

**ACHIEVEMENT**

Develop Survey, implementing for 2013-14

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.1.3: Success Indicator 32 – Participant Satisfaction

Measured by participant evaluations of BITS training that include contracted, short term, group facilitations trainings and open to the employee development public classes on the internal evaluation

Indicator Thresholds

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

Purpose and Meaning

Providing surveys to the participants of workforce training will determine the level of satisfaction of the participants, ensuring college offerings are meeting the needs of students and enabling the college to make improvements as well as plan for future needs when necessary.

WHAT WAS ACHIEVED AND WHAT IS PLANNED FOR THE FUTURE

The survey was developed in the Spring Term 2013. Survey to be piloted during Summer Term with first baseline results collected for Fall Term 2013. Survey template was created in SelectSurvey.net where individual class data will be aggregated and analyzed.

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

Throughout the 2012-13 academic year, staff will be training part time faculty and instructors of workforce training on the use of the participant satisfaction survey. Tracking systems will be developed to monitor the trainings for enrollments and survey data.

Budget Impact

Workforce trainings are contracted, grant funded, self-support or in partnership with area business and industry. By developing a variety of funding streams and collaborations, Southwestern is able to provide a minimum schedule of opportunities with little impact to the budget.

Achievement Analysis

Assessing participant's knowledge and evaluating participant satisfaction of the workforce training program course assists in identifying learning needs, obtain valuable feedback about the training, and ensure learning objectives. Assessment of participant's satisfaction of trainings offered by Southwestern also provides critical information on scheduling and instruction.

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, SelectSurvey.NET, 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