



Southwestern Oregon Community College

Success Indicator 32 Training Participation Satisfaction

2014- 2015

ACHIEVEMENT

Achieved 4.68 =



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 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

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 2014-15 academic year, 9 workforce trainings were evaluated by a total of 69 students. Overall satisfaction with the trainings averaged 4.68.

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 training were offered to the community and due to lack of attendance. We will be addressing first aid training with many departments on campus this summer to identify community and campus need in order to collaborate the trainings. The goal is for all trainings to come through the Workforce Development Dept. New course outlines will need to be developed and procedures will need to be approved.

FACTORS AFFECTING RESULTS/PROGRESS

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

BUDGET IMPACT ASSOCIATED WITH FUTURE PLANNING

Workforce trainings are typically 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.

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

Effective in 2015-2016, SI 26 – BITS Company Satisfaction is no longer relevant as the state does not measure the

BITS training and was sunset. However, satisfaction of workforce training is an integral component of the community engagement core theme and how this SI is measured in the future incorporates the business training previously measured in SI 26 and the title was slightly modified to change participation to participant. No changes to the thresholds.

Measured by the average rating on the question for overall satisfaction from the Workforce Training survey

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

The tracking systems that was developed continues to be a very useful tool. Students fill out the paper version and results are then entered into the online software.

Achievement Analysis

The number of trainings and participants will fluctuate year to year. We had 4 additional First Aid Trainings that increased the numbers last year. This year, those training were not needed which impacted the numbers. We will continue to work closely with our faculty and trainers to continue to coordinate and capture the opportunities offered in all departments at SWOCC. Our satisfaction with the participants remained high.

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.

Training was well organized	4.65
Trainer was knowledgeable about the content	4.83
Knowledge I gained in the training will contribute to my employment goals	4.71
The location and time of the training was convenient	4.49
Would you recommend this training to others	4.76

Overall satisfaction with training	96%
Training was well organized	95%
Trainer was knowledgeable about the content	100%
Knowledge gained will contribute to my current or future employment goals	98%
Location and time of the training was convenient	90%
Recommend this training to others	98%

DATA DOCUMENTATION

Documentation Posted:

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

https://mylakerlink.socc.edu/ICS/icsfs/SI_32_Training_Satisfaction_2014_2015.pdf?target=8192ec26-c2c2-496d-b905-866a807f73f2

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

Effective in 2015-2016, SI 26 – BITS Company Satisfaction is no longer relevant as the state does not measure the BITS training and was sunset. However, satisfaction of workforce training is an integral component of the community engagement core theme and how this SI is measured in the future incorporates the business training previously measured in SI 26 and the title was slightly modified to change participation to participant. No changes to the thresholds were made.

Prior Determination Information: 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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