**Continuous Improvement Plan Report to be Completed in Years 2/4 of Program Review Cycle**

**Date:February 27, 2025 Name of Program:Supply Chain Management**

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**Table 1: CIP Student/Program Level Learning Outcomes Targeted for Improvement, Description of Assessment Measure(s) and Targets Levels of Success Table (focus on at least one student/program level outcome for the next two years)**

**Description of Fields in CIP Table 1:**

**A. Student Learning Outcome(s)** -Results expected in this program (e.g., students will be able to compare/contrast conflict and structural functional theories). Outcomes must be quantifiable and measurable.

**B. Assessment Measure(s)** –Assessmentinstrument(s)/process(es) used to measure results (e.g., embedded test questions 6 & 7 from final exam)

**C. Targeted Level(s) of Success** -Level of success expected (e.g., X% of students will score at least Y on the indicated assessment)

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| 1. **Student/Program Level Learning Outcome(s)**   **Targeted for Improvement**  (e.g., “Students will be able to…”) | **B. Description of Assessment Measure(s)**  (Assessment instrument(s)/process(es) used to measure results - Include course in which assessment will be given) | **C. Targeted Level(s) of Success**  (e.g., X% of students will score at least Y on the indicated assessment.) |
| BMGT 1313 Principles of Purchasing | Describe the purchasing function as it relates to departments within the company.  Identify the basic concepts used in purchasing decisions including negotiation techniques and ethical issues.  Explain the relationships of materials management and inventory control with the purchasing process.  Explain supply chain management | Students will score at least 70% on the Major Project and SCPro Certification Exam. |
| IBUS 1341 Global Supply Chain Management | A Capstone of the SCM Program, incorporating learning modules from each course such as purchasing, warehousing, etc.  Define business ethics in regards to supplier/sourcing.  Identify the consequences of unethical business practices of suppliers.  Describe reasoning for analyzing ethical dilemmas.  Describe different ethical views.  Explain how business, government, and society function interactively.  Explain corporate social responsibility. | Students will score at least 70% on the Major Project and SCPro Certification Exam. |
| LMGT 1319 Introduction to Business Logistics | Explain the terms and how they relate to the overall concepts of logistics.  Explain the legal aspects and regulatory agencies as they relate to logistics management.  Demonstrate ability to apply decision making techniques based on time, materials, and space | Students will score at least 70% on the Major Project and SCPro Certification Exam. |
| BMGT 1309 Information & Project Managment | Identify project tasks.  Sequence project activities.  Estimate the duration of project activities.  Identify interdependencies.  Demonstrate means to coordinate change across a project.  Demonstrate the ability to lead and communicate effectively in managing projects | Students will score at least 70% on the Major Project. Students will score at least 70% on the Final Exam |
| LMGT 1325 Warehousing & Distribution Center Management | Discuss total supply chain management and its function in the physical distribution system.  Identify and demonstrate current technology utilized in warehouse management operations.  Apply the technology utilized in organizational effectiveness including time and money management and acquisition procession.  Interpret information with relationship to inventory management. | Students will score at least 70% on the Major Project and SCPro Certification Exam. |
| LMGT 2330 International Logistics | Construct a global distribution system.  Conceptualize areas of international business and their influence on trade.  Interpret the complex relations involved in international trade utilizing all aspects of multi-cultural strategies. | Students will score at least 70% on the Major Project and SCPro Certification Exam. |
| IBUS 2332 Capstone - Global Business Simulation | Develop, evaluate, and/or revise business plans for a global environment.  Identify the functional department in a global environment.  Demonstrate management practices and critical decision-making skills in real business situations | Students will score at least 70% on the Major Project. Students will score at least 70% on the Final Exam |

**Add additional rows if necessary.**

**Table 2. CIP Student Learning Outcomes 1–3 (focus on at least one for the next two years)**

**Description of Fields in CIP Table 2:**

**A. Student/Program Level Learning Outcome(s) Targeted for Improvement** -Results expected in this program (e.g., Students will be able to compare/contrast conflict and structural functional theories). Outcomes must be quantifiable and measurable.

**B. Assessment Measure(s)** – **Assessment** Instrument(s)/process(es) used to measure results (e.g., embedded test questions 6 & 7 from final exam)

**C. Targeted Level(s) of Success** -Level of success expected (e.g., X% of students will earn a score of Y or greater on the embedded test questions)

**D. Description of Action Plan to Improve Learning** -Describe action(s) to be taken to improve student attainment of the indicated student/program level outcome. What will you do?

