**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:** 9/11/19 **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.) | **C. Target(s)**Level of success expected(e.g. 80% approval rating, 10 day faster request turn-around time, etc.) |
| Develop standardized evaluation for Testing Center equipment | Collaborate with Business Office and Information Technology for inventory assessment and acceptable shelf life of equipment. | Equipment upgrades will be on a rotation, preventing any loss of service due to machines being out of service. |
| Enhanced testing environment for student comfort | Conduct survey of Testing Center facilities, consulting best practices in facilities operations, management, and design. | Increase in Mean score for overall student satisfaction of Testing Center from Spring 2016 results [current 4.67] |
|  |  |  |

**Description of Fields from 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 standardized evaluation for Testing Center equipment |
| 1. **Measure (Outcome #1)**

Collaborate with Business Office and Information Technology for inventory assessment and acceptable shelf life of equipment. | 1. **Target (Outcome #1)**

Equipment upgrades will be on a rotation, preventing any loss of service due to machines being out of service. |
| 1. **Action Plan (Outcome #1)**

Testing Centers equipment needs will be operationalized to include retention cycle |
| 1. **Results Summary (Outcome #1)**

Plano Campus* 43 New, updated testing computers in labs
* 8 New, updated computers for faster check in at reception area
* Purchased higher quality headphones for CLEP and ESL exams
* Upgraded security system that included 36 new HD cameras

Frisco Campus* 23 New computer testing stations installed with taller security panels. Design of testing stations increased the number of available testing stations for students
* Upgraded security system that included 24 HD cameras

McKinney Campus* Upgraded security system that included 16 new HD cameras in main testing room
* New testing room established that included 16 new HD security cameras – this lab is primarily used for the Nursing and Allied Health programs
 |
| 1. **Findings (Outcome #1)**

Upon evaluation of security system, it was decided that all campuses would be upgraded to include not only high definition security cameras but also high capacity video storage. Evaluation of testing computers is conducted annually and individual units are replaced as needed to prevent the labs from containing all same year models reducing loss of service. |
| 1. **Implementation of Findings**

In addition to the equipment replacement, the testing center furniture will also be evaluated for replacement. Due to the constant updates in testing platforms and implementation of new exams, the equipment will be evaluated on demand for new products and updates rather than on a standardized schedule. This will allow us to be responsive to the program needs. |
| 1. **Outcome #2**

Enhanced testing environment for student comfort |
| 1. **Measure (Outcome #2)**

Conduct survey of Testing Center facilities, consulting best practices in facilities operations, management, and design | 1. **Target (Outcome #2)**

Increase in Mean score for overall student satisfaction of Testing Center from Spring 2016 results [current 4.67] |
| 1. **Action Plan (Outcome #2)**

The physical space of the Testing Center will be enhanced to support student needs in the areas of technology, security, physical comfort, and timeliness of services |
| 1. **Results Summary (Outcome #2)**

Frisco CampusNew chairs were purchased for computer test stationsMcKinney CampusNew testing lab was created to offer additional testing timesOff-site testingCollin College in collaboration with our local high schools, helped them to offer TSI testing at their location. Through the end of 2018, there were 19 new TSI high school testing sites added. The location is significant convenience for the high school students.All campuses offer customer service training opportunities for their full time, part time and student assistant staff. |
| 1. **Findings (Outcome #1)**

The original data source used for the Program Review could not be located to compare the mean overall 4.67. As such, new scoring rubrics have been pulled from the Institutional Effectiveness bi-annual Student Survey of Service Units. Comparison years are Spring 2017 and Spring 2019

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| --- | --- | --- |
| **Category** | **2017** | **2019** |
| Convenient Hours | 4.39 | 4.40 |
| Timely Service | 4.54 | 4.62 |
| Courteous Staff | 4.49 | 4.55 |
| Knowledgeable Staff | 4.51 | 4.59 |
| Overall Satisfaction | 4.43 | 4.46 |

Data Source:<http://inside.collin.edu/institutionaleffect/surveypdf/StudentSurveyReportSpring2017.pdf><http://inside.collin.edu/institutionaleffect/surveypdf/StudentServiceUnitSurveyReportSpring2019.pdf> |
| 1. **Implementation of Findings**

Each category in the student satisfaction service unit inventory indicates improvement. Additionally, due to the increase in the number of off-site TSI testing centers, the college has developed a process to upload scores directly from the high school platforms into our student information system (Banner). The Testing Centers will continue to refine their test administration and evaluate new services to provide optimal testing conditions for students and the community. |