Chapter 12
Policy Templates for the Review and Analysis of Statistics

CORE QUALITY STANDARDS
♦ **Administrative Accountability**

Applicable Service Quality Management Requirement

"Review and analysis of delivery agency statistics, either to adjust service delivery where appropriate, or to provide the rationale for variances between projected and actual results."

LBS Program Guidelines June 1998: Part 2, Section 1, Page 9

It is imperative for programs to be aware of whether or not they are meeting their target contact hour requirements. Since program funding is directly linked to contact hours, a program must deliver the contact hours in order to meet their contractual obligations.

"Delivery agencies which have been contracted by MET to provide literacy services are expected to provide statistical and narrative reports. Activities will be monitored by a MET literacy consultant or coordinator during the fiscal year."
(*LBS Guidelines Part 2, Section 5, page 3*)

ADDITIONAL RESOURCES

Literacy Link South Central
Database Version 1.4
By Gary Miller

(519) 246-1577

❏ **TUTOR CONTACT HOURS: All volunteer tutors keep track of all direct contact hours with a learner. These hours are reported to the Program Coordinator on a quarterly basis.**

WHY?
Where the program uses volunteer tutors it is essential that they keep track of the number of hours they spend tutoring a learner. Since the program is responsible for reporting these statistics to MET, it is essential that the tutors relay the information to the program coordinator at a regular interval.

Procedures:

1. *Prior to commencing tutoring, a volunteer tutor will be given a copy of the double-sided "Volunteer Time Sheet" (see below).*

2. *The tutor is required to hand this form into the program coordinator on a quarterly basis.*

Key Core Quality Standard:
17. Administrative Accountability: A quality literacy program develops and maintains sound financial and administrative systems in order to provide accurate and timely program, **statistical**, and financial information.

Features:
The program has data collection and reporting processes in place to collect the statistical and other data needed to monitor its progress towards its objectives, to track learner progress, to plan and do evaluation and to report to its funders and others.
♦ The program clearly identifies who is responsible for recording various types of information and how this should be done.

Volunteer Time Sheet

Periods are:
❑ **Jan- March**
❑ **April – June**
❑ **July- September**
❑ **October- December**

Name of Tutor_____   Period From_____ to_____

Tutor ID#_____   Lit Link Tutor ID#_____   Learner ID#_____
For office use only

Please record all tutoring lessons regularly, <u>including any sessions that were missed.</u>

Date	Student's Name	Tutoring Hours	Preparing Lessons Hours	Additional Hours **

∗ *Please round hours to the nearest ¼ hour.*

_____   _____
Signature   Date
** Additional hours – Attending literacy events, workshops, meetings etc.

[Back page of the "Volunteer Time Sheet"]

MATERIALS CURRENTLY BEING USED:

Laubach Books_____Level_____

Laubach Correlated Readers_____

Focus on Phonics_____Book No._____

Breakthrough to Math_____

Challenger Series_____Book No._____

Other Materials_____

<u>OBSERVATIONS OR COMMENTS ON LESSONS:</u>

DID YOU WORK ON THE TRAINING PLAN?

    YES   NO

OUTLINE THE GOALS YOUR STUDENT HAS ALREADY MET:

Source: Literacy Council of Brantford and District

❏ **INSTRUCTOR CONTACT HOURS: Instructors keep track of all direct contact hours with a learner. These hours are reported to the program coordinator on a monthly basis.**

WHY?
All direct contact hours with a learner must be tracked. Since the program is responsible for reporting these statistics to MET, it is essential that the instructors relay the information to the program coordinator at a regular interval.

Procedures:

1. *The instructor must record all contact hours with all learners.*

2. *The contact hours are summarized and reported to the program coordinator on a monthly [or other appropriate time period] basis.*

Key Core Quality Standard:
17. Administrative Accountability: A quality literacy program develops and maintains sound financial and administrative systems in order to provide accurate and timely program, **statistical**, and financial information.

Features:
The program has data collection and reporting processes in place to collect the statistical and other data needed to monitor its progress towards its objectives, to track learner progress, to plan and do evaluation and to report to its funders and others.
♦ The program clearly identifies who is responsible for recording various types of information and how this should be done.

❏ **REVIEW OF CONTACT HOURS: The program coordinator reviews and tally's the contact hours quarterly.**

WHY?
A quarterly review of the statistics will flag potential problems before the end of the year. If the actual contact hours are lower than projected hours, corrective measures can be taken immediately. This will also allow the program time to provide an explanation for the variance to MET.

Procedures:

1. *The program coordinator will tally total contact hours on a quarterly basis.*

2. *This information will be properly recorded.*

3. *Where it appears that the actual direct contact hours are lower than the projected direct contact hours, the issue will be added to the agenda at the next board meeting/staff meeting. A plan of action should be developed in order to boost the contact hours so that they meet the projected hours. Where necessary, an explanation of the variance should be recorded to be presented to MET.*

4. *The contact hours for the first two quarters of each fiscal year will be totaled for the mid-year report to the Ministry. This will be done in a timely fashion in order to comply with MET deadlines.*

5. *The contact hours for the last two quarters of each fiscal year will be totaled for the year-end report to the Ministry. This will be done in a timely fashion in order to comply with MET deadlines.*

Applicable Core Quality Standard:
17. Administrative Accountability: A quality literacy program develops and maintains sound financial and administrative systems in order to provide accurate and timely program, **statistical**, and financial information.

Features:
The program has data collection and reporting processes in place to collect the statistical and other data needed to monitor its progress towards its objectives, to track learner progress, to plan and do evaluation and to report to its funders and others.
♦ The program reviews its data collection system at least annually, taking into account objectives and commitments and reporting requirements.
♦ The program clearly identifies who is responsible for recording various types of information and how this should be done.

❒ **STATISTICAL REPORTS: The executive director of the agency completes two statistical reports each year and submits them to MET. The midyear report is due April 15 of each year and the final report is due October 15 of each year.**

WHY?
This is required by MET *(See "LBS Program Instructions for Statistical Reporting 1999-2000", page 1).*

Procedures:

1. *The statistical reports are prepared by the executive director on the forms provided by MET.*

2. *It is the responsibility of the executive director to ensure that MET has received the reports on or before the date that they are due.*

Applicable Core Quality Standard:
17. Administrative Accountability: A quality literacy program develops and maintains sound financial and administrative systems in order to provide accurate and timely program, **statistical**, and financial information.

Features:
The program has data collection and reporting processes in place to collect the statistical and other data needed to monitor its progress towards its objectives, to track learner progress, to plan and do evaluation and to report to its funders and others.
♦ The program clearly identifies who is responsible for recording various types of information and how this should be