



# PDSA's - Feathers of learning

Project:  
Effective Tertiary Pathways

Learning Session 2



# Each PDSA cycle, adds feathers to our Korowai

We approached our PDSA's with the following values outlining our intent.

- Aro Matawai: On-going Monitoring and Assessment
  - Tatai: Effective Documentation
- Whakangahau: Celebrating our points of discovered learning

# Our O.G. PDSA: Right Q's for the Right A's



# Right Q's for the Right A's PDSA

Wednesday, 24 May 2017 8:46 PM

**Objective of the PDSA:** To see if the Questions we ask, will result in the right kind of Answers to suit our needs.

## Predictions:

1. That the first set of questions will inspire us to identify gaps in the information provided. This will inform improvement opportunities in regards to our language, tone and approach.
2. When requesting the information via email, we may need to be prepared to have delayed responses.

## Whakangahau: Moments of Learning:

From this PDSA we are going to celebrate that while it took us a while to develop our questions, the level of consideration that went into the language used and approach resulted in quality responses.

We did have difficulty in finding the 'right people' to identify as experts as the 'flavour' of communication and insight we are wanting to engage with is **Māori** and our community. We are currently in a time where there not many practitioners who meet this criteria and so we had to develop an acceptance of flexibility and compromise. This also became a celebration as the difficulty of finding people also validated our intentions behind our project.

As our first PDSA for this activity, the plan is to develop a 'flavour' of language to use when asking the questions that will support the response to be in-line with the strengths-based language.

The plan is to pilot with one expert, and to see if the questions prompt the right information we are looking for to inform content on our project's communication package.

Questions were considered from responses received in previous interviews with students and **whānau** earlier in the 'discover and collect' phase of the project planning.

**Abandon:** We decided as a team that in this instance there is nothing to abandon

**Adapt:** We have designed a few extra questions to fill the gap for the other **whānau** we engage with and will also ask the original **whānau** to respond to maintain consistency.

**Adopt:** The approach we took has confirmed that we will adopt email as a form of collecting 'insights' and responses to our Questions. The language used and the checking against our Mana engagement principles will also be adopted.

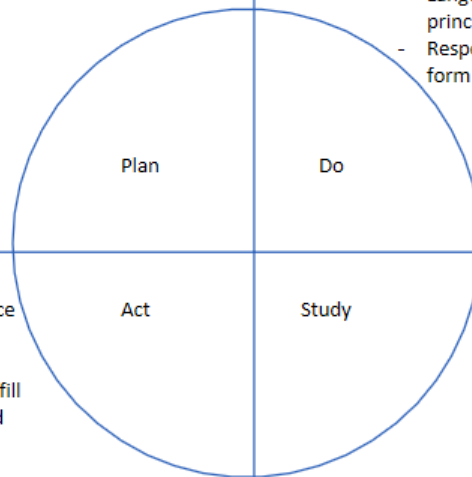
We sent the questions via email to support documentation of evidence and in consideration of the other person's time. (being able to respond without pressure and time constraints.)

Observations from our first approach included:

- Time consideration came with a risk of not getting a timely response
- Language used was in-line with our mana engagement principles
- Response from those we requested Answers from was in a form of willingness to participate.

The Answers that we received from our first attempt at asking the questions provided the evidence to show that we were asking the right questions.

Our prediction regarding the timing was correct but having a written response as evidence and considered responses out-weighs the time needed to respond.



## In our next PDSA, we want to:

- Add the additional questions
- Provide detail to our information to participants regarding the use of the insights and to ask for feedback.
- **Whakamana** our contributing **whānau** with a form of thanks for supporting our **kaupapa**

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# The Nek-LVL PDSA: Right Q's for the Right A's

- It's currently in motion...

# Nek-LVL PDSA Right Q's for the Right A's

Tuesday, 30 May 2017 9:51 PM

**Objective of the PDSA:** To see if the Questions we ask, will result in the right kind of Answers to suit our needs.

## **From the O.G. PDSA we are needing to remember:**

- Add the additional questions
- Provide detail to our information to participants regarding the use of the insights and to ask for feedback.
- Whakamana our contributing whaanau with a form of thanks for supporting our kaupapa

## **Predictions:**

That the second set of questions will fill the identified gaps from the first attempt.  
We will have enough information to start developing the images content and insights for each of our 'Priority Occupations'

## **Whakangahau: Moments of Learning:**

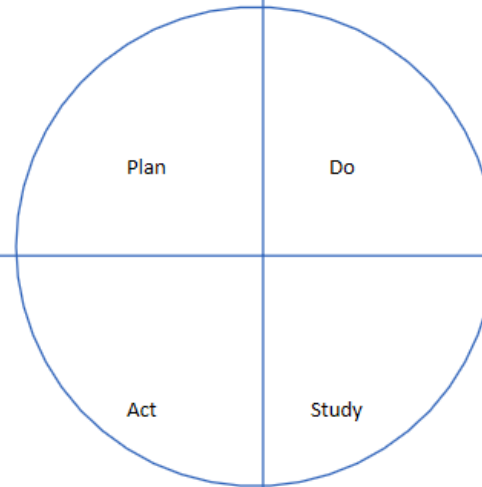
Now that we have developed our 'flavour' of language, we will use the original set of questions and include the additional developed questions to fill the gaps that we were missing from our initial test.

The plan is to now ask at least one expert from each of the prioritised occupation areas and to see if the same level of insight is provided in everyone's responses.

From conversations regarding ethics, we will now also include the intent and permission for the information to be used in our project's activities.

We sent the questions (V2) to the identified experts and have included information regarding our intent for the responses/ information provided.

Observations so far from our Nek-LVL approach include:  
- Emailing still comes with a risk of not getting a timely response



## **In our next PDSA, we are developing ideas to:**

- Approach with the intention of working towards developing persona's or profiles using the language provided in responses
- Look at asking our participants to respond in 'Native Tongue' as well as English where possible to enrich our content.
- Possibly look at providing timeframes in our communications but in a way where people are not rushed and still consider their responses.
- Develop a way to Whakamana our participants for their contributions
- Look at asking the same questions to professional Tertiary Students.