# Measuring the Mission

AISA, 23 November 2019 Deborah Welch, CEO Academy for International School Heads



Empowering

Positively impact the world emotional intelligence

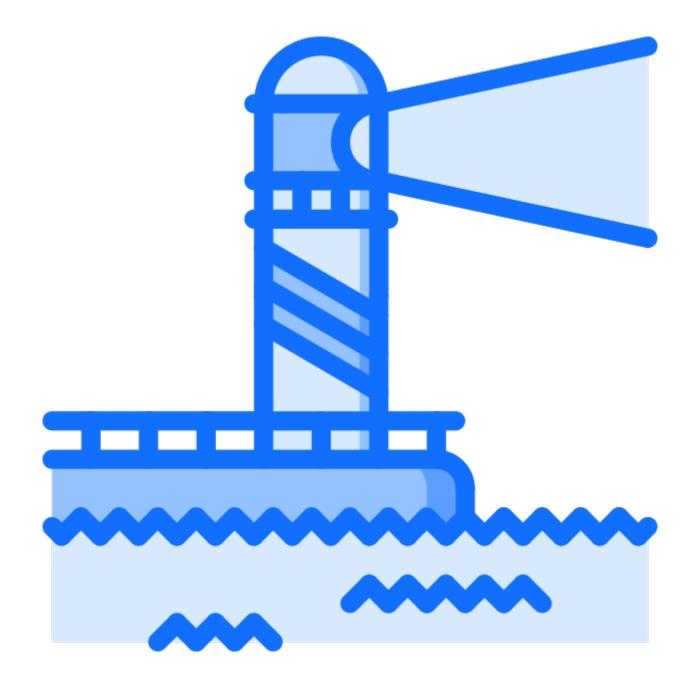
life long learner

What are the meaningful words and phrases in your school's mission statement?

Respect

Open mindedness

Diverse learning community Integrity Future ready Student Achievement Pursuing excellence Global citizen



# Should such inspirational words be measured?



If it's not measured, it's not understandable and it's not recognizable.

It might become the mission on the wall that's not really lived or achieved by students.



What's the definitive measure of success for us as educators?



How do we do this, especially when most of the words in our missions are difficult to quantify?

- by truly knowing your mission
- By determining evidence you will accept that the school is achieving that aspect of the mission
- by selecting quantitative and qualitative indicators that are aligned

## THE AMERICAN SCHOOL OF DOHA



#### ASD Mission

The American School of Doha is committed to the intellectual and personal development of our students, inspiring and empowering them to become positive, active global citizens.

#### ASD Vision

ASD is a vibrant learning community... where learning is fun where learning is creative where learning is authentic where learning is innovative where learning is collaborative where learning is data-informed where learning is technology infused. ASD is where learning extends beyond walls...

#### Strategies that Support the Mission & Vision

We will review and develop the curriculum, programs and opportunities essential to all students becoming positive, active global citizens.

We will identify and integrate into the school community the skills, knowledge and understandings, essential to students to succeed in a changing world.

We will review, deepen, and refine as needed, the practices, tools and programs essential for each student to meet and/or exceed the ASD standards.

We will continue to enhance our already strong relationship with the Qatari community and expand our involvement with Qatar's educational aspirations while being true to our mission, vision and identity.

We will advance an effective and efficient infrastructure that supports student learning for the four learning strategies.

|         | As      | SD Values      |            |
|---------|---------|----------------|------------|
| Respect | Honesty | Responsibility | Compassion |

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# **Quantitative or Qualitative?**

# QUANTITATIVE

-Relies on numbers, things that can be counted and quantified

-Test scores, grades....

We usually review this work looking at percentiles and other mathematical configurations.

# QUALITATIVE

-Relies on description

-Student work samples, teacher's anecdotal records, portfolios....

We usually review this data holistically, based on examination of anecdotes and artifacts.

