**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:** 12/22/23 **Name of Program/Unit: Institutional Research Office**

**Contact name:** Tom Martin **Contact email:** tmartin@collin.edu **Contact phone:**  x3817

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

|  |  |  |
| --- | --- | --- |
| **A. Expected Outcomes**  Results expected in this unit  (e.g. Authorization requests will be completed more quickly; Increase client satisfaction with our services) | **B. Measures**  Instrument(s)/process(es) used to measure results  (e.g. sign-in sheets, surveys, focus groups, etc.) | **C. Targets**  Level of success expected  (e.g. 80% approval rating, 10 day faster request turn-around time, etc.) |
| 100% Data Conversion by the end of Workday Implementation. | Amount of data successfully migrated into Zogotech from Workday. | 100% Data migrated to Zogotech from Workday. |
| **All state and federal reports successfully migrated to Workday and fully functional.** | Number of files successfully generated and ready for  submission to the THECB and IPEDS. | **100% Compliance by Deadlines** |
| **Reports enhanced, added and replaced in the Program Review Process** | Number of Reports added in Tableau for Dashboards | **4 Dashboards added before May 2024** |

**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. You may add short-term administrative, technological, assessment, resource or professional development goals, as needed. Choose up to 2 outcomes from Table 1 above to focus on over the next two years.**

**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.

**Table 2. CIP Outcomes 1 & 2**

|  |  |
| --- | --- |
| 1. **Outcome #1 100% Data Conversion** | |
| 1. **Measure (Outcome #1)**   Amount of Data Transferred to Zogotech from Workday | 1. **Target (Outcome #1)**   **100% by the time Workday is implemented** |
| 1. **Action Plan (Outcome #1)**   **Migrate data successfully into Zogotech from Workday using API Table to Table Transfer** | |
| 1. **Results Summary (Outcome #1) Migration is in process to Workday from BANNER and is not in production as of 12/14/2023** | |
| 1. **Findings (Outcome #1) Migration is in process to Workday from BANNER and is not in production as of 12/14/2023** | |
| 1. **Implementation of Findings (Outcome #1) Migration is in process to Workday from BANNER and is not in production as of 12/14/2023** | |

**Table 2. CIP Outcomes 1 & 2 (continued)**

|  |  |
| --- | --- |
| 1. **Outcome #2 All state and federal reports successfully migrated to Workday and fully functional.** | |
| 1. **Measure (Outcome #2)**   Number of files successfully generated and ready for  submission to the THECB and IPEDS. | 1. **Target (Outcome #2)**   **100% Compliance by Deadlines** |
| 1. **Action Plan (Outcome #2)**   **Work on mapping data variables from Workday to the THECB and IPEDS reporting structures** | |
| 1. **Results Summary (Outcome #2) Migration is in process to Workday from BANNER and is not in production as of 12/14/2023** | |
| 1. **Findings (Outcome #2) Migration is in process to Workday from BANNER and is not in production as of 12/14/2023** | |
| 1. **Implementation of Findings (Outcome #2) Migration is in process to Workday from BANNER and is not in production as of 12/14/2023** | |

**Table 2. CIP Outcomes 3 (continued)**

|  |  |
| --- | --- |
| 1. **Outcome #3 Reports enhanced, added and replaced in the Program Review Process** | |
| 1. **Measure (Outcome #3)**   Number of Reports added in Tableau for Dashboards | 1. **Target (Outcome #3)**   **4 Dashboards added before May 2024** |
| 1. **Action Plan (Outcome #3)**   **Working on replacing existing Microsoft Excel Spreadsheets with Tableau Dashboards. User Testing Group established, feedback taken into account and then modifications made to Dashboards as they are put into production. We will then work on adding additional data for different areas.** | |
| 1. **Results Summary (Outcome #3) Dashboards 1 and 2 will be up and in production before 12/22/2023.** | |
| 1. **Findings (Outcome #3) Feedback has already been given on Dashboard #1 (Enrollment) by the test users with Dasbhoard #2 coming online by the Christmas Break.** | |
| 1. **Implementation of Findings (Outcome #3) Dashboard #1 has already been brought up and is being used by the test group. Feedback is already being used to modify Dasbhoard #1. Dashboard #2 is being brought up by 12/22/2023.** | |

**What happens next? The Program Review Report Pathway**

1. **Following approval by the Steering Committee,**

* Program Review Reports will be evaluated by the Leadership Team;
* After Leadership Team review, the reports will be posted on the Intranet prior to fall semester;
* At any point prior to Intranet posting, reports may be sent back for additional development by the unit.

