



Theme: *Students First!*

Vision: *Southwestern Leads and Inspires Lifelong Learning*

SOUTHWESTERN
Oregon Community College

Success Indicator 26
BITS Company Satisfaction
2010-11 Report

Presented By: *Karen Helland, Office of Community and Workforce Development*
Date Presented: October 24, 2011, Board of Education Meeting

Purpose and Meaning	Determine the level of satisfaction of training provided to companies and to meet state standards and requirements – Key Performance Measure 11								
Targets	<table border="1"> <tr> <td>Measured by the percentage of companies ranking training they received through community college Business and Industry Training System (BITS)</td> <td>Baseline</td> <td>2010-11</td> <td>2011-12</td> </tr> <tr> <td></td> <td>95%</td> <td>95%</td> <td>95%</td> </tr> </table>	Measured by the percentage of companies ranking training they received through community college Business and Industry Training System (BITS)	Baseline	2010-11	2011-12		95%	95%	95%
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Core Theme and Objective	Community Engagement: Effective collaboration and partnerships with local and district organizations								
Southwestern Strategic Plan Goal	Goal 8: Sustain and build strong community, business, and agency partnerships.								
Achievement Overview and Analysis	<p>The number of firms surveyed for Customer Satisfaction was 9. No surveys were returned although follow-up was provided. Ten trainings were conducted for 191 individuals over the course of the year.</p> <p>Mailing the Survey out on paper is helpful but only if it is followed up by a phone call or email to ensure the completed form is sent back to the Office of Community and Workforce Dev.</p>								
Reporting Unit Goals	Office of Community and Workforce Development: Develop community business and workforce educational programming based on market needs.								
Unit Objectives	Office of Community and Workforce Development: http://www.socc.edu/ie/pgs/success-indicators/index.shtml Support business and industry through customized training and professional development. Provide training and educational opportunities.								
Planned Accomplishments Institutional Level Reporting Unit Level Unit Level	<p>In collaboration with business and industry provide training with the Mobile Welding Lab throughout the area and region.</p> <p>Support the welding program with short term training workshops for students in</p>								

	<p>the program.</p> <p>Increase the return rate on the BITS survey to establish baseline information.</p> <p>Schedule credit and non credit courses in outreach areas in Coos and Western Douglas Counties</p> <p>Partner with business and industry to create just in time contracted trainings for current employees in the workplace.</p>
Budget Impact and Budgetary Considerations	No new budget needed at this time.
Accreditation, Federal, State, Audit and Other Reporting Requirements	<p>Accreditation – All Standards</p> <p>State of Oregon Key Performance Measure 11 – target set by the State standard</p>
Documentation and Process for Measure Data	<p>Success Indicator: 26 – BITS Company Satisfaction</p> <p>Documentation Posted:</p> <p>SOCC Mission Fulfillment Reports Website at: http://www.socc.edu/ie/pgs/success-indicators/index.shtml</p> <p>Data References:</p> <p>BITS Survey – OCCURS reporting: KPM 11</p>