**Continuous Improvement Plan**

**Date:** 1/30/23 **Name of Program/Unit: ACCESS Department**

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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; Increase 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 Semester in which assessment will occur | **C. Target(s)**  Level of success expected  (e.g. 80% approval rating, 10 day faster request turn-around time, etc.) |
| To have an assessment tool that captures students’ feedback regarding their experience. | Assessment tool is developed to review student feedback. | A 10-question survey to capture student feedback regarding their experiences in the ACCESS office completed. |
| Increase capacity of the department to serve the rising need of students needing services and reduce the student load on each ACCESS advisor. | Confirmation of new hired staff. | Student to staff ratio of 250/1 as suggested by AHEAD (National Association on Higher Education And Disabilities) |
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**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**   To have an assessment tool that captures students’ feedback regarding their experience. | |
| 1. **Measure (Outcome #1)**   Assessment tool was developed to review student feedback. | 1. **Target (Outcome #1)**   A 10-question survey was developed to capture student feedback regarding their experiences in the ACCESS office |
| 1. **Action Plan (Outcome #1)**   A survey tool was developed to assess student feedback regarding their experience using ACCESS services. It is sent each semester to students using ACCESS services. | |
| 1. **Results Summary (Outcome #1)**   The goal to assess student feedback has been implemented and a Survey Monkey link is sent to students at the end of each semester. The use of an SMS system purchased in FY 2021 to increase communication with students to send out the survey link, was used by less than 100 students. Increased results using SMS were not achieved. | |
| 1. **Findings (Outcome #1)**   Permission granting in AIM (**A**ccessible **I**nformation **M**anagement software used by the department) was needed to receive student approval to use SMS to send the survey link. It was used by approximately 2.3% of the students using services. The response rate was not improved using SMS to send out the survey link. | |
| 1. **Implementation of Findings**   Since SMS was not an effective tool to send out the survey link, the ACCESS office discontinued paying for the SMS texting software. The ACCESS office will continue to send out the survey links in AIM and by general email. The ACCESS office will continue to explore other options to increase responses to review student feedback. | |

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| 1. **Outcome #2**   Increase capacity of the department to serve the rising need of students needing services and reduce the student load on each ACCESS advisor. | |
| 1. **Measure (Outcome #2)**   Confirmation of new hired staff. | 1. **Target (Outcome #2)**   Meet suggested ratio of 250/1 student to staff to student ratio.  [Recommendation comes from National Association on Higher Education And Disabilities AHEAD organization] |
| 1. **Action Plan (Outcome #2)**   Work with Associate Dean and conduct a needs assessment to determine which positions would best serve the college based on population growth and demand. | |
| 1. **Results Summary (Outcome #2)**   Since 2020, the department hired a dual credit ACCESS advisor, a part-time ACCESS advisor for the Celina Campus, a grant-funded ACCESS advisor for the workforce programs at the Technical Campus, and a grant-funded assistive technology specialist. These additional staff enabled the ACCESS to reach the 250/1 student to staff ratio. | |
| 1. **Findings (Outcome #1)**   Total number of ACCESS students  Fiscal Year 2021 3,936  Fiscal Year 2022 3,981  (*Data Results Gathered using ARGOS*)  Total number of dual credit ACCESS students:   |  |  |  |  | | --- | --- | --- | --- | |  | 2020 | 2021 | 2022 | | Fall | 53 | 45 | 100 | | Spring | - | 18 | 29 | | Summer | - | 18 | 33 |     The additional staff provided the ACCESS department the ability to meet student requests more timely, provide accommodation decisions earlier, and work toward the student to staff ratio at recommended levels.  Results for students using ACCESS services:  Credit Hours Attempted Hours Completed Percent Completion  FY 2021 29,168 22,453 77.0  FY 2022 29,793 23,354 78.4  Results for General Population Students:  Credit Hours Attempted Hours Completed Percent Completion  FY 2021 622,404 496,683 79.8  FY 2022 626,337 515,813 82.4 | |
| 1. **Implementation of Findings**   The increase in staff to meet student accommodation needs has enabled student completion rates for those using ACCESS services to stay within 3%-6% of the general education population. The additional staff have been able to meet the needs of the increasing requests for accommodations and assistive technology. | |