**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)

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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 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)**

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| 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)**
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| 1. **Findings (Outcome #1)**
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| 1. **Implementation of Findings**
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| 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)**
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| 1. **Findings (Outcome #1)**
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| 1. **Implementation of Findings**
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