**Continuous Improvement Plan**

**Date:** 3/3/2023 **Name of Program/Unit: Technology Services**

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**Table 1. CIP Outcomes, Measures & Targets Table (focus on at least one for the next two years)**

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| **A. Expected Outcomes**  Results expected in this unit  (e.g. Authorization requests will be completed more quickly; Increase client satisfaction with our services) | **B. Measures**  Instrument(s)/process(es) used to measure results  (e.g. sign-in sheets, surveys, focus groups, etc.) | **C. Targets**  Level of success expected  (e.g. 80% approval rating, 10 day faster request turn-around time, etc.) |
| Workday Implementation  Phase 1: Rollout of HCM/ Finance/ Payroll  Phase 2: Planning and architecture of Student Module | Phase 1: Workday HCM/ Finance/ Payroll are all live by 9/1/2021  Phase 2: Planning begins no later than 9/1/2021 | Full adoption by 2023/ 2024 |
| Increase client satisfaction with Information Technology through the division-wide implementation of FreshService  Catalog, Projects, and Change Management. | Customer satisfaction surveys embedded within Fresh system.  Service metrics tracked and reported to IT Department Heads. | 80 % customer approval rating  Decrease the response time from when a ticket is opened to closed and resolved.  Increase the use of the knowledge base and automated response. Reduce the number of overdue tickets. Reduce the number of student help desk transfers by expanding student online resources. |
| Efficiencies and effectiveness improved thought integration of Project Management principles throughout the division. | 1. Training provided on PM best practices 2. Productivity dashboards implemented, allowing for cross-departmental assignments and tracking | Department processes documented and monitored with continuous improvement.  Reduced project planning time  Demonstrate clear lines of accountability |
| Increase in student satisfaction in the student mobile application | Google Play and Apple App Store Ratings and Reviews;  User Focus Testing Feedback | ≥ 4.0 / 5.0 review in the respective mobile application stores. |

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**Outcomes might not change from year to year. For example, if you have not met previous targets, you may wish to retain the same outcomes. You may add short-term administrative, technological, assessment, resource or professional development goals, as needed. Choose up to 2 outcomes from Table 1 above to focus on over the next two years.**

**A. Outcome** -Result expected in this unit (from column A on Table 1 above--e.g. Authorization requests will be completed more quickly; Increase client satisfaction with our services).

**B. Measure** -Instrument(s)/process(es) used to measure results (e.g. surveys, test results, focus groups, etc.).

**C. Target** -Degree of success expected (e.g. 80% approval rating, 10-day faster request turn-around time, etc.).

**D. Action Plan** -Implementation of the action plan will begin during the next academic year. Based on analysis, identify actions to be taken to accomplish outcome. What will you do?

**E. Results Summary** - Summarize the information and data collected in year 1.

**F. Findings** - Explain how the information and data has impacted the expected outcome and unit success.

**G. Implementation of Findings** – Describe how you have used or will use your findings and analysis of the data to make unit improvements.

**Table 2. CIP Outcomes 1 & 2**

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| 1. **Outcome #1**   Workday Implementation  Phase 1: Rollout of HCM/ Finance/ Payroll  Phase 2: Planning and architecture of Student Module | |
| 1. **Measure (Outcome #1)**   Phase 1: Workday HCM/ Finance/ Payroll are all live by 9/1/2021  Phase 2: Planning begins no later than 9/1/2021 | 1. **Target (Outcome #1)**   Phase 1: Adoption complete by target date.  Phase 2: Revised target date of adoption, September 2024 |
| 1. **Action Plan (Outcome #1)**   **Student Workday Project Plan Timeline attached.** | |
| 1. **Results Summary (Outcome #1)**   New Project Manager was hired and her first priority was to conduct interviews with the departments designated as part of the Student Workday workstream. The project manager took each department through a process flow creation as a means of identifying any gaps in business processes and readiness to be fully engaged in the Student Workday implementation. As a result of this planning process in the last year as well as analysis of the phase 1 implementation, it was found that the original plan of full adoption by 2023/2024 created too many time constraints to allow for appropriate levels of testing before the move to production. | |
| 1. **Findings (Outcome #1)**   As a result, the target dates for full adoption were modified slightly: Rather than 1 move to production and 1 go live date that the Phase 1 Workday (Employee HCM) implementation had, the Workday Phase 2 (Student Services) has been broken down into 2 move to production dates (September 2023 and Spring 2024) with the go live scheduled for Fall 2024.  [Updated Student Workday Deployment Timeline](https://collincollege620-my.sharepoint.com/:i:/g/personal/ablackman_collin_edu/ETBrpzDuSOlFp2uRHt80918BhbIgo0R-WhlBDiZUZIRcyg?e=cgNe7P) | |
| 1. **Implementation of Findings (Outcome #1)**   There continues to slight modifications to the schedule and to the plan as new information is learned. Adjustments were made for the increased workload on SES staff for the start of the spring 2023. Workday deadlines were adjusted in order to allow staff to focus on getting the semester up and running successfully. In addition, the Change Management team has expanded to not only include the designated Workday teams but also HelpDesk, eLearning, and Webservices technology staff that are meeting regularly to be proactive in implementing lessons learned from Phase 1. | |

