

Critical Questions to Ask During Development of a Program Improvement Plan

The following are examples of questions the Self-Study committee can use in the program evaluation and improvement process.

Answer the first two questions below to help determine an improvement intervention. As the effect of the intervention is assessed, answer the third. Remember that improvement may require completion of several planning cycles to achieve the desired outcome.

Three questions to identify the improvement intervention and develop an improvement plan:

1. What are we trying to accomplish? *Be specific about the aspect of the program you will improve.*
 - How long will this change take to implement?
 - What resources will be needed?
 - What are the action steps, who are the individuals responsible, and what is the timeline?
2. How will we know if the change implemented will result in improvement? *Describe the measurable outcome(s) you expect to see.*
 - What data will be collected?
 - Will carrying a test of change on a small scale be useful?
 - What do you predict will happen and why?
3. What specific changes will we make that will result in improvement? *Describe the current process(es) and the new process(es), and discuss how the changes will result in improvement.*
 - When will effects of the change be reviewed to determine if improvement is sustained?