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: **Name of Program/Unit:**

Contact name: **Contact email:**   **Contact phone:**

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

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.)
Select and implement new Districtwide scheduling platform for APCAAs	Group collaboration and implementation of platform, set of procedures, and training to ensure consistent student experience across all Centers.	Clients will be able to utilize the new platform to schedule and sign in for services and resources by September 30, 2022.
Measure APCAA impact on student course completion rates and strategies for success.	Group collaboration to compile survey data and student academic records to measure completion rates and strategies for success.	70% of survey respondents will list a strategy for success learned during their tutoring sessions. The course completion rate of students enrolled in ENGL 1301 who attended two or more Writing Center tutoring sessions with the APCAA will be higher than the course completion rate of students enrolled in ENGL 1301 who did not attend a Writing Center tutoring session. The course completion rate of students enrolled in MATH 1314 who attended two or more Math Lab tutoring sessions with the APCAA will be higher than the course completion rate of students enrolled in MATH 1314 who did not attend a Math Lab tutoring session.

Increase completion rate for student surveys following appointments at APCAAs	Cross-District APCAA collaboration to create strategies to increase student survey completion following tutoring sessions.	Increase in survey completion rate
Streamline Districtwide APCAA operations based on developed mission and program-level outcomes	Group collaboration to develop training materials	Completed

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)

A. Outcome #1: Select and implement new Districtwide scheduling platform for APCAAs	
B. Measure (Outcome #1) Group collaboration and implementation of platform, set of procedures, and training to ensure consistent student experience across all Centers.	**C. Target (Outcome #1)** Clients will be able to utilize the new platform to schedule and sign in for services and resources by September 30, 2022.
D. Action Plan (Outcome #1) Meetings of CAA leadership to decide on and implement new Districtwide scheduling platform.	
E. Results Summary (Outcome #1)	
F. Findings (Outcome #1)	
G. Implementation of Findings	

A. **Outcome #2:** Measure APCAA impact on student course completion rates and strategies for success.	
B. **Measure (Outcome #2)** Group collaboration to compile survey data and student academic records to measure completion rates and strategies for success.	C. **Target (Outcome #2)** 70% of survey respondents will list a strategy for success learned during their tutoring sessions. The course completion rate of students enrolled in ENGL 1301 who attended two or more Writing Center tutoring sessions with the APCAA will be higher than the course completion rate of students enrolled in ENGL 1301 who did not attend a Writing Center tutoring session. The course completion rate of students enrolled in MATH 1314 who attended two or more Math Lab tutoring sessions with the APCAA will be higher than the course completion rate of students enrolled in MATH 1314 who did not attend a Math Lab tutoring session.
D. **Action Plan (Outcome #2)** Meetings of CAA leadership to compile District data after each long semester and brainstorm strategies to increase response rate on strategy for success survey question, completion rate of ENGL 1301, and MATH 1314.	
E. **Results Summary (Outcome #2)**	
F. **Findings (Outcome #2)**	
G. **Implementation of Findings**	

A. **Outcome #3:** Increase completion rate for student surveys following appointments at APCAAs	
B. **Measure (Outcome #3)** Cross-District APCAA collaboration to create strategies to increase student survey completion following tutoring sessions.	C. **Target (Outcome #3)** Increase in survey completion rate
D. **Action Plan (Outcome #3)** Meetings of CAA leadership to brainstorm and implement strategies to increase survey completion rate following appointments with District APCAAs.	

E. Results Summary (Outcome #3)

F. Findings (Outcome #3)

G. Implementation of Findings

A. Outcome #4: Streamline Districtwide APCAA operations based on developed mission and program-level outcomes

B. Measure (Outcome #4)	**C. Target (Outcome #4)**
Group collaboration to develop training materials	Completed

D. Action Plan (Outcome #4)
  Meetings of CAA leadership to create and implement Districtwide training materials.

E. Results Summary (Outcome #4)

F. Findings (Outcome #4)

G. Implementation of Findings