**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:** 9-2-2020 **Name of Program/Unit:** Business Office Support Systems (Boss)

**Contact name:** Angela Payne **Contact email:** apayne@collin.edu **Contact phone:**   972-881-5170

**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.) |
| Demonstrate accurate typing skills 45+ wpm (words per minute) by the completion of an intermediate typing course. | POFT 2301 – Intermediate Keyboarding typing drills and exams. | At least 70% of the students will meet the outcome. |
| Demonstrate skills to create professional documents using Microsoft Word, PowerPoint, and Excel. | ITSC 1309 – Integrated Software Applications tutorials and projects. | At least 70% of the students will meet the outcome. |
| Work productively with others to achieve group goals, (Program Competency) | POFT 1349 – Administrative Office Procedures midterm or final project. | At least 70% of the students will meet the outcome. |

**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**   Demonstrate accurate typing skills 45+ wpm by the completion of an intermediate typing course | |
| 1. **Measure (Outcome #1)**   Students will work individually on typing practices and tying tests to improve their typing skills. | 1. **Target (Outcome #1)**   The targeted score is 70% success rate of the whole class. |
| 1. Action Plan (Outcome #1)   Students will be given weekly typing practice and typing tests to gradually increase their typing accuracy and speed. | |
| 1. **Results Summary (Outcome #1)** | |
| 1. **Findings (Outcome #1)** | |
| 1. **Implementation of Findings** | |

|  |  |
| --- | --- |
| 1. **Outcome #2**   Demonstrate skills to create professional documents using Microsoft Word, PowerPoint, and Excel. | |
| 1. **Measure (Outcome #2)**   Students will work individually on computer assignments using Word, PowerPoint, and Excel. | 1. **Target (Outcome #2)**   The targeted score is 70% success rate of the whole class. |
| 1. **Action Plan (Outcome #2)**   Students will be given weekly computer assignments and projects that will be graded. | |
| 1. **Results Summary (Outcome #2)** | |
| 1. **Findings (Outcome #1)** | |
| 1. **Implementation of Findings** | |