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:** 17 February 2023 **Name of Program/Unit: Insurance Management Program**

**Contact name:** Cydney F. Albert, CPCU, MBA, MS **Contact email:** cfalbert@collin.edu **Contact phone:**  626-422-1164

**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.) |
| **Outcome 1- Foster a cohort to drive advancement through program by ensuring enrollment is adequate to support running class catalogue.**  Advancement will be defined as declaring an INSR major and/or reducing/eliminating class cancellation due to enrollment. | Measure progress and absolute numbers of students declaring INSR major and the number of courses requiring cancellation due to enrollment. | Term \* if not listed 0 students declared. Catalogue offerings include AAS Industry, AAS Sales, Cert Level 1- INSR, Cert Level 2- INSR and Cert Sales/Agency.  FY 2020 – AAS Industry 5, Cert Level 2 Industry 1  FY 2021- AAS Industry 12, AAS Sales 1, Cert Level 1 Industry 3, Cert Sales 1  FY- 2022 AAS Industry 6, Cert Level 1 Industry 2, Cert Level 1- Industry, Cert Level 1- Agency |
| **Outcome 2- Student Competencies in Learning Outcomes/ Objectives (Please see attached appendix for specific Learning outcomes by course)** | 80% of students Pass core courses a C or better | Knowledge: 80% pass rate for students of C or better for 3 course quizzes and final exam. |
| **Outcome 3- Program Promotion** | Improve Insurance Management Website to increase visibility for potential students and the business community. | Updated webpage for collin.edu that is approved by Collin Public Relations. |

**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** Foster a cohort to drive advancement through program by ensuring enrollment is adequate to support running class catalogue | |
| **B. (Outcome #1)**  Measure progress and absolute numbers of students declaring INSR major and the number of courses requiring cancellation due to enrollment. | 1. **Target (Outcome #1)**   Increase from the 2022 AAS Industry declared majors of 6. |
| 1. **Action Plan (Outcome #1)**   Engage with individual students and groups of students to monitor and encourage completion. Complete outreach to business community to outline program as an enrichment opportunity for current industry professionals seeking advancement. Continuously improve enrollment. | |
| 1. **Results Summary (Outcome #1)**   Regrettably, the target outcome of a net increase in declared AAS Industry majors was not met. Classes were suspended to revise the course catalogue and ensure it is one that can be run with staffing available. This critical effort will foster meeting the target outcome. We adjusted the catalogue to focus on an AAS Industry, exclusively. This included ensuring the certificate stacks with the AAS and preparing to operate the program in 8-week intervals. The CAB approval occurred 11/23/22. To also facilitate streamlining and growing the program templates were developed and submitted for OAB review. | |
| 1. **Findings (Outcome #1)**   The Program is in its early stages, no significant findings are available to date. | |
| 1. **Implementation of Findings**   No action yet, but we are operating under the new CAB approval and re-launching courses Fall 2023. | |

|  |  |
| --- | --- |
| **A. Outcome #2 Student Competencies in Learning Outcomes/ Objectives (Please see attached appendix for specific Learning outcomes by course)** | |
| **B. (Outcome #2)** 80% of students Pass core courses a C or better | **C.Target (Outcome #2)**  Knowledge: 80% pass rate for students of C or better for 3 course quizzes and final exam. |
| **D.Action Plan (Outcome #2)**  In conjunction with advancing Outcome 1, the previously anticipated catalogue of courses did not run. Instead, we ran courses to align with a teach out plan. These included INSR 1374 Personal Lines Insurance Underwriting and INSR 1355 Essentials of Risk Management taught Fall 2022. Fall 2023 in connection with the re-launch INSR 1301 Commercial Insurance, INSR 1305 Personal Insurance, INSR 1345 Commercial Liability Risk Management and INSR 1374 Personal Underwriting ran. | |
| **E. Results Summary (Outcome #2)**  The teach out plan included one student. Naturally, in this small setting the sole student earned an A in INSR 1374, taught virtually, and INSR 1351, taught in person.  INSR 1374 ran which permitted assessment of PLO#3: Demonstrate both analytical and critical judgement decisions in relation to underwriting personal lines of insurance 80% of students did pass subset of focus questions. Also 100% passed INSR 1301and INSR 1345 with a C or better, 86% passed INSR 1305 with a C or better and 75% passed INSR 1374. | |
| **F. Findings (Outcome #2)**  The Program is in its early stages, no significant findings are available to date. The goal of an 80% pass rate was met with 3 out of the 4 courses that ran Fall 2023. To date it appears students in synchronous courses are more engaged with higher success rate. INSR 1301 and INSR 1345 had a higher pass rate, but they also had fewer students. | |
| **G. Implementation of Findings**  No action yet, but we are operating under the new CAB approval and re-launching courses Fall 2023. We continue to monitor student outcomes in synchronous vs asynchronous environments. | |

