



ACHIEVEMENT

Achieved Rating of 5 =



CORE THEME

Community Engagement

OBJECTIVE

CE1: 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 three companies providing survey information for a total of 2 contracted trainings during the year. A total of 47 employees trained. We received a point average of 5 for our overall satisfaction with the trainings/workshops. We continue to offer the Mobile Welding Lab. We are now partnering with our EMT faculty to offer ACLS trainings throughout the medical community.

With limited staffing, we have been able to increase the amount of contracted trainings to 7 this year with plans for more trainings in the coming year. The industries who we have previously worked with have continued to look to Workforce Development for a portion of their training needs. We will be working closely with the EMT faculty to smooth out the processes for specific trainings the he is trained to provide.

Success Indicator Changes for 2014-15 supporting NWCCU accreditation standards: 1.B.2; 4.A.1; 4.B.1; 5.B.2

How the indicator is measured was refined to accurately reflect the survey wording that is used as a State Key Performance Measure. The threshold remains the same and was originally set based on state expectations of customer satisfaction ratings to be reported within the 4 to 5 range.

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

Planned Projects

Strategic Objective – CE.1: Southwestern serves our communities by providing quality training and business development to address the changing community workforce needs.
Project - CE.1.2: Improve communication and involvement with community stakeholders – e.g. school districts, business and industry

Unit Planning

Staff will continue to work with local business and industry partners, on a limited basis, 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

Budget Impact identifies the budget requests needed in the future year(s) to support the planned changes.

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 increased over last year. We continue to work with our business community to develop more specific trainings. Colleges the size of SWOCC have additional staffing for training development or work closely with their SBDC.

Employer ratings of BITS Contracted and Customized Trainings

Number of Firms with Customer Service Ratings of #4 or #5	2
Number of Firms Surveyed	2
Number of Firms that Responded to the Survey	2
Percentage of Firms with Customer Service Ratings of #4 or #5	100%

Employers who would Contract with BITS Again

Number of Firms that would Contract with BITS Again	2
Number of Firms that Responded to the Survey	2
Percentage of Firms that would Contract with BITS Again	100%

Contracted Trainings and Participants

Number of BITS Trainings that were Conducted	6
Number of Employers who Contracted with BITS	2
Number of Employees who Participated in BITS Training	63

DATA DOCUMENTATION***Documentation Posted:***

Portal: Resource Center Core Themes – Objectives – Success Indicator Page:

https://mylakerlink.socc.edu/ICS/Resource_Center/Core_Themes_-_Objectives_-_Success_Indicators.jnz?portlet=Handouts_2014-09-17T12-15-51-67

Assessment Software: Success Indicator 3 Report – execute report for specified year

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 Helland, Dean of Extended Learning

DETERMINING MEASUREMENT AND SETTING THRESHOLD LEVELS

How to measure this indicator was determined by aligning the measurement and the threshold for State Key Performance (KPM) 10 consistent with reporting requirements and expected outcomes including overall satisfaction rating threshold.

Requirements

NWCCU Accreditation; State KPM Reporting.

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

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