**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:** 9/24/19 **Name of Program/Unit: Academic Success – Programs for New Students (Orientation)**

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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 awareness using: SOAR (Student Orientation Advising Registration) – a common Orientation model which easily identifies to everyone involved the purpose and flow of orientation | • Orientation satisfaction survey  • A pre and post-test learning outcomes assessment | Baseline data to be gathered for 2016-2017 |
| Development of Flight Plan – A personalized guiding tool to direct students from enrollment to individual completion. | • Students will compare Flight Plan developed during orientation to degree plan when meeting with advisors | Increase in student satisfactions responses for both orientation and advising student services |
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**Table 2. CIP Outcomes 1 & 2 (FOCUS ON AT LEAST 1)**

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| 1. **Outcome #1**   Increase student awareness using: SOAR (Student Orientation Advising Registration) – a common Orientation model which easily identifies to everyone involved the purpose and flow of orientation | |
| 1. **Measure (Outcome #1)**   Orientation satisfaction survey | 1. **Target (Outcome #1)**   Baseline data to be gathered for 2016-2017 |
| 1. **Action Plan (Outcome #1)**   Evaluations distributed at new student orientation sessions | |
| 1. **Results Summary (Outcome #1)**   These are the results of the evaluations distributed at new student orientation   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Survey item | Baseline 2016 (n = 1,242) | | 2017 (n = 1,483) | | | How would you rate your overall satisfaction with orientation? | Somewhat satisfied:  Very satisfied: | 349 (28%)  742 (59%) | Somewhat satisfied:  Very satisfied: | 445 (29.9%)  925 (62.3%) | | The Orientation Leaders (OL) were | Slightly Helpful: Helpful: | 150 (12%)  857 (69%) | Slightly Helpful:  Helpful: | 199 (13.4%)  1,122 (75.6%) | | Do you feel that you received enough information on the various programs and services available for student success? | No:  Yes: | 48 (4%)  1195 (96%) | No:  Yes: | 168 (11.4%)  1315 (88.6%) | | How much do you feel the New Student Orientation session has enhanced your knowledge of Collin College? | Not at all well:  Not so well: Somewhat well:  Very well:  Extremely well: | 12 (.009%)  9 (.007%)  297 (23.9%)  626 (50.4%)  297 (23.9%) | Not at all well:  Not so well:  Somewhat well:  Very well:  Extremely well: | 9 (.006%)  11 (.007%)  294 (19.9%)  824 (55.7%)  341 (23%) |   These are the results of the student satisfaction inventory unit assessment:   |  |  |  | | --- | --- | --- | | **Category** | **2017** | **2019** | | Convenient Hours | 4.43 | 4.56 | | Timely Service | 4.53 | 4.66 | | Courteous Staff | 4.72 | 4.72 | | Knowledgeable Staff | 4.74 | 4.73 | | **Overall Satisfaction** | **4.46** | **4.54** |   Data Source:  <http://inside.collin.edu/institutionaleffect/surveypdf/StudentSurveyReportSpring2017.pdf>  <http://inside.collin.edu/institutionaleffect/surveypdf/StudentServiceUnitSurveyReportSpring2019.pdf> | |
| 1. **Findings (Outcome #1)**   Compared to the baseline findings, the orientation program showed marked improvement in all self-identified evaluation items with the exception of: “Do you feel that you received enough information on the various programs and services available for student success?” This area experienced an 8% decrease in affirmative student responses.  From the student satisfaction inventory unit assessment, the only item that demonstrated a one-hundredth of a point decrease was “Knowledgeable Staff.” All other areas remained consistent or increased. | |
| 1. **Implementation of Findings**   During the pilot of the SOAR model students were given opportunities to provide feedback on various campus initiatives, including intramural sports, music for fitness centers, etc. The orientation program was then moved to a different department and some of the interactive components were removed. The number of session offerings and months in which the programs were offered were increased. These actions would seem to correlate with the increase of satisfaction and convenience as well as the perceived decrease in program information. | |

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| 1. **Outcome #2**   Development of Flight Plan – A personalized guiding tool to direct students from enrollment to individual completion. | |
| 1. **Measure (Outcome #2)**   Students will compare Flight Plan developed during orientation to degree plan when meeting with advisors | 1. **Target (Outcome #2)**   Increase in student satisfactions responses for both orientation and advising student services. |
| 1. **Action Plan (Outcome #2)**   For students that attended new student orientation, they were given a degree plan for their identified course of study as well as checklist identifying any missing documents or remaining holds. Students participating in the online orientation sessions were given instructions on how to run their degree audit. The students would then bring their documents for subsequent advising sessions prior to course registration. | |
| 1. **Results Summary (Outcome #2)**   These are the results of the student satisfaction inventory unit assessment:   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Category | 2017 - Orientation | 2019 - Orientation | 2017 – Advising | 2019 - Advising | | Overall Satisfaction | 4.46 | 4.54 | 4.05 | 4.18 |   Data Source:  <http://inside.collin.edu/institutionaleffect/surveypdf/StudentSurveyReportSpring2017.pdf>  <http://inside.collin.edu/institutionaleffect/surveypdf/StudentServiceUnitSurveyReportSpring2019.pdf> | |
| 1. **Findings (Outcome #2)**   Both areas of Orientation and Advising increased in overall satisfaction. | |

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| 1. **Implementation of Findings**   Some of the initiatives conducted during the enhanced orientation pilot were not sustainable when the program became mandatory for all first-time-in-college students. While registration was requested for on-campus orientation, many students showed up the day of the session. The orientation team was not given an opportunity to prepare degree audits and personalized checklists for those students. Additionally, this service could not be replicated for the online students. As a result, the flight plan concept has been temporarily grounded. In its place, all students who meet with an academic advisor are given a copy of their degree plan. Students are taught how to run their own degree audits during new student orientation. The number of total audits run from August 2018 to 2019 has almost doubled (9,969 in 2018 to 16,417 in 2019). The content of new student orientation is continually being reviewed and modified to reflect timely and relevant information for students new to Collin College. |