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Unit Name: MOD

1.

What improvements have been planned/implemented:

Assign a full-time recruiter/advisor to monitor and follow-up with Student Service retention and success efforts.

2.

How did you decide that these improvements would benefit your unit or what weakness is the unit trying to improve:

Current MOD Coordinator is overwhelmed with work load. 1600 to 1 ratio.

3.

Measures: what measures are going to be used to determine if the improvements were successful.

Additional activities will be initiated including call-outs to more students and extended contact to 3 campuses.

3a. Baseline data: the data used to determine improvements were needed

600 call outs made and 4 assigned campuses.

3b. Target goals: the data that shows your improvements have achieved your goals

At least 1600 call-outs – contacts 8 campuses covered.

3c. Current data: where you are currently in reaching your target

50% of call-outs/contacts
50% of campuses covered

Narrative:

We have already identified a recruiter that will be assigned to the MOD program and are currently training her on the MOD program