Through creating quality content, you build customer

# Internal or External?

# INTERNAL

EXTERNAL

-Developed at your school and designed, collected and recorded by individual teachers or groups

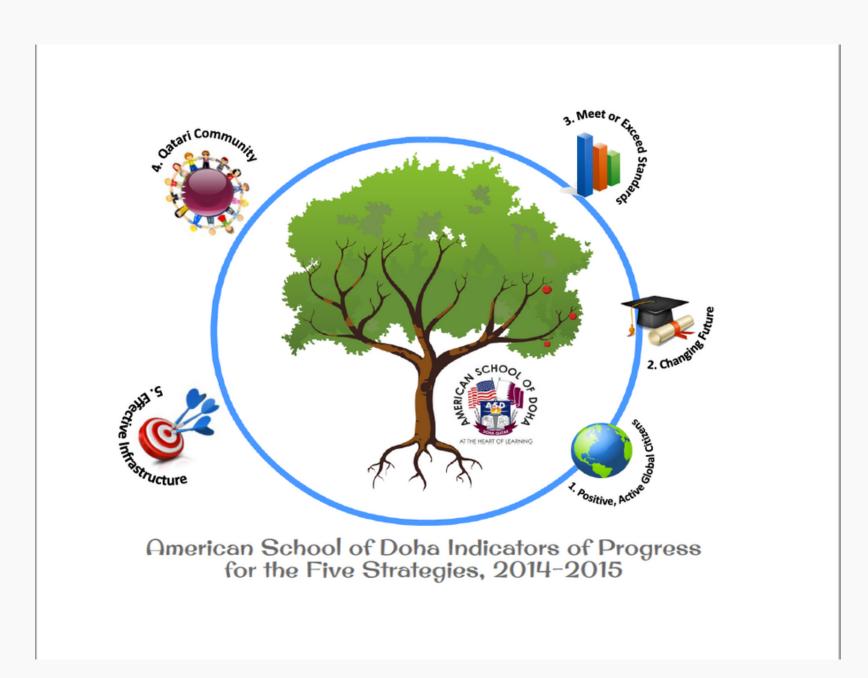
-Common assessments, all school writing prompts, observation checklists...

-Provided by external agents

-IB exams, AP, MAP, DRA, ISA.....

Through creating quality content, you build customer truet

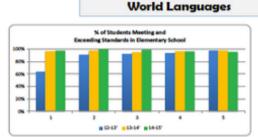


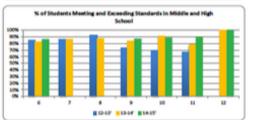




Service Activities • MS and HS

## 1. Positive, Active Global Citizens





 The benchmark is defined as "students meet or exceed standards", equivalent to a score equal or greater than 3 in the Report Card. The standard is "uses acquired vocabulary to communicate" in "Arabic as a Foreign Language (AFL) and Spanish".

 MS: The benchmark is defined as "students meet or exceed standards", equivalent to a score equal or greater than 3 in the Report Card. HS: The benchmark is defined as "students meet or exceed standards", equivalent to a score equal or greater than 73 in the Report Card. AFL, French, and Spanish inclusive.

