

# ETCS Strategic Planning Workshop

## Recap - 3 Key Learning Points

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- 1. Continuous Improvement (*Exercise 1*)**
  - a. Define current processes and student flow (pre-college through career pathways) through programs and communicate to everyone.
  - b. Use the defined current process as the baseline for improvement.
  
- 2. Student Flow and Needs from Pre-College through Career Pathways through Programs and Administrative Processes (*Exercise 2 and Exercise 3*)**
  - a. Understand the steps that students' take through ETCS programs and administrative processes.
  - b. Understand the needs of students at each step of their flow. Needs may include information, timing of information, faculty/advisory/administrative support.
  - c. Document current processes and student flow through programs.
  
- 3. Developing, Communicating and Implementing ETCS College Initiatives in the Context of Student Flow through Programs (*Exercise 4 and Exercise 5*)**
  - a. Based on the understanding of student needs in 2b, determine/establish which needs that the faculty and staff collectively agree want to be met. These needs become the Functional Requirements (FRs) of the program flows for the college.
  - b. Establish a learning organization by proposing one Physical Solution (PS) to achieve one FR. The approach is either to improve an existing PS to achieve an FR or to propose a new PS.
  - c. ETCS will continue to propose, implement and evaluate PSs until we achieve the FRs.

Proceeds from the workshop can be found at:

<https://www.ipfw.edu/departments/etcs/about/plan.html#progress>