**

**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?

The World Language Department improvement plan is to increase enrollment in SPA 111, completion rates in SPA 111, and class time dedicated to oral communication in SPA.

The motivating factor for this project is a continuous decline FTE, as shown by the Multiple Year FTE Report, low completions rates, as shown on the ABC Completion Report, and high percentage of class time dedicated to non-communicative activities, as shown the World Language Department Report on Class Time.

The strategic plan for improvement includes:

* Offering SPA 111 online.
* Adjusting the SPA 111 curriculum to create more class time for difficult topics.
* Providing technical support to student prior to the start of courses.
* Identifying struggling students earlier in the semester and advising them.
* Developing flipped, hybrid classes.
* Implementing oral projects.

*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?

1. FTE in SPA according to the Multiple Year FTE Comparisons Chart

2012 76.1

2013 77

2014 68.2

2015 63.6

2016 60.2

2017 55.6 (down 20.5 from 2012)

2. SPA 111 completion rates according to ABC Completion Rates

Spring 2016 44%

3. The World Language Department Report on Class Time indicates that in SPA courses we spend approximately 40% of time on communicative activities.

*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?

*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.

This project will demonstrate success by:

* Enrolling at least 10 students in an online SPA 111 course.
* Achieve a completion rate of 80% in SPA 111, excluding no-shows.
* Increase class time dedicated to communicative activities to approximately 80%.