**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:** **01/31/2020** **Name of Program/Unit: Supply Chain Management (SCM)**

**Contact name:** **Jack Zimmerman** **Contact email:** **jzimmerman@collin.edu**  **Contact phone:**  **972-578-5546**

**Table 1: CIP Outcomes, Measures & Targets Table (focus on at least one for the next two years)**

|  |  |  |
| --- | --- | --- |
| **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.) |
| **Outcome 1 – Successful Completion** Continuously improve completion rates for the program. Successful completion is defined as achievement of a certificate, an associate degree, and/or employment in the field. | Measure progress and absolute numbers of students achieving one or more of:   1. securing employment in the field, or 2. earning at least 1 academic certificate, or 3. an associate degree each academic year.   For Certificate and Degree Requirements please see:  <https://www.collin.edu/department/supplychain/> | Academic Year Academic Certificate and/or  Associate Degree Goals  2018/2019 4  2019/2020 6  2020/2021 10  Successful completion of the program and/or academic certificates will qualify students for employment in supply chain entry level or mid-level positions in the areas noted (depending upon work experience) in supply chain organizations. |
| **Outcome 2 – Student Competencies in Learning Outcomes/Objectives**  **(Please see attached appendix for specific**  **Learning outcomes by domain, and course/**  **Semester information)** | Utilize the [SCPro™ Fundamentals Certification Program](https://cscmp.org/CSCMP/Certification/SCPro_Fundamentals_Certification/CSCMP/Certify/SCPro_Fundamentals_Certification.aspx?hkey=b04a9e15-98fa-440b-afa0-0be6e7513c81) to objectively measure student learning as measured against industry standards, using a normed standard exam for each competency.  Outcomes include competency and proficiency in:   1. Procurement, 2. Basic Supply Chain Principles, 3. Inventory Management, 4. Manufacturing and Service Operations, 5. Warehouse Operations, 6. Transportation Operations, 7. Customer Service, 8. Demand Planning   Objective measurement is measured by continuous improvement in student performance of each of the eight standardized, nationally normed final examinations I each of the areas. A grade of 70% or higher earns a student professional designation of proficiency in each area. | Academic Year Professional  Certifications  2018/2019\* 0  2019/2020 30  2020/2021 35  Pass Rate Goal 65%  \*SCPro Program launched Fall 2019.    Learning Outcomes Summarized in  Attachment 2 |
| **Outcome 3 - Program Promotion**. | Improve Supply Chain Management Website to increase visibility for potential students and the business community. | Create a webpage for Collin.edu that is approved by Collin Public Relations. |
| **Outcome 4 – Evaluation of Instruction** | Continuously improve student evaluation surveys for SCM unique courses. | Achieve an average score for all SCM courses of > 3.5. |

