



# BOYS & GIRLS CLUB MOVEMENT **GREATFUTURES 2025**

**Club Experience Indicator and  
Other Measures of Program Quality**

# GREAT FUTURES 2025 STRATEGIC DIRECTION

## **Purpose:**

To inspire and empower Club youth to achieve success and champion opportunities for all young people in America.

## **Priorities:**

- Increase Program Quality
- Strengthen Organizations
- Advocate for Youth Development
- Reach More Youth

## **The Goal:**

To increase the percentage of Club members reporting an optimal Club Experience to 75%.

# Key Takeaways

- The Club Experience indicator is a valuable measure of quality
  - It honors the member perspective
  - It is validated
  - It is not perfect
- Additional measures of quality support learning, planning, and improvement

# Our Formula for Impact



# NYOI Member Survey

## Measures indicators of:

- Academic Success
- Good Character and Citizenship
- Healthy Lifestyles
- Members' Club Experience

Administered annually, in the spring

## Versions:

- Youth survey (ages 9-12) and teen survey (13+)
- English and Spanish options
- Web or paper administration
- Base survey plus optional modules

The **Five Key Elements for Positive Youth Development** are crucial to an optimal Club Experience. When Clubs create an **optimal Club Experience**, they:

- 1 **Provide a safe, positive environment**
- 2 **Create fun and a sense of belonging**
- 3 **Build supportive relationships**
- 4 **Set high expectations and provide new opportunities**
- 5 **Provide formal and informal recognition**





# Youth voice is central to our work

*My club is like a second home, therefore i know if i need help or someone to confide in i know there is someone there for me – 15 year old*

*You should go to my Club because you'll have a good time there – 9 year old*

*My club pushes the members to be successful and to always follow your dreams no matter what happens in your life – 17 year old*

*My favorite thing about this club is that even if my friends are all gone there is always someone i can talk to – 11 year old*

How do you measure an experience?





# Data ... Measurement ... Research ...



# What is the Club Experience Indicator?

It's an **indicator of quality** at the Club level

It's made up of multiple measures

It gauges how members perceive the supports and connections they receive at the Club

# What is the Club Experience Indicator?

## Key features

- Based on extensive research
- Validated
- Indirect indicator of quality
- Does not directly assess practices

# What is the Club Experience indicator?

The Club Experience indicator is made up of **seven measures** within the NYOI Member Survey

These seven measures align with the Five Key Elements

Key Element for Positive Youth Development	Club Experience Measure on the NYOI Member Survey
Safe, Positive Environment	Emotional Safety
	Physical Safety
Fun	Sense of Belonging
	Fun
Supportive Relationships	Adult Connections
Opportunities and Expectations	Staff Expectations
Recognition	Recognition

# Picture a Time ...

Consider the following question:

*I feel like my ideas count here*

Think about a time when you would have answered “Strongly Agree” during your childhood





# Some Sample Questions

- I feel like my ideas count here
- I feel safe when I am at the Boys & Girls Club
- I feel respected by staff at the Boys & Girls Club
- There is an adult who always wants me to do my best
- I enjoy coming to the Boys & Girls Club
- Staff notice when I try hard
- About how many staff could you talk to if you are mad or upset about something?

# How is the Data Scored?

- The Club Experience data is scored using **thresholds**, or **categories**
- 3 to 7 questions are asked about each Club Experience measure
- Members' responses are scored based on their **pattern of responses**
- Within each Club Experience indicator, a member's responses are categorized as:
  - ☐ Optimal (Doing Great)
  - ☐ Indeterminate (Doing Fine)
  - ☐ Insufficient (Room To Grow)

# Emotional Safety

How much do you agree or disagree with the following statements?  
(Answer choices: Strongly Agree, Agree, Disagree, Strongly Disagree)

*Think back to your experience in 9<sup>th</sup> Grade.*

1. People make sure rules about how we treat each other are followed.
2. I feel respected by staff at the Boys & Girls Club.
3. I feel respected by other kids at the Boys & Girls Club.
4. This Boys & Girls Club has rules for how people are supposed to treat each other.

