**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:** 8/6/18 **Name of Program/Unit: Computer Networking**

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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.) |
| Demonstrate proficiency in Wide Area networks (ITCC 2313 CCNA-4) | Skills Based Assessment | Appropriate Rubric (Min. 70% on Assessment) |
| Demonstrate proficiency in configuration, implementation, maintenance, and troubleshooting methodologies used in CISCO Routing and Switching Technology. (ITCC 2356 - CCNP TSHOOT). | Skills Based Assessment | Appropriate Rubric (Min. 70% on Assessment) |
| ITMT 2375 VmWare vSphere: Installation, Configuration and Management | Lab activities | Appropriate Rubric (Min. 70% on Assessment) |
| ITMT 2304 Implementing an Advanced Server Infrastructure (Capstone) | Lab activities | Appropriate Rubric (Min. 70% on Assessment) |

**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**   Demonstrate proficiency in Wide Area networks (ITCC 2313 CCNA-4) | |
| 1. **Measure (Outcome #1)**   Skills Based Assessment | 1. **Target (Outcome #1)**   Appropriate Rubric (Min. 70% on Assessment) |
| 1. **Action Plan (Outcome #1)**   For each outcome we will compare average grade to the minimum assessment rubric of 70% | |
| 1. **Results Summary (Outcome #1)**   77% of students met the target outcome. | |
| 1. **Findings (Outcome #1)**   The course outcomes have met expectations. | |
| 1. **Implementation of Findings**   Due to changes in networking technology the course ITCC2313 will be discontinued after Spring 2020. Starting in Fall 2020 an outcome from a new course titled “Enterprise Networking, Security, and Automation (ENSA)” will be used to measure improvement. The new course does not have a WECM course number assigned at this time. The measure and target will remain the same, Skills Based Assessment and Appropriate Rubric (Min. 70% on Assessment).  In an effort to increase the number of successful completers a recommendation to add a prerequisite, CPMT1305, will be proposed to the CAB in the Spring of 2020. | |

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| 1. **Outcome #2**   Demonstrate proficiency in configuration, implementation, maintenance, and troubleshooting methodologies used in CISCO Routing and Switching Technology. (ITCC 2356 - CCNP TSHOOT). | |
| 1. **Measure (Outcome #2)**   Skills Based Assessment | 1. **Target (Outcome #2)**   Appropriate Rubric (Min. 70% on Assessment) |
| 1. **Action Plan (Outcome #2)**   For each outcome we will compare average grade to the minimum assessment rubric of 70% | |
| 1. **Results Summary (Outcome #2)**   Only 55% of students met the target outcome. The CCNP courses were changed to a Blended/Online method in 2017. This may have had an impact of student success. | |
| 1. **Findings (Outcome #1)**   Since only slightly over half of the students met the target outcome the methodologies and pedagogy of course delivery will be analyzed. | |
| 1. **Implementation of Findings**   Due to changes in networking technology the course ITCC2356 will be discontinued after Spring 2020. Starting in Fall 2020 an outcome from a new course titled “Implementing Cisco Enterprise Advanced Routing and Services (ENARSI 300-410))” will be used to measure improvement. The new course does not have a WECM course number assigned at this time. The measure and target will remain the same, Skills Based Assessment and Appropriate Rubric (Min. 70% on Assessment). Also, the new course may not be offered as a blended/online course. | |

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| 1. **Outcome #3**   ITMT 2375 VmWare vSphere: Installation, Configuration and Management | |
| 1. **Measure (Outcome #3)**   Lab activities | 1. **Target (Outcome #3)**   Appropriate Rubric (Min. 70% on Assessment) |
| 1. **Action Plan (Outcome #3)**   For each outcome we will compare average grade to the minimum assessment rubric of 70% | |
| 1. **Results Summary (Outcome #3)**   91% of students met the target outcome | |
| 1. **Findings (Outcome #3)**   The course outcomes have met expectations. | |
| 1. **Implementation of Findings**   A new version of the course containing updated activities will be offered starting in Spring 2020. The new content will enhance students’ knowledge of the fundamental concepts. The course will be proposed as a required course for multiple degree tracts. The outcome, measure and target will remain the same, Skills Based Assessment and Appropriate Rubric (Min. 70% on Assessment). | |

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| 1. **Outcome #4**   ITMT 2304 Implementing an Advanced Server Infrastructure (Capstone) | |
| 1. **Measure (Outcome #4)**   Lab activities | 1. **Target (Outcome #4)**   Appropriate Rubric (Min. 70% on Assessment) |
| 1. **Action Plan (Outcome #4)**   For each outcome we will compare average grade to the minimum assessment rubric of 70% | |
| 1. **Results Summary (Outcome #4)**   The course has been discontinued. | |
| 1. **Findings (Outcome #4)**   Course not offered in last academic year therefore there are no results to analyze. | |
| 1. **Implementation of Findings**   The course ITMT2304 has been discontinued and was not offered in last academic year. A new outcome will be selected from ITMT1374. The measure and target will remain the same, Skills Based Assessment and Appropriate Rubric (Min. 70% on Assessment). | |