

**"You have the controller to
your life dont put it in
someone elses hand"**

SHARNITA GATES ACADEMY



Sharnita Gates Academy (SGA)

Quality Requirements, Standards, Criteria, Performance Expectations & Service Excellence Framework

Purpose Statement

Sharnita Gates Academy exists to develop Kingdom Ambassadors who think clearly, steward wisely, serve faithfully, and create measurable transformation in themselves, their families, communities, and spheres of influence.

The standard is not perfection.

The standard is faithful stewardship, continual improvement, measurable value, and Christ-centered excellence.

"Whatever you do, work at it with all your heart, as working for the Lord." — Colossians 3:23

1. OVERALL ORGANIZATIONAL QUALITY STANDARD

Every program, service, resource, event, partnership, training, and interaction must satisfy five questions:

Standard	Question
Biblical	Is it aligned with Scripture?
Beneficial	Does it improve life?
Understandable	Can participants clearly explain it?
Actionable	Can participants use it immediately?
Measurable	Can outcomes be tracked?

Minimum Passing Score: 80%

Target Score: 90%

Excellence Score: 95%+

2. PARTICIPANT EXPERIENCE STANDARD

Response Time

Minimum Acceptable

- 48 Hours

Target

- 24 Hours

Excellence

- Same Business Day

Maximum Delay Without Explanation:

- 72 Hours

Participant Satisfaction

Target:

90% Positive Feedback

Minimum:

80%

Below 80%:

Requires Review

Below 70%:

Corrective Action Required

Participant Retention

Target:

75%-85%

Minimum:

60%

Excellent:

90%+

3. TRAINING QUALITY STANDARDS

Training Completion Rate

Target:

85%

Minimum:

70%

Excellent:

95%

Knowledge Retention

Participants should demonstrate:

- Understanding
- Application
- Replication

Assessment Goal:

80% or higher

Training Engagement

Minimum Standards

Participants should:

- Attend
- Participate
- Complete assignments
- Reflect
- Apply learning

Target Engagement Rate:

90%

4. COACHING STANDARDS

Session Preparation

Coach must:

- Review notes beforehand
- Have objectives
- Follow-up on commitments
- Track progress

Preparation Standard:

100%

Session Effectiveness

Participant must leave with:

✓ Clarity

✓ Next Step

✓ Accountability

✓ Resource

✓ Timeline

Required:

5 of 5

Coaching Results

Participants should report:

- Increased confidence
- Increased clarity
- Improved decision making
- Better stewardship
- Progress toward goals

Target:

80% reporting measurable progress

5. MENTORSHIP STANDARDS

Mentorship must provide:

Knowledge

What to know

Understanding

Why it matters

Instruction

What to do

Demonstration

What it looks like

Accountability

How progress is measured

Minimum:

4 of 5 Present

Target:

5 of 5

6. COURSE STANDARDS

Every course must include:

Learning Objectives

Minimum:

3

Target:

5-10

Practical Activities

Minimum:

1 Activity Per Module

Target:

2-3 Activities

Assessment

Required

- Quiz

- Reflection
- Application Assignment

7. WORKSHOP STANDARDS

Workshop Length

Minimum:

60 Minutes

Target:

90-180 Minutes

Maximum:

4 Hours Without Break

Engagement Standard

Every 20 Minutes:

Must include:

- Discussion
- Poll
- Exercise
- Reflection
- Demonstration

8. SPEAKING ENGAGEMENT STANDARDS

Audience must leave with:

One New Insight

One New Understanding

One New Instruction

One Action

Required:

4 of 4

Audience Satisfaction

Target:

90%

Minimum:

80%

9. DIGITAL RESOURCE STANDARDS

Books

Workbooks

Templates

Guides

PDFs

Must meet:

Accuracy

95%+

Readability

8th Grade Reading Level Minimum

Actionability

Every Section Includes:

- **Reflection**
- **Action**
- **Application**

10. VIRTUAL REALITY TRAINING STANDARDS

Technical Performance

Minimum FPS:

72

Target FPS:

90+

Loading Time

Target:

Less than 10 Seconds

Maximum:

20 Seconds

User Completion Rate

Target:

80%

Minimum:

65%

Simulator Sickness

Target:

Less than 10%

Maximum:

20%

11. EVENT STANDARDS

Registration Experience

Less than:

5 Minutes

Check-In

Less than:

3 Minutes

Wait Time

Maximum:

10 Minutes

Overall Satisfaction

Target:

90%

12. PARTNERSHIP STANDARDS

Every Partnership Must Produce:

Mission Alignment

Mutual Benefit

Measurable Impact

Stewardship

Required:

4 of 4

Annual Review Required

Every Partner Must Demonstrate:

- **Value created**
- **Resources contributed**
- **Outcomes achieved**

13. INTERN & FELLOW STANDARDS

Attendance

Minimum:

80%

Target:

90%

Assignment Completion

Minimum:

80%

Target:

95%

Professional Conduct

Required:

100%

- Respect
- Integrity
- Responsibility
- Communication
- Stewardship

14. KINGDOM CHARACTER STANDARDS

Measured by Fruit not Feelings.

Based on Galatians 5.

Expected Growth In:

- Love
- Joy
- Peace
- Patience

- Kindness
- Goodness
- Faithfulness
- Gentleness
- Self-Control

Target:

Observable Growth Quarterly

15. COMMUNITY IMPACT STANDARDS

Every Program Should Improve One Or More Areas:

- ☐ Identity
- ☐ Relationships
- ☐ Education
- ☐ Employment
- ☐ Entrepreneurship
- ☐ Health
- ☐ Stewardship
- ☐ Leadership
- ☐ Community Engagement

Minimum:

1 Area

Target:

3+

Areas

16. FINANCIAL STEWARDSHIP STANDARDS

Program Sustainability

Target:

Programs Cover Direct Costs

Administrative Costs

Recommended:

Under 25%

Target:

15-20%

Mission Delivery

Target:

75%+

Resources Directed Toward Mission

17. CONTENT QUALITY STANDARDS

Before Publishing:

Accurate

Biblical

Practical

Understandable

Actionable

Professional

Required:

100%

Error Tolerance

Spelling:

0 Critical Errors

Grammar:

95%+

Accuracy:

100%

18. SGA EXCELLENCE SCORECARD

Rate 1-10

Category	Score
Biblical Alignment	
Participant Experience	
Training Quality	
Coaching Results	
Mentorship Effectiveness	
Resource Quality	
Community Impact	
Stewardship	
Innovation	
Leadership Development	

Scoring

90-100 = Kingdom Excellence

80-89 = Strong Performance

70-79 = Needs Improvement

Below 70 = Corrective Action Required

SGA GOLD STANDARD

Every participant should leave every encounter able to answer:

- 1. Who am I?**
- 2. What have I learned?**
- 3. What instruction have I received?**
- 4. What is my next faithful step?**
- 5. How will I measure progress?**
- 6. Who am I becoming?**
- 7. How does this help me serve God and others?**

If SGA consistently helps people answer these seven questions with clarity and conviction, it is fulfilling its mission regardless of size, budget, or scale.