

**IRWA EDUCATION PROGRAM  
FISCAL YEAR  
JULY 2009- JUNE 2010  
CLASSROOM STATISTICS - QUALITY MEASURE REPORT**

	<b># CLASSES HELD</b>	<b># LATE</b>  GOAL= Deliver at least 2 days before class start date when ordered on time	<b># WRONG OR MISSING MATERIAL</b>  GOAL = Deliver correct & complete	<b># CONTENT ERROR</b>  Directly affecting Course presentation	<b># WRONG LOCATION</b>  GOAL = Deliver to address provided	<b>% ERROR</b>  GOAL = <5%	<b>% DELIVERED RIGHT PLACE, RIGHT MATERIAL, RIGHT ON TIME</b>  GOAL = > 95%
<b>July</b>	21	0	1	0	0	4.76%	95.24%
<b>August</b>	12	0	0	0	0	0%	100%
<b>September</b>	49	0	2*	1 <sup>i</sup>  corrected after class presentation	0	8.16%	91.84%
<b>October</b>	36	0	0	2 <sup>ii</sup>  corrected after class presentation	0	5.56%	94.44%
<b>November</b>	35	0	0	2 <sup>iii</sup>  corrected after class presentation	0	5.71%	94.29%
<b>December</b>	13	0	0	1 <sup>iv</sup>  Not yet resolved	0	7.69%	92.31%
<b>January</b>	27	0	0	2 <sup>v</sup>	0	7.41%	92.59%
<b>February</b>	27	0	1	1 <sup>vi</sup>	0	3.70%	96.3%

\*corrected before class start date

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- <sup>i</sup> **Course 105** – blurred images in participant manuals
- <sup>ii</sup> **Course 401C** – Missing Exercise Answers in participant manuals  
**Course 401** – Missing Exercise Answers in participant manuals
- <sup>iii</sup> **Course 400** – Errors in participant manuals; facilitator log changes not reflected in participant books  
**Course 900** – Errors in manuals regarding text and drawings
- <sup>iv</sup> **Course 505** – Errors in exam questions. Facilitator and participant exams did not match for questions 13, 16, and 22.
- <sup>v</sup> **Course 105** – Needed updated Federal Regulations and Laws  
**Course 505** – Needed updated Federal Regulations and Laws
- <sup>vi</sup> **SRWAC**– Practice Exam was not updated. The previous Practice Exam which has the same questions as the current Final Exam, but in a shuffled order, was included in the manuals.