**

Continuous Improvement Plan Summary

(Program Review Document)

**Operational Unit: Entrepreneur Center**

**Dates: Fall 2016 – Spring 2020**

**QUESTION 1 (overview)**

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

**The Entrepreneur Center (EC) plan is to implement a resource center that will provide students with education and real life entrepreneurial experiences through mentoring, internships, service learning and networking activities that support innovation, exploration, and idea development. The reasons for this improvement plan are that the business climate calls for students to exhibit characteristics of entrepreneurship whether starting a business, developing a project, or being an effective employee in another organization. RRCC does not currently offer a way for students and alumni to connect with the entrepreneur business community, which can be achieved through the resources of the Entrepreneur Center.**

Create Brand Awareness:

* Fall 16 / Spring Soft opening
* Spring 17 Inspiring Tomorrow’s Leaders
* Spring 17 Introduce Business Coach
* Create Campus Awareness through marketing efforts
* Start informally tracking traffic and interest (log and spreadsheets)
* Fall 17/Spring 18 Focused marketing, Strategic campus visits, Public Outreach, Student-Centered Workshops, Campus Pitch Event, Develop formalized tracking system

**QUESTION 2 (baseline data)**

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

**2017/18 The data to support the Entrepreneur Center plan includes:**

**Tracking brand awareness: Pre-post survey Fall 2017 and End of spring 2018**

**Determining student and alumni visits and coaching services: Log visits (hopefully SARS)**

**Participation in EC events: tracking attendance**

**QUESTION 3 (success indicators)**

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

Tracking Brand Awareness:

* 1% survey return Fall (early) and Spring (late)
* Surveys will demonstrate a 20% increase in brand awareness

Visits: 100

Participation: at least 10 participants at each event

**QUESTION 4 (comparative data)**

What comparative data indicates success or areas of improvement?

**QUESTION 5 (conclusions and future action)**

What conclusion can be drawn from the results? What action will be taken based on the results?