be Consistent

Creating the best approach for your Club may entail a period of trial and error. Staying consistent in the following areas is key to success.

- 1. Process** - Conduct surveys on the same day, at the same time and in the same place.
- 2. Cadence** - Ask every question on a regular interval, e.g., weekly, every other week.
- 3. Approach** - When you're going to want to compare responses at different points in time, maintain the same wording in the questions you ask. For example, polls can be specific (Did you have fun at the Club today?) or general (Do you have fun at the Club?). If a question is asked two different ways, you cannot confidently compare responses.
- 4. Commit to Using the Data** - Only collect data that you will use. And use all the data that you collect. Keep in mind that when we ask questions about youth but don't use the data, we erode their trust and waste the time and effort of everyone involved.

Consider Your Age Group

Survey methods that rely on reading ability or use abstract language make it hard for younger members to understand. That said, you may want to administer Pulse Checks separately based on age. For example, set up exit polls in the Teen Center for older members, and in the gamesroom for younger members.



Involve Members

To generate buy-in from members, engage them as collaborators in this process. Different roles are more appropriate for some members than others, depending on age and maturity. Whatever they do, make sure you recognize every member who participates. Some ways to engage youth include asking them to:

- ◆ Review data
- ◆ Select survey methods and questions
- ◆ Design a polling area
- ◆ Monitor a polling area
- ◆ Count and summarize poll responses

Your Club's leadership groups (e.g., Torch Club, Keystone Club or Youth Advisory Council) can also create their own Pulse Checks to inform a Club project or to get feedback.

Share Findings With Members

Often, we collect information from young people, but neglect to tell them what we learned. Close the loop by sharing data, insights and next steps with your members. It will show them that you value and care about what they have to say. Keep messages simple and avoid technical language. Visuals like pies or thermometers are a fun, clear way to share data with younger kids. You can also point out responses that have

changed over time, which is also a good starting point to discuss what's working and what needs improving. Review some suggestions on how to share and display your findings:

- ◆ Post results on a bulletin board or around polling area
- ◆ Create a visual that shows results over time and update regularly
- ◆ Make a graphic (e.g., a tree) showing themes and quotes from listening sessions
- ◆ Use listening session notes to create a word cloud (Wordart.com)
- ◆ Discuss findings with a youth advisory or teen leadership group
- ◆ Present findings to members during programming and discuss
- ◆ Review findings when meeting with parents/caregivers
- ◆ Create a take-home flyer to share with families

Share Findings With Parents

Sharing results with parents and caregivers will help them to better understand the Club's value, and how hard your team works to give every member a high-quality Club Experience. Through a family meeting or by creating a handout, you can present findings and plans for action. You can also solicit feedback or use this as a precursor to the NYOI Parent & Caregiver Survey.



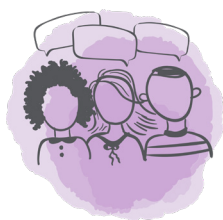
Planning For The Year

To get the most out of Pulse Checks, spend time on the front end planning them out. This will establish a cadence and make them an ongoing part of your Club's culture and program schedule. Below are some suggestions to consider when creating a plan.



Polls

Start by focusing on areas of top concern. The Question Bank on page 12 will help you identify proper questions. Once you commit to a set of strategies and practices, select your poll questions and ask them on a regular basis. This will allow you to track improvement over time. For example, you might identify five questions and use a daily exit poll for one month to get members' answers.



Listening Sessions

Build them into your program schedule to take place on a weekly, monthly, or quarterly basis with different members, and perhaps different facilitators.



Learning Checks

Typically, learning checks are best done one to three times a year. Doing so at the start of the school year or summer program helps gauge your members' skills in priority outcome areas.

