**Continuous Improvement Plan**

**Date:** March 19, 2024 **Name of Program/Unit:** Business Office Support Systems

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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 Outcome(s)**  Results expected in this unit  (e.g. Authorization requests will be completed more quickly; Increasing client satisfaction with our services) | **B. Measure(s)**  Instrument(s)/process(es) used to measure results  (e.g. survey results, exam questions, etc.)  Include Course Information and the Semester in which the assessment will occur | **C. Target(s)**  Level of success expected  (e.g. 80% approval rating, 10-day faster request turn-around time, etc.) |
| Utilize accounting software applications to create financial statements. | In ACNT 1311 Introduction to Computerized Accounting, students create financial statements used by a faculty-provided fictitious business. Students use the QuickBooks online accounting software to generate the required financial reports: Balance Sheet, Profit and Loss, Trial Balance, Adjusting Trial Balance, and Statement of Cash Flows. | 75% of students will score 2.0 or better out of 4.0 maximum on a faculty-developed rubric element that aligns with PLO. |
| Construct letters that meet professional business standards. | In the capstone course POFT 1349 Administrative Office Procedures II, students construct a letter using standard business formatting. Students are provided a Case Study scenario that describes a vendor sending an invoice for an amount that is greater than the agreed-upon price for the supplies delivered. The Case Study will include a description of items about the vendor that are pertinent to include in the letter. Students will construct a standard business letter contesting the invoice using evidence of the agreement to dispute the charge and request a corrected invoice. | 75% of students will score 2.0 or better out of 4.0 maximum on a faculty-developed rubric element that aligns with PLO. |

**Description of Fields in the Following CIP Tables:**

**A. Outcome(s)** -Results expected in this program (e.g. Students will learn how to compare/contrast conflict and structural functional theories; increase student retention in Nursing Program).

**B. Measure(s)** -Instrument(s)/process(es) used to measure results

(e.g. results of surveys, test item questions 6 & 7 from final exam, end of term retention rates, etc.)

**C. Target(s)** -Degree of success expected (e.g. 80% approval rating, 25 graduates per year, increase retention by 2% etc.).

**D. Action Plan** -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 program success.

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

**Table 2. CIP Outcomes 1 & 2 (FOCUS ON AT LEAST 1)**

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| 1. **Outcome #1**   Utilize accounting software applications to create financial statements. | |
| 1. **Measure (Outcome #1)**   Students create financial statements using QuickBooks online accounting software to generate financial reports: Balance Sheet, Profit and Loss, Trial Balance, Adjusting Trial Balance, and Statement of Cash Flows. | 1. **Target (Outcome #1)**   75% of students will score 2.0 or better out of 4.0 maximum. |
| 1. **Action Plan (Outcome #1)**   Faculty will focus on generating and formatting financial reports. | |
| 1. **Results Summary (Outcome #1)**   47% of students scored a 2.0 or better. | |
| 1. **Findings (Outcome #1)**   43% of students did not complete the class. | |
| 1. **Implementation of Findings**   A plan of action to retain students will be implemented in all ACNT1311 courses and discussed at the next departmental meeting. | |

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| 1. **Outcome #2**   Construct letters that meet professional business standards. | |
| 1. **Measure (Outcome #2)**   Students are provided a Case Study scenario that describes a vendor sending an invoice for an amount that is greater than the agreed-upon price for the supplies delivered. The Case Study will include a description of items about the vendor that are pertinent to include in the letter. Students will construct a standard business letter contesting the invoice using evidence of the agreement to dispute the charge and request a corrected invoice. | 1. **Target (Outcome #2)**   75% of students will score 2.0 or better out of 4.0 maximum |
| 1. **Action Plan (Outcome #2)**   Faculty will focus on guiding students through a successful case study. | |
| 1. **Results Summary (Outcome #2)**   75% of students scored a 2.0 or better | |
| 1. **Findings (Outcome #1)**   This class is small due to the course serving as a capstone experience for graduates. All students proved mastery in one or more LO for the course. | |
| 1. **Implementation of Findings**   Continue with Case Study projects that will implement all PLO. | |

**Program Assessment Data Report**

**Program: Business Office Support Systems Terms Data Collected: Fall 2022-Fall 2023**

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| Program-Level Learning Outcome- (From Assessment Plan) | Assessment Measure(s) and Where Implemented in Curriculum – (From Assessment Plan) | Targets- Level of Success Expected-(From Assessment Plan) | Assessment Results – (Provide Data in a form related to targeted levels of success to left. Indicate if Targeted level of success was met, partially met, or not met.) |
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