**Continuous Improvement Plan**

**Date:** February 23, 2024 **Name of Program/Unit:** Academic Success - Testing

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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.)Include Course Information and Semester in which assessment will occur | **C. Target(s)**Level of success expected(e.g. 80% approval rating, 10 day faster request turn-around time, etc.) |
| Develop a training module within Canvas for testing center staff and Student and Enrollment Services staff (as part of a larger SES training program) to help staff be better able to provide quick and accurate customer service to students related to testing topics. | Training program quizzes. Student Satisfaction Survey. | Staff will score 100% on quizzes. The overall satisfaction rating on the Student Satisfaction Survey for the Testing Centers will increase from the 4.46 reported in the 2019 Spring Survey. |
| Review and update all division brochures and the division website. Have brochures redesigned as needed by the Collin Communications department. Redesign the website for easier student use. | Brochures are reviewed and follow the Communications department standards.All web pages meet Collin College standards. | Brochures are updated and approved for continued use by the Testing department as approved by the Communications department.All division Website pages can be reached within 3 clicks from the division home page. |
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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** Develop a training module within Canvas for testing center staff and Student and Enrollment Services to aid in providing quick and accurate customer service to students related to testing topics.
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| 1. **Measure (Outcome #1)**

Training module quizzes. Student Satisfaction Survey. | 1. **Target (Outcome #1)**

Staff will score 100% on quizzes. The overall satisfaction rating on the Student Satisfaction Survey for the Testing Centers will increase from the 4.46 reported in the 2019 Spring Survey (data from 2021 not available). |
| 1. **Action Plan (Outcome #1)**

Using Canvas, the Testing Center will develop a training program for full, part-time, and student Testing Center staff to use for onboarding as well as a continual reference for daily job duties. |
| 1. **Results Summary (Outcome #1)**

**Training Module Quizzes -** The initial training program in Canvas for the Testing Center staff has been completed. All Testing Center staff who have completed the Final Exam quiz in the course scored 100%.**Student Satisfaction Survey -**The data for the 2021 survey has been updated. Overall satisfaction with the Testing Center services rose from **4.46** in 2019 to **4.52** in 2021. At the time of submission of this report, the 2021 data is all that is available. |
| 1. **Findings (Outcome #1)**

The training module has helped us to standardize training across the district for all Testing Centers. Staff review the course as part of their new employee orientation and have the ability to use it for review after the original completion of the course. New material related to Workday and how Testing Center procedures will change is in the process of being updated prior to the rollout of the Workday student module. |
| 1. **Implementation of Findings**

Survey and Canvas training materials will be used to continue to make improvements to the customer service the Testing Centers provide. |

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| 1. **Outcome #2** Review and update all division brochures and the division website. Have brochures redesigned as needed by the Collin Communications department. Work with the Web Team to redesign the Website for easier student use.
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| 1. **Measure (Outcome #2)**

Brochures are reviewed and follow the Communications department standards.All web pages meet Collin College standards. | 1. **Target (Outcome #2)**

Brochures are updated and approved for continued use by the Communications department.All department Website pages can be reached within 3 clicks from the division home page. |
| 1. **Action Plan (Outcome #2)**

All current brochures will be sent to the Communications Department at Collin College for review and possible redesign to ensure quality, consistency, and that all Collin College standards for publications are being followed.Website content will be streamlined and presented so that all information can be accessed in no more than 3 clicks from the division homepage.  |
| 1. **Results Summary (Outcome #2)**

**Brochures**All brochures were sent to the Communications Department for review and redesign and are now in use.**Website**The Testing Center web content was updated in the latest redesign along with the entire college district to meet the target of no more than 3 clicks from the main Testing Center webpage. |
| 1. **Findings (Outcome #2)**

Students have indicated anecdotally that once they can find the Testing Center webpages, they can navigate our content more easily. However, students have told us they struggle to find the main Testing Center web page since the district redesign. Navigation from the homepage and pages that are pulled through the search feature is beyond the control of this department. |
| 1. **Implementation of Findings**

The Testing Center will continue to update our web content to make it easier to locate testing-related content and work with the page tag features to enhance the student search for content. |