**Table 2. CIP Outcomes 1 & 2 (continued)**

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| 1. **Outcome #2** Increase client satisfaction with Information Technology through the division-wide implementation of FreshService | |
| 1. **Measure (Outcome #2)**   Customer satisfaction surveys embedded within Fresh system.  Service metrics tracked and reported to IT Department Heads. | 1. **Target (Outcome #2)**   **1.** 80 % customer approval rating  2. Decrease the response time from when a ticket is opened to closed and resolved.  3. Increase the use of the knowledge base and automated response.  4. Reduce the number of overdue tickets.  5. Reduce the number of student help desk transfers by expanding student online resources and targeted email and text communication. |
| 1. **Action Plan (Outcome #2)**   Hire Help Desk Manager by June 1, 2021. 2. Roll-out Fresh training to all IT staff 3. Introduce monthly “users group” to track and celebrate effective use. | |
| 1. **Results Summary (Outcome #2)**   MANAGER HIRED. Fresh Service Starting Line created. This is a self-guided training in Canvas. To date, 53 agents have completed training. There are currently 142 Fresh agents.  There was a 39% increase in total Fresh tickets from 2021 to 2022 with a 49% improvement in Average First Response.  Embedded Customer Satisfaction surveys were standardized in 2022 with 93% of surveys rating Customer Satisfaction as “Awesome”.  BlackBelt Help (BBH) escalations increased from 2021 to 2022 rather than the hoped for decrease. | |
| 1. **Findings (Outcome #2)**   After conducting beta training in Spring 2022 with the Technology Support division departments (Campus Technology, HelpDesk, eLearning, and WebServices) and assessing their feedback, the plan for monthly “user groups” was delayed in order to focus on first finding efficiencies for managers to add their staff as Fresh agents and to provide a complete self-guided course.  HelpDesk created a service request for managers to request a new Fresh agent. This has been added to streamline the process of getting new IT staff into the Fresh ticketing system. That prompts the new agent to be enrolled in the Fresh Service Starting Line.  IT Leadership awareness of status of Fresh tickets is shared monthly via email and also at monthly leadership meetings.  Moving students over to both OneLogin in stages (Canvas and Outlook at separate times) created unintentional service issues which created the spike in escalations of BBH tickets to HelpDesk.  [Fresh Data Analysis 2021-2022](https://collincollege620-my.sharepoint.com/:x:/g/personal/ablackman_collin_edu/ERVhgxa_GoNGqSByvRElqSwB6nrVwP8oi3nv9XmfCsCPIw?e=1ScVHx) | |
| 1. **Implementation of Findings (Outcome #2)**   Ensure all agents are enrolled and complete Fresh service starting line. Include a regular process to cross-reference current IT staff with Fresh agent list.  Conduct a needs analysis of each Technology Services department – how many staff already using Fresh, what additional training needed,  Roll out Fresh user group plan to entire unit no later than June 2024. To include:  -Monthly communication plan: Celebrate effective use, highlight new features  -Replicate eLC twice yearly audit process of Fresh KBAs.  -Focus on KBAs – how/ when to use (Create job aids)  Reducing the number of BBH escalations:   * BBH now providing a monthly top 10 issues that Helpdesk uses to update online resources and determine messaging to students * A proposal is in place to bring the majority of the student technical support into Collin College, reducing the reliance on contracted services | |