# Emotional Safety Scoring

## Optimal / Great

- At least *Agree* to all
- *Strongly Agree* to 2+ questions

## Indeterminate / Doing fine

- Answered at least 2 questions

## Insufficient / Room to grow

- *Disagree* or *Strongly Disagree* to 2+ questions

# POLL:

Having scored your responses, what was your experience with Emotional Safety in 9<sup>th</sup> Grade?

- Optimal/Great
- Indeterminate/Doing fine
- Insufficient/Room to grow
- I couldn't figure out the scoring





# Why is the Data Scored this way?

- It allows us to articulate clear **criteria** for what makes up a Great Club Experience
- “Optimal” represents the experience necessary for members. This is according to both:
  - Youth development research
  - What we have learned from Clubs over the years

# Overall Club Experience Scoring

Members' Overall Club Experience Indicator is scored based on their responses to each of the 7 components

Optimal / Great	Indeterminate / Doing fine	Insufficient / Room to grow
<ul style="list-style-type: none"><li>• 3 of 7 Optimal</li><li>• 0 Insufficient</li></ul>	<ul style="list-style-type: none"><li>• Does not meet other criteria</li></ul>	<ul style="list-style-type: none"><li>• Insufficient in 2+ measures</li></ul>

# Like any other indicator...

## It has limitations

- The quality of the data is contingent on good survey administration
- It comes from the perspective of (little) human beings



