**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:** 09/17/2019 **Name of Program/Unit: Facilities and Construction**

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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.) |
| Faster response time to work orders | Use a program called School Dude to track | 90% |
| Better customer Service | Monthly meetings and performance surveys sent to each VIP/Provost for input | 90% |
| Ability to manage a higher level of renewal replacement with less staff and more campuses by using training and technology | Monitoring school dude work order responses and establishing a training program for all levels of workers in facilities. | 90% |

**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**   A better customer satisfaction experience | |
| 1. **Measure (Outcome #1)**   Positive Performance surveys from the VP Provost | 1. **Target (Outcome #1)**   90% |
| 1. **Action Plan (Outcome #1)**   **Monitor school dude on work order response time. Understand how and what is being communicated to the end user/requestor of the work order.** | |
| 1. **Results Summary (Outcome #1)**   Look at improvement strategies such as leadership training. | |
| 1. **Findings (Outcome #1)**   Look at improvement strategies such as communication training. | |
| 1. **Implementation of Findings**   **Perform lessons learned for my team.** | |

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| 1. **Outcome #2**   Faster response to work orders | |
| 1. **Measure (Outcome #2)**   Monitor and track work orders using school dudes | 1. **Target (Outcome #2)**   90% |
| 1. **Action Plan (Outcome #2)**   **Monitor school dude on work order response time. Understand how and what is being communicated to the end user/requestor of the work order.** | |
| 1. **Results Summary (Outcome #2)**   Look at improvement strategies such as leadership training. | |
| 1. **Findings (Outcome #1)**   Look at improvement strategies such as communication training. | |
| 1. **Implementation of Findings**   **Perform lessons learned for my team.** | |