**E. Summary of Results/Data** - Summarize the information and data collected in year 1/3 when action plan was implemented.

**F. Findings** - Explain how the information and data has impacted the expected student learning outcome.

**G. Implementation of Findings** – Describe how you have used or will use your findings and analysis of the data to make improvements.

**Student/Program Level Learning Outcome Targeted for Improvement #1**

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| 1. **Student/Program Level Learning Outcome Targeted for Improvement #1:**   **Successful Completion**  Achieve a satisfactory completion rate for the program. Successful completion is defined as achievement of a certificate, an associate degree, and/or employment in the field. | |
| 1. **Assessment Measure(s):**   Measure numbers of students securing employment in the field, earning academic certificates, employment in the field, and/or associate degrees each academic year. | 1. **Targeted Level(s) of Success:**   **Academic Certificates/Degrees Granted**  Academic Year Completers/Employed  2018/2019 4  2019/2020 6  2020/2021 10  2022/2023 20  2023/2024 25  2024/2025 30 |
| 1. **Description of Action Plan to Improve Learning:**   Engage with individual students and groups of students to monitor and encourage completion.  Use professional certification program to motivate and encourage students by participating in professional organizations such as Council of Supply Chain Management Professionals (CSCMP). Continuously improve enrollment. | |
| 1. **Summary of Results/Data:**   **Academic Certificates/Degrees Granted**  Academic Year Completers/Employed  2018/2019 4 (actual)  2019/2020 6  2020/2021 10  2022/2023 21  2023/2024 23  2024/2025 12 (not completed yet) | |
| 1. **Findings:**   On track to increase the number of students completed the programs by 5-10 students per year. | |
| 1. **Implementation of Findings:**   Continue outbound marketing campaign to generate interest from potential students. | |

**Student/Program Level Learning Outcome Targeted for Improvement #2**

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| 1. **Student/Program Level Learning Outcome Targeted for Improvement #2:**   **Student Competencies in Learning Outcomes/Objectives**  Objective measurement is measured by continuous improvement in student performance of each of the core supply chain management courses, a grade of 70% or higher earns a student professional designation of proficiency in each area. | |
| 1. **Assessment Measure(s):**   Continuous Improvement is measured by number of successful completions of standardized nationwide competency exams (created under a $24.5M Department of Labor Grant) in each area of proficiency in the identified Competencies, and student Pass Rate. | 1. **Targeted Level(s) of Success:**   Academic Year Professional  Certifications  2018/2019\* 0 (Program not implemented)  2019/2020 55 (Fall Semester)  2020/2021 60  2022/2023 65  2024/2025 70  Pass Rate Goal 65%  \*SCPro Program launched Fall 2019. |
| 1. **Description of Action Plan to Improve Learning:**   Improve performance on Final Certification Exam by providing study review guides and online reviews. Focus on underperforming areas and students.Improve absolute number of certifications by increasing enrollment. | |
| 1. **Summary of Results/Data:**   Early results are at or close to the 70% goal overall. There are two underperforming areas, and that is IBUS 2332 and LMGT 2330. | |
| 1. **Findings:**   In posttest interviews students indicated they underestimated the difficulty of the examination and did not adequately prepare. | |
| 1. **Implementation of Findings:**   Spend more time in class in discussing the Major Project. Engaging the library for support on research methodologies. Provide examples of prior projects. Add more detail to Canvas instructions and rubric. | |

**Student/Program Level Learning Outcome Targeted for Improvement #3**

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| 1. **Student/Program Level Learning Outcome Targeted for Improvement #3:** | |
| 1. **Assessment Measure(s):** | 1. **Targeted Level(s) of Success:** |
| 1. **Description of Action Plan to Improve Learning:** | |
| 1. **Summary of Results/Data:** | |
| 1. **Findings:** | |
| 1. **Implementation of Findings:** | |

**Program Assessment Data Report**

**Program:\_\_\_Supply Chain Management\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Terms Data Collected: \_2018-2024\_\_\_\_\_\_\_\_\_**

