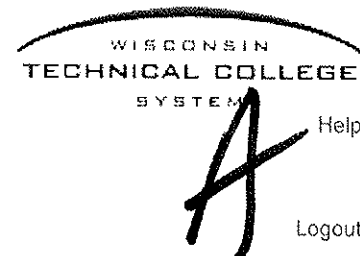


QRPDS




View Improvement Plan

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Program Profile	Analysis Summary	Improvement Plan	Best Practices and Innovations	References	Comments	Scorecard
Plan		Results		Tracking		
College	02 Western Technical College	Program	10-154-3-IT-COMPUTER SUPPORT SPECIALIST	Evaluation Start Year	2011	

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Plan

- **Optimize program through program design activities** 
Program Design - Second Year Retention

This program will create a plan to shape its program to better meet the needs of employers and students.

Timeframe: 07/01/2011 to 06/30/2014 Cost: Funding Source: WTCS,Other Internal
Goal: 27.0

Primary Person Responsible: Dawn Fread
Secondary Person Responsible: Gary Brown
Tracy Dryden 02/11/2011

- **Develop and participate in comprehensive IT student readiness model** 
Comprehensive Student Readiness - Second Year Retention

This program and its faculty will participate in the identification, development, pilot, and implementation of several readiness tools that can be used to increase student success in IT programs.

Timeframe: 07/01/2011 to 06/30/2014 Cost: Funding Source: WTCS,Other Internal
Goal: 56.0

Primary Person Responsible: Dawn Fread
Secondary Person Responsible: Gary Brown
Tracy Dryden 02/11/2011

- **Participate in Online Student Readiness Initiative** 
Online Student Readiness - Second Year Retention

Students in this program will be required to complete the online student readiness tutorial before taking online or blended courses.

Timeframe: 07/01/2011 to 12/31/2012 Cost: Funding Source: WTCS,Other Internal
Goal: 56.0

Primary Person Responsible: Linda Duffy
Secondary Person Responsible:

Tracy Dryden 02/11/2011



- **Participate in Mandatory New Student Orientation**
Mandatory New Student Orientation - Second Year Retention

Students in this program will participate in a mandatory new student orientation.

Timeframe:	07/01/2011 to 12/31/2012	Cost:	Funding Source:	WTCS, Other Internal
Primary Person Responsible:	Gary Brown	Goal:	56.0	
Secondary Person Responsible:	Tracy Dryden 02/11/2011			

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