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**Continuous Improvement Planning**

Syllabus

# **Welcome!**

Welcome to Continuous Improvement Planning! In this course, we will explore key concepts and principles behind continuous improvement planning and support you and your team in beginning the continuous improvement planning process.

While the continuous improvement planning process is often led by program directors, we believe that the process should be collaborative and inclusive, and encourage programs to participate in teams. Staff and students who will play a role in leading continuous improvement planning are welcome to participate regardless of their role or title. If there is someone on your team who would like to participate for just part of the course, please reach out to the course team.

We will meet for three sessions. Each session covers a different phase of the continuous improvement planning process, and has assigned homework that will help you prepare for and get the most out of the following session. The course content and assignments are designed to guide you through these initial steps: if you complete them, you will be well on your way to writing a continuous improvement plan by the end of the course. We will gather again in the fall for a Continuous Improvement Planning Summit, where you will have the opportunity to share your work, gather feedback, and get inspired by other programs.

Support and accountability are an important part of this process. You can expect to hear from our facilitators between and beyond the sessions, and are available by request for coaching. We also encourage programs to partner up and check in on each other’s progress between and after sessions.

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# **Contacts**

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| **Facilitators** | **Technical Support** |
| Alexandra Papagno  Director  SABES Program Support PD Center  [alexandra\_papagno@worlded.org](mailto:alexandra_papagno@worlded.org)  Jenna Gouin  Consultant, Program Management & Organizational Leadership  [jgouin@worcester.edu](mailto:jgouin@worcester.edu) | Juliana Campellone  Project Coordinator  SABES Program Support PD Center  [julianna\_campellone@worlded.org](mailto:julianna_campellone@worlded.org)  Jane Brandt  Project Coordinator & PD Specialist  SABES Program Support PD Center  [jane\_brandt@worlded.org](mailto:jane_brandt@worlded.org) |

# **Logistics**

# When you register for this course, you will be automatically registered for all three sessions. If any staff members at your program would like to participate in a single session, please contact the course team.

Session 1 will be held online. Sessions 2 and 3 may be held in person, depending on participants’ availability.

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| **Session 1** | Preparing to Plan  Friday, March 29, 2024, 9:30 am - 1:00 pm |
| **Session 2** | Leading with Data for Continuous Improvement  Friday, April 12, 2024, 9:30 am - 1:00 pm |
| **Session 3** | Developing a Continuous Improvement Plan  Friday, May 3, 2024, 9:30 am - 1:00 pm |
| **Summit** | Continuous Improvement Planning Summit  Fall 2024 (Date TBA) |

# **Course Overview**

## **Course Goal**

Using an inclusive, equitable access frame and theory of change model, directors and their program teams effectively implement an ongoing, cyclical continuous improvement process informed by data that strengthens instruction, learning, and student outcomes.

## **Session 1: Preparing to Plan**

*Friday, March 29, 9:30 am - 1:00 pm*

* Setting the Stage: Overview of Continuous Improvement Planning
* Preparing to Plan: Stage 1 of Continuous Improvement Planning
* Looking Ahead: Data

## **Session 2: Leading with Data for Continuous Improvement**

*Friday, April 12, 9:30 am - 1:00 pm*

✅ Bring 3 data elements from Session 1

* Obtaining and analyzing appropriate and high-quality data
* Effective leadership using data
* ACLS components of accountability
* Beginning to choose areas of focus

## **Session 3: Developing a Continuous Improvement Plan**

*Friday, May 3, 9:30 am - 1:00 pm*

✅ Bring data related to your chosen IPQs

* Developing a vision, goals, and objectives
* Writing indicators and benchmarks
* Research, pilots, and professional development
* Drafting an action plan
* Evaluating progress

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# **Resources**

All course materials can be found on the course website.

# **Assignments**

All assignments are designed to help you and your program make the most out of each session, but all sessions are designed with the understanding that all assignments may not be feasible for all programs at this time.

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| **Pre-Work** | * Read [Performance Accountability: For What? To Whom? And How?](https://www.sabes.org/content/planning-continuous-improvement-resources) (Merrifield, 1999) * Familiarize yourself with the following:   + [FY24-FY28 Massachusetts Policies for Effective Adult Education in Community Adult Learning Centers and Correctional Institutions](https://www.doe.mass.edu/acls/abeprogram/default.html)   + [Indicators of Program Quality](https://www.doe.mass.edu/acls/accountability/program-quality/)   + [Program Quality Review and Site Visit Protocol](https://www.doe.mass.edu/acls/accountability/program-quality/reviews.html) |
| **Session 1** | * Complete Steps 1-3 of the Preparing to Plan Questionnaire or make a plan for when and how you will do this * Find 3 data elements to bring to the next session, including one from LACES/Desk Review and one not from LACES/Desk Review * Check in with a partner |
| **Session 2** | * Collect, analyze, and summarize data related to your chosen IPQs * Continue working on your Preparing to Plan Questionnaire and assembling your team * Check in with a partner |
| **Session 3** | * Write a draft plan * Check in with a partner * Reach out to Jenna or Alexandra for support |

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