**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)**

|  |  |  |
| --- | --- | --- |
| 1. **Outcome #1 - Successful Completion**   Achieve a satisfactory completion rate for the program. Successful completion is defined as achievement of a certificate, an associate degree, and/or employment in the field. | | |
| 1. **Outcome #1 Measure**   Measure numbers of students securing employment in the field, earning academic certificates, employment in the field, and/or associate degrees each academic year. | | 1. **Outcome #1 – Target**   **Academic Certificates/Degrees Granted**  Academic Year Completers/Employed  2018/2019 4 (actual)  2019/2020 6  2020/2021 10 |
| 1. **Outcome #1 – Action Plan**   Engage with individual students and groups of students to monitor and encourage completion.  Use professional certification program to motivate and encourage students by participating in professional organizations such as Council of Supply Chain Management Professionals (CSCMP). Continuously improve enrollment. | | |
| 1. **Outcome #1 – Results Summary**   **Academic Certificates/Degrees Granted**  Academic Year Completers/Employed  2018/2019 4 (actual)  2019/2020 In Progress  2020/2021 In Progress | | |
| 1. **Outcome #1 – Findings**   The Program is in its early stages, no significant findings are available to date. | | |
| 1. **Outcome #1 – Implementation of Findings**   No action yet. | | |
|  | | |
| 1. **Outcome #2 - Student Competencies in Learning Outcomes/Objectives**   Objective measurement is measured by continuous improvement in student performance of each of the eight standardized, nationally  normed final examinations I each of the areas. A grade of 70% or higher earns a student professional designation of proficiency in each  area. | | |
| 1. **Outcome #2 – Measure**   Continuous Improvement is measured by number of successful completions of standardized nationwide competency exams (created under a $24.5M Department of Labor Grant) in each area of proficiency in the identified Competencies, and student Pass Rate. For Competencies see Attachment 2. | 1. **Target**   Academic Year Professional  Certifications  2018/2019\* 0 (Program not implemented)  2019/2020 55 (Fall Semester)  2020/2021 TBD  Pass Rate Goal 65%  \*SCPro Program launched Fall 2019.  Learning Outcomes Summarized in  Attachment 2 | |
| 1. **Outcome #2 – Action Plan**   Improve performance on Final Certification Exam by providing study review guides and online reviews. Focus on underperforming areas and students.Improve absolute number of certifications by increasing enrollment. | | |
| 1. **Outcome #2 – Results Summary**   Early results are at or close to the 70% goal overall. There is one significantly underperforming area, and this will receive attention. We do not have sufficient data to draw conclusions yet. See Attachment 1 for details. | | |
| 1. **Outcome #2 – Findings**   In posttest interviews students indicated they underestimated the difficulty of the examination and did not adequately prepare. | | |
| 1. **Outcome # 2 – Action Plan**   Prepare and review study guides for each exam. This effort is 50% complete. | | |
|  | | |
| 1. **Outcome #3 – Program Promotion**   Improve Supply Chain Management Website to increase visibility for potential students and the business community. | | |
| 1. **Outcome #3 – Target**   Create a webpage and secure approval for Collin.edu that is approved by Collin Public Relations, Associate Dean, and the Dean. | | |
| 1. **Outcome #3 – Measure**   Approval by Collin Public Relations, Dean, and Associate Dean. | 1. **Completed Fall 2019**   <https://www.collin.edu/department/supplychain/> | |
| 1. **Outcome #3 – Results Summary**   Complete | | |
| 1. **Outcome #3 – Findings**   Website complete. Further outreach required. | | |
| 1. **Outcome #3 – Action Plan**   Continue to promote program through outreach to target student groups (High Schools, Businesses, Events, etc.). | | |

|  |  |  |
| --- | --- | --- |
| 1. **Outcome #4 – Evaluation of Instruction**   Continuously improve student evaluation surveys for SCM unique courses. | | |
| 1. **Outcome #4 – Target**   SCM scores > 3.5/4. | |
| 1. **Outcome #4 – Measure**   Student evaluation scores for each course. | **Student evaluation Score**  **Fall 2018 3.40**  **Spring 2019 3.49**  **Fall 2019 3.53**  **Spring 2020 TBD**  **Fall 2021 TBD**  **See Attachment 3** | |
| 1. **Outcome #4 – Findings**   Under development. | | |
| 1. **Outcome #4 – Action Plan**   TBD | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column1** | **Column2** | **Column3** | **Column4** | **Column5** |
| **ATTACHMENT 1** | | | | |
|  | **Course** | **# Takes** | **Pass** | **Pass Rate** |
| **Competency** |  |  |  |  |
|  |  |  |  |  |
| **Fall 2019** |  |  |  |  |
| Customer Service | IBUS 2332 | 9 | 5 | 56% |
| Demand Planning | BMGT 1313 | 19 | 13 | 68% |
| Logistics | BMGT 1319 | 16 | 14 | 88% |
| Manufacturing Services | BMGT 1309 | 16 | 11 | 69% |
| Supply Chain Management Principles | IBUS 1341 | 19 | 12 | 63% |
|  | TOTAL | 79 | 55 | 70% |

