



ACHIEVEMENT

Achieved 4.73 =



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 workforce trainings 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

For 2013-14 academic year, 13 workforce trainings were evaluated by a total of 116 students. Overall satisfaction with the trainings averaged 4.73. This rating provides the program with a baseline number in monitoring the success of our community workforce trainings.

The Department is working with instructors to provide additional workforce trainings. Areas of focus are health care and construction related courses. We begin working with Allied Health faculty in offering targeted trainings to hospitals and clinics. Constructions related trainings will be offered to the community as these are often attended by individuals and not contracted by businesses directly.

FACTORS AFFECTING RESULTS/PROGRESS

Achievement of this indicator is directly impacted by fiscal constraints and the local economy.

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

The measure was refined to reflect similar changes to SI 26: BITS training so that the measurement is consistent with the state KPM.

Measured by the average rating for overall satisfaction with training of participant evaluations for workforce trainings that include contracted, short term, group facilitations trainings and open to the employee development public classes on the internal evaluation

Planning Priorities

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

Tracking systems was developed and information is collected from paper surveys. The results are entered into an online survey for accurate summaries. As we continue to develop more trainings and collaborate with internal partners, who also provide trainings, we will be able to obtain increased responses in a variety of training areas.

Budget Impact

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

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. In-depth questions identified specific areas in measuring the quality of trainings provided. The average points reflect our goals were met. The survey was developed in the Spring Term 2013. Survey template was created in SelectSurvey.net where individual class data will be aggregated and analyzed. The detailed results for this year provided baseline data that will enable the department to track year to year results and that will impact program improvements, scheduling and instruction.

Training was well organized	4.75
Trainer was knowledgeable about the content	4.9
Knowledge I gained in the training will contribute to my employment goals	4.72
The location and time of the training was convenient	4.54
Would you recommend this training to others	4.78

Overall satisfaction with training	99%
Training was well organized	99%
Trainer was knowledgeable about the content	100%
Knowledge gained will contribute to my current or future employment goals	100%
Location and time of the training was convenient	95%
Recommend this training to others	99%

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 32 Report – execute report for specified year

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

DETERMINING MEASUREMENT AND SETTING THRESHOLD LEVELS

How to measure this indicator was determined by developing an indicator that was broader in scope and consistent with Mission Fulfillment similar to State Key Performance (KPM) 10 – BITS. This indicator was aligned with KPM 10 standards as the measurement and the threshold mirror the 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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