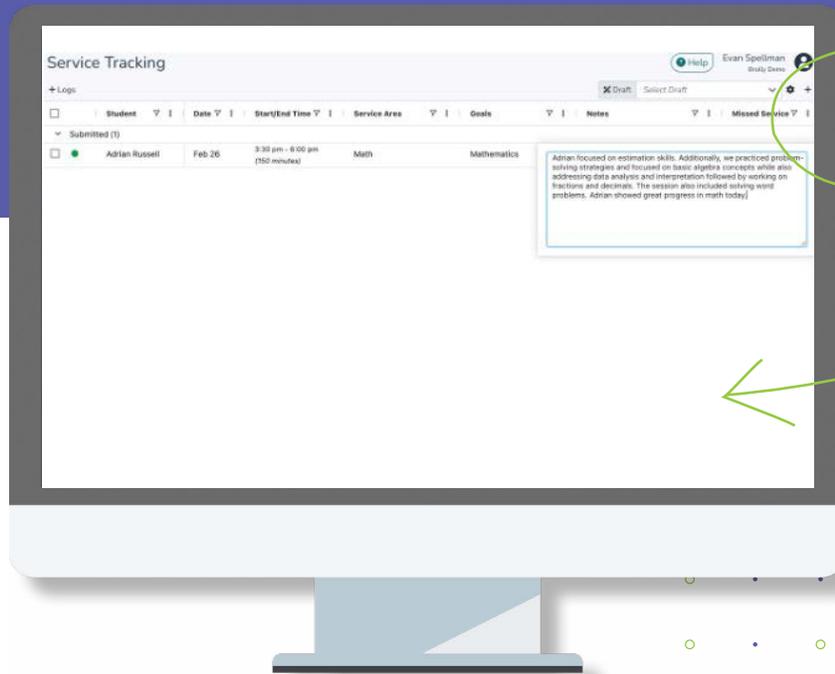# Note Quality and Consistency

Best Practices & Guidance for Special Education Leaders

The notes your team writes in Brolly are essential to monitoring service delivery, demonstrating student progress, and maintaining compliance with confidence. Use this checklist to evaluate whether providers are writing consistent, meaningful notes for service logs and identify areas where your team may need additional support and guidance.

Note Quality Checklist

1. What Goes Into a Quality Note

☐ Service notes clearly describe the instructional activity or support delivered, not just the subject area.

☐ Objective, observable information about student performance is included when appropriate.

☐ The session outcomes are described, including what the student did well, how the student responded to specific interventions, and where additional support may be needed.

2. Note Consistency Across Your Team

☐ Notes are specific and descriptive regardless of which provider wrote them. Vague entries are the exception, not the norm.

☐ Providers are writing notes that give a clear picture of what happened in the session.

☐ Notes reflect what actually occurred in the session and documented at the time of service.

☐ Progress notes follow the same standard as service notes: specific, outcome-focused, and tied to observable student performance.

☐ Providers use consistent and standard language.

Weak Note: *"Worked with student on reading."*

Strong Note: *"Student focused on self-advocacy skills. We reviewed and reinforced healthy lifestyle choices. The student showed interest in advanced grocery shopping skills and focused on advanced technology use for daily living. Emphasis was placed on advanced meal planning and preparation. Time was also spent on personal hygiene routines. We will continue to reinforce these self help concepts in our next session."*

How Are You Using Brolly?

After completing the checklist, reflect on how many items your team can confidently check.

Mostly Checked = Strong adoption
Consider whether any advanced modules could take your team further.

Some Gaps = Opportunities remain
Your Level Data Customer Success Manager can help identify which features to prioritize.

Many Items Unchecked = Significant opportunity to get more from Brolly
Reach out to your Level Data Customer Success Manager to build an implementation and training plan.

Questions About How to Use Brolly to Improve the Quality of Service Notes?

Your Customer Success Manager can walk through any section of this checklist with you and help identify where to focus. Reach out to your Customer Success Manager directly or contact us through the **helpdesk**.