# Phase 4: Evaluate and Improve Case Study

The CompTIA Program prepares students for the Security+ certification test on their ability to conduct threat analysis as well as install and configure systems as a cybersecurity analyst, both skills on the high-demand occupation list for the region.

The IET certificate program at the area's community college will have articulated credit leading to a 2-year degree. Additionally, the program has an on-ramp with a bridge class for working students who are preparing for postsecondary education. The students take one 3-credit hour class during each 5-week period (over one semester) for a total of 3 courses and 9 credit hours during the semester while being concurrently enrolled in adult education.

Finding qualified teachers has been a struggle, as has been funding for the students—who have barriers to enrollment, completion, and job attainment. Digital literacy and college-ready integration have been critical in preparing students for next steps.

**Learner goal:** Program participants will gain the academic, workforce preparation, and workforce training skills needed to pass the CompTIA certification and transition to degree programs by the end of the semester.

**Program goal:** Each term, at least 20% of IET program participants are from populations identified during the needs assessment as underrepresented (e.g., minorities, females, and ELLs).

**Partner goal:** Throughout the last session of the IET program, employer partners will provide work-based learning opportunities that lead to the hiring of program completers.

### Activity #1:

You will be assigned either a learner, program, or partner goal. Then answer the following:

1. What quality indicators are relevant to this goal?
2. What is the rationale for the "connection"?
3. What outcome questions could we ask?
4. What process questions could we ask?

## Activity #2:

| Goal: | | | | |
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| **Evaluation Question(s)** (Process & Outcome) | **Data Needed** (Measures) | **Data Source(s)** | **Timeframe/ Schedule** | **Analysis Approach(es)** (Quantitative/Qualitative) |
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