**Exercise #1: Continuous Improvement**

<table>
<thead>
<tr>
<th>Goal</th>
<th>Learn together how we incorporate Continuous Improvement into everything ETCS does.</th>
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<tbody>
<tr>
<td>Description</td>
<td>Individually and in groups, reflect and discuss continuous improvement.</td>
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**Steps**

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<thead>
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<tbody>
<tr>
<td>1</td>
<td>What does Continuous Improvement for ETCS mean to you?</td>
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<td>- Discuss with the group at your table</td>
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<td>2</td>
<td>Who benefits from Continuous Improvement?</td>
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<td>- Discuss with the group at your table</td>
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<td>3</td>
<td>How can Continuous Improvement benefit ETCS and your program(s)?</td>
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<td>- Large group discussion</td>
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<td>4</td>
<td>What can we do now to implement Continuous Improvement?</td>
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**Key Learning Points**

- Doing the work itself leads to improvement.
- We all share a common understanding of what our stakeholders needs are and how we, as a college, will meet those needs.
- Feedback is regularly collected from stakeholders and used to identify and implement improvements.
- Stakeholders are internal and external to the college.
- The goal of continuous improvement is to move from reactive to proactive.
CONTINUOUS IMPROVEMENT WORKSHEET

Table Discussion:

1. What does Continuous Improvement for ETCS mean to you?
   - Eliminate bottlenecks in work procedures
   - in paths to graduation (req. courses that fill every semester)
   - Eliminate barriers to success
   - Improve quality each year
   - of teaching
   - of lab experiences
   - of textbooks
   - Need a good way to collect the data

2. Who benefits from Continuous Improvement?
   - Students
   - Employees of IPFW
   - Employers of our graduates
Group Discussion:

3. How can Continuous Improvement benefit ETCS and your program(s)?

4. What can we do now to implement Continuous Improvement?
CONTINUOUS IMPROVEMENT WORKSHEET

Table Discussion:

1. What does Continuous Improvement for ETCS mean to you?

   It means constantly taking a look at what we are doing, how we are doing it, and the results we are achieving and what we can do to achieve better results.

   In ETCS, we need to do continuous improvement in our student advancement curriculum.

2. Who benefits from Continuous Improvement?

   1. Students
   2. Faculty and Staff
Group Discussion:

3. How can Continuous Improvement benefit ETCS and your program(s)?

* It will give us
* It will ultimately lead to increased student enrollment
* Curriculum that is current and meeting needs
* A more proactive college

4. What can we do now to implement Continuous Improvement?

* For a continuous improvement committee in the ETCS college

Getting customers to complain more!

We have to identify the student needs first before solution.
CONTINUOUS IMPROVEMENT WORKSHEET

Table Discussion:

1. What does Continuous Improvement for ETCS mean to you?
   1. Being better tomorrow than we are today
   2. Keeping focus on the customer

2. Who benefits from Continuous Improvement?
   All involved
Group Discussion:

3. How can Continuous Improvement benefit ETCS and your program(s)?

Meeting the needs of the customer

4. What can we do now to implement Continuous Improvement?

Focus on what we are teaching
Hire faculty that has experience with the material being taught
CONTINUOUS IMPROVEMENT WORKSHEET

Table Discussion:

1. What does Continuous Improvement for ETCS mean to you?

Assess the effectiveness against criteria
Define success/effectiveness to find a complete solution with
Constant, multiple assessment
Examine what we are doing, how we are doing it, what are the results, how to achieve better results

- What are bottlenecks?
- Eliminating barriers

2. Who benefits from Continuous Improvement?

Everyone, our college, our students, our stakeholders
Group Discussion:

3. How can Continuous Improvement benefit ETCS and your program(s)?
   - "Global" approach
   - Cross-department collaboration
   - Collaborative and coordinated efforts
   - Achieve efficiency
   - Achieve enrollment, retention, graduation

4. What can we do now to implement Continuous Improvement?
   - Proactive approach
   - Increase communication to achieve success
   - Support and help each other
CONTINUOUS IMPROVEMENT WORKSHEET

Table Discussion:  

1. What does Continuous Improvement for ETCS mean to you?
   * Growth in terms of student enrollment, retention, graduation, placement.
   * Growth of the program to be able to offer graduate classes within CE.
   * Integrated Environment: more interactions b/w faculty members within & outside of the department & student-faculty interaction.
   * Provide space for student to work on extra-curriculum activities.
   * Enhance morale & motivation