|  |  |
| --- | --- |
| **A. Outcome #3 Program Promotion** | |
| **B.(Outcome #3)** Improve Insurance Management Website to increase visibility for potential students and the business community. | **C. Target (Outcome #3)**  Updated webpage for collin.edu that is approved by Collin Public Relations. |
| **D. Action Plan (Outcome #3)**  Please recall CAB approval for the revised curriculum occurred on 11/23/22. Permissions have been granted and updates to the department page are in progress. To ensure a united marketing message the discipline lead is collaborating with the PR department and the academic flyer was updated. | |
| **E. Results Summary (Outcome #3)**  The link to updated academic flyer is on department website. Also the academic link is updated at this time: www.collin.edu/academics/info/ | |
| **F. Findings (Outcome #3)**  The Program is in its early stages, no significant findings are available to date. | |
| **G. Implementation of Findings**  No action yet, but we are operating under the new CAB approval and re-launching courses Fall 2023. | |

**CIP for Implementation During the ‘23-‘24 Academic Year**

|  |  |  |
| --- | --- | --- |
| **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.) |
| **Outcome 1- Foster a cohort to drive advancement through program by ensuring enrollment is adequate to support running class catalogue.**  Advancement will be defined as declaring an INSR major and/or reducing/eliminating class cancellation due to enrollment. | Measure progress and absolute numbers of students declaring INSR major and the number of courses requiring cancellation due to enrollment. | Fall Term 2023 have at least 7 students enroll in courses ran for the semester. |
| **Outcome 2- Student Competencies in Learning Outcomes/ Objectives (Please see attached appendix for specific Learning outcomes by course)** | 80% of students Pass core courses a C or better | Knowledge: 80% pass rate for students of C or better for INSR 1374, INSR 1355 and INSR 2340. |
| **Outcome 3- Program Promotion** | Improve Insurance Management Website to increase visibility for potential students and the business community. | Updated webpage for collin.edu that is approved by Collin Public Relations. |

**Appendix to Outcome #2 2022-2023 Academic Plan**

|  |  |
| --- | --- |
| **Current Curriculum** | **Learning Outcome** |
| INSR 1374 | Upon successful completion of this course, students should be able to do the following: describe the process of selecting eligible and acceptable insurers, assess risks and price policies, explain how to modify an unacceptable loss exposure, so that it is acceptable for the insurer |
| INSR 1351 | Upon successful completion of this course, students will: identify the direct and indirect property losses and liability losses that may strike a given organization and rank the losses in order of their significance, explain how the laws of probability are used to forecast the number and size of future losses. apply the capital budgeting process to various risk management techniques. |

**Appendix to Outcome #2 2023-2024 Academic Plan**

|  |  |
| --- | --- |
| **Current Curriculum** | **Learning Outcome** |
| INSR 1355 | Demonstrate knowledge of the laws related to the insurance industry and their application to various insurance related scenarios. |
| INSR 1374 | Demonstrate both analytical and critical judgement decisions in relation to underwriting personal lines of insurance**.** |
| INSR 2340 | Demonstrate an understanding of multiline insurance sales, needs analysis, and customer relationship management. |