#### What do students say they have learned after a significant service activity has taken place?

|                 |  |   |  | 1 |  |  |
|-----------------|--|---|--|---|--|--|
|                 | "I think being here and meeting<br>some local people who are less<br>fortunate really put my 'problems'<br>into perspective"<br>Napol 2015, grade 11 | I think that this helped me<br>become a positive active global<br>citizento see that even the<br>littlest things you do can make<br>a big difference, so if you help<br>someone out or donate a tiny<br>bit to a charity, your little offer<br>goes a long way."              | "I learned that I need to think<br>more about other people who<br>don't have as much as I do. I<br>know I can do something to<br>help now."<br>Grade 4 student |   | Lower Elementary<br>* Raised QR 3,544 for a local Palestinian girl to cover her school<br>tubion * Collected dried food items for the cleaners in elementary<br>* Toys for Tots' donation for the Qatar Orphan Foundation *<br>Collected books, school supplies and medical supplies for an<br>orphanage in Nepal * "Healthy Sneet Sais" and then purchase d<br>trees that were planted in the tortoise sanctuary at ASD *<br>Conducted two fundmising events to assist victims of the earthquake<br>in Nepal.   | Middle School<br>• Dinner, barbecue, and gift vouchers for the guards • Spaghetti dinner, movie<br>night, foosball and cricket tournament, sports day and letters to HUS workers •<br>Movie night, bake sale and indoor soccer tournament for Nepal • Singing<br>telegrams, cer wash and soccer tournament for Nilagros topes • Movie night<br>and teacher smoothies to raise money for the cats. • Photo booth for Gaza •<br>Adopt a Kenyan family • Donated English books to Dhreima Orphanage •<br>Donated 130 stuffed animals to Hamad Children's Hospital • School Supply Re-<br>Using Program • Turning Off Lights in Commons  |
| SELVICE ACTIVIT |  | Service) was something that I<br>never thought I would do. The<br>little five minute breaks we had<br>were always so deep in my<br>mindbecause it always made<br>me feel so blessed and so lucky,<br>and I looked at the kids and they<br>were happy."<br>Nepal 2015, Grade 9 | "You can help people from all<br>over the world, and not just<br>Qatar. It's fun, but you are<br>helping people at the same<br>time!"<br>Grade 3 student       |   | Upper Elementary<br>* Used Toy Sale grade level service project for earthquake relief for<br>Nepsil * Charm and Brocett Sale for the Baby Elizabeth Fund * A<br>Bake Sale for the Red Cross/ Red Crescent * Compassion for Critters<br>grade level service project to support World Wildlife Fund * Loom<br>Brocett and Bake Sale for Autism Speaks * Bake Sale for Palestbrian<br>Refugees * Walk-arthon to support African Children Educational<br>Trust for the grade level service project * Valentine Bake Sale for<br>Syrian Refugees * Holidays Bake Sale for Doctors Without Borders | High School<br>• Girl Up Qatar (UN NGO empowering women in the developing world ) •<br>Dragons for Change (ASD's ROTA Chapter) • ASD's Environment Club •<br>Footy 4 Freedom Socier Serimmage (supports ASD's adopted school in Mozambique<br>v Footy 4 Freedom Nower Sales (weekly flower sales supporting Mozambique<br>School) • Empty Bowis (Ceramics students and DCO collaboration to raise money<br>for Footy 4 Freedom) • Smile Train (NHS fundmiser for Smile Train providing free<br>cleft palate surgery in the developing world) • Machakos School Fundmisers<br>(fundmisers going towards building a school in Kenya) • Compassionate<br>Comparions (feline welfare at ASD) • "Orphanage in Mongolia" (legacy fundmising<br>project gareet towards building an orphanage in Mongolia" |

American School of Doha Indicators of Progress for the Five Strategies, 2014-2015



14-15

93.2%

Aggre-

gate .

89.8% 👚 3.4%

Compe

rison

| The school fosters respect for diversity.   | 97.4% | 98.2% | 97.8% | 95.4% | 1 2.4%        |
|---|-------|-------|-------|-------|---------------|
| Students at all levels are experiencing internationalism and<br>interculturalism through the formal curriculum and activities offered<br>at the school. | 96.4% | 98.6% | 97.3% | 93.7% | <b>1</b> 3.6% |
| The school provides opportunities for me to participate in community<br>service activities.   | 90.3% | 88.0% | 95.7% | 84.2% | <b>↑115</b> % |
| The school helps me to understand and respect differences and to  | 95.5% | 96.2% | 95.1% | 89.3% | <b>∲</b> 5.8% |

12-13

96.4%

13-14"

95.3%

appreciate diversity.

3. Survey developed by the Endicott Research Center, the New England Association of Schools and Colleges (NEASC), and the Council of International Schools (CIS) to evidence accreditation standards. Students, teachers, parents and alumni assess the school in terms of academics, leadership, climate, environment and services.

4. The Aggregate includes responses from over 100 accredited schools from 2012 to 2014.

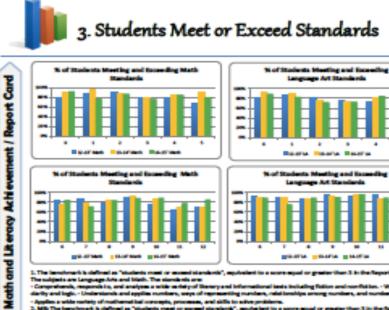
Endicott Survey a

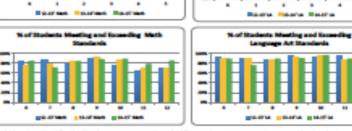
interculturalism through the formal curriculum and activities offered

Students at all levels are experiencing internationalism and

#### Service Projects by Division

at the school.