2. Who benefits from Continuous Improvement?
   * Students, faculty & staff within & outside
Group Discussion:

3. How can Continuous Improvement benefit ETCS and your program(s)?

4. What can we do now to implement Continuous Improvement?
   - Ensure consistency
   - Reinforce the goals
   - Flexibility to explore
CONTINUOUS IMPROVEMENT WORKSHEET

Table Discussion:

1. What does Continuous Improvement for ETCS mean to you?

- Higher Quality Graduates
- Increasing Retention
- Increasing Student Participation
- Improving daily in our
- Improving everyday at our profession

2. Who benefits from Continuous Improvement?

Everybody
Group Discussion:

3. How can Continuous Improvement benefit ETCS and your program(s)?

- Increasing resources
- More money - Alan donations
- Keeping step with Tech

4. What can we do now to implement Continuous Improvement?
CONTINUOUS IMPROVEMENT WORKSHEET

Table Discussion:

1. What does Continuous Improvement for ETCS mean to you?
   
   For programs: ABET process (well defined)
   For students: more learning & happier student
   For organization (ets/depts): happier faculty
   For indiv: better & more efficient work environment

2. Who benefits from Continuous Improvement?
   Everyone
Group Discussion:

3. How can Continuous Improvement benefit ETCS and your program(s)?
   - Improve: Efficiency
   - Resources
   - Quality
   
4. What can we do now to implement Continuous Improvement?
   - List and learn problems (students, faculty, staff)
   - Address them
CONTINUOUS IMPROVEMENT WORKSHEET

Table Discussion:

1. What does Continuous Improvement for ETCS mean to you?
   
   See results of my initiatives

2. Who benefits from Continuous Improvement?
   
   Students
   Faculty
   Com University
Group Discussion:

3. How can Continuous Improvement benefit ETCS and your program(s)?
   
   Central Clarity
   
   Income growth rate

4. What can we do now to implement Continuous Improvement?
   
   Ask for resources
CONTINUOUS IMPROVEMENT WORKSHEET

Table Discussion:

1. What does Continuous Improvement for ETCS mean to you?

Better Communication → read emails & respond promptly, keep all stakeholders in the loop at all times
Feedback and Clarity → transparency in what is being done
Simplicity and Sustainability
Follow-through → great plans aren't put into place without a "can-do" attitude
Financial backing to make plans come to fruition
Accountability

2. Who benefits from Continuous Improvement?

ETCS, students, faculty, staff, all stakeholders
Prospective students, IPU, PFU, Indiana as a whole
Group Discussion:

3. How can Continuous Improvement benefit ETCS and your program(s)?

- Improved enrollment
- Retention & graduation rate increases
- Student → better employment opportunities post-grad
- Improved financial support → scholarships, grants, internships, etc.
- Improved morale on campus/in ETCS

4. What can we do now to implement Continuous Improvement?

- Manage internal resources better and be accountable for decisions
- Streamlining processes
- Keep all support staff in the communication loop → we are your first line
- Don't allow faculty to “hide” behind their tenure-status; force them to address the issues raised by students on evaluations and in meetings
CONTINUOUS IMPROVEMENT WORKSHEET

Table Discussion:

1. What does Continuous Improvement for ETCS mean to you?
   Starting a process and evaluating the process with both positive and negative sides, and adapting the process as needed – willingness to change and take action.
   Better environment
   - Feedback
   - Stake holders
   - Students
   - How to affect other stakeholders

2. Who benefits from Continuous Improvement?

   Everyone
Group Discussion:

3. How can Continuous Improvement benefit ETCS and your program(s)?
   - Feedback and reassessment
   - Qualitative feedback
   - Reward for making change

4. What can we do now to implement Continuous Improvement?
   - Action
CONTINUOUS IMPROVEMENT WORKSHEET

Table Discussion:

1. What does Continuous Improvement for ETCS mean to you?

   Embrace change - Make changes - Stay proactive
   Improve quality every year
   Make a plan for improvement ever semester
   With students - Alumni - Employers
   Invest time + resources
   And get students more passionate about their future career

2. Who benefits from Continuous Improvement?

   Students - Employers - Employee's
   Purdue - Fort Wayne - Global
Group Discussion:

3. How can Continuous Improvement benefit ETCS and your program(s)?

INCREASE ENROLLMENT + GRAD RATES +
KEEP PROGRAMS AS UP TO DATE AS POSSIBLE
INCREASE FUNDING TO IMPROVE EDUCATION QUALITY (LABS, EQUIPMENT, EDUCATION)
IMPROVE WEBSITE

