



SPARK Regional Advisory Councils November 2020 Recommendation Summary

Topic	Recommendation	SDA(s) that made the recommendation	Action Plan identified by SPARK Leadership Team
My SPARK Learning Lab	RAC members suggested that the glossary included in the I-SAT Guide be posted elsewhere in My SPARK Learning Lab to improve accessibility.	SDA 1	The I-SAT glossary as well as the SPARK Learning Lab glossary will be posted as knowledge articles in My SPARK Learning Lab as soon as January.
My SPARK Learning Lab	RAC members asked SPARK to review the question in the My Profile section that asks users about their interest in joining the rating system. Members shared that it is unclear what this is referencing and asked that SPARK add clarifying language.	SDA 1	SPARK is working with our Salesforce implementation partner, Venture Tech Group, on an on-going basis to continually improve the user's My SPARK Learning Lab and I-SAT experience. This is a topic of a conversation for our next enhancement scheduled to be released in March 2021.
My SPARK Learning Lab	RAC members raised the concern that users currently have to log out of My SPARK Learning Lab to get back into Indiana Learning Paths. Members asked that SPARK look into any logistical changes that could be made that would allow users to move between the platforms without logging in and out.	SDA 2	This is not possible due to the limitations of I-LEAD, Indiana Learning Paths, and My SPARK Learning Lab integration.
My SPARK Learning Lab	RAC members shared that, when viewing an article in the Knowledge Center, it can be hard to navigate and find where the actual article/website link is. Members asked that SPARK look into ways to make the articles more accessible and streamline navigation.	SDA 2	SPARK is working with our Salesforce implementation partner, Venture Tech Group, on an on-going basis to continually improve the user's My SPARK Learning Lab and I-SAT experience. This is a topic of a conversation for our enhancement and would not be scheduled for release until June 2021.
My SPARK Learning Lab/ I-SAT	RAC members suggested that SPARK needs to provide more guidance and detailed instructions on the printable I-SATs.	SDA 3	SPARK is in the process of hiring a new Specialist called the Leadership & Development Specialist who has the responsibility of revising the I-SAT tools. This project is slated to begin as early as January. SPARK can provide an update when complete.



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My SPARK Learning Lab/ I-SAT	RAC members recommended that SPARK provide more messaging around how the I-SAT can help programs. Specifically, SPARK should consider how to promote the I-SAT to Head Starts and other programs who already complete other assessments. SPARK needs to explain why the I-SAT is beneficial and use it to draw people into using SPARK services.	SDA 3	SPARK is working with our design partners as Blue Sky Media to develop a series of videos that inform audiences about what SPARK Learning Lab is, what the I-SAT is, and how coaching works with SPARK. These videos are slated for release in the early Spring of 2021.
My SPARK Learning Lab/ I-SAT	RAC members suggested that SPARK record a short video or share a short testimonial paragraph from programs that have completed the I-SAT, explaining how it was beneficial to them.	SDA 4	SPARK is working with our partners at the Office of Early Childhood and Out-of-School Learning (OECOSL) and Granicus to create a series of text messages and emails that include information about the I-SAT, PTQ, My SPARK Learning Lab, and have testimonials in both written and video format. This will be a 6 text message series over a 12-week period starting in early 2021.
My SPARK Learning Lab/ I-SAT	RAC members suggested that when SPARK contacts programs who have completed the I-SAT, they should have recommendations about what the program should work on and then have a dialogue about goals and next steps, instead of only asking the program what they want to work on.	SDA 3	Two things are important here: 1) SPARK has included in our procedures to have at least 3 recommendations ready when contacting a program post I-SAT that is based on the I-SAT responses. 2) As stated in the I-SAT Guide and the information that is available when starting the I-SAT assessment, after completing the I-SAT, programs should take some time to reflect on their I-SAT responses and the materials that are provided after the I-SAT to drive the conversation when contacted by SPARK.



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Communication / Engagement	<p>RAC members suggested that SPARK explore how to use Facebook and social media to increase engagement. Strategies suggested include:</p> <ul style="list-style-type: none"> -SPARK could pick an emergent topic (perhaps a topic that sparked engagement within a Facebook post) and hold a Facebook Live event. -SPARK could explore polling or another form of interactive engagement through Facebook. -SPARK could create Facebook groups for each Regional Advisory Council, or for each SDA, to foster further discussion and engagement. 	SDA 1	<p>SPARK is continuing to explore Discussion Board options. It is our intention to have a user-friendly Discussion Board option available in My SPARK Learning Lab by April of 2021. We are concerned that if we start Facebook groups, it may be difficult to transition people away from them and into My SPARK Learning Lab in just a three to four month period of time. We feel it is important to inevitably have the Discussion Boards in My SPARK Learning Lab so it remains the centralized access point for all of SPARK services AND engagement data can be tracked to create a more user-centered experience.</p>
Discussion Boards/ Peer Learning	<p>RAC members recommended that SPARK continue to explore how best to provide opportunities for peer learning and sharing, using discussion boards and other forums.</p>	SDA 1	<p>Both our Program Team and Strategic Integration & Operations Team are hard at work exploring options for peer learning. SPARK will have recommendations ready for the next RAC meeting in this area and hope to gain insights and feedback regarding those recommendations from the RAC.</p>