There are three samples of 12-month plans you can adapt to your needs on the next page. Before drafting a plan, you should always review your Annual Member Survey data, which is released in early summer. Each 12-month plan incorporates the three Pulse Check methods. It is up to you to determine which will work best for your Club. Search for and download the Pulse Checks Planning Template on BGCA.net to build your own plan. **Only collect data you will definitely use. If you find yourself collecting excessive or impractical data, scale back or switch your approach.**

Sample Data Collection Plans

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Weekly Exit Polls	Weekly Exit Polls	Weekly Exit Polls	Weekly Exit Polls
Listening Sessions	Listening Sessions	Listening Sessions	Listening Sessions
	Learning Checks		Learning Checks

Start of School Year	Fall	December	Winter	End of School Year	Summer Session
Listening Sessions	Daily or Weekly Exit Polls	Listening Sessions	Daily or Weekly Exit Polls	Listening Sessions	Daily or Weekly Exit Polls
Learning Checks	One Interactive Poll With Teens per Week		One Interactive Poll With Teens per Week		
Start of School Year	Fall	December	Winter	End of School Year	Summer Session
Learning Checks	Twice per Week Exit Polls	Learning Checks	Twice per Week Exit Polls	Learning Checks	Twice per Week Exit Polls
	One Listening Session per Week		One Listening Session per Week		One Listening Session per Week

Pulse Checks are not a replacement for the Annual Member Survey, which is administered every Spring.



How To Conduct An Exit Poll

Provides quick, easy answers to one question with immediate results.

PREPARATION

- ◆ Token poll: gather containers like jars or buckets, label them with appropriate answers (e.g., Sometimes, Always, Never), then give members tokens (beads, buttons, etc.) to drop in the container that agrees with their answer.
- ◆ Sticker poll: write the question on a poster board or flipchart. Section it off so that each answer has a designated area for youth to place stickers.
- ◆ Set up polling place.

1 WHO?

Any age.

2 FREQUENCY

Daily, weekly or every other week.

3 ALLOTTED TIME

Seconds.

4 SETTING

- ◆ Any place a question can be posted, and containers or poster set up.
- ◆ Position at front door if you prefer for members to answer as they exit the Club. If not, set it up in a hallway.

CONSIDERATIONS

- ◆ For younger members, consider using emojis or images for response options.
- ◆ Make it a standard check-out feature on a daily basis or certain days, with members receiving a token or sticker as they exit.

- ◆ Create a single-question survey on a tablet or computer with a free online tool such as SurveyMonkey. (Be sure to select the option that allows for multiple responses from one computer.)
- ◆ If collecting data on a sensitive topic like emotional safety, place the polling area in a less public area.
- ◆ To get feedback from parents and caregivers, set up a separate poll that they can answer during pick-up.

HOW TO SUMMARIZE RESPONSES

- ◆ Count all tokens or stickers, which represents the total number of responses.
- ◆ Count how many tokens or stickers each response received.
- ◆ To calculate the percentage of members who chose the same answer, divide the number of responses for that answer by the total number of responses. Example: If 40 members participate in an exit poll and 30 select a “happy” emoji as their answer, this is represented as $30/40 = 75\%$.
- ◆ If tracking responses to the same question over time, create a spreadsheet using the following instructions:
 - ◆ First row: label columns with “Date” and each answer option (e.g., Never, Sometimes, Always).
 - ◆ Second row: enter the date of your first poll and the number of responses submitted for each answer.
 - ◆ For each additional poll that uses the same question, enter its date and data in a new row. This will allow you to graph changes over time.

Download a sample from the National Youth Outcomes Initiative page of [BGCA.net](https://www.bgca.net).



How To Conduct An Interactive Poll

Quick, easy answers for up to five questions. Provides insight to specific areas with immediate results and feedback.

PREPARATION

- ◆ Select polling website.
- ◆ Enter questions with answer options.
- ◆ A recommended polling website is Kahoot.com, using the survey option.
- ◆ Polleverywhere.com is also good but limited to 25 responses per poll.

1 WHO?

- ◆ Age 9 and older.
- ◆ No more than 12 members.

2 FREQUENCY

Weekly, every other week or monthly.

3 ALLOTTED TIME

Five to 30 minutes depending on length of discussion.

4 SETTING

- ◆ Computer lab.
- ◆ Anywhere members can use smartphones or tablets.
- ◆ A projector that displays questions and responses is preferable but not required.

CONSIDERATIONS

- ◆ This is a great way to engage teens in an activity that permits them to use their personal devices.
- ◆ Begin with an ice-breaker question that helps members get comfortable.
- ◆ Responses are anonymous, so it's OK to include sensitive questions. Just be sure the discussion that follows is emotionally safe for all members.

ADMINISTRATION

- ◆ Display or read the first question and wait for members to submit responses.
- ◆ Once all members respond or time runs out, reveal results and discuss as a group what they mean.
- ◆ Repeat this process until all questions have been used.
- ◆ Complete the interactive poll with reflection questions (e.g., "How did it feel?" "What did you learn?").

