

Appendix – 2019 Continuous Improvement Plan

Rev. 11/30/2018

Continuous Improvement Plan

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. *If this is an academic, workforce, or continuing education program, you must have at least one student learning outcome.* You may also add short-term administrative, technological, assessment, resource or professional development goals, as needed.

Date: 07/19/2019

Name of Program/Unit: Career Services

Contact name: Torrey West

Contact email: twest@collin.edu

Contact phone: 972-377-1618

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

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.)	C. Target(s) Level of success expected (e.g. 80% approval rating, 10 day faster request turn-around time, etc.)
Increase student awareness of Career Services by pulling it out of Counseling and creating standalone Career Centers on each of our major campuses.	End of year student survey administered by Institutional Effectiveness Office.	50% of survey respondents are aware that Collin College offers Career Services.

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)

A. Outcome #1 Career Centers connect students' interests with: selecting a course of study, exploring and planning a career, and developing job search skills and strategies so that they will be able to obtain a high skilled, high wage, high demand occupation or profession that compliments their interests, education, training and goals.	
B. Measure (Outcome #1) End of year student survey administered by Institutional Effectiveness Office.	C. Target (Outcome #1) 60% of survey respondents are aware that Collin College offers Career Services
D. Action Plan (Outcome #1) To develop career centers at all of our campus in order to connect students' interests with selecting a course of study, exploring and planning a career, and developing job search skills and strategies so that they will be able to obtain a high skilled, high wage, high demand occupation or profession that compliments their interests, education, training and goals.	
E. Results Summary (Outcome #1) In the attached Institutional Effectiveness student survey 47% of students said that they were aware that Collin College had career services.	
F. Findings (Outcome #1) We found like most areas in student services we will have to "meet the students where they are" in order to raise awareness of our services within the student population.	
G. Implementation of Findings We will be doing more classroom presentations, begin a pointed PR campaign, as well begin working closer with the academic area of the college in order to gain more support for promoting career services thru Collin College.	

A. Outcome #2	
B. Measure (Outcome #2)	C. Target (Outcome #2)
D. Action Plan (Outcome #2)	
E. Results Summary (Outcome #2)	
F. Findings (Outcome #1)	