



Closing: Evaluate and Improve Case Study

Ms. Adams is the new executive director of the Midwest Training Institute (MTI), a community-based organization that provides adult education to multiple counties in the state. MTI is operating two IET programs: one for paraprofessionals in schools and one for HVAC technicians. During her orientation, her team updated Adams on the programs and reported that there were 15 students enrolled in the paraprofessional program and six in the HVAC program. They also shared the following:

- Three months after the end of each program, the program conducts a survey of employers who hired IET graduates. The former executive director kept those surveys, and it is unclear what was done with the results.
- The Learning Management System has been out of commission for four weeks. The vendor is trying to fix it but is not having any luck. In the meantime, instructors are using their own tracking procedures to monitor student progress and attendance.
- The instructors have participated in professional development offered by the state on incorporating equity into courses, using NRS data to inform program planning, and using technology to support classroom learning. Survey results on their experiences are available.
- Each month, the program staff and instructors meet to share ideas and struggles they face delivering programs to students. Instructors observe other classrooms at least twice a year. There are notes from each meeting but no formal way to revisit whether new ideas were tried and tested across programs.

Ms. Adams has also learned that two meetings set up by her team for next week are with Jane Pool, owner of the largest local heating and plumbing repair company in the city, and Malik Smith, the superintendent of schools for the local district. Jane and Malik have been vocal believers in the value that MTI provides the local community and would like to talk about engaging other business and school district partners in discussions about how to expand the IET programs.

With your team, discuss the following:

- What types of feedback loops would be helpful for the Midwest Training Institute to establish?
- What types of data would be helpful to collect?
- Think about the feedback loops your program has established. Share how they work.
- Have you identified promising practices for engaging partners and sharing results?

