Module 3: Professional Standards for Team Leaders and Site Visitors
Purpose

To ensure that all representatives of STARTALK carry out their responsibilities in a professional manner.
Overview

• Representation and behavior
• Site Visit Protocol
Representation and Behavior

- You represent the STARTALK program.
- Your role is to support the program you are visiting, establish trust, and uphold the STARTALK standards for program excellence.
- Site Visitors and Team Leaders may not use the site visit as an opportunity to promote their own curriculum or texts.

www.startalk.umd.edu
Representation: General

An effective Team Leader:

• Builds **TRUST** with programs and uses conferences and meetings to establish a relationship with the Program Director.

• Has a positive **DISPOSITION**, sets a supportive tone, and comes across as a person who is there to help and add a layer of support to programs.

• Uses positive language and remains **PROFESSIONAL** at all times.

• Represents STARTALK with no personal agenda.

• Knows the rules of STARTALK.
Representation: Programs

An effective Team Leader:

• Conveys to the Program Director that the site visit team realizes that it will be able to see just a snapshot of the program.

• Finds out what has occurred in the program before the site visit and what will occur after the site visit.

• Focuses on specific priorities for certain programs as identified in the curriculum review, and does not get bogged down in minutia.

• Does not compare one program to another, but instead looks at how the program meets the criteria.

• Reminds the Program Director and the site visit team that the site visit is a “learning process” for all.
An effective Team Leader:

• Includes the Program Director in site visit logistical communications before the site visit to keep her or him informed.
• Is a model and a “go to” person when Site Visitors have a problem.
• Does not relinquish his/her role as a Team Leader regardless of the composition of the site visit team.
• With a blended learning program, obtains access to and observes the online component one week prior to the site visit.
• For residential programs and, if possible, makes an effort to come a night before to observe evening activities.
Representation: Communication

An effective Team Leader:

• Responds to emails in a timely manner and communicates clearly and appropriately.

• Informs STARTALK Central, Site Visitors, and Program Directors the best way to contact him or her and lets them know what to expect and how soon.

• Contacts last year’s Team Leader to talk about the program, become familiar with recommendations, and better understand the progress made.

• Establishes a good communication system with the Program Director.
Overview

- Representation and behavior
- Protocol
Site Visit Protocol

• During site visits, Team Leaders and Site Visitors must adhere to the site visit agenda, which includes:
  – Meeting with the Program Director
  – Classroom observation(s)
  – Interviews of participants and instructors
  – Debrief with site visit team
  – Debrief with Program Director (and sometimes staff)
  – Submission of final report
Reflections

• How does the information presented in this module align with your own professional practices?
• What new information have you gained from reviewing this module?
• What challenges could you imagine encountering when participating in site visits?
• How will this information change the way you think about or conduct site visits? (For returning Team Leaders and Site Visitors)