**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)**

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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.) |
| Increased Corporate College company engagement. Expected Outcome: An annual increase in the quantity of organizations utilizing the services of the Corporate College. | Raw score of number of organizations served by Collin Corporate College. | Any increase y over y would meet the expectation.  Target for FY 23 and going forward is to increase the number of organizations served by a minimum of 10% per fiscal year. |
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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**   Increased Corporate College company engagement | |
| 1. **Measure (Outcome #1)**   FY 20 # of clients served =12  FY 21 # of clients served = 13  FY22 # of clients served = 17 (to-date) | 1. **Target (Outcome #1)**   **Target was met as there was a small increase from FY20 to FY21 and a more significant increase of clients served in FY 22 when compared to FY21. There was a decrease in the # of clients served from FY17 – FY19 when compared to FY 20-FY 21. FY17 we served 19 clients, FY 18 we served 27 clients and in FY19 we served 24 clients. The primary driver was the Covid-19 pandemic which adversely impacted corporate training. Overall, FY 22 is trending to return to pre-pandemic levels.** |
| 1. **Action Plan (Outcome #1)**   **The current Corporate College strategic plan (attached) was developed in Spring 2020 and updated in Spring 2021.** | |
| 1. **Results Summary (Outcome #1)**   **The plan calls for an increase in anchor clients (an organization spending $50k or more on a recurring basis). In January 2020 the Corporate College had 1 anchor client. In FY 21 one additional anchor client was added. In FY 22 (to-date) three additional anchor clients have been added. The business model has flipped from an event-focused (Disney) model, to a business partner model seeking long-term or multi-year contractual training programs. Examples include the City of Allen has engaged the Corporate College in a 18-month program to provide all of their incumbent managers and supervisors with leadership development training; Crawford & Company has engaged the Corporate College in a 6-month leadership development program; Lifepath Systems has engaged Corporate College in a 6-month mentorship program. Each of these programs is intended to be recurring as new staff are onboarded. Atlantic Housing Foundation (AHF) has engaged Corporate College to provide various courses to their employees located in 7 states. We do so through synchronous virtual modality. The AHF program launched in the Fall of 2020 and is ongoing providing their employees with a variety of non-credit courses.**  **The Corporate College continues to expand it offering of services having rolled out executive coaching (used by City of Allen, AHF, and the Global Alzheimer’s Platform), change management consulting services (utilized by City of Frisco), and workforce technical training (utilized by Dynacraft and Pacesetter Homes).**  **The Corporate College has utilized a 3rd-party vendor to provide marketing services to broaden its reach and update its web presence. We have also partnered with Tedx-Plano to host a series in Spring 2022 on the topic of innovation. We continue to offer our webinar on a regular basis which has introduced us to over 400 new contacts.** | |
| 1. **Findings (Outcome #1)**   Based upon the increases in activity, the Corporate College will continue to utilize 3rd-party marketing firms to solicit new business and raise awareness of our unique services. We will continue to provide business-friendly webinar and Tedx presentations to broaden our value proposition to the business sector. We will continue to strengthen our partnership with local EDC and Chambers of Commerce to identify the skill gap needs and how we might partner with these organizations to help fulfill those needs. The Corporate College will explore additional modalities (virtual asynchronous) to meet market demands along with the demand for a subscription-based option. Both of these initiative should prove to increase our client-base. | |
| 1. **Implementation of Findings**   **Tedx Innovation Speaks series was held February 8th , February 22nd , May 5th and May 17th, 2022. Roughly 200 registered for the events and 70 attended. The Webinar series is scheduled to resume in July of 2022. The Corporate College has engaged with the Wylie Chamber, Allen/Fairview Chamber and the Plano Chamber to offer our Business Advantage customer service training. The first event was held with the Wylie Chamber in the Fall of 2021. The other Chambers have scheduled events in the Fall of 2022.** | |

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| 1. **Outcome #2** | |
| 1. **Measure (Outcome #2)** | 1. **Target (Outcome #2)** |
| 1. **Action Plan (Outcome #2)** | |
| 1. **Results Summary (Outcome #2)** | |
| 1. **Findings (Outcome #1)** | |
| 1. **Implementation of Findings** | |