

Rapid-Cycle Learning (RCL) in Metro Action Commission



What improvement strategy did you test?

- Incorporating a tutoring component into the program prior to students taking the CompTIA A+ exam



What data did you collect and analyze?

- Surveys about students' classroom experiences, satisfaction with overall training experience, and interest in tutoring
- One-on-one student interviews for more in-depth conversations about supports needed to successfully pass the CompTIA exam
- Partner interviews on industry requirements and internship opportunities



What did you learn about your improvement strategy?

- Students were having issues connecting theory to practice
- Students did not attend tutoring sessions as they did not feel tutoring would address their needs
- Students expressed a lack of confidence in training and wanted a more hands-on experience tied to the IT industry



What evidence-informed decisions did you make?

- Abandon the initial tutoring strategy because it did not meet students' needs and test a new internship strategy



How has your participation in Project Impact added value to your organization?

- We've been able to identify problematic areas in our program, isolate them, and look for ways to effectively solve them
- We've learned that abandoning a strategy that isn't effective doesn't indicate failure, but an opportunity to test other ideas through various methods to achieve successful outcomes



What are your future plans for rapid-cycle learning?

- Incorporate RCL testing and practices across all training programs through the continued use of tools shared through Project Impact



What would you recommend to others interested in using rapid-cycle learning?

- Be patient and trust the process
- Don't become too attached to processes because you may have to abandon them



Program graduates

