



Theme: *Students First!*

Vision: *Southwestern Leads and Inspires Lifelong Learning*

**SOUTHWESTERN**  
Oregon Community College

**Success Indicator 26**  
**BITS Company Satisfaction**  
**2011-2012 Report**

**Presented By:** *Karen Domine, Dean of Extended Learning*  
**Date Presented:** November 2012, Board of Education Meeting

<b>Purpose and Meaning</b>	Determine the level of satisfaction of training provided to companies and to meet state standards and requirements – Key Performance Measure 11								
<b>Targets</b>	<table border="1"> <thead> <tr> <th>Measured by the percentage of companies ranking training they received through community college Business and Industry Training System (BITS)</th> <th>Baseline</th> <th>2010-11</th> <th>2011-12</th> </tr> </thead> <tbody> <tr> <td></td> <td>95%</td> <td>95%</td> <td>95%</td> </tr> </tbody> </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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<b>Core Theme and Objective</b>	<b>Community Engagement:</b> Effective collaboration and partnerships with local and district organizations								
<b>Southwestern Strategic Plan Goal</b>	<b>Goal 8:</b> Sustain and build strong community, business, and agency partnerships.								
<b>Achievement Overview and Analysis</b>	<p>The number of firms who surveyed for Customer Satisfaction was 4. Four surveys were returned which is a 100% return rate. All surveys indicated a customer service rating of 4 or 5 and would contract with SWOCC again. This has met and exceeded the target of 95%. As the definition of contracted training is more inclusive of what kind of training is monitored, it is suggested the SI definition be updated to reflect the change.</p> <p>The number of BITS trainings conducted over the course of the year was 49 with 681 employees participating.</p> <p>Definitions were updated by the CCWD to show a more realistic count of the quantity and breadth of BITS trainings across the state. Among the Colleges the definition is going to go beyond only customized training results.</p> <p>The approved new definition under;</p> <p><b>Number of BITS trainings that were conducted:</b></p> <p>“Include workforce training activities consisting of: contracted trainings, short term skills trainings, group facilitations with instruction, and open to the public classes,</p>								

	<p>as long as they all relate to employee development. Individual classes of different types within a contract or grant can be counted as separate trainings. Meetings are not included.”</p> <p><b>Number of Employers Who Accessed Employment Development with BITS:</b></p> <p>“This is an unduplicated count. But, count as separate all employers. For example a consortium of employers may be involved in a class or a series of classes. Count each employer individually if they are part of a consortium.”</p> <p><b>Number of Employees Who Received Employee Development from BITS Trainings:</b></p> <p>“A duplicated count of the number of employees who received employee development.”</p>
<p><b>Reporting Unit Goals</b></p>	<p><b>Office of Community and Workforce Development:</b> Develop community business and workforce educational programming based on market needs.</p>
<p><b>Unit Objectives</b></p>	<p><b>Office of Community and Workforce Development:</b>  <a href="http://www.socc.edu/ie/pgs/success-indicators/index.shtml">http://www.socc.edu/ie/pgs/success-indicators/index.shtml</a> Support business and industry through customized training and professional development. Provide training and educational opportunities.</p>
<p><b>Planned Accomplishments Institutional Level Reporting Unit Level Unit Level</b></p>	<p>1) In collaboration with business and industry provide training with the Mobile Welding Lab throughout the area and region.</p> <p>Information below includes numbers through June 30, 2012. Due to grant extension)</p> <p>Community College and Business Partnerships  <b>3</b> community colleges were provided workshops/classes with over 200 of students viewing demos and 30 students participating in short term training.  <b>5</b> businesses received on site <b>customized industry</b> training  <b>18</b> area businesses sent employees to the campus for training as part of the grant  <b>340</b> employees received training</p> <p>2) Support the welding program with short term training workshops for students in the program.</p> <p>Short term Workforce Training  <b>35</b> short term workforce training classes/workshops occurred  <b>652</b> students participated in the short term workforce training  <b>100 %</b> completed the training course</p> <p>3) Increase the return rate on the BITS survey to establish baseline information.</p> <p>BITS surveys were sent to 4 contracted business and all 4 responded with positive results.</p>

	<p>4) Schedule credit and non credit courses in outreach areas in Coos and Western Douglas Counties</p> <p>For the most part, credit courses are scheduled through Academic Deans. A few non credit courses were scheduled during the year such as a PE course in Coquille but the class did not make enrollments. Identifying facilities in the outreach areas has been a challenge. As the college has had to cut back funding for outreach coordinators due to a variety of reasons, communities have created their own courses or private and private non profits are now offering classes. Finding qualified part time faculty out of the CB/NB area that are willing to drive at their own expense is difficult. Many of the courses that are of interest are non reimbursable and faculty are paid on a cost recovery basis that does not include travel.</p> <p>5) Partner with business and industry to create just in time contracted trainings for current employees in the workplace.</p> <p>The Department worked closely with the CBJT Welding grant to provide a variety of welding and related short term trainings. We were able to offer these at no cost. The grant funding is no longer available. A business plan has been developed to support the costs of the Lab and Instructor but due to economic times we have not had industry interest. We will continue to partner with the Welding faculty to meet the requests as needed</p> <p>New Planned Accomplishments:</p> <ol style="list-style-type: none"> <li>1) Offer workforce trainings to the public to keep the cost down to individual businesses.</li> <li>2) Market all college workforce trainings in the Community Pages Workforce Section.</li> <li>3) Collaborate with Curry County to include their workforce training numbers in this report.</li> </ol>
<p><b>Budget Impact and Budgetary Considerations</b></p>	<p>No new budget needed at this time.</p>
<p><b>Accreditation, Federal, State, Audit and Other Reporting Requirements</b></p>	<p><b>Accreditation – All Standards</b>  State of Oregon Key Performance Measure 11 – target set by the State standard</p>
<p><b>Documentation and Process for Measure Data</b></p>	<p><i>Success Indicator: 26</i> – BITS Company Satisfaction  <i>Documentation Posted:</i>  SOCC Mission Fulfillment Reports Website at:  <a href="http://www.socc.edu/ie/pgs/success-indicators/index.shtml">http://www.socc.edu/ie/pgs/success-indicators/index.shtml</a>  <i>Data References:</i>  BITS Survey – OCCURS reporting: KPM 11</p>