1. The samplement is disfined as "solutions must are assumed interdes", equivalent is a score equal or greater than 3 is the Report Cord. The solipets are Language Arts and Math. The standards are - Comparisonal, engenetics as and analyzes a sink a scheduler of theory and informational tests including failure and non-fielders. - Writes are

rel logic. - Understands and applies numbers, ways of representing numbers, relationships a des a while rankety of mathematikal concepts, processes, and skills to solve problems.

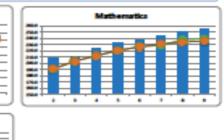
2. Mit The bandmark is defined as "distincts must be exceed similarly", explorited to a score equal or greater than 3 in the Report Care in Language As and Math. Mit The bandmark is defined as "distincts must or access distributive", explorited to a score equal or greater than 73 in the Report Care. Explort and Math. et Carol Measurement of Academic Progress (MAP). / Spring

#### Language Art 100.0 200.0 -100.0 200.0 -100.0 --100.0 1044 100.0 100.0 . . . . . 2 . Reading :=:

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100.0

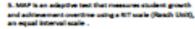
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| Endlostt Survey .   | 13-18* | 33-34" | 24-081 | -     | Compa        |
|---|--------|--------|--------|-------|--------------|
| Curriculum design and delivery are consistent with the school's<br>philosophy or mission and with<br>school policies and practices. | 92.25  | 92.9%  | 91.9%  | 89.9% | ÷ 2.0        |
| am aware of how student achievement at this school<br>compares with similar students elsewhere.                                     | 86.8N  | 82.0%  | 81.6N  | 80.8% | ÷ a.         |
| Wy child seems appropriately challenged.  | -      | 98.6%  | 93.0%  | 17.8% | + 42         |
| al cure recent althe de secch consection.   | 92.6%  | 96.00  | 92.0%  | 87.8% | T 4.         |
| believe that this school is a good match for my child's needs<br>and strengths.   | 95.6N  | 94.7%  | 96.2N  | 91.8% | Ť 49         |
| f my child is having academic difficulties, appropriate help is<br>valiable.  | 90.2%  | 88.2%  | 90.6%  | 86.4% | ÷ 43         |
| My child finds school interesting and engaging.   | 94.4%  | 94.7%  | 96.8%  | 92.8% | <b>† 4</b> 4 |
|   |        |        |        |       |              |
| Wy classes are generally interesting for a person of my age and<br>bility.  | 86.8%  | 82.5N  | 81.25  | 8145  | † •1         |
| Wy classes challenge me.  | 90.0%  | 89.9%  | 94.0%  | 82.4% | + 11.6       |
| know where to go for academic support when I need it.   | 91.2%  | 91.0%  | 93.15  | 84.4% | ÷ 87         |
| have opportunities to assess my own learning.   | 82.2%  | 82.7%  | 83.5%  | 82.8% | t a.         |
| Nost of my teachers use a variety of<br>methods to teach a given subject.   | 84.9%  | 84.9%  | 79.7%  | 82.8% | 4 -24        |
| Wy school report card shows me where and how i need to<br>reprove.  | 83.9%  | 85.9%  | 82.1%  | -     | + -2.5       |

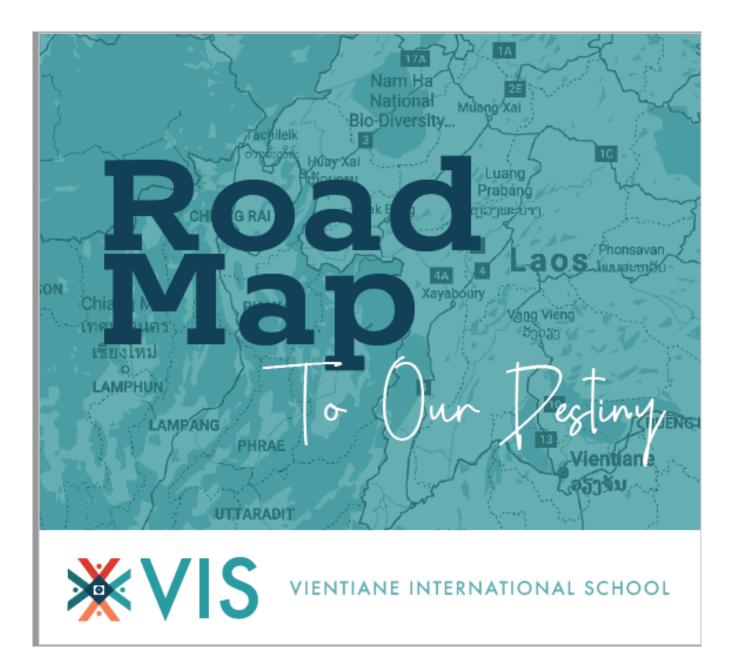
scalandos, leadership, climate, environment and services.