HOW TO SUMMARIZE RESPONSES

- ◆ Results are calculated automatically online and can be downloaded into a spreadsheet.
- ◆ If tracking responses to the same question over time, create a spreadsheet using the following instructions:
 - ◆ First row: label columns with "Date" and each answer option (e.g., Never, Sometimes, Always).
 - ◆ Second row: enter the date of your first poll and the number of responses submitted for each answer.
 - ◆ For each additional poll that used the same question, enter its date and data in a new row. This will allow you to graph changes over time.

Download a sample from the National Youth Outcomes Initiative page of BGCA.net.

Question Bank For Polls

Question banks help you create polls. They correspond to the ten measures of the Club Experience indicator. Select the questions that will best meet your Club's need. Each set of questions includes ones taken directly from the Annual Member Survey. You can also elect to modify questions or generate your own.

Then determine your answers for the poll questions. Below are some common choices:

- 1 Annual Member Survey Club Experience indicator answers.** Allows you to directly compare responses with your Annual Member Survey data. Note that all questions offer four or five answer options.
- 2 Give three answer options to simplify the polling process.** If you do, consider using a frequency scale (Never/Sometimes/Always) or emojis. (😊😐😞).

The question bank is organized into two parts:

- ◆ A comprehensive list of questions best for youth aged 9 and older.
- ◆ Questions designed specifically for members aged 6 to 8.

“ If collecting data on a sensitive topic like emotional safety, place the polling area in a less public area. ”



The following sets of questions are suitable for ages 9 and older

* Potentially sensitive question. Consider polling in a more private area.

PHYSICAL SAFETY

Annual Member Survey Questions

- ◆ Do you feel safe from harm at this Club? *
- ◆ If someone wanted to hurt you or hit you at this Club, would someone else stop them?

Additional Questions

- ◆ Do you feel safe in the bathroom area? *
- ◆ Do you feel safe in _____? (Insert the Club space or room you want to ask about).

EMOTIONAL SAFETY

Annual Member Survey Questions

- ◆ Do you feel safe being yourself at this Club? *
- ◆ Does this Club have rules for how people are supposed to treat each other?
- ◆ Do adults at this Club make sure the rules are followed?
- ◆ When kids say mean things, do the adults at this Club do something about it?

Additional Questions

- ◆ Do other kids here say things that hurt your feelings? *
- ◆ Are members at this Club teased or bullied?
- ◆ Is bullying a problem at this Club?
- ◆ Do adults at this Club stop kids from teasing each other?
- ◆ Do adults here help kids solve conflicts with each other?
- ◆ Do kids at this Club try to learn from each other's differences?
- ◆ Do you feel happy at this Club? *
- ◆ Do adults treat you fairly?

ADULT CONNECTIONS

Annual Member Survey Questions

- ◆ Do adults at this Club care about you? *
- ◆ Do adults here take the time to talk to you?
- ◆ Do adults here listen to you?
- ◆ Do you have an adult at this Club you can talk to if you have a problem?

Additional Questions

- ◆ Do adults at this Club pay attention to what's going on in your life?
- ◆ Will adults at this Club talk to you if you're upset or mad?
- ◆ How many adults at this Club could you go to for advice about a problem? *
- ◆ Do adults at this Club try to get to know you?
- ◆ Do adults at this Club treat you fairly? *

PEER CONNECTIONS

Annual Member Survey Questions

- ◆ Are Club members nice to each other?
- ◆ Do Club members encourage you when you try your best?
- ◆ Are Club members able to work out their problems?
- ◆ Can Club members count on each other?

Additional Questions

- ◆ Are you happy with how Club members treat you? *
- ◆ Do Club members get along, even if they're not friends?
- ◆ Do Club members try to make new members feel welcome?
- ◆ Do most Club members care about each other?
- ◆ Do you feel close to other Club members? *
- ◆ Do you have friends at this Club you can talk to if you have a problem? *
- ◆ Do you have friends at this Club who can help you with homework? *

FUN

Annual Member Survey Questions

- ◆ Do you enjoy coming to this Club?
- ◆ Are there fun programs at this Club?

