**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:** 9/9/2020 **Name of Program/Unit: Computer Systems**

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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 Help Desk Incident Management Software  (ITSC 2339 – Personal Computer Help Desk Support) | Skills Based Assessment | Appropriate Rubric (Min 70% on Assessment) |
| Demonstrate proficiency in constructing Aggregate Summary Queries from multiple tables using the Group By, CUBE, and ROLLUP Operators  (ITSE 2309 Database Programming SQL) | Skills Based Assessment | Appropriate Rubric (Min 70% on Assessment) |
| Demonstrate proficiency in summarizing data with Pivot Tables (ITSW 1304 Introduction to Spreadsheets) | Lab Assignment | 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 Help Desk Incident Management Software  (ITSC 2339 – Personal Computer Help Desk | |
| 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)**   ITSC 2339: Class Average = 90 | |
| 1. **Findings (Outcome #1)**   ITSC 2339: This was a lab assignment (#5) using software provided by the book. Students scored an above average rating. | |
| 1. **Implementation of Findings**   ITSC 2339: None | |

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| 1. **Outcome #2**   Demonstrate proficiency in constructing Aggregate Summary Queries from multiple tables using the Group By, CUBE, and ROLLUP Operators  (ITSE 2309 Database Programming SQL) | |
| 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)**   ITSE 2309: Class Average = 90 | |
| 1. **Findings (Outcome #1)**   ITSE 2309: This was a Concepts Activity assignment in Unit 4. Students score an above average rating. | |
| 1. **Implementation of Findings**   ITSE 2309: None | |

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| 1. **Outcome #3**   Demonstrate proficiency in summarizing data with Pivot Tables (ITSW 1304 Introduction to Spreadsheets) | |
| **B. Measure (Outcome #3)**  Lab Assignment | **C. 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)**   ITSW 1304: Class Average = 81 | |
| 1. **Findings (Outcome #1)**   ITSW 1304: This was a lab Assignment Module 7 Summarizing Data with Pivot Tables. Two-thirds of class completed the tasks. More practice is needed. | |
| 1. **Implementation of Findings**   ITSW 1304: Provide an extra practice to improve academic success rate for this task completion. | |