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|    | High Schoo   | e –  |      |      |      |    | >     |
|----|--|------|------|------|------|----|-------|
|    |  |      |      | -    | _    |    | _     |
|    | How many full IB Diploma candidates?                     | 36   | 46   | 81   |      | Ŧ  | -15   |
| 8  | What is the IB average test score 7                      | 80.7 | 81   | ж    |      | ÷  |       |
|    | What was the IB Diploma success rate?                    | 96.4 | 91   | 90   |      | 4  | -4    |
| -  | How many AP exams were taken by ASD students?            | 304  | 349  | 451  |      | ÷  | 382   |
| \$ | How many AID students manipule a same of 3 or Malar CAPP | 2456 | 78%  | 80%  |      | Ť  | 0.02  |
|    | What was the AGD average for AP tests?                   | 8.8  | 3.49 | 3.81 | 2.89 | 懀  | 0.815 |
| μ. | Average SAT critical reading (Seniors)                   | \$36 | \$55 | 561  | 495  | Ť  | 59    |
| ¥. | Average SAT writing (Seniors)                            | 544  | 565  | \$57 | 488  | Ť  | n     |
| ~  | Average SAT math (Senion)                                | \$78 | 584  | 598  | 534  | T. | 70    |

American School of Doha Indicators of Progress for the Five Strategies, 2014-2015







# WHY DO WE EXIST?

We challenge, inspire and empower learners to develop their unique potential in our changing world.

# **RESPONSIVE TEACHING**

### OUR DESTINY

### HOW DO WE KNOW WE GOT THERE?

| <ul> <li>Our students' unique potential is<br/>realized by providing personal-<br/>ized challenge and support for all<br/>learners.</li> <li>All teachers use a responsive mod-<br/>el for teaching and learning.</li> <li>Student Support Service de-<br/>partment meets students' needs<br/>through a well-coordinated system<br/>interventions and support that en-<br/>sures a smooth transition between<br/>grades and divisions.</li> </ul> | <ul> <li>Professional development is provided to staff on<br/>how to strengthen the most able learners.</li> <li>Where appropriate individualized educational<br/>programmes are in place for identified students.</li> <li>Additional funding is found to support if neces-<br/>sary.</li> <li>A systemic approach is adopted to identify and<br/>stretch the most able students.</li> <li>School-wide criteria (descriptors) and data for<br/>highly able students are used to generate a<br/>student register.</li> </ul> |
|---|--|
| <ul> <li>VIS pedagogy strongly align with<br/>best practices in instruction.</li> </ul>   | <ul> <li>Professional learning time has been dedicated to the analysis on MAP and other relevant assessment data, so that assessment can inform learning.</li> <li>IB coordinators work with other teacher leaders to ensure effective differentiation strategies are built into all unit plans.</li> </ul>  |
| <ul> <li>Our school harmesses the power of<br/>language to deepen the learning</li> </ul>   | <ul> <li>Research based language learning principles (e.g.<br/>Sheltered Instruction Operations Protocol) are</li> </ul>   |
| experience.   | visibly integrated by teachers.  |



## Mission

Inspired Learners: Connected, Creative, and Courageous

## Parameters

AISJ will ...

- Ensure that school enrolment, resources, and capacity are aligned
- Maintain a sense of community and attention to individuals
- Not tolerate behavior that is detrimental to the safety, integrity, or dignity of any individual
- Hire and retain qualified and adaptable staff whose attitudes and actions reflect the school's vision, mission, and core values
- Adhere to a sustainable and transparent financial plan
- Maintain a strong international identity while respecting our host country's cultures
- Approve and maintain only those programs that are consistent with the strategic
- direction, are financially justified, and provide for professional development and assessment
- Provide a Pre K-12 education
- Use English as the primary language of instruction

### Goal

To develop interconnected learners who have the skills, understanding and desire to collaborate and actively engage with the world.

