

PLANNING FOR SUCCESS

MILES CITY

Directions: As you embark on the journey of data-driven program improvement, you will need a plan and the support of several individuals to help make the process successful. For each area you identified for improvement, answer the following:

1. Your planned improvement(s) related to Assessment and Learning Gains

Numbers of students enrolling and percentages of students completing have dropped across all levels this year. The 60-hour post test rule change hurt our completion levels, so our goal is to have more students reach the 60 hrs required for post-testing and EFL through a hybridized managed enrollment plan and emphasis on a “60 hour program.” An increased emphasis on expectations, commitment to the program, and student retention will help us to improve assessment and learning gains across all levels.

How do you plan to implement these changes?

ACTION STEP	PERSON RESPONSIBLE	COMPLETION DATE
Train new CAS director on MABLE and CAS processes	Shelley and Melinda, with assistance from OPI staff	ASAP
Hold meeting to determine mindset and marketing changes and challenges for implementing 60 hour program. Change from open enrollment to managed enrollment will require a paradigm shift for instructors, administrators, students, and outside agencies	CAS Director and staff	November 15, 2010
Explore feasibility within budget of new marketing avenues promoting program changes	CAS Director	November 30, 2010
Plan and begin implementing hybrid instruction program, asking students to commit to a certain number of scheduled hours per week, though not necessarily at the same time/with the same classmates every week	CAS Director and staff	Begin making changes immediately, with full program in place by January 1, 2011
Reach out to area agencies, schools, etc. for promotion of new program format and schedule, so that they are familiar with it when sending clients/students to us	CAS Director and staff	By January 1, 2011
Update promotional materials to reflect program changes	CAS Director and Staff	January 1, 2011, or after all the “bugs” have been worked out

2. Your planned improvement(s) related to **Retention**.

Our data shows that we are failing to retain students for the full 60 hours, and failing to retain many beyond the 12 hour minimum. This appears to be the case across all levels and demographic categories. Though this issue relates directly to our challenges with assessment and learning gains and thus encompasses many of the same action steps, we feel it is significant enough to warrant its own improvement plan. We plan to improve our retention rates by implementing a hybridized managed enrollment model, while marketing the program as a “60-hour program.” Students will be provided with program expectations and asked to make a commitment to their education before ever completing TABE testing. The MCC Center for Academic Success has also lacked consistent leadership for the past few years; though the instructors have done a phenomenal job with program management in the face of such adversity, we hope that a restored team spirit will help us to be more successful in meeting program goals.

How do you plan to implement these changes?

ACTION STEP	PERSON RESPONSIBLE	COMPLETION DATE
Plan and begin implementing hybrid managed enrollment program, asking students to commit to a certain number of scheduled hours per week, though not necessarily at the same time/with the same classmates every week	CAS Director and staff	Begin making changes immediately, with full program in place by January 1, 2011
Create a 2 hour GED orientation to orient new students to the 60-hour program. The orientation session will introduce students to the program expectations and establish student commitment	CAS Staff and CAS Director	Hold first orientation by November 1; make adjustments and have orientation fully implemented by January 1, 2011
Create a structured follow up procedure based on the commitments established at GED orientation. This will establish a process for contacting students who miss class.	CAS Staff and CAS Director	Begin after first GED orientation, with full implementation by January 1, 2011
Thoughtfully and consistently provide career counseling (via PepTalk), computer skills training, and college readiness assistance as value-added supplements to the established individualized instructional methods.	CAS Staff	Full implementation by January 1, 2011
Develop and implement more rigorous enrollment guidelines for GED distance students. Require students who wish to enroll in the distance program to complete the 2-hour traditional orientation and an additional orientation for distance learners (which must become more formalized). This will also include working to ensure that students enrolling in distance programs have sufficient computer literacy prior to enrollment.	CAS Director and Staff	Begin immediately, with full implementation by January 1, 2011