

## Process Improvement

During Phase Four, teams reach consensus on solutions and develop implementation and evaluation plans to improve student outcomes and programs of study quality over time.

### PREPARING FOR PHASE FOUR

- Team members view the e-learning module for Phase Four.
- Team leaders distribute Phase 3 process maps to PTR team members identifying how the processes were examined and how they may potentially impact student outcomes and contribute to problems identified in earlier phases.
- Team leaders communicate with and get input from PTR team members, Institutional Research (IR) staff, and other staff who support the processes identified for improvement.
- Team leaders develop and distribute the agenda and materials for each meeting to the PTR team members and other P-20 leaders who are engaged in this phase of PTR.

### CONDUCTING PHASE FOUR

- **Step 1.** Identify solutions, also called process changes, and reach consensus on their implementation.
- **Step 2.** Develop an implementation plan that includes a statement of goals, intended outcomes, roles, and responsibilities; description of steps needed to create solutions; an estimated timeline, cost and resource requirements; and potential mechanisms for integrating this work into institutional and partner organizational planning.
- **Step 3.** Develop an evaluation plan that includes goals, methods and performance measures to evaluate the success of the identified solutions.
- **Step 4.** Implement solutions and begin to analyze results. Persons and organizations responsible for implementing the solutions begin to make improvements. Depending on the timing of implementation, the PTR team begins to evaluate the scope and extent of implementation. The team returns to this step to evaluate the extent to which solutions were implemented to resolve the problems identified in Phases One and Two.

### PHASE FOUR IN CONTEXT

Phase Four helps members of the PTR team build the foundation on which they can gather data, develop performance measures to monitor progress on specific outcomes, and evaluate student progress as it relates to addressing the problem and improving the program of study. By developing implementation and evaluation plans, the teams prepare to implement sustainable solutions.

### RESOURCES

- *Suggested Solutions Worksheet*
- *Solutions Evaluation Worksheet*
- *Implementation Plan*
- *Evaluation Plan*
- *Evaluating Progress on the Improvement Objective Worksheet*