### Rationale

We recognize that our school community, the host country of South Africa, and the international community provide invaluable potential for us to be enriched by the perspectives of others.

We believe learning is a continuous process of making connections driven by a desire to make sense of the world we live in and to better understand ourselves - connected learners collaborate and communicate effectively and with empathy.

We commit to teaching students to engage with, learn from, and contribute positively to the communities to which they belong.



## Connected

\_\_\_\_\_

Achieved or on Track

Requiring Attention

Requiring Serious Attention

#### Objective

1. Learners will understand that each individual is unique and, as a member of many communities, their actions and beliefs have an impact on others.

| Measure  | Baseline Data                    | June 2018 | Notes  |
|--|----------------------------------|-----------|--|
| 100% of students will show<br>evidence of service learning<br>each year as a part of the<br>curriculum by 2018.  | Approximately 80% - June<br>2016 | 100%      | Every grade level has<br>service learning embedded<br>in at least one of their units.<br>Student understanding can<br>be demonstrated in multiple<br>ways; therefore, all students<br>are expected to participate<br>and reflect on the<br>experience.                             |
| 100% of HS students will<br>Agree or Strangly Agree that<br>they are involved in<br>extended/active service<br>outside the cumiculum by<br>2020.       | 71% - April 2016                 | 91%       | All HS students participate in<br>a service activity outside of<br>normal school hours;<br>however, students did not<br>indicate that on previous<br>surveys. The unclear<br>ambiguous language was<br>revised, and the increased<br>clarity resulted in a 20%<br>increase.        |
| 100% of HS parents will<br>Agree or Strongly Agree that<br>their child is involved in<br>extended/active service<br>outside the curriculum by<br>2020. | 61% - April 2016                 | 83%       | All HS students participate in<br>a service activity outside of<br>normal school hours;<br>however, parents did not<br>indicate that on previous<br>surveys. The<br>uncleav/ambiguous language<br>was revised, and the<br>increased clarity resulted in<br>a similar 20% increase. |

37

| 90% of students will reach<br>"level 3" on the Connected<br>Learner continuum by 2020.     | To be determined in October 2017 | The Learner Practice Rubrics<br>were revised by a committee<br>of HS teachers and<br>administrators during the<br>second semester of the<br>2017-2018 School Year (SY). | The rubrics that were initially<br>developed were lengthy,<br>complex, and difficult to<br>explain. The HS made<br>suggestions for a revision<br>that would incorporate the<br>ATLS, ATTLS, and the<br>Learner Profile.<br>We will administer the<br>simplified rubric in October<br>as a self-reflection tool and<br>then review the process,<br>findings, and measures as<br>needed. |
|--|----------------------------------|---|--|
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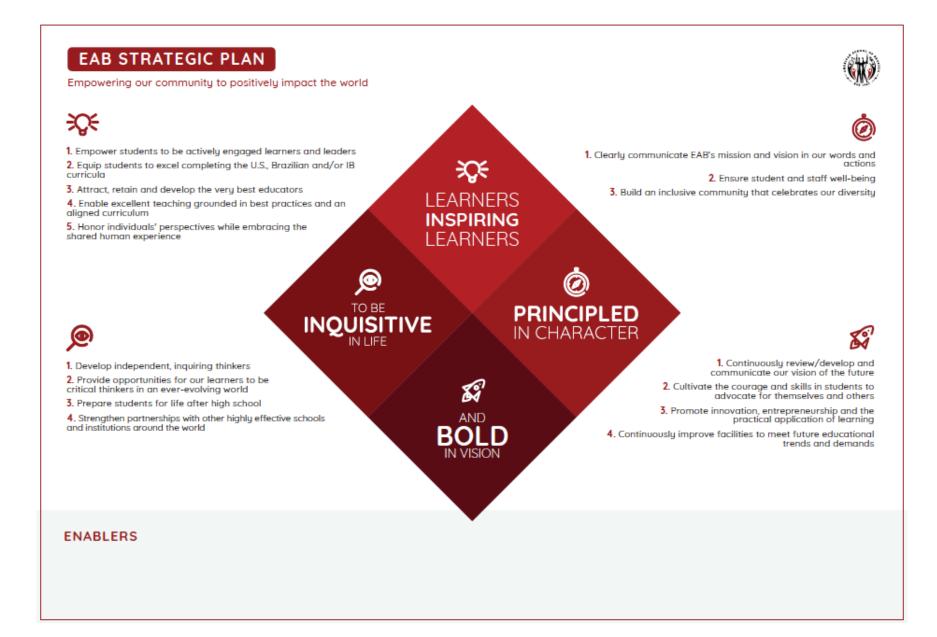
#### Objective

