



# Planning and Evaluation Tracking

College Year: 2010-2011

Division of: Continuing Education Person Responsible: Damaris Schlong

Department of: CE Consultant Person Responsible: Jackie Farrell

**Purpose Statement:** To seek viable training solutions and collaboration within the Continuing Education Division.

**Goal Statement #1:** To reduce the amount of time from proposal to contract closure.

**Objectives/Outcomes (including assessment tools and standards):** After participating in a focused consultation with the Continuing Education Consultant, our clients will reduce the average timeframe from proposal to contract closure by 25% based on the Training Solution Tracking Tool.

**Results:** Timeframe: 11/01/2009 - 05/31/2010  
# of Client Consultations (Training Opportunity): Unknown  
# of New Clients receiving Proposals:  
# of New Clients who signed Training Agreements: 8  
# of days between Proposal and signed Training Agreement:  
% Reduction of Time:

X = Average Number of Days between Proposal and Signed Training Agreement for all clients

Y = Total Number of Clients That Signed Training Agreements

N (% of Time) =  $X / Y$

## Use of Results (including improvements and revisions):

Analysis:

During the evaluation period, we experienced an essential personnel change. This highlighted several assumptions and tracking information that was not being entered on the Training Solution Tracking Tool. Vital information was deleted during the personnel change in an effort to "clean things up for the new person". We have now added initial contact date and personal contact information to the tool. We also eliminated one shadow report and funneled all client-tracking data into the Training Solution Tracking Tool.

Plan of Action

We are basically starting from scratch for tracking although the Training Solution Tracking Tool has proven to be quite useful. Based on actual usage, we have learned what fields need to be added/changed/deleted. We will begin entering client-tracking data in the Training Solution Tracking Tool from the first contact date to the completion of the training.

**Goal Statement #1:** To reduce the amount of time from proposal to contract closure.

**Objectives/Outcomes (including assessment tools and standards):** After attending one quarterly 3-session networking series (by invitation only) on employment training, at least 10% of the attending employers will sign a Training Agreement within 6 months based on the Training Solution Tracking Tool.

**Results:** Timeframe: 09/2010 - 08/2011

Topics & Dates of Quarterly Sessions:

Quarter 1 Series: \_\_\_\_\_

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_

Quarter 2 Series: \_\_\_\_\_

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_

Quarter 3 Series: \_\_\_\_\_

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_

Quarter 4 Series: \_\_\_\_\_

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_

$N (\%) = X/Y$

X = # of employers who signed Training Agreements within 6 months

Y = # of employers who attended all 3 sessions within a series

N = % of employers who signed Training Agreements within 6 months

**Use of Results (including improvements and revisions):**

Analysis:

Plan of Action