Additional Questions

- ◆ Do you have a good time at this Club?
- ◆ What is your favorite thing about this Club? (Provide 4-5 options)

SENSE OF BELONGING

Annual Member Survey Questions

- ◆ Do people at this Club accept you for who you are? *
- ◆ Do people at this Club listen to you? *

Additional Questions

- ◆ Do you feel like you belong here? *
- ◆ Do you feel like your ideas count here? *
- ◆ Do you feel like you're a part of this Club? *
- ◆ Do you feel proud to belong to this Club? *
- ◆ Do other members listen to what you have to say? *
- ◆ Do adults at this Club listen to what you have to say? *

ENCOURAGEMENT

Annual Member Survey Questions

- ◆ Do adults at this Club notice when you try your best? *
- ◆ Do adults at this Club encourage you?

Additional Questions

- ◆ Do adults at this Club reward you when you do a good job?
- ◆ Do adults here let others know when you do a good job?
- ◆ Do adults here notice when you try hard? *
- ◆ Do the adults here know what you're good at? *

INFLUENCE

Annual Member Survey Questions

- ◆ Do adults at this Club ask your opinion on things?
- ◆ Do you feel your ideas count here?
- ◆ Do you get to help make this Club better?

Additional Questions

- ◆ Do you get to help make decisions at this Club?

OPPORTUNITIES

Annual Member Survey Questions

- ◆ Do you get to explore new things at this Club?
- ◆ Do adults here encourage you to try something different?

Additional Questions

- ◆ Do adults at this Club ask you what you want to learn about?
- ◆ Do adults here help you try out your own ideas?

EXPECTATIONS

Annual Member Survey Questions

- ◆ Do adults at this Club believe you will be a success?
- ◆ Do adults here encourage you to do your best?

Additional Questions

- ◆ Do adults here believe that you can do well in school?
- ◆ Does the Club help you learn from your mistakes?

“ Once you commit to a set of strategies and practices, select your poll questions and ask them on a regular basis. ”

The following sets of questions are suitable for children ages 6 to 8

PHYSICAL SAFETY

- ◆ Do you feel safe at this Club?

EMOTIONAL SAFETY

- ◆ Do other kids here say things that hurt your feelings?
- ◆ Are kids teased at this Club?
- ◆ Do you feel happy at this Club?

ADULT CONNECTIONS

- ◆ Do the staff care about you?
- ◆ Can you talk to a grown-up here if you are upset?

PEER CONNECTIONS

- ◆ Do kids here care about each other?
- ◆ Are kids here nice to each other?

FUN

- ◆ Do you have fun at this Club?
- ◆ Do you like the programs at this Club?

SENSE OF BELONGING

- ◆ Do people listen to you here?
- ◆ Are you happy at this Club?

ENCOURAGEMENT

- ◆ Do the staff notice when you try hard?
- ◆ Do the staff tell you when you do a good job?

INFLUENCE

- ◆ Do you get to help make this Club better?

OPPORTUNITIES

- ◆ Do you get to try new things at this Club?

EXPECTATIONS

- ◆ Do the staff believe in you?
- ◆ Do the staff here know what you're good at?







How To Lead A Listening Session

Provides additional insight into members' overall Club Experience and specific areas of interest.

PREPARATION

- ◆ Use the Question Bank to prepare questions in advance.
- ◆ Select one to two for each interest area; limit yourself to six questions total.
- ◆ Identify two facilitators: one to ask questions and guide conversation, the other to take notes.
- ◆ Encourage members to volunteer to participate.
- ◆ Make sure participants represent the diversity of your Club.
- ◆ Recruit from different peer groups.
- ◆ Consider social dynamics as you group kids so they're as comfortable as possible.
- ◆ Bring a recording device or something to write on. A flip chart works well as it allows members to see their thoughts committed to paper.
- ◆ Set up refreshments and "fidget toys" like Play-Doh, Slinkies and Legos, which can actually help members stay focused on the dialogue.

INTRODUCTION

- ◆ Thank members for volunteering and explain the purpose. Example: "We take your thoughts and feedback seriously. We recently reviewed the Annual Member Survey you took in _____. Today, we want to ask you some questions about your Club Experience. This will help us learn more about your needs and how to make the Club a better place."
- ◆ Discuss ground rules (e.g., "There are no right or wrong answers." "Group members do not need to agree on everything." "All opinions will be heard and respected.")
- ◆ Clearly explain what the facilitator will and will not do. For example:
 - ◇ *"I will not judge or react to your answers. I am here to listen and learn."*
 - ◇ *"Sometimes I will ask a follow-up question or ask some of you to add your perspective. If I do, it's only so I can better understand your experiences."*

- ◆ Facilitate a brief energizer or community builder activity.
- ◆ The note-taker should take notes throughout the session, including direct quotes that illustrate points well.