2. Learning will be designed to develop communication, collaboration and leadership capacity.

| Measure   | Baseline Data    | June 2018 | Notes   |
|---|------------------|-----------|---|
| When asked whether<br>classes involve the relevant<br>use of technology 85% of<br>classes will receive an<br>average rating of Agree or<br>Strongly Agree from students<br>by 2019. | 78% - April 2017 | Q3%       | All MSH48 students utilize<br>technology in their classes;<br>however, students did not<br>indicate that can previous<br>surveys. The unclean<br>ambiguous language was<br>revised, and the increased<br>clarity resulted in a 15%<br>increase. |
| When asked whether<br>classes offer opportunities<br>for collaboration, 95% of<br>classes will receive an<br>average miting of Agree or<br>Strongly Agree from students<br>by 2019. | 91% - April 2017 | 90%       | Survey results indicate that<br>this is a strength of the<br>program and on track to<br>achieve.  |

Stategic Files-Connected Grad

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## Principled in Character

| Area                       | Strategic Goal  | Description/Evidence  | Measurement/Indicators  |
|----------------------------|---|---|---|
| Principled in<br>Character | #1-Clearly communicate EAB's<br>mission and vision in our words and<br>actions. | <ul> <li>Events for students, parents, faculty &amp; staff, where appropriate, draw reference to how the topic is directly aligned with EAB's mission and vision.</li> <li>Events occur that celebrate progress for all students in living the mission and striving for the vision.</li> <li>Regular communication of student progress toward the mission and vision takes place including Board reports, publications including an annual report, newsletters, admission brochures, etc.</li> <li>Snapshots of activities, learning, spaces, actions, student work or any other artifact serve as evidence of the mission's power words and phrases. Stories are shared formally in video, newsletters, etc.</li> <li>Quantitative and qualitative measures are established and championed by leadership related to plans, budgets and goals. The measures are reviewed annually and used for goal setting.</li> </ul> | <ul> <li>% of students Agree or Strongly Agree that they know EAB's mission and vision and can cite examples of it in evidence in the school.</li> <li>% of parents Agree or Strongly Agree that they know EAB's mission and vision and can cite examples of it in evidence in the school.</li> <li>% of faculty and staff Agree or Strongly Agree that they know EAB's mission and vision and can cite examples of it in evidence in the school.</li> <li>% of faculty and staff Agree or Strongly Agree that they know EAB's mission and vision and can cite examples of it in evidence in the school.</li> <li>The Head of School issues an annual report to the Board and school community regarding how well the measures are achieving the intended results.</li> </ul> |
|                            | #2-Ensure student and staff well-<br>being                                      |   |   |
|                            | #3-Build an inclusive community<br>that celebrates our diversity                |   |   |

# Do you know your mission?



In what ways does AAS reflect the Mission? Where is it in evidence?

> Curriculum? Co-Curricular? Classroom Practices? Assessment Practices? Recognition Program? Admissions Policy? Hiring Practices?



You are going on a "Mission Hunt" in the school to record evidence. With your table group partners, plan your expedition. You have 30 minutes to gather evidence in the "field" of the Mission at AAS. Each table group will gather evidence in one of the three areas of the Mission.

Record your findings in the form of notes, photos, videos, interviews, etc. When you return, you will have 30 minutes in your table group to design a presentation for the larger group to be no longer than 4-5 minutes in length.

The presentation should respond to the questions, "In what ways does AAS reflect the Mission? What is the evidence that the school is living its mission?"

