

2019 All Star 1
Summary of Leadership Evaluations
Report to Governing Council
October 19, 2019

There were 55 Leadership Evaluation responses to the online evaluation form. The evaluations cover the four leadership positions of Treasurer, Registrar, Children's Program Coordinators, and Housing Coordinator.

Treasurer: There were 20 responses about the Treasurer. All were positive interactions reported, except for one in which some delay occurred. The delay was eventually rectified.

Registrar: There were 24 responses about the Registrar. All responses reported positive interactions with high praise for the helpfulness received that went beyond expectations.

Children's Program Coordinators: There were 21 responses about the Children's Program. There were many positive responses about the program. Many of the activities were listed as highlights of the week.

There was one case of a child with special needs that had difficulty with the program. The Children's Program Coordinators were thanked by the parent for their efforts to solve the problem, but nothing seemed to work. It was not a good experience for the parent or the child.

There was a second case of a child that was new to Star that was shunned by other children in the class, and was constantly reminded of the hierarchy of Star and who the others were connected to. On the other hand, the child felt very cared for by the teacher and expressed that interaction as a highlight of the week.

Housing Coordinator: There were 55 responses about housing, with many very positive comments about interactions with the Housing Coordinator and their room assignments.

There were 35 people who made housing requests. Almost all of the respondents were very happy with the response to their requests.

For only one respondent was the Housing Coordinator unable to meet the request due to other constraints. The respondent felt that the Housing Coordinator did an excellent job of communicating the situation to help the respondent understand the circumstances.

There was one respondent with a very disturbing complaint about housing. The respondent had made a specific request of the Housing Coordinator for a specific room. The Housing Coordinator met that request and assigned the requested room. The problem is that when the respondent arrived at the assigned room, another person, who had been assigned to a neighboring room, had switched bags and taken over the respondent's assigned room.

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Executive Committee
September 21, 2019