



Southwestern Oregon Community College

Success Indicator 26 BITS – Company Satisfaction

2012- 2013

ACHIEVEMENT

Achieved 5 = **Green**

CORE THEME

Community Engagement

OBJECTIVE

CE.1: Southwestern serves our communities by providing quality training and business development to address the changing community workforce needs

INDICATOR

CE.1.2: Success Indicator 26 – Company Satisfaction

Measured by the companies ranking training they received through community college Business and Industry Training System (BITS) from an internal survey

Indicator Thresholds

Green: Average rating ≥ 4 Yellow: Average rating 3 to 3.99 Red: Average rating < 3

Purpose and Meaning

Measures the level of satisfaction of professional development training provided to company managers to ensure strong community partnerships in building a locally trained workforce and identifies areas in training for improvement or additional needs of local business and industry. This indicator also meets state standards and requirements. Training includes workforce activities consisting of contracted training, short term skills training, group facilitations with instruction, and open-to-the-public classes, as long as they all relate to employee development.

WHAT WAS ACHIEVED AND WHAT IS PLANNED FOR THE FUTURE

BITS surveys are sent to all business that are provided training by Southwestern's Workforce Development Dept. with only two companies providing survey information. The Mobile Welding Lab has provided the opportunity for contracted training during the past year. It's unique ability to develop specific training curriculums for individual companies makes marketing of our trainings more attractive. The Mobile Lab funding from CCWD will continue through the next academic year. The department would like to work closer with Curry County to introduce them to the BITS survey and include their numbers in the survey results.

FACTORS AFFECTING RESULTS/PROGRESS

Achievement of this indicator is directly impacted by fiscal constraints. Employer Workforce Training Funds (EWTF) from the State were available for businesses throughout Oregon to support the training of incumbent workers based on the needs of employers. It was funded through the Governor's Reserve WIA funding and distributed through local workforce investment boards. That program is no longer funded and employers have looked to other ways to skill up their workforce.

Planning Priorities

Strategic Goal - 8: Sustain and build strong community, business, and agency partnerships.

Annual Priority - 8.1: Develop and sustain community partnerships in response to emerging economic and workforce needs.

Institutional Planned Accomplishment - 8.1A: Evaluate and prioritize current community partnerships.

Unit Planning

Staff will continue to work with local business and industry to offer trainings that are relevant to current workforce needs. Trainings will be coordinated for cluster groups and partnerships with local business will continue to allow greater access to affordable training.

Budget Impact

Limited staffing impacts the amount of direct contact with business, industry and economic development groups that could facilitate additional trainings throughout the region.

Achievement Analysis

BITS surveys are sent to all business that are provided training by Southwestern's Workforce Development Dept. The number of contracted trainings has not increased due to shortage of training dollars by the State. The Workforce Department has purposely schedule trainings that are open to the public. This allows employers to send their incumbent workers on an individual basis. As a result, the BITS survey does not apply. In our analysis, we have determined that developing and implementing surveys for participants in these open trainings will assist us in our efforts to meet the needs of business and industry.

DATA DOCUMENTATION

Documentation Posted:

SOCC Mission Fulfillment Reports Website at: SOCC Mission Fulfillment Reports Website at:

<http://www.socc.edu/ie/pgs/success-indicators/index.shtml>

TracDat Assessment Software: Success Indicators 2012-13 folder

Data References:

General ledger reports tracking FTE, CCWD KPM reports, hard copy files

ABOUT THE DATA

The report and chart information was prepared and coordinated by Karen Domine, Dean of Extended and Robin Bunnell, Institutional Researcher.

Contributions to the narrative were supplied by Karen Domine, Dean of Extended Learning

Requirements

NWCCU Accreditation; State KPM Reporting.

For more detailed information, contact the Institutional Research office - ir@socc.edu