1. **Unit responses to the Program Review Steering Committee recommendations received before July 31st will be posted with the Program Review Report.**
2. **Leadership Team members will work with program supervisors to incorporate Program Review findings into planning and activity changes during the next five years.**

**Appendix A: Collin College Software & Copyright Compliance Statement**

**Appendix B: Collin College Appropriate Use of Technological and Information Resources**

**Appendix C: ZogoTech Data & Systems Use Agreement**

**APPLICABLE SYSTEMS**

This agreement applies to the Collin College ZogoTech Data warehouse & Business Intelligence System and all data/reports contained therein.

**RESPONSIBLITY**

It is your responsibility to comply with each of the following provisions

* Maintain data confidentiality without exception.
* Never use portable storage devices to store or transfer student data.
* Immediately notify the Collin College Registrar's Office should you become aware that a breach of confidentiality has occurred.

**ACCESS INFORMATION**

All users are required to adhere to the “Appropriate Use of Technological and Information Resources” established by the college. Access to data through the ZogoTech system is for department and college use only and is intended for internal-use only. Users accessing the system will be required to comply with the specified conditions of use as defined by department and college policies and procedures. All users are responsible for maintaining both the security of their workstation and the confidentiality of student records. Data Warehouse support will enable access based upon established guidelines. Access to the system will be terminated based upon (a) separation from the institution, (b) change in job responsibilities, or (c) request from college officials. Data Warehouse support will affirm access with department heads as still appropriate to meet business needs each academic year.

**FERPA**

By accessing the Collin College ZogoTech Data Warehouse & Business Intelligence System, you acknowledge that you are aware of the Family Education Rights and Privacy Act (FERPA), and Collin College rules and regulations that govern the conduct of college employees and other officials with access to student and institutional data. For further information on FERPA, see <http://www.collin.edu/hr/profdev/ferpa.html>.

**DATA & STUDENT PRIVACY**

ZogoTech holds various data sets of information, including information copied from the Banner Student Information System. This data is refreshed each evening around 10:30pm. Thus, the data contained within ZogoTech should never be more than 24 hours old. Because ZogoTech is not live data, it may still be access, even when the Banner system is inaccessible.

Please remember that all student data is covered under the College’s privacy policy and FERPA. Student data may not be queried and disclosed/released to any third party.

You may not disclose any student data to a third party outside of Collin College. Disclosure means “to permit access to or the release, transfer, or other communication of personally identifiable information contained in education records by any means, including oral, written, or electronic means, to any party except the party that created the record.

* All external requests public information should be submitted to the Public Relations Department according to the instructions at <https://www.collin.edu/aboutus/publicInfoRequest.html>.
* Data cannot be used as feeder files to other applications without prior authorization from the Director of Business Intelligence & Data Warehousing.

Access to the ZogoTech Data Warehouse must be protected from unauthorized use. Access to institutional data for academic research and inquire may be approved subject to privacy rules and regulations, and appropriate institutional review.

**TRANSACTIONAL vs. OFFICIAL/CERTIFIED DATA**

ZogoTech holds transactional data that is updated on a daily basis. This data is not considered official nor certified. Departments should not use the system to report official enrollment. If any users need official and/or certified data, they must make a request to the Institutional Research Office. The Institutional Research Office is responsible for providing official college data to external agencies. The data contained within ZogoTech will not necessarily match any certified data that the college reports to the Texas Higher Education Coordinating Board (THECB), the Integrated Postsecondary Data System (IPEDS), nor any other official association. These agencies have various reporting definitions that may not necessarily match the data stored in the Banner system.

**MORE INFORMATION**

If, at any time, you need additional information concerning the data contained within the ZogoTech systems of if you have any questions concerning the use of the system, please contact the Director of Business Intelligence & Data Warehousing at:

* Email: [datawarehouse@collin.edu](mailto:datawarehouse@collin.edu)
* Phone: 972-599-3138

**Appendix D: ZogoTech Data-Center (LightEdge) Security Audit**