**

**QUESTION 1**

At this point, you should be able to articulate your ILEARN, Operational Unit, improvement plan. The questions below are three ways to ask the same thing.

*In less than 50 words,* please respond to the question that makes the most sense to you.

1. What problem(s) have you identified in your Operational Unit that you will work to address?
2. What is the focus of your Operational Unit improvement plan?
3. What is your Operational Unit’s strategic plan for improvement?

*Our focus is taking FYE from just a one credit course to a set of programs that extend past the classroom. These programs include, In-person orientation, mentors, embedded content within existing courses, and a MOOC*. The improvement also includes the hiring an FYE coordinator to facilitate the development and implementation of these improvements. These steps support the mission of FYE which” is to foster engagement and persistence for student new to the college experience in order to help them complete their academic goals.”

**QUESTION 2**

What data supports the focus of the Operational Unit’s improvement plan?

*The unsatisfactory college wide retention and completion numbers are driving the expansion of FYE in hopes of improving retention and completion. The retention data from our current FYE courses show significant gains in retention and completion rates of students that have participated at RRCC. As well as and the national data around FYE programs in colleges and universities showing increased retention and completion rates.*

**QUESTION 3**

By fall 2019, how will you know if your Operational Unit’s improvement plan worked? In other words, what are your indicators of success?

*In 2019 we’ll look at retention and completion rates from the following years 2016, 2017, 2018 and also compare students who completed the FYE program for those same years vs. those who didn’t.*