Once you have identified the significant words in your Mission, you can ask, "What is the evidence that we will accept that we are achieving our mission? "

Identify indicators for the evidence that you believe would be worthy ways to measure.

## To Be Inquisitive in Life

| Area                         | Strategic Goal   | Description/<br>Evidence   | Measurement/<br>Indicators   |
|------------------------------|--|--|--|
|                              | #1-Develop independent, inquiring thinkers   |  |  |
|                              | #2-Provide opportunities for our<br>learners to be critical thinkers in an<br>ever-evolving world      |  |  |
|                              | #3-Prepare students for life after high<br>school  |  |  |
| To Be Inquisitive<br>in Life | #4-Strengthen partnerships with<br>other highly effective schools and<br>institutions around the world | -Highly effective schools and institutions that<br>align with EAB's mission and strategic plan<br>have been sought and partnerships built to<br>meet identified goals. EAB's level of<br>involvement has been established and<br>mechanisms established for collecting data<br>that align with the goals. Goals could include<br>such areas as: professional development for<br>faculty, student externships, school<br>improvement dialogue, data sharing,<br>collaborative curriculum projects, etc. | -Annual list of partnerships indicates<br>increase in quality and quantity<br>-Annual results report partnership goals<br>and results Results could include<br>measures of learning in the form of<br>perception data, collective narratives, etc. |

## Principled in Character

| Area          | Strategic Goal              | Description   | Measurement/Indicators   |
|---------------|-----------------------------|---|--|
|               | #1-Clearly communicate      | -Events for students, parents, faculty                                    | % of students Agree or Strongly                                      |
|               | EAB's mission and vision in | & staff, where appropriate, draw  | Agree that they know EAB's mission                                   |
|               | our words and actions.      | reference to how the topic is directly                                    | and vision and can cite examples of                                  |
|               |                             | aligned with EAB's mission and  | it in evidence in the school.  |
|               |                             | vision.   | % of parents Agree or Strongly                                       |
|               |                             | -Events occur that celebrate  | Agree that they know EAB's mission                                   |
|               |                             | progress for all students in living the                                   | and vision and can cite examples of<br>it in evidence in the school. |
|               |                             | mission and striving for the vision.<br>-Regular communication of student | % of faculty and staff Agree or                                      |
|               |                             | progress toward the mission and   | Strongly Agree that they know EAB's                                  |
|               |                             | vision takes place including Board  | mission and vision and can cite                                      |
|               |                             | reports, publications including an  | examples of it in evidence in the                                    |
|               |                             | annual report, newsletters,   | school.  |
|               |                             | admission brochures, etc.   | -The Head of School issues an annual                                 |
|               |                             | -Snapshots of activities, learning,                                       | report to the Board and school                                       |
| Principled in |                             | spaces, actions, student work or any                                      | community regarding how well the                                     |
| Character     |                             | other artifact serve as evidence of                                       | measures are achieving the intended                                  |
|               |                             | the mission's power words and   | results.   |
|               |                             | phrases. Stories are shared formally                                      |  |
|               |                             | in video, newsletters, etc.   |  |
|               |                             | -Quantitative and qualitative   |  |
|               |                             | measures are established and  |  |
|               |                             | championed by leadership related to<br>plans, budgets and goals. The      |  |
|               |                             | measures are reviewed annually and  |  |
|               |                             | used for goal setting.  |  |
|               |                             | abou for goal betting.  |  |
|               | #2-Ensure student and staff |   |  |
|               | well-being                  |   |  |
|               | #3-Build an inclusive       |   |  |
|               | community that celebrates   |   |  |
|               | our diversity               |   |  |



How do we do this, especially when most of the words in our missions are difficult to quantify?

- by truly knowing our mission
- by choosing meaningful evidence
- by collecting indicators for the evidence



# **Helpful References**

• The Bridgestone Group "Great Valley Center. A Case Study in Measuring for Mission."

http://www.bridgespan.org/Publicationsand-Tools/Performance-Measurement/ Great-Valley-Center-A-Case-Study-in-Measuring.aspx#.V8bMWJMrI6g

- The Social Profit Handbook, David Grant, 2015.
- AISH's online course, "Mission-Driven Story Telling" by Elsa Donohue and James Dalziel (Feb 2020).