



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 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

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 3 contracted trainings during the year. A total of 34 employees trained. With limited staffing, we continue to struggle coordinating contracted trainings. This is a challenge with all small community colleges throughout Oregon. We will continue to make efforts to increase the amount but how business are training employees has changed with technology and lack of funding.

BUDGET IMPACT ASSOCIATED WITH FUTURE PLANNING

Identifies the budget requests needed in the future year(s) to support the planned changes. List how what is planned for the future in the first section impacts budgets in the future years – one to three years and then replace wording from last year that follows. We continue with limited staffing impacts the amount of direct contact with business, industry and economic development groups that could facilitate additional trainings throughout the region.

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

There are no changes planned to this indicator at this time.

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.

Achievement Analysis

BITS surveys are sent to all business that are provided training by Southwestern’s Workforce Development Department. Although the number of trainings were down, the satisfaction with the training experience remains high.

Employer ratings of BITS Contracted and Customized Trainings

Number of Firms with Customer Service Ratings of #4 or #5	3
Number of Firms Surveyed	3
Number of Firms that Responded to the Survey	3
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	3
Number of Firms that Responded to the Survey	3
Percentage of Firms that would Contract with BITS Again	100%

Contracted Trainings and Participants

Number of BITS Trainings that were Conducted	3
Number of Employers who Contracted with BITS	3
Number of Employees who Participated in BITS Training	34

DATA DOCUMENTATION**Documentation Posted:**

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

https://mylakerlink.socc.edu/ICS/icsfs/SI_26_BITS_2014_2015.pdf?target=33ee7ef9-9e96-44d0-b8c8-c572e21a22c8

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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