# Like any other indicator...

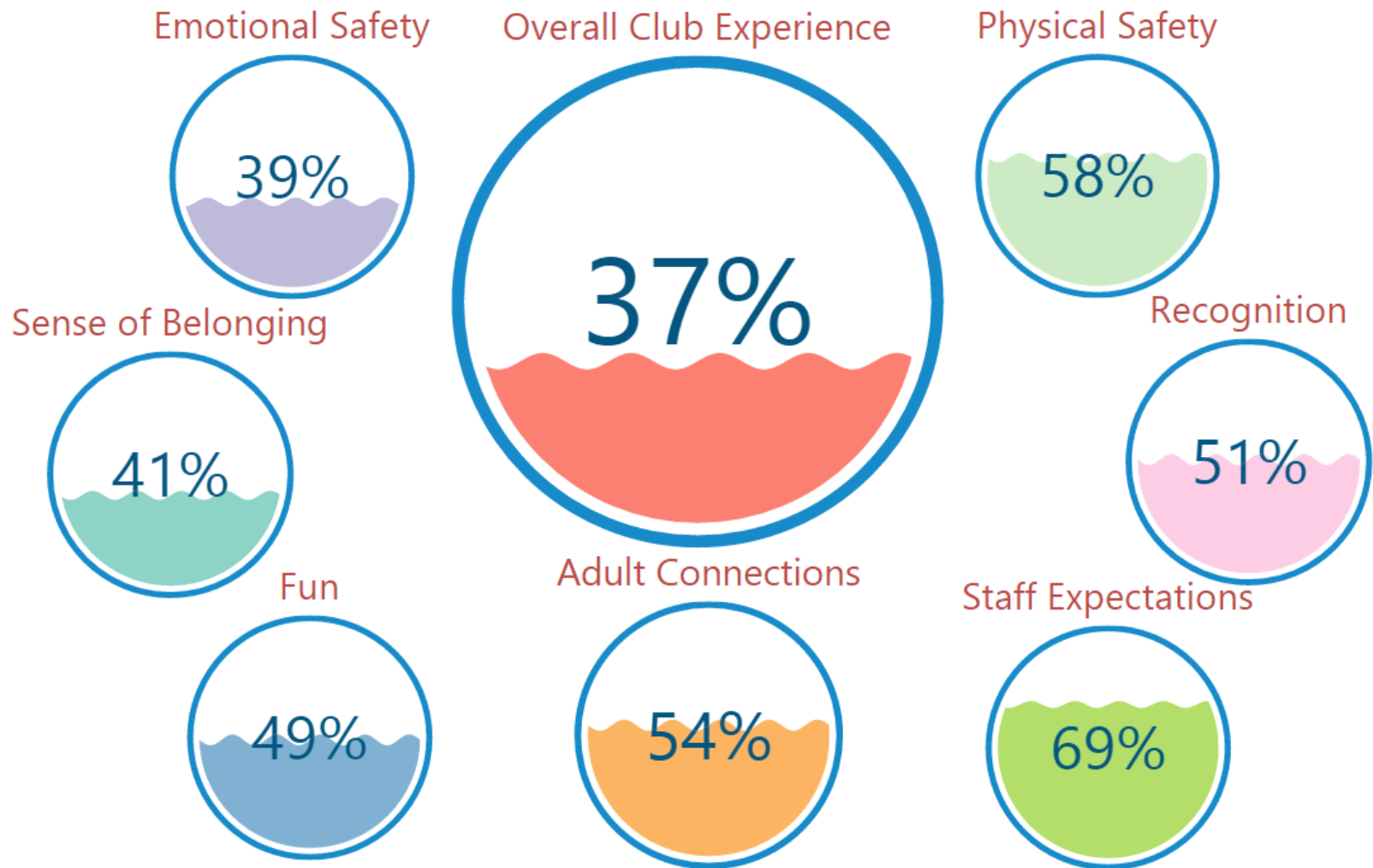
## It has unique strengths

- It honors the youth experience
- Scaled across the Movement
- Allows us to learn and compare
- It is actionable



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**2025**

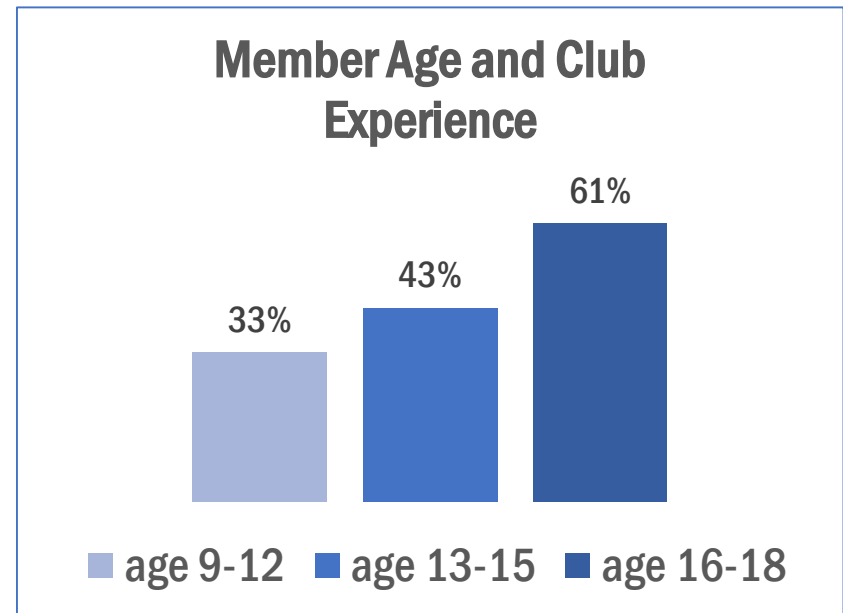
# Club Experience Measures (% Optimal)





# What Influences the Club Experience

- Quality of survey administration
- Age of the member
- Site & org characteristics
- Staff practice
- Staff development



# **We need other measures**

- **To drive learning**
- **To triangulate from multiple perspectives**
- **To learn more about members' experience**
- **To get information about Club inputs**