|  |  |  |
| --- | --- | --- |
| **Current SCM Curriculum** | **SCPro™ Certificate** | **Learning Outcome** |
| BMGT 1313 Principles of Purchasing | Supply Chain Management and Procurement | 1. Describe the purchasing function as it relates to departments within the company. 2. Identify the basic concepts used in purchasing decisions including negotiation techniques and ethical issues. 3. Explain the relationships of materials management and inventory control with the purchasing process. 4. Explain supply chain management |
| IBUS 1341 Global Supply Chain Management | Supply Chain Management Principles | 1. Define business ethics. 2. Identify the consequences of unethical business practices. 3. Describe reasoning for analyzing ethical dilemmas. 4. Describe different ethical views. 5. Explain how business, government, and society function interactively. 6. Explain corporate social responsibility. |
| LMGT 1319 Introduction to Business Logistics | Inventory Management | 1. Explain the terms and how they relate to the overall concepts of logistics. 2. Explain the legal aspects and regulatory agencies as they relate to logistics management. 3. Demonstrate ability to apply decision making techniques based on time, materials, and space |
| BMGT 1309 Information and Project Management | Manufacturing and Service Operations | 1. Identify project tasks. 2. Sequence project activities. 3. Estimate the duration of project activities. 4. Identify interdependencies. 5. Demonstrate means to coordinate change across a project. 6. Demonstrate the ability to lead and communicate effectively in managing projects. |
| LMGT 1325 Warehouse and Distribution Center Management | Warehouse Operations | 1. Discuss total supply chain management and its function in the physical distribution system. 2. Identify and demonstrate current technology utilized in warehouse management operations. 3. Apply the technology utilized in organizational effectiveness including time and money management and acquisition procession. 4. Interpret information with relationship to inventory management. |
| LMGT 2330 International Logistics | Transportation Operations | 1. Construct a global distribution system. 2. Conceptualize areas of international business and their influence on trade. 3. Interpret the complex relations involved in international trade utilizing all aspects of multi-cultural strategies. |
| IBUS 2332 Capstone (Global Business Simulation) | Customer Service Operations  Demand Planning (Optional) | 1. Develop, evaluate, and/or revise business plans for a global environment. 2. Identify the functional department in a global environment. 3. Demonstrate management practices and critical decision-making skills in real business situations |
| **Completion of All Courses Earns Supply Chain Champion Designation** | | |

**Attachment 3**

**Student Evaluations**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Fall 2018** |  | 1 | 2 | 3 | 4 | 5 | Total |
| BMGT 1309 | | 3.5 | 3.38 | 3.21 | 3.57 | 3.43 | 3.418 |
| BMGT 1313 | | 3.5 | 3.5 | 3.3 | 3.5 | 3.5 | 3.46 |
| LMGT 1319 | | 3.29 | 3.06 | 3.06 | 3.35 | 3.12 | 3.176 |
| BMGT 1344 | | 3.54 | 3.31 | 3.46 | 3.54 | 3.62 | 3.494 |
| BMGT 2341 | | 3.53 | 3.41 | 3.35 | 3.53 | 3.47 | 3.458 |
|  |  | 3.472 | 3.332 | 3.276 | 3.498 | 3.428 | 3.4012 |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Spring 2019** | | 1 | 2 | 3 | 4 | 5 | Total |
| BMGT 1305 | | 3.53 | 3.53 | 3.47 | 3.74 | 3.58 | 3.57 |
| IBUS 1341 | | 3.54 | 3.46 | 3.62 | 3.77 | 3.62 | 3.602 |
| LMGT 2330 | | 3.5 | 3.38 | 3.25 | 3.75 | 3.38 | 3.452 |
| BMGT 2341 | | 3.25 | 3.38 | 3.19 | 3.25 | 3.19 | 3.252 |
| LMGT 1325 | | 3.62 | 3.54 | 3.54 | 3.6 | 3.62 | 3.584 |
|  |  | 3.488 | 3.458 | 3.414 | 3.622 | 3.478 | 3.492 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Fall 2019** |  |  |  |  |  |  |
|  | 1 | 2 | 3 | 4 | 5 | Total |
| BMGT 1344 | 3.14 | 3.14 | 3 | 3.71 | 3.14 | 3.226 |
| BMGT 1309 | 3.54 | 3.54 | 3.38 | 3.65 | 3.54 | 3.53 |
| BMGT 1313 | 3.17 | 3.17 | 3 | 3.5 | 3.33 | 3.234 |
| BMGT 2341 | 3.59 | 3.62 | 3.69 | 3.69 | 3.72 | 3.662 |
| LMGT 1319 | 3.77 | 3.59 | 3.77 | 3.92 | 3.69 | 3.748 |
| IBUS 2332 | 3.4 | 3.4 | 3.4 | 3.8 | 3.4 | 3.48 |
| IBUS 1341 | 3.2 | 3.1 | 3.1 | 3.5 | 3.5 | 3.5308 |
| Total | 3.426 | 3.376 | 3.392 | 3.682 | 3.528 | 3.53096 |

**Questions**

1. The course was well managed.
2. Instructor communicated effectively.
3. The instructor provided effective feedback.
4. The instructor treated the students with respect.
5. The instructor created an environment that facilitated learning.