1 WHO?

- ◆ Ages 9 and older.
- ◆ 5-8 participants.
- ◆ Participants should be within two years of each other.

2 FREQUENCY

- ◆ Weekly, monthly or a few times a year.
- ◆ Consider conducting multiple listening sessions to reach all age groups.

3 ALLOTTED TIME

30-45 minutes; 30 minutes for younger members.

4 NUMBER OF QUESTIONS

Between three and six.

5 SETTING

A quiet, private area with comfortable seating where participants can see and hear each other but won't be distracted or interrupted.

FACILITATION

- ◆ Listen closely, ask questions, follow up for clarity, and urge everyone to participate and share their point of view.
- ◆ While the group may provide ideas and potential solutions, do not use this space to generate final solutions or resolve individual issues. It's important you wait to review member feedback with other staff. You may also have more listening sessions planned that should take place before you begin solving problems.

ENGAGE ALL MEMBERS

- ◆ Begin by asking participants a general question that will get them talking at the start of the session.
- ◆ Pause five seconds after a participant comment so others can contribute. Don't be surprised if there are periods of silence, especially as you begin. Silence can be good, especially for more introverted thinkers.
- ◆ Over time, members will start to respond to each other. They will feed off other's responses and dialogue. That is your goal! As long as the tone is respectful and inclusive, support and encourage such interactions. Disagreement is natural. As this occurs, you will find that responses become richer and deeper.
- ◆ If a few individuals are dominating the conversation, ask a question like, "What does everyone else think?" to draw out more reserved participants. Activities where youth are asked to think on their own or write down their thoughts are also engaging.

ASK GOOD QUESTIONS

- ◆ Make questions factual to avoid leading participants. Avoid questions like, "Do you remember that awesome activity..."
- ◆ Avoid close-ended questions that can be answered "yes" or "no."
- ◆ Instead of asking "Why?" which can feel accusatory and put members on the spot, ask follow-up questions to the group, such as, "Can anyone tell me more about that?"

SEEK UNDERSTANDING

- ◆ Check in periodically to make sure participants understand what their peers are expressing.
- ◆ Listen for vague or inconsistent comments during discussion and ask follow-up questions to ensure clarity.
- ◆ Use "we" instead of "you" to prevent participants from feeling called out for expressing their opinions.

CLOSING

- ◆ At the end, summarize what you think you heard during the listening session and ask if the group agrees.
- ◆ Consider handing out index cards at the very end and invite participants to write down thoughts or ideas they didn't want to share out loud. They can drop them off in an envelope as they exit.
- ◆ Engage members to reflect about the activity, e.g., "How did it feel?" and "What did you learn?"
- ◆ Thank participants for their time and explain what will be done with the information.

HOW TO SUMMARIZE THE RESPONSES

Shortly after the listening session, two things should happen:

- ◆ Create a document summarizing the session notes and anything that they did not capture. Include quotes from members.
- ◆ Review the notes and identify significant themes. That is, items that came up often or were important to the group. There are often key points for each question asked; note any differences in opinion for particular topics. Consider also what was not said, especially themes that were expected to emerge and did not.

If multiple listening sessions take place, bring all the notes and facilitators together and focus on two tasks:

1. Identify common themes across groups.
 2. Determine if some themes vary for different groups of members (e.g., older vs. younger youth).
- ◆ Organize all identified themes into categories such as peer relationships, building community, suggestions for new activities.
 - ◆ Meet with your team to debrief. Present categories and themes that were identified and discuss what the key insights may be. What did you learn based on what you heard? What does this mean for the Club?

Question Bank For Listening Sessions

OVERALL CLUB EXPERIENCE

- ◆ What words would you use to describe the Club?
- ◆ What would you tell another kid about the Club?
- ◆ What is your favorite Club memory?
- ◆ What keeps you coming back to the Club?