4. What can we do now to implement Continuous Improvement?

CREATE BETTER DEPARTMENT WEBSITES
CO-OP WITH MORE EMPLOYERS
CONTINUOUS IMPROVEMENT WORKSHEET

Table Discussion:

1. What does Continuous Improvement for ETCS mean to you?
   (0) Define goals/success
   (1) Try something
   (2) Assess in multiple ways
   (3) Reflect
   (4) Brainstorm possible improvements
   (5) Try again with new ideas
   Think about what, how, and why we're doing what we're doing; what are we accomplishing; how can we achieve more

2. Who benefits from Continuous Improvement?
   Everyone
Group Discussion:

3. How can Continuous Improvement benefit ETCS and your program(s)?
   - make it more efficient
   - more bang for our "buck"
   - help remove bottlenecks
     - resources
     - time
     - money

4. What can we do now to implement Continuous Improvement?
   - being proactive approach
   - increased communication
CONTINUOUS IMPROVEMENT WORKSHEET

Table Discussion:

1. What does Continuous Improvement for ETCS mean to you?
   - def. of success
   - what is here now that needs to be done
   - value of buy-in from group members
   - multiple measures of assessment
   - best use of resource
   - what are we doing, how are we doing it, what are the results, what can we do to achieve better results

2. Who benefits from Continuous Improvement?
   Evergao
Group Discussion:

3. How can Continuous Improvement benefit ETCS and your program(s)?

- collaborate + combine efforts to improve efficiency -
- not have same thing happening in many departments
- figure out what we are currently doing
- support enrollment
- improve communication
- watch ETCS approach

4. What can we do now to implement Continuous Improvement?

Take a step back from adding new initiatives so we can assess the status + value of what we are currently doing
CONTINUOUS IMPROVEMENT WORKSHEET

Table Discussion:

1. What does Continuous Improvement for ETCS mean to you?
   - buy all in ETCS on board (for CI in all areas) with an
   - have an objective of attaining best practices in all areas.
   - in student, processes, reduce duplication of
   - same work, avoid favoritism in decisions.

2. Who benefits from Continuous Improvement?
   all - world/universe
Group Discussion:

3. How can Continuous Improvement benefit ETCS and your program(s)?

4. What can we do now to implement Continuous Improvement?
CONTINUOUS IMPROVEMENT WORKSHEET

Table Discussion:

1. What does Continuous Improvement for ETCS mean to you?

- Better serving the range of our students -
  training
- Learning how to help the range of our students
- Placing & advancing them in ports leading to their success & the improved
  Get into Quality continuous improvement of our understanding
  Restriction
  Trial (try staff)
  Efficiency for faculty/staff (freeing time & space for students)

2. Who benefits from Continuous Improvement?

- Students; employees; ourselves
Group Discussion:

3. How can Continuous Improvement benefit ETCS and your program(s)?
   - Greater student satisfaction
   - Retention!
   - Students doing what they love/raving what they do
   - Keep students/peace students
   - More efficient for all
   - Satisfied students/faculty

4. What can we do now to implement Continuous Improvement?
   - High Quality Info,
   - Levels of curriculum # HBE #
   - Personal
CONTINUOUS IMPROVEMENT WORKSHEET

Table Discussion:

1. What does Continuous Improvement for ETCS mean to you?
   - More resources
   - Higher graduation rates
   - Satisfied Alumni
   - Self satisfaction
   - More students
   - More industry involvement
   - Doing more with less
   - Improved process
   - Marketing

2. Who benefits from Continuous Improvement?
   - Students
   - Faculty
   - Staff
   - Alumni
   - Industry
   - High school students
   - Community
Group Discussion:

3. How can Continuous Improvement benefit ETCS and your program(s)?

- Generation of more resources
- Improved graduation rates
- Alumni, satisfied who wants to give back
- Satisfied student body
- Satisfied faculty and staff
- Recognized nationally, programs

4. What can we do now to implement Continuous Improvement?

Have a solid, followed, continuous improvement plan
CONTINUOUS IMPROVEMENT WORKSHEET

Table Discussion:

1. What does Continuous Improvement for ETCS mean to you?
   - Better working environment
   - Better reward for work well done

2. Who benefits from Continuous Improvement?
   - Stakeholders
   - Ourselves
Group Discussion:

3. How can Continuous Improvement benefit ETCS and your program(s)?

ETCS and MET will improve continuously.

4. What can we do now to implement Continuous Improvement?

Study of continuous improvement plan, identifying each personnel’s responsibilities for continuous improvement.