**Add additional rows if necessary.**

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| **Program-Level Learning Outcome- (From Assessment Plan)** | **Assessment Measure(s) and Where Implemented in Curriculum – (From Assessment Plan)** |  | **Assessment Results – (Provide data in a form related to targeted levels of success to left. Indicate if targeted level of success was met, partially met, or not met.)** |
| Outcome 1 – Continue to focus on ways to improvement and completion of AAS Degrees | Successful completion is defined as achievement of a certificate, an associate degree, and/or employment in the field. | Academic Year Academic Certificate and/or  Associate Degree Goals  2018/2019 5  2019/2020 10  2020/2021 20  2021/2022 25  2022/2023 30  2024/2024 40  Successful completion of the program and/or academic certificates will qualify students for employment in supply chain entry level or mid-level positions in the areas noted (depending upon work experience) in supply chain organizations. | Academic Year Academic Certificate and/or  Associate Degree Goals  2018/2019 4  2019/2020 6  2020/2021 10  2021/2022 15  2022/2023 20  2024/2024 30  Successful completion of the program and/or academic certificates will qualify students for employment in supply chain entry level or mid-level positions in the areas noted (depending upon work experience) in supply chain organizations. |
| Outcome 2 – Student Competencies in Learning Outcomes/Objectives for professional certifications | Utilize the SCPro™ Fundamentals Certification Program that has been created by the Council of Supply Chain Management Professionals. Need to objectively measure student learning as measured against industry standards, using a normed standard exam for each competency.  Outcomes include competency and proficiency in:  Procurement,  Basic Supply Chain Principles,  Inventory Management,  Manufacturing and Service Operations,  Warehouse Operations,  Transportation Operations,  Customer Service,  Demand Planning  Objective measurement is measured by continuous improvement in student performance of each of the eight standardized, nationally normed final examinations I each of the areas. A grade of 70% or higher earns a student professional designation of proficiency in each area | Academic Year Professional  Certifications  2018/2019\* 0  2019/2020 35  2020/2021 40  2022/2023 45  2024/2025 350  Pass Rate Goal 65%  \*SCPro Program launched Fall 2019. | Academic Year Professional  Certifications  2018/2019\* 0  2019/2020 30  2020/2021 35  2022/2023 41  2024/2025 36  Pass Rate Goal 65%  \*SCPro Program launched Fall 2019. |
| Outcome #3 - Successful Completion  Achieve a satisfactory completion rate for the program. Successful completion is defined as achievement of a certificate, an associate degree, and/or employment in the field. |  | Academic Certificates/Degrees Granted  Academic Year Completer's/Employed  2018/2019 5  2019/2020 10  2020/2021 15  2022/2023 25  2023/2024 30  2024/2025 35 (not | Academic Certificates/Degrees Granted  Academic Year Completer's/Employed  2018/2019 4 (actual)  2019/2020 6  2020/2021 10  2022/2023 21  2023/2024 23  2024/2025 12 (not completed yet) |
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| Outcome #4 – Action Plan  Develop pipeline of leading companies in the DFW metro area to engage in partnerships with Collin College for internships, tours, etc.  Use professional certification program to motivate and encourage students by participating in professional organizations such as Council of Supply Chain Management Professionals (CSCMP). Continuously improve enrollment. | Utilize pipeline partnerships to review course content and give feedback that employees have the right skills for the workforce requirements of the jobs. | Academic Year Completer’s/Employed  2018/2019 4  2019/2020 6  2020/2021 10  2022/2023 20  2023/2024 25  2024/2025 30 | Academic Year Completer’s/Employed  2018/2019 4  2019/2020 6  2020/2021 10  2022/2023 20  2023/2024 25  2024/2025 30 |
|  |  |  |  |
| Outcome #5 – Measure  Continuous Improvement is measured by number of successful completions of standardized nationwide competency exams (created under a $24.5M Department of Labor Grant) in each area of proficiency in the identified Competencies, and student Pass Rate. | Review for Final Exam several weeks before the end of the semester, quizzing the students are the fundamental learning modules. | Academic Year Professional  Certifications  2018/2019\* 0 (Program not implemented)  2019/2020 60 (Fall Semester)  2020/2021 65  2022/2023 70  2024/2025 75  Pass Rate Goal 65%  \*SCPro Program launched Fall 2019. | Academic Year Professional  Certifications  2018/2019\* 0 (Program not implemented)  2019/2020 55 (Fall Semester)  2020/2021 60  2022/2023 65  2024/2025 70  Pass Rate Goal 65%  \*SCPro Program launched Fall 2019. |
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