PTR PHASE THREE

Process Assessment

During Phase Three, teams analyze "core processes" (e.g., recruiting, advising, teaching, learning) that contribute to the problem. Teams probe and critique existing processes to understand why desired results are not being produced. This phase produces a detailed, step-by-step understanding of core processes and a list of potential factors that teams need to understand to develop effective solutions.

PREPARING FOR PHASE THREE

- Team members view the e-learning module for Phase Three.

- Team members review the Team Worksheets and the *PTR Charter* from Phase 2.

- Team members review existing maps or graphics displaying major processes that support student progress in program areas relevant to the problem statement.

- Team leaders develop and distribute meeting agendas, along with the *PTR Process Inventory* and the *Detailed Process Description Worksheet*.

CONDUCTING PHASE THREE

- **Step 1.** This step requires that the team identify major processes (e.g., marketing, recruitment, testing and assessment, instruction, academic support, student support, career development, and job placement) that support the movement of students along a career pathway and improve the Program of Study.

- **Step 2:** This step provides a thorough explanation of the processes the team has selected for review and creates a list of potential factors that contribute to the problems.

- **Step 3:** This step engages team members in determining underlying reasons for the identified problems. Understanding underlying contributing factors (or reasons) is essential if the team is to develop effective solutions.

PHASE THREE IN CONTEXT

Understanding how processes contribute to student success is crucial to improving Programs of Study. Process analysis is a means by which the deficit thinking that sometimes characterizes discussions of outcomes inequities is overcome. In other words, teams can move from the idea that "if we had better students, we would have better outcomes," to the idea that "if we create better processes, our students will demonstrate better outcomes."

RESOURCES

- *PTR Process Inventory*

- *Detailed Process Description Worksheet*

- *Improvement Team Report on Process Assessment*