



PIPE Strategic Plan Update September 10, 2019

The PIPE Committee has met bi-weekly since conference and met in person in Atlanta on September 6-8th, 2019. The purpose of the meeting was to align on overall education strategies, development of draft processes, finalization of our proposed Instructor Recertification Program and to complete as many of our Strategic Plan Goals as possible and jump start additional goals.

Accomplishments:

- Completed communication to all recent CLIMB attendees along with coaching assignments.
- Updated [Class Experience Survey](#) form and implemented on Aug. 1st for all courses. Instructors will now be rated on a 1-5 scale and scores tracked to 2 decimal places. Form also includes opportunity for student evaluation of course materials.
- All instructor materials have been uploaded to the website. Instructors are now able to download both participant and instructor manuals.
- Completed debrief call with the IDEAS taskforce. Good discussion with additional insights provided by the taskforce members.
- Completed review of IRWA courses to identify top 20 list from a financial / attendance perspective. Seeking input from the Credentialing Committee on priorities. Next step is to determine how to rank from a quality / need perspective to finalize a proposed priority list.
- Developed proposed instructor recertification program to be reviewed by IGC this coming week.

In Progress:

- Developed draft framework for course updates along with draft course standards. Amir Vafamanesh is compiling all feedback and incorporating into a standards document.
- Developed draft framework process for instructor performance management. Proposed process is a 3-step process to monitor and respond to instructor evaluation scores. Additionally, the process provides the ability to act on specific complaints related to instructor adherence to the CLIMB standards and CLIMB commitment letter. Kristen Bennett will be leading this initiative. Next steps include development of process map, documentation and seeking feedback from stakeholders (instructors, course coordinators and education chairs) before presenting to the IGC.
- Developed framework process for how instructors add new classes to their approved program listing along with preliminary review of instructor qualifications. Dave Arnold will lead development of the documentation with additional team input on qualifications. Additional feedback will be solicited prior to submission to the IGC.
- Developing an online form for instructor course feedback that will feed into database for automatic sorting / categorization.