Continuous Improvement Plan

**Name of Unit**: Click or tap here to enter text.

**Date**: Click or tap to enter a date.

**Contact Name**: Click or tap here to enter text.

**Contact Email**: Click or tap here to enter text.

**Contact Phone**: Click or tap here to enter text.

Instructions:

1. Review the [Technical Appendix](#_Technical_Appendix) for a timeline and glossary for the Continuous Improvement Plan (CIP) process.
2. Open your CIP by filling **Section 1 boxes (A-E)** in Spring 1 and return to Institutional Effectiveness Coordinator at [effectiveness@collin.edu](mailto:effectiveness@collin.edu).
3. Implement action plan and assessment measure, making sure to collect the measurement of your service outcome in Summer 1-Spring 2.
4. Provide a midpoint check for your CIP in **Section 2 boxes (F-G)** in Summer 2 and reflect on how successful the action plan was in achieving the target level of success.
5. Close your CIP by **CLOSING THE LOOP (H-I)**: Implement Changes based on your findings in Fall 2.
6. Email completed documents to Institutional Effectiveness Coordinator at [effectiveness@collin.edu](mailto:effectiveness@collin.edu) in Spring 3 ONLY IF you have closed the loop.
7. Begin your next CIP or start on your Program Review, depending upon where you are in the overall effectiveness cycle.

**Name of Unit**: Click or tap here to enter text.

Spring 1

Summer 2

Fall 2

**Service Outcome #1: (at least one outcome should relate to service users’ satisfaction)**

|  |  |
| --- | --- |
| 1. **What service outcome are you targeting for improvement?**   Click or tap here to enter text. | |
| 1. **To which goal from the Master and Strategic Plan or Key Student Outcomes (re: SACSCOC) does this outcome align?**   Click or tap here to enter text. | |
| 1. **What instruments or methods will you use to measure improvement?**   Click or tap here to enter text. | |
| 1. **What is your targeted level of success?**   Click or tap here to enter text. | 1. **What actions will you take to achieve your outcome at target levels?**   Click or tap here to enter text. |
| 1. **What is your measured level of success?**   Click or tap here to enter text. | 1. **What reflections do you have about your measured level of success (E) vs. your targeted level of success (D)?**   Click or tap here to enter text. |
| 1. **CLOSE THE LOOP: How did you change your service as a result of your analysis (G)?**   Click or tap here to enter text. | |
| 1. **What additional resources do you need to continue to improve this service outcome?**   Click or tap here to enter text. | |

**Name of Unit**: Click or tap here to enter text.

Spring 1

Summer 2

Fall 2

**Service Outcome #2: (at least one outcome should relate to service users’ satisfaction)**

|  |  |
| --- | --- |
| 1. **What service outcome are you targeting for improvement?**   Click or tap here to enter text. | |
| 1. **To which goal from the Master and Strategic Plan or Key Student Outcomes (re: SACSCOC) does this outcome align?**   Click or tap here to enter text. | |
| 1. **What instruments or methods will you use to measure improvement?**   Click or tap here to enter text. | |
| 1. **What is your targeted level of success?**   Click or tap here to enter text. | 1. **What actions will you take to achieve your outcome at target levels?**   Click or tap here to enter text. |
| 1. **What is your measured level of success?**   Click or tap here to enter text. | 1. **What reflections do you have about your measured level of success (E) vs. your targeted level of success (D)?**   Click or tap here to enter text. |
| 1. **CLOSE THE LOOP: How did you change your service as a result of your analysis (G)?**   Click or tap here to enter text. | |
| 1. **What additional resources do you need to continue to improve this service outcome?**   Click or tap here to enter text. | |

**Name of Unit**: Click or tap here to enter text.

Spring 1

Summer 2

Fall 2

**Service Outcome #3: (at least one outcome should relate to service users’ satisfaction)**

|  |  |
| --- | --- |
| 1. **What service outcome are you targeting for improvement?**   Click or tap here to enter text. | |
| 1. **To which goal from the Master and Strategic Plan or Key Student Outcomes (re: SACSCOC) does this outcome align?**   Click or tap here to enter text. | |
| 1. **What instruments or methods will you use to measure improvement?**   Click or tap here to enter text. | |
| 1. **What is your targeted level of success?**   Click or tap here to enter text. | 1. **What actions will you take to achieve your outcome at target levels?**   Click or tap here to enter text. |
| 1. **What is your measured level of success?**   Click or tap here to enter text. | 1. **What reflections do you have about your measured level of success (E) vs. your targeted level of success (D)?**   Click or tap here to enter text. |
| 1. **CLOSE THE LOOP: How did you change your service as a result of your analysis (G)?**   Click or tap here to enter text. | |
| 1. **What additional resources do you need to continue to improve this service outcome?**   Click or tap here to enter text. | |

# Technical Appendix

([return to top](#_top))

## Timeline

|  |  |  |
| --- | --- | --- |
| **Semester** | **Action** | **Template Section** |
| Spring 1 | Fill out Section 1 boxes and send to IE coordinator | A-D, F |
| Summer 1-Spring 2 | Implement Service Outcome Plan and collect data | A |
| Summer 2 | Analyze measured level of success and reflect | E, G, I |
| Fall 2 | Close the Loop and implement further changes based on analysis | H |
| Spring 3/1 | Return completed CIP to IE Coordinator. Download new template and start new loop. |  |

## Glossary

**Box A: Service Outcome(s) Targeted for Improvement** – Results expected in this service. (e.g., Students and/or employees will be satisfied with the admissions process.) Outcomes must be quantifiable and measurable. At least one outcome should relate to service users’ satisfaction.

**Box C: Assessment Measure(s)** – Instrument(s) or process(es) used to measure results of the service outcome. (e.g., satisfaction surveys, fundraising targets, response time reports)

**Box D: Targeted Level(s) of Success** – Level of success expected (e.g., X% of students will be satisfied with the admissions process, $X will be raised for scholarships, X hours until first response to student or employee query)

**Box E: Measured Level of Success** – Actual results in this service after implementing your action plan. (e.g., X% of students were satisfied with the admissions process, $X was raised for scholarships, time from student/employee query to first response was X hours)

**Box F: Description of Action Plan to Achieve Outcome at Target Levels** – Describe action(s) to be taken to improve your service outcomes. (e.g., we will streamline the admissions process with X software, we will reach out to local businesses to sponsor scholarships, we will hire an extra person to help field phone calls)

**Box G: Reflections** – A comparison between the targeted and measured levels of success and a narrative analysis of why the action plan was or was not successful in achieving the targeted outcomes. (e.g., student/employee satisfaction exceeded/did not meet our goal, amount of money raised for scholarships exceeded/did not meet our goal, hours to response time met/did not meet our goal)

**Box H: Closing the Loop** – Follow up actions that you have implemented as a result of your reflection on the success of your action plan in achieving the target levels of success (e.g., we improved training on our new software, we reworked our pitch to raise scholarship money, we are implementing a ticketing system to help us stay organized with student and employee requests)

**Box I: Additional Resources –** Monetary, facility, or personnel resources you might need to successfully meet your Targeted Level(s) of Success. You should use this CIP and the data you have collected here as justifications in your supplemental budget requests.