

## TOOLBOX

Finally, I want to put on record the goals that I have set for improving the mentor’s individual and team contribution to a Quality Learner Experience, as described in Northwest’s CBTE Quality Frame.

Here is what the Quality Frame says about how Northview is to provide a quality Learner Experience:

- ... they offer proactive and personalized support for the learners, and are invested and involved with understanding and improving the entire learner lifecycle.
- ... learners have ready access to and proactive engagement with the subject matter experts...
- ... opportunities for engagement with peers, faculty, staff and employers who reflect the diversity of the learner population are provided throughout the learning journey.
- ... mentors provide meaningful and substantive interaction with learners throughout the learner journey...

Here then are the goals set for progressing towards a Quality Learner Experience in 2021/22:

- Goal - to reduce the “unviewed submissions” rate to near zero
- Goal - to have standard category ODAs engaged and completed in a timely fashion
- Goal - to have all mentors and/or mentor teams reduce the backlog of incomplete assignments to within an 8-month window (which currently falls at April 30, 2021)

	Active ODAs within 4-8 week window (%)	Active ODAs >2 months (%)	Active ODAs >6 months (%)
<b>November 29, 2021</b>	14.56%	60.88%	37.91%
<b>January 3, 2022</b>	34.37%	26.06%	38.86%

**Notes:**

- Active ODAs more than 6 months old remain virtually the same. We have maintained the status quo, but not gained ground here.
- Active ODAs >2 months - we have made the most progress in gaining ground here - this means that ODAs within the 2-6 month range are being engaged and completed.
- Increase in % for Active ODAs within the 4-6 week window reflects an increase in student submissions, and a corresponding opportunity to stay current with the students work.