**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:** 07/19/2019 **Name of Program/Unit: Career Services**

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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 of Career  Services by pulling it out of Counseling and creating standalone Career Centers on each of our major campuses. | End of year student survey administered by Institutional Effectiveness Office. | 50% of survey respondents are aware that Collin College offers Career Services. |
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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**   Career Centers connect students' interests with: selecting a course of study, exploring and planning a career, and developing job search skills and strategies so that they will be able to obtain a high skilled, high wage, high demand occupation or profession that compliments their interests, education, training and goals. | |
| 1. **Measure (Outcome #1)**   End of year student survey administered by Institutional Effectiveness Office. | 1. **Target (Outcome #1)**   60% of survey respondents are aware that Collin College offers Career Services |
| 1. **Action Plan (Outcome #1)**   To develop career centers at all of our campus in order toconnect students' interests with selecting a course of study, exploring and planning a career, and developing job search skills and strategies so that they will be able to obtain a high skilled, high wage, high demand occupation or profession that compliments their interests, education, training and goals. | |
| 1. **Results Summary (Outcome #1)**   In the attached Institutional Effectiveness student survey 47% of students said that they were aware that Collin College had career services. | |
| 1. **Findings (Outcome #1)**   We found like most areas in student services we will have to “meet the students where they are” in order to raise awareness of our services within the student population. | |
| 1. **Implementation of Findings**   We will be doing more classroom presentations, begin a pointed PR campaign, as well begin working closer with the academic area of the college in order to gain more support for promoting career services thru Collin College. | |

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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** | |

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| **Collin College Service Unit** |  |  |  |  |  |  |  |  |  |  |
| **Student Survey: Spring 2017** |  |  |  |  |  |  |  |  |  |  |
| **SERVICE UNIT: Career Services** | | | | | | | | | | |
| *Table 25. Awareness and Use of Service Unit* | | | | | | | | | | |
| Service Unit |  |  |  |  |  | n | % |  |  |  |
| Are aware of Career Services¹ |  |  |  |  |  | 494 | 47.7% |  |  |  |
| Have used Career Services² |  |  |  |  |  | 90 | 18.2% |  |  |  |
| *¹ Percentage out of total survey respondents (N=1036).* | | | | | | | | | | |
| *² Percentage out of number who are aware of this unit (n= 494).* | | | | | | | | | | |
| *Table 26. Please use a five-point scale to tell us about your experience with the service.* | | | | | | | | | | |
|  |  |  | Response on 5-point scale | | |  | No response |  |  |  |
| Items |  | 1 | 2 | 3 | 4 | 5 | Total | Mean³ | SD³ |
| The hours of availability are convenient. | n | 0 | 3 | 9 | 24 | 45 | 9 | 90 | 4.37 | 0.828 |
| (1= Strongly disagree, 5 = Strongly agree) | % | 0.0% | 3.3% | 10.0% | 26.7% | 50.0% | 10.0% | 100.0% |  |  |
| Service was provided in a timely manner. | n | 2 | 0 | 5 | 18 | 58 | 7 | 90 | 4.57 | 0.814 |
| (1= Strongly disagree, 5 = Strongly agree) | % | 2.2% | 0.0% | 5.6% | 20.0% | 64.4% | 7.8% | 100.0% |  |  |
| The staff was courteous. | n | 0 | 1 | 5 | 15 | 60 | 9 | 90 | 4.65 | 0.655 |
| (1= Strongly disagree, 5 = Strongly agree) | % | 0.0% | 1.1% | 5.6% | 16.7% | 66.7% | 10.0% | 100.0% |  |  |
| The staff was knowledgeable. | n | 0 | 4 | 3 | 13 | 61 | 9 | 90 | 4.62 | 0.784 |
| (1= Strongly disagree, 5 = Strongly agree) | % | 0.0% | 4.4% | 3.3% | 14.4% | 67.8% | 10.0% | 100.0% |  |  |
| Overall satisfaction with the unit. | n | 2 | 2 | 5 | 22 | 58 | 1 | 90 | 4.48 | 0.881 |
| (1= Very unsatisfied, 5 = Very satisfied) | % | 2.2% | 2.2% | 5.6% | 24.4% | 64.4% | 1.1% | 100.0% |  |  |
| *³ The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.* | | | | | | | |  |  |  |

## 2017 Student Survey of Satisfaction with Service Units Appendix:

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| **SERVICE UNIT: Career Services** |
| *Table 27. Career Services Comments* |
| 4 because the last time, i was not correctly advice on a course that is a prereq and for that reason, I am spending  one more semester for one course |
| Great staff. Extremely helpful in finding a career path/direction. |
| I like the McKinney campus best for the service. |
| Semi-helpful but not very reaching. HR never emailed me or contacted me about my job applications. |
| Went to the career counselor and she was very nice. I never did follow back up |