**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:** 2/19/19 **Name of Program/Unit: Institutional Research Office**

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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.) | **C. Target(s)**Level of success expected |
| Improved institution-wide faculty/staff satisfaction with the user friendliness and efficiency of IRO’s procedures. | Conduct a focus group and /or survey pervious clients to determine which aspects of the procedures are most dissatisfying.Implement other measures as a result of focus group or survey feedback. |  |
| Improved ability of IRO data users to navigate, search for, and find information on the IRO intranet site. Add context to date on the intranet site. | Administer pre-survey to frequent users of IRO’s intranet site prior to making changes to assess user satisfaction with their ability to find information.Revise the layout of prepared reports on the IRO website to improve retrievability.Create additional “Collin By the Numbers” brief reports to add context to data.Administer a post-survey to the same users 3 to 6 months after changing the site. | Post survey with 80% satisfaction with website. |
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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**

Improved institution-wide faculty/staff satisfaction with the user friendliness and efficiency of IRO’s procedures. |
| 1. **Measure (Outcome #1)**
2. Conduct a focus group and /or survey pervious clients to determine

which aspects of the procedures are most dissatisfying.1. Implement other measures as a result of focus group or survey

feedback. | 1. **Target (Outcome #1)**

At least one improvement to be implemented from focus group suggestions. Achieve greater than 4.2 points on next Faculty/Staff survey. That survey is pending completion and will be available sometime before April 2020. |
| 1. **Action Plan (Outcome #1)**

Staff members selected focus group questions in April 2018. Two focus groups held over the summer of 2018 to gather data regarding customer service (efficiency, friendliness). |
| 1. **Results Summary (Outcome #1)**

Overall, clients satisfied with service received. Suggested improvements included providing a list of IRO services for college employees, working more closely with the Grants Department, providing a timeline for requests, clarify who to contact for reports, automate reports, and more support for programs undergoing program review. |
| 1. **Findings (Outcome #1)**

Overall, there were some minor improvements that IRO could make to increase satisfaction. IRO decided to design a flyer listing the services of IRO, establishing Tom Martin as the contact person for requests, and for anyone who receives a request to provide a timeline to client as to when they can expect the report. |
| 1. **Implementation of Findings**

As of the end of February 2019, IRO has designed a flyer detailing services available through IRO and provided it to Human Resources to be put into new employee orientation packets. Additionally, the flyer has been made available to all employees through Canvas. The flyer establishes Tom Martin as the contact person for report requests. |

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| 1. **Outcome #2**

Improved ability of IRO data users to navigate, search for, and find information on the IRO intranet site. Add context to date on the intranet site. |
| 1. **Measure (Outcome #2)**

Administer pre-survey to frequent users of IRO’s intranet site prior to making changes to assess user satisfaction with their ability to find information.Revise the layout of prepared reports on the IRO website to improve retrievability.Create additional “Collin By the Numbers” brief reports to add context to data.Administer a post-survey to the same users 3 to 6 months after changing the site. | 1. **Target (Outcome #2)**

80% satisfaction rate with intranet site. |
| 1. **Action Plan (Outcome #2)**

“Collin by the Numbers” was eliminated. An initiative had taken place several years before that was unsuccessful and it was thought that this would be unsuccessful as well. A pre-survey on intranet was not possible after discussion with Public Relations. It was decided to use best practices in intranet layout to redesign the intranet site. IRO team members met several times to decide on the design of the new intranet site. A post survey once intranet site is re-designed or focus group with IRO power users is planned once the redesign has been implemented. |
| 1. **Results Summary (Outcome #2)**

IRO Administrative Assistant completed this task of redesigning intranet site based on best practices on 6/21.  |
| 1. **Findings (Outcome #1)**

While the intranet site has been re-designed IRO has yet to gather feedback from clients as to their satisfaction with the re-design.  |
| 1. **Implementation of Findings**

In the following cycle, information will be obtained from users to determine if re-design allows for more efficiency when locating reports, and other information. |