11. Complete the Continuous Improvement Plan Tables that follow.

Table 1. CIP Outcomes, Measures & Targets Table

A. Expected Outcomes-Expected Results	B. Measures-Instruments/process to measure results	C. Targets-Level of success expected
1. Implement Student Workday; allowing students to register and charge students accurately, and accept payment from students in Workday, and process refunds; allowing student to invoice TPB-sponsors;	Track charges, payment, TPB invoices	
2. Implement Budget software, Adaptive	Utilize new software for 2024-25 budget cycle	
3. Improve end user experience and satisfaction with BAS	Send out survey to end users requesting feedback regarding services and needed improvements.	

Table 2. CIP Outcomes 1 & 2

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.

A. Outcome #1 Successful student registration & payment. Development of procedures and processes to account properly for student activity; ability to issue refund checks; ability to bill third party sponsors

B. Measure (Outcome #1)	C. Target (Outcome #1)
D. Action Plan (Outcome #1)	
E. Results Summary (Outcome #1)	
F. Findings (Outcome #1)	
G. Implementation of Findings (Outcome #1)	

Table 2. CIP Outcomes 1 & 2 (continued)

A. Outcome #2 Successful student registration & payment. Development of procedures and processes to account properly for student activity; ability to issue refund checks; ability to bill third party sponsors	
B. Measure (Outcome #2)	C. Target (Outcome #2)
D. Action Plan (Outcome #2)	
E. Results Summary (Outcome #2)	
F. Findings (Outcome #2)	
G. Implementation of Findings (Outcome #2)	

Table 2. CIP Outcomes 1 & 2 (continued)

A. Outcome #3 Successful student registration & payment. Development of procedures and processes to account properly for student activity; ability to issue refund checks; ability to bill third party sponsors	
B. Measure (Outcome #3)	C. Target (Outcome #3)
D. Action Plan (Outcome #3)	
E. Results Summary (Outcome #3)	
F. Findings (Outcome #3)	
G. Implementation of Findings (Outcome #3)	