**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:** 2016-17 **Name of Program/Unit:** Office Systems Technology

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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.) |
| Demonstrate proofreading and editing competency resulting in accurate and grammatically correct documents. | POFT 1307 Proofreading and Editing exams.  Compared with POFT 1349 capstone success. | Course completion with 80% or better success. |
|  |  |  |
| Demonstrate printed and electronic information management according to current ARMA (American Records Management Association) rules and privacy guidelines. | POFT 1319 Records and Information Management exam performance as compared to POFT 1349 capstone success. | Course completion with 80% or better success. |

**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**   Demonstrate proofreading and editing competency resulting in accurate and grammatically correct documents. | |
| 1. **Measure (Outcome #1)**   Hands-on application exam scores. | 1. **Target (Outcome #1)**   Overall improvement, especially for ESL students. |
| 1. **Action Plan (Outcome #1)**   Focus on and review basic skills that should have been learned in secondary school and retained at the college level. | |
| 1. **Results Summary (Outcome #1)**   92% completion rate, 64% pass rate, 56% success rate (this is one of the most detailed and difficult OST courses required). | |
| 1. **Findings (Outcome #1)**   ESL students continue to find the course challenging. Some students simply do not spend enough study and practice time for success. | |
| 1. **Implementation of Findings**   Simplifying the assignments to allow more study time for each basic course component. Slowing the pace to allow more tutoring for ESL and returning adult students. | |

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| 1. **Outcome #2**   Demonstrate printed and electronic information management according to current ARMA (American Records Management Association) rules and privacy guidelines. | |
| 1. **Measure (Outcome #2)**   Hands-on application exam scores. | 1. **Target (Outcome #2)**   Overall improvement in students understanding detailed filing rules. |
| 1. **Action Plan (Outcome #2)**   Seek ways to better tutor students individually and to motivate them to continue the detailed processes required by this intense course. | |
| 1. **Results Summary (Outcome #2)**   96% completion rate, 71% pass rate, 67 success rate | |
| 1. **Findings (Outcome #1)**   Students unable to focus well on details experience greater challenges with this course content. Our large population of busy returning adults also simply need to stay on task and spend more time in study and practice of the filing rules for better understanding. | |
| 1. **Implementation of Findings**   Add digital student support content for assignments, allowing students to receive immediate feedback on their answers, along with video helps for better understanding and opportunities to repeat learning experiences for improvement. | |