# What questions do you have about the Club Experience indicator?



# Additional measures of quality

1. To measure staff practices more directly
  - Staff Survey
  - Structured Observations
2. To better understand members' experiences
  - Focus groups / Listening sessions
3. To gauge change and improvement
  - Quick pulse checks

# **STAFF SURVEY**

## **Purpose**

**Measures the staff practices that create a high quality Club Experience**

## **Audience**

**All Club staff**

## **Administration**

**Annual (coming up: April 17<sup>th</sup> – May 19<sup>th</sup>)**

**Anonymous**



# STAFF SURVEY

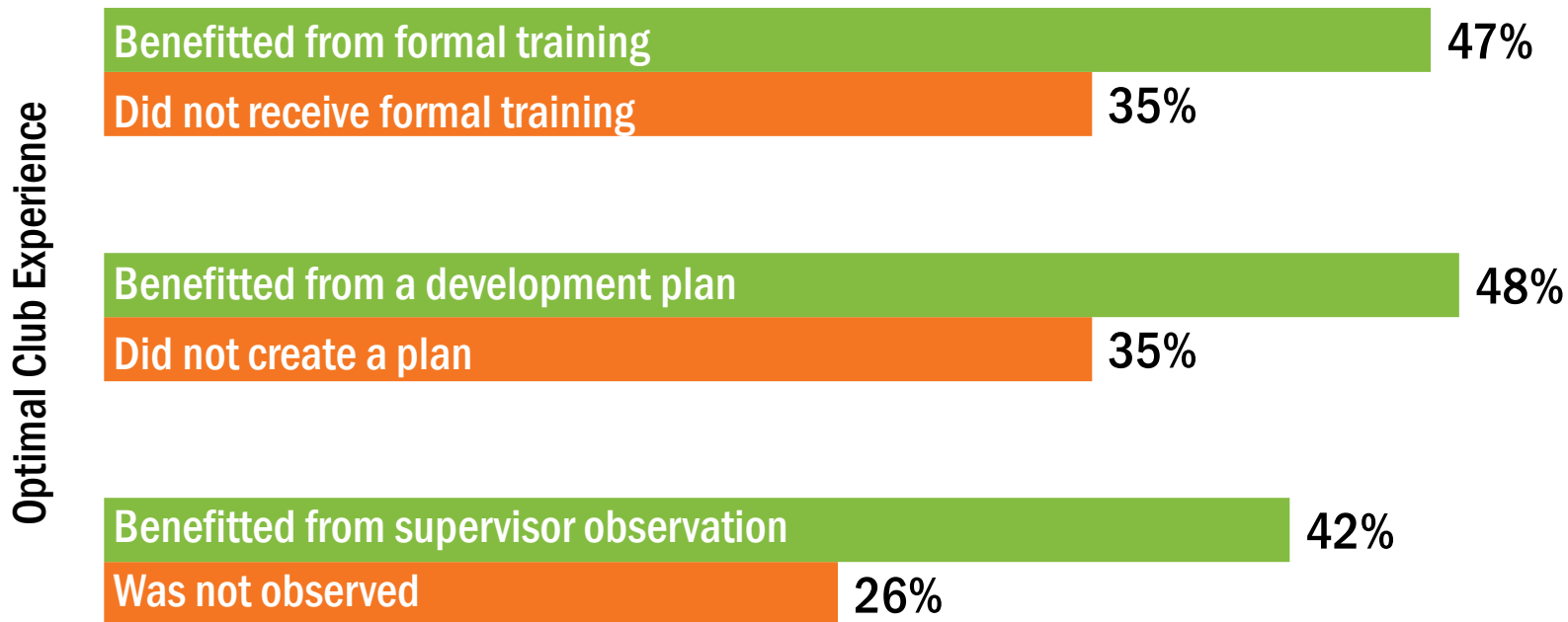
## Sample Areas

- Establishing caring relationships
- Planning activities and programs
- Safety practices
- Youth input and agency
- Staff satisfaction
- Teamwork



# Professional Development Influences the Club Experience

Staff who received beneficial professional development have a higher percentage of members with an optimal experience



# Structured Observations

Sample of standards currently being tested:

1. Club staff provide a welcoming environment.
2. Club staff are role models of positive and respectful adult relationships.
3. Club staff use positive behavior management skills to address behavioral issues.
4. Program solicits and incorporates youth voice.
5. Program activities have appropriate schedule, flow and duration.
6. Program offers project-based, hands-on, engaging activities.