PHYSICAL SAFETY

- ◆ How safe do you feel when you are at the Club?
- ◆ How safe is the Club for you compared to school? To your neighborhood?
- ◆ Are there certain areas in the Club where you feel less safe? If so, where?
- ◆ Does the Club feel less safe during certain times of the day? If so, when?

EMOTIONAL SAFETY [MIGHT BE A DIFFICULT SUBJECT IN A GROUP]

- ◆ The Club has rules (or agreements). How do adults at this Club make sure they're followed? What could we do better?
- ◆ Is the Club a good place to be when you're having a bad day? What makes it so?
- ◆ If you're upset, how do adults here respond? How about other kids?
- ◆ Does everyone feel accepted at this Club? Why or why not?
- ◆ Is everyone treated fairly at the Club? Why or why not?

ADULT CONNECTIONS

- ◆ Do you feel like all adults at this Club care about you? How can you tell?
- ◆ How do you know when you can trust someone? Do you feel like you can trust the adults here?
- ◆ How comfortable are you going to adults at this Club for advice or help? Why or why not?

- ◆ Tell me about a time when you went to an adult at this Club for help. How did they support you?
- ◆ What is something that you wish the adults here did differently?
- ◆ Talk about a time you felt an adult at this Club paid attention to what was going on in your life.
- ◆ Would you say that adults here understand your life? What is something you'd like them to know?

PEER CONNECTIONS

- ◆ How do members at this Club treat one another?
- ◆ Do you think all members understand how we're supposed to treat each other at the Club?
- ◆ Do members try to make new members feel welcome here? If so, how? If no, what gets in the way of new members feeling welcome?
- ◆ How are new members treated when they first get to the Club?
- ◆ Would you say that members get along, even if they're not friends? Provide an example.
- ◆ Describe your relationship with other members at the Club. Is there anything you would like to change?

FUN

- ◆ What do you like most about coming to the Club?
- ◆ When do you have the most fun at the Club?
- ◆ When does it get boring at the Club? What would make it less so?
- ◆ What are your favorite programs or activities at the Club? What makes them so fun?
- ◆ What are your least favorite programs or activities? How come?
- ◆ Can you always find something that you want to do while at the Club?

SENSE OF BELONGING [MIGHT BE A DIFFICULT SUBJECT IN A GROUP]

- ◆ How does the Club make you feel like you belong?
- ◆ What would make this Club feel more like a home to you?
- ◆ Can you think of a time when you felt like you didn't belong here? What happened? How have things changed since then?
- ◆ What are some examples of times that adults here listened to you?
- ◆ What are some examples of times that adults here didn't listen to you?

ENCOURAGEMENT

- ◆ Do adults at this Club notice when you make an effort? How can you tell?
- ◆ Is all effort recognized at the Club?
- ◆ How is effort recognized at this Club?
- ◆ What are other ways that adults at this Club could recognize members for their accomplishments?

INFLUENCE

- ◆ Do you feel like you get to make this Club better? Give me an example.
- ◆ How do you get to share your ideas at the Club?
- ◆ Can you think of a time you were asked to share your opinion on things at the Club? What happened? How did it make you feel?
- ◆ Do you feel like your ideas matter here? What specifically makes you feel that way?

OPPORTUNITIES

- ◆ How do adults at this Club encourage you to try new things?
- ◆ Talk about a time when an adult here motivated you to try new things.
- ◆ Talk about a time when you got to explore new things at this Club.

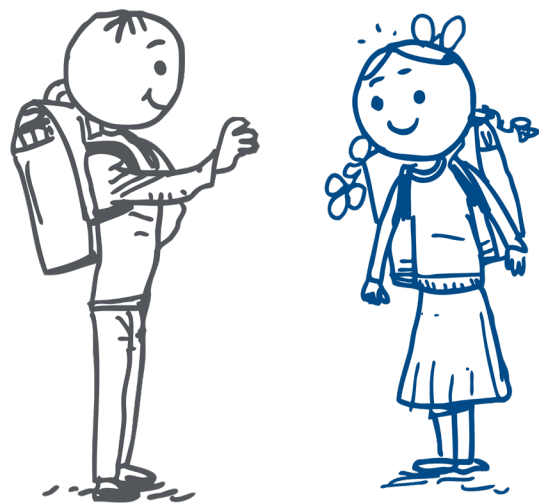
EXPECTATIONS

- ◆ Do you feel like adults here believe in you? Give me an example.
- ◆ How do adults at this Club show they believe in you?

