**

**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?

RRCC TRIO SSS conducts workshops and events, provides regular tutoring, and individual advising sessions (incl. course selection & financial aid guidance) to provide participants grant mandated services. Participants have agreed to attend workshops and meetings and receive required services as mandated by the grant. Therefore, the OU focus is on increasing attendance at program events and meetings to lead to an increase of required services being provided.

TRIO SSS’s improvement plan is to increase TRIO SSS student participation, specifically at academic workshops and events and individual meetings. The program will increase participation by:

* Status quo: focused emailing and texting outreach
* Word-of-mouth & impromptu meetings
* Monthly newsletter
* Utilizing social media (no social media use status quo)

**QUESTION 2**

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

To meet the grant deliverables/objectives TRIO SSS provides academic and program workshops (see Table 1 for a sample of representative data from the TRIO SSS database). Through these workshops and individual meetings, the program provides and tracks six federally mandated services (Course Selection, Financial Aid Assistance, Financial Aid Information, Financial Literacy, Four Year School & Financial Aid, and Professional Tutoring).

**Table 1: Required Services Tracking for 2016/2017**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **S Number** | **Last Name** | **First Name**  | **Tutoring** | **Applying Aid** | **Transfer** | **Course Selection** | **Financial Lit** |  **Financial Info** | **Cohort** |
| S00001 | Test1 | Test1 |   |   |   | Yes |   |   | 2015-16 |
| S00002 | Test2 | Test2 |   |   |   |   | Yes | Yes | 2016-17 |
| S00003 | Test3 | Test3 |   |   |   |   |   |   | 2015-16 |
| S00004 | Test4 | Test4 | Yes | Yes | Yes | Yes | Yes | Yes | 2015-16 |
| S00005 | Test5 | Test5 | Yes |   |   | Yes |   |   | 2015-16 |
| S00006 | Test6 | Test6 | Yes |   |   | Yes |   |   | 2015-16 |
| S00007 | Test7 | Test7 |   |   |   | Yes | Yes | Yes | 2015-16 |

In addition to program specific workshops and one-on-one meetings, TRiO SSS staff attend several all-campus events for outreach and recruitment. The program tracks total contacts including e-mails and phone calls in addition to workshop and meeting attendance shown in Table 1. The program has a robust database that will provide the information needed to maintain compliance for its Annual Performance Report and to determine if TRiO SSS meets the indicators for success determined for this project. Table 2 was created using data from the TRiO SSS database. It demonstrates that for academic years 2015/2016 and 2016/2017, 55.3% of students have increased their number of required services from year-to-year by at least one.

**Table 2: Required Services Comparison 15/16 and 16/17**

|  |
| --- |
| **Summary for Services Provided 2015/2016 and 2016/2017** |
|  |  |
| **Change In Services Year-to-Year** |  |
| Decreased services year-to-year by 2 | 6 |
| Decreased services year-to-year by 1 | 18 |
| No increase or decrease in services year-to-year | 35 |
| Increased services year-to-year by 1 | 21 |
| Increased services year-to-year by 2 | 24 |
| Increased services year-to-year by 3 | 18 |
| Increased services year-to-year by 4 | 4 |
| Increased services year-to-year by 5 | 5 |
| Increased services year-to-year by 6 | 1 |
|  |  |
| **Count of Students Who Met 1 Additional Service Goal** |  |
| Increased services year-to-year by at least 1 | 73 |
| Did not increase services year-to-year by at least 1 | 59 |

**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?

TRiO SSS’s measures of success by 2019 include:

1. Increase participation in semester academic workshops, events, and individual meetings equals more required services provided. The OU outcomes include:
2. Reach goal: All SSS participants will receive one additional service each academic year.
3. Goal: 75% of participants increase by one provided service year to year.

TRiO SSS will utilize data from 2016/2017, 2017/2018, and 2018/2019 to determine if these benchmarks are met. Each year’s services received will be aggregated by student and compared year-to-year (see Table 2). These benchmarks were determined by analyzing data from 2015/2016 and 2016/2017 using the information sources detailed in Question 2’s response.