**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:** 02/22/23 **Name of Program/Unit:** Student Engagement

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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  (e.g. 80% approval rating, 10 day faster request turn-around time, etc.) |
| Increase student satisfaction with Office of Student Engagement staff. | Institutional Effectiveness (IE) Student Survey of Service Units - Courteousness of staff item. | 4.60 rating on a 5-point scale |
| Increase student participation in Office of Student Engagement activities. | Student Engagement attendance tracking spreadsheets. | Increase total student participation by 3.5 percent on an annual basis. |
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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**   Increase student satisfaction with Office of Student Engagement staff. | |
| 1. **Measure (Outcome #1)** 2. IE Student Survey of Service Units - Courteousness of staff item 3. Participant rating of events | 1. **Target (Outcome #1)** 2. 4.60 rating on a 5 point scale 3. 4.0 rating on 5 point scale in Cougar Connect |
| 1. **Action Plan (Outcome #1)**   All staff will participate in customer service training opportunities. Emphasis to be placed on first impressions and increasing connectivity to the campus. | |
| 1. **Results Summary (Outcome #1)** | |
| 1. **Findings (Outcome #1)** | |
| 1. **Implementation of Findings** | |

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| 1. **Outcome #2**   Increase student participation in Office of Student Engagement activities. | |
| 1. **Measure (Outcome #2)**   IE Student Survey of Service Units, knowledge of staff item | 1. **Target (Outcome #2)**   4.65 rating on a 5-point scale |
| 1. **Action Plan (Outcome #2)**   Expand diversity of event offerings to attract more students. Reconnect with city leagues and municipalities now that most Covid restrictions are lifted. | |
| 1. **Results Summary (Outcome #2)** | |
| 1. **Findings (Outcome #2)** | |
| 1. **Implementation of Findings** | |