**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:** 1/21/21 **Name of Program/Unit: CE Health Sciences**

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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.) |
| The CEHS website will be updated frequently to ensure the delivery of current and relevant information. | Review each page of the website, as well as posted documents, once per month. | Update website every month, or as frequently as needed to maintain current and relevant information. |
| A grade-reporting function in Banner can be used to evaluate students for completion. | Ensure grades are entered into Banner for every CEHS course. | 1. 100% grade entry |
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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** The CEHS website will be updated frequently to ensure the delivery of current and relevant information. | |
| 1. **Measure (Outcome #1)**   Review each page of the website, as well as posted documents, once per month. | 1. **Target (Outcome #1)**   Update website every month, or as frequently as needed to maintain current and relevant information. |
| 1. **Action Plan (Outcome #1)**   Every member of the CEHS team shall remain diligent when interacting with students to ensure current information is reaching our target audience. Any discovery of incorrect information shall be reported to the Director for immediate correction of the website. | |
| 1. **Results Summary (Outcome #1)**   The CE Health Science home page was updated 11 times in 2020. This is the main landing page for our courses.  The Clinical Medical Assistant page was also updated 11 times in 2020. It is the page for one of our most popular programs.  The Externships page was also updated 11 times in 2020. Externships are required for some courses and provide valuable training for students prior to them entering the workforce.  The Veterinary Assistant page was updated to redirect to the Veterinary Technology department after a restructure.  These are the most important pages of our website, and are kept up-to-date. | |
| 1. **Findings (Outcome #1)**   The CEHS website is being maintained and updated frequently. This provides students with the most current and correct information. | |
| 1. **Implementation of Findings**   CEHS will continue to monitor the website and update as new information becomes available. | |

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| 1. **Outcome #2** A grade-reporting function in Banner can be used to evaluate students for completion. | |
| 1. **Measure (Outcome #2)**   Ensure grades are entered into Banner for every CEHS course. | 1. **Target (Outcome #2)**   100% grade entry |
| 1. **Action Plan (Outcome #2)** CEHS staff will train faculty to enter grades into Banner within 7 days of the last day of class. If the deadline is missed, a paper grade list should be submitted to ARO for entry into Banner. | |
| 1. **Results Summary (Outcome #2)**   For calendar year 2020, CEHS ran 264 sections to completion. 2952 students were enrolled. 2529 grades were entered, 423 remain ungraded. This is a completion rate of 86%. While the 100% goal was not met, 86% is acceptable. During calendar year 2020, many changes and exceptions occurred due to the COVID-19 pandemic, college shutdown, and transition of many courses to online. This impacted many areas of program management, including grades. | |
| 1. **Findings (Outcome #1)**   For the students who do not have a grade entered, a transcript cannot be quickly processed. This causes a delay in students receiving their transcript. It creates additional work for the Registrar’s office, as well as CEHS staff and instructors. When a student requests a transcript, but the grade hasn’t been entered, the Registrar emails CEHS requesting the grade. CEHS contacts the instructor to gather the grade, then reports back to the Registrar who must manually enter the grade. | |
| 1. **Implementation of Findings**   A reminder system for the instructors to enter grades within 7 days of course completion must be implemented. This was previously done as a manual reminder from the Director of CEHS, which is not optimal. We will continue to strive for 100% completion. | |