PROGRAMS & ACTIVITIES

- ◆ What is something that you learned through the Club?
- ◆ What have been your favorite activities or events at the Club?
- ◆ What activities or events would you like to see here in the future?
- ◆ What would you change about the Club's programs?

“ While the group may provide ideas and potential solutions, do not use this space to generate final solutions or resolve individual issues. It's important you wait to review member feedback with other staff. ”





How To Conduct Learning Checks

Provides quick insights into member learning and progress on specific knowledge, attitudes and skills.

GETTING STARTED

Learning checks are designed to help you continually assess and respond to your members. Review the suggestions for how to determine which questions best meet your needs:

- ◆ Analyze and make meaning from your Annual Member Survey data to determine areas of focus.
- ◆ Discuss with your team the purpose, context and audience for this data collection.
- ◆ Start small. Avoid measuring things you aren't influencing.
- ◆ Be clear on intent. Consider how learning checks can help you evaluate and better understand programming needs.

INTRODUCTION

Learning checks are a way that you can assess what members are learning. They may be tied to a specific program (e.g., SMART Moves), or to a set of experiences (e.g., career development). Your learning checks should reflect your Club's strategic priorities.

The Question Bank for learning checks is aligned to our Annual Member Survey grounded in the Formula for Impact. The question bank is divided into four outcome areas: Social and Emotional Development, Life and Work Ready, Leadership and Service and Healthy Lifestyles. Topics within each outcome area will be updated to reflect the evolving needs of members and targeted initiatives. The learning checks question bank can be found on the National Youth Outcomes Initiative page of BGCA.net.

PREPARATION

- ◆ Select your online data collection tool (SurveyMonkey, Google Forms, Microsoft Forms, etc.).
- ◆ Determine your set of questions, based on your priorities and goals for youth outcomes.
- ◆ Enter the questions with answer options into your data collection tool. You can also elect to modify questions or generate your own.
- ◆ Limit yourself to areas of focus; avoid measuring topics that aren't a priority and only collect data you will use!

1

WHO?

Ages 9 and older.

2

FREQUENCY

At the start and end of a program cycle or offering, or as a check-in throughout a program cycle.

3

ALLOTTED TIME

- ◆ No more than 10 minutes for ages 13 and older.
- ◆ No more than 5 minutes for ages 12 and younger.

4

SETTING

- ◆ Computer lab.
- ◆ Anywhere members can use smartphones, tablets or computers.
- ◆ Paper copies are an option for learning checks. However, if you are using paper copies, be sure to plan for data collection and data entry. Electronic survey tools automatically calculate results in visual reports with an option to download onto a spreadsheet.

ADMINISTRATION

- ◆ Share the learning checks with members (send a link, share via social media, or embed on a website).
- ◆ Depending on your Club's mobile device policy, you can create a QR code for members to take learning checks on their phone.
- ◆ Provide assistance to members who may be having difficulty with any of the questions.

CONSIDERATIONS

- ◆ Be sure to put the learning checks in context for your members. Clearly explain what the learning check is and what it isn't. Let them know this is not a test, but a way to check in on progress toward programming goals. Their feedback will help the Club improve what kinds of experiences and programs are offered to members.
- ◆ Be sure the participants are part of your plan and purpose. For example, if you are measuring a Club-wide initiative, all members should participate in learning checks. However, if you are measuring a targeted outcome topic, identify relevant members to include in learning checks.

- ◆ Preparation involves planning when to do learning checks. For instance, if you're assessing knowledge or content within a program, you might assess at the end of each program session. If you're measuring for attitudes or skills, learning checks would be more spaced out throughout the program cycle.

HOW TO SUMMARIZE RESPONSES

- ◆ If you use an online data collection tool, results may be calculated automatically online and can likely be downloaded into a spreadsheet.
- ◆ If tracking responses to the same question over time, create a spreadsheet using the following instructions:
 - ◆ First row: label columns with "Date" and each answer option (e.g., Very true, True, Somewhat true, Not true at all).
 - ◆ Second row: enter the date of your first survey and number of responses submitted for each answer.
 - ◆ For each additional survey that used the same question, enter its date and data in a new row. This will allow you to graph changes over time.



“ Learning checks are designed to help you continually assess and respond to your members. ”



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