**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:** 6/10/2020 **Name of Program/Unit:** Financial Aid

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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.) |
| Improve knowledge of Financial Aid staff through training and professional development. | Student Survey Report Spring 2019 | 4.55 |
| Improve overall satisfaction with Financial Aid | Student Survey Report Spring 2017 | 4.50 |
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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**

Improve Knowledge of Financial Aid Staff |
| 1. **Measure (Outcome #1)**

The Spring 2019 student survey will be used to measure the students’ perceptions regarding the knowledge of the staff. | 1. **Target (Outcome #1)**

**The target goal was met for the previous reporting period at 4.30 and we now look to increase to 4.35** |
| 1. **Action Plan (Outcome #1)**

 **Staff members were asked to complete financial aid certifications from our national financial aid association. More than 80 certificates have been earned over the past three years.** |
| 1. **Results Summary (Outcome #1)**

The Spring 2019 survey showed a decrease in overall satisfaction from 4.52 in 2017 to 4.51 in 2019. |
| 1. **Findings (Outcome #1)**

The perceived knowledge of staff held steady during the last two years, dropping by .01 points. Even though this area dropped slightly, I have most certainly recognized a difference in my staff’s knowledge. While that cannot be measured, I am pleased with the progress we have made internally. |
| 1. **Implementation of Findings**

**We will continue to focus on training and look for ways to communicate information to students in a way they can understand.** |

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| 1. **Outcome #2**

Improve overall satisfaction with Financial Aid by the student body. |
| 1. **Measure (Outcome #2)**

The Spring 2019 student survey was used to measure the overall student satisfaction with financial aid services  | 1. **Target (Outcome #2)**

The target was an increase from 4.48 to 4.50 |
| 1. **Action Plan (Outcome #2)**

**Multiple training sessions to be scheduled during each long semester to provide training for staff.** |
| 1. **Results Summary (Outcome #2)**

The Spring 2019 survey showed a decrease from 4.48 in Spring 2017 to 4.38 in Spring 2019. |
| 1. **Findings (Outcome #1)**

The decrease in our key data point is interesting because there has not been a change in employees from Spring 2017 to Spring 2019. All staff members have been in the same position for the entire time. We are also unable to identify any policy changes that would have create a negative impact on our student body.  |
| 1. **Implementation of Findings**

**We will implement a semi-annual customer service symposium for our staff. The symposium will include students being able to share their experience on starting at Collin and how there experience has been with student enrollment staff in general.** |