**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:** September 2019\*\*for AY16-17 **Name of Program/Unit:** Math and Writing Labs

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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 Student awareness of Writing Center and Math Lab | IE Student Survey of Service Units |  65% |
| Increase satisfaction with services provided by Writing Center and Math Lab | IE Student Survey of Service Units and survey data gathered from Unit survey developed as part of new CIP |  Rating of 4.7 on 5 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**

Increase Student awareness of Writing Center and Math Lab |
| 1. **Measure (Outcome #1)**

IE Student Survey of Service Units | 1. **Target (Outcome #1)**

65% |
| 1. **Action Plan (Outcome #1)**

Plan Continuous efforts to promote services, especially through faculty across the college and using technology through email and web. |
| 1. **Results Summary (Outcome #1)**

Math Lab – 65.3% of respondents (n = 676) are aware of the Math labs Based on Spring 2017 Student Survey, 65.3% of respondents (n = 676) are aware of the Math labs. Based on the Spring 2019 Student Survey, 65.9% of respondents (n =683) are aware of the Math labs.Writing Center – 75.2% of respondents (n = 779) are aware of the Writing Centers based on the Spring 2017 Student Survey. 74.7% of respondents (n = 774) are aware of the Writing Centers based on the Spring 2019 Student Survey. |
| 1. **Findings (Outcome #1)**

Based on the Spring 2017 Student Survey, both Writing Center and Math Labs have exceeded expected outcomes for student awareness. Target could be adjusted from 65% awareness – perhaps to 67% for Math labs and 77% for Writing Centers.Based on the Spring 2019 Service Unit Student Survey, both the Writing Center and Math labs outcome exceeds the original target of 65% awareness, though the Writing Center level decreased from what was observed in 2017. Based on these outcomes, the Math lab can continue shooting for 67% awareness and the Writing Center can shoot for 77% |
| 1. **Implementation of Findings**
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| 1. **Outcome #2**
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| 1. **Measure (Outcome #2)**
 | 1. **Target (Outcome #2)**
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| 1. **Action Plan (Outcome #2)**
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| 1. **Results Summary (Outcome #2)**
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| 1. **Findings (Outcome #1)**
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| 1. **Implementation of Findings**
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