# Standards & Assessment Pilot

- **Drafted using research-informed models**
  - Youth Program Quality Assessment
  - Various state standards for program quality
  - Formula for Impact Assessment
  - Other similar tools
- **Being tested via a pilot**
  - Annual self-assessment
  - Periodic third party assessment

- **Review a draft**

[https://www.bgca.net/Operations/DCM/Pages/Peer\\_Assessment.aspx](https://www.bgca.net/Operations/DCM/Pages/Peer_Assessment.aspx)

# Focus Groups / Listening Sessions

## Purpose

- Getting at the stories and experiences behind the numbers
- Follow-up questions & clarifications
- Building community
- Modeling growth & learning



# Pulse Checks

- Toolkit of brief Club Experience-related measures to select from, based on needs
- Creative administration methods
- Tools for use with younger members (6-8)
- Flexible cadences for quick feedback (e.g. weekly, monthly, etc.)


# Tools to Support Data Use - Now


- **Club Experience data**
  - 2017 member survey closes April 14 (web only)
  - View prior year results on [outcomes.bgca.net](http://outcomes.bgca.net)
- **Focus group agenda and questions**
- **Staff Survey data**
  - 2017 survey starts on April 17
  - View prior year results on My Data on [BGCA.net](http://BGCA.net)










# *My Data* on BGCA.net

 BOYS & GIRLS CLUBS  
OF AMERICA

Search this site 



HOMEPROGRAMSFUNDINGOPERATIONSTRAININGMARKETINGCHILD SAFETYBOARD








 My Data



Staff Survey

Filter Report Data

REPORT LEVEL: Site  Enter a Site Global ID Number or Keyword 

FILTER BY: 2016  All Gender  Part-Time Staff  < 1 Year Experience  Save Filter Set?

LOAD FILTER SET: None Selected 

SELECT REPORT: All  

# Tools to Support Data Use - Soon

## SUMMER

- Club Experience reports on My Data
- New benchmarks
- Data for individual questions from the member survey

## FALL

- Program quality standards and assessments
  - Current draft: [https://www.bgca.net/Operations/DCM/Pages/Peer\\_Assessment.aspx](https://www.bgca.net/Operations/DCM/Pages/Peer_Assessment.aspx)
- Toolkit to support quick pulse checks on member experiences, staff practices, and parent feedback

# Using Club Experience Measures

- **Use for continuous improvement**
  - Establish a baseline; monitor progress on an ongoing basis
  - Site-led improvement plans
  - Board and executive-led annual and strategic plans
- **Drill down**
  - Site level data
  - Look at the different measures and group
- **Get a 360° view**

# Key Takeaways

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# Contact Information

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# Upcoming Webinars on the Plan

Date	Topic
April 19 & 20	How Rural Clubs Fit into the Great Futures 2025 Plan
April 25 & 27	Training and Development Opportunities
May 1 & 3	Metro Services
May 1 & 2	Military Services
May 2 & 3	Native Services

*Some of my favorite things about my club is that I have staff and close friends who care a lot about me and want me to be the best person I can. They make sure that i go in the right path and make sure i strive for excellence Also i grew up in my club so for the staff to be proud of me just make me smile and reminds me that these people are always here for me no matter what*  
– 13 year old



BOYS & GIRLS CLUB MOVEMENT

# GREATFUTURES 2025

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