**

**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?
   1. Academic Advising’s plan for improvement is to evaluate components of our mission statement to determine goals and objectives based on the department’s focus areas. Through student surveys and focus groups, Advising will utilize input to establish a baseline and develop specific goals to focus on for future improvement. (49 words)

*For Example:*

ILEARN’s improvement plan is to *implement* a guided, formalized, and comprehensive framework for program review. *The reasons* for this improvement plan are that RRCC currently lacks a program review process, an assessment of student learning process, and regular data to make informed decision, all required for HLC accreditation.

**QUESTION 2**

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

Academic Advising will conduct a student feedback survey in order to collect baseline data. The department is beginning to assess objective data in order to establish a data-driven baseline and determine a primary starting focus.

By utilizing the SARS data that we have, we can find some areas in which we need to improve. SARS is our electronic sign-in and tracking system. We will use this information in conjunction with the input from the surveys and focus groups to re-evaluate the Red Rocks’ Advising model.

Looking at Advising’s past 2-week registration rush times since 2015, we found the following data, which shows that Advising has been seeing more students, but there are more students walking off.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Date Range | Drop-ins Seen | Not Seen/ Walk offs | Average Wait Time | **Total Checked In** | **Percent Walked Off** |
| 4-6-15 to 4-17-15 | 786 | 50 | 21 | 836 | 5.98% |
| 4-4-16 to 4-15-16 | 817 | 45 | 20 | 861 | 5.23% |
| 4-3-17 to 4-14-17 | 806 | 56 | 30 | 862 | 6.50% |
|  |  |  |  |  |  |
| 11-2-15 to 11-13-15 | 841 | 58 | 26 | 899 | 6.45% |
| 11-7-16 to 11-18-16 | 869 | 104 | 39 | 973 | 10.69% |

*For Example:*

The data to support the ILEARN plan is the Systems Appraisal Feedback Report, most specifically Criterion 4 and 5.

**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?

We will consider this iteration of iLEARN a success if Academic Advising:

* establishes a yearly (or semesterly) feedback opportunity to continuously gather student input and measure improvements
* clearly establishes data-driven goals based on feedback
* shows measurable improvement on those established goals
* determines what “measurable improvement” looks like
* makes adjustments to our operational unit practices

*For Example:*

ILEARN’s measures of success by 2019 include:

1. All operational units are involved in the ILEARN process with documentation and implementation of an improvement plan and assessment of student learning plan.
2. Data sets are annually provided to operational units
3. All categories of Criterion 4 and 5 in the 2019 Systems Appraisal Feedback Report score at a minimum of “Adequate, but could be improved” to maximum and the ultimate goal of “Strong, Clear, and well presented.”

***NOTICE*** how the measures of success relate directly back to the problems/reasons for ILEARN’s improvement plan and the data set.