**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:** 06/27/2019\*\*AY17 bmb **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.) |
| Apply information technology concepts to a variety of business environments. | COOP-Employer feedback survey results  INEW 2330 - Project | Above average rating Average of 4 rating on a 4 point scale |
| Demonstrate professional and effective documentation and communication skills. | COOP-Employer feedback survey results  INEW 2330 - Project | Above average rating Average of 4 rating on a 4 point scale |
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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**   Apply information technology concepts to a variety of business environments. | |
| 1. **Measure (Outcome #1)**   COOP-Employer feedback survey results INEW 2330 Project | 1. **Target (Outcome #1)**   COOP: Above Average rating  INEW 2330 Project: Average of 4 rating on a 4- point scale |
| 1. **Action Plan (Outcome #1)**   **COOP:** Review goals for integration of technology concepts into the specific business objectives. INEW 2330: Include a research section in initial planning of project. | |
| 1. **Results Summary (Outcome #1)**   COOP: Satisfactory INEW 2330 Project: 3 out of 4 points | |
| 1. **Findings (Outcome #1)**   COOP: Partially met. Students did not make own judgements/decisions on what is needed in a business environment.  INEW 2330 Project: Partially Met. Students tried to apply technology concepts that they knew without researching other options for various business environments. | |
| 1. **Implementation of Findings**   COOP: Provide more opportunity for students to make own judgements/decisions on what is needed in a business environment. INEW 2330 Project: Require a research section in initial planning of project. | |

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| 1. **Outcome #2**   Demonstrate professional and effective documentation and communication skills. | |
| 1. **Measure (Outcome #2)**   COOP: Employer feedback survey results INEW 2330 Project | 1. **Target (Outcome #2)**   COOP: Above average rating  INEW 2330 Project: Average of 4 rating on a 4- point scale |
| 1. **Action Plan (Outcome #2)**   COOP: Discuss with supervisor opportunities for possible leadership, management and initial decision making in COOP learning experience. Review goals for opportunities to display communication skills, decision making, and assumption of more responsibility.  INEW 2330 Project: Increase opportunities for leadership, management, and initial decision making in INEW 2330 class by providing a team environment when possible with leadership and management positions where initial decision is required. | |
| 1. **Results Summary (Outcome #2)**   COOP: Satisfactory  INEW 2330 Project: 4 out of 4 points | |
| 1. **Findings (Outcome #1)**   COOP: Partially met. Students completed tasks that they were given; however, could have shown more leadership, better management, and initiative in task completion.  INEW 2330 Project: Exceeds expectations. Students submitted user documentation to client. | |
| 1. **Implementation of Findings**   **COOP:** Provide more opportunities for leadership, better management, and initiative in task completion.  INEW 2330 Project: None | |