**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:** 4/10/2019 **Name of Program/Unit: Library**

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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.) |
| Increase the effectiveness of library materials delivered electronically. | The average cost per ‘full-text’ downloaded document will decrease. Source: Database cost spreadsheet. | Our intent is to have cost per download decrease. |
| Increase the efficiency with which library materials are delivered to students. | The number of downloaded materials will increase faster than the increase in enrollment. Source: Database spreadsheet and Institutional Research Headcount Statistics | We expect that the increase in the rate of downloads will exceed the growth in enrollment. |
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**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 Increase the effectiveness of library materials delivered electronically.** | |
| 1. **Measure (Outcome #1**) Library database budgets have increased steadily over the past four years. Numbers of “full-text” downloads have increased at a slightly faster pace. | 1. **Target (Outcome #1)**   Cost of the average download has fallen each of the last four years from 35 cents, to 34 cents, to 33 cents and last year to 32 cents, and will continue to do so. |
| 1. **Action Plan (Outcome #1)**   We will locate, evaluate, and acquire access to large, online, scholarly collections of popular and needed materials. | |
| 1. **Results Summary (Outcome #1)**   Database budgets increased from $257,779 in 2015, to $260,974 in 2016, to $265,990 in 2017 to $282,439 in 2018.  Database downloads grew from 732,661 in 2015 to 767,020 in 2016, to 799,336 in 2017, to 862,183 in 2018.  Cost per full-text download fell from 35 cents in 2015, to 34 cents in 2016, to 33 cents in 2017, to 32 cents in 2018. | |
| 1. **Findings (Outcome #1)**   By eliminating or reducing the paid access to collections that are little used, we can deliver increased services will lowering per unit costs. | |
| 1. **Implementation of Findings**   We will continue to critically monitor and measure the cost and usage of all of our subscription databases. | |

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| 1. **Outcome #2 Increase the efficiency with which library materials are delivered to students.** | |
| 1. **Measure (Outcome #2)** The number of downloaded materials will increase faster than the increase in enrollment. | 1. **Target (Outcome #2)** We expect that the increase in the rate of downloads will exceed the growth in enrollment. |
| 1. **Action Plan (Outcome #2)** We will locate, evaluate, and acquire access to large, online, scholarly collections of popular and needed materials. | |
| 1. **Results Summary (Outcome #2)**   Student headcount for fall of 2015 was 28,187, 29,703 for fall 2016, 31,619 for fall of 2017, and 33,677 for fall of 2018. This is a 19.4% increase.  Database use grew from 732,661 in 2015 to 767,020 in 2016, to 799,336 in 2017, to 862,183 in 2018. This is an increase of 17.6%  Database budgets increased from $257,779 in 2015 to $282,439 in 2018. This is 9.5% increase. | |
| 1. **Findings (Outcome #1)**   Student enrollment grew faster than database use, while library administration kept database costs lower than either. | |
| 1. **Implementation of Findings**   We will continue to critically monitor and measure the cost and usage of all of our subscription databases. | |