



Planning and Evaluation Tracking

College Year: 2010-2011

Division of: Center for Teaching & Learning
Person Responsible: Patsy Lemaster
Department of: Technology Support Services
Person Responsible: Charles Hendrick

Purpose Statement: To provide workforce technology training to AC employees to assist them with acquisition and elevation of skills target to achieve greater departmental and institutional goals.

Goal Statement #1:

Ensure that learning has taken place during each technology training class.

NOTE: Goal Modified (09/09)

Objectives/Outcomes (including assessment tools and standards):

After attending a technology training class, 75% of the attendees will score 80 or higher on a standardized online assessment exercise administered at the end of class.

NOTE: Outcome Added (10/09)

Results:

Timeframe: 11/01/09 – 10/31/10 (see note below):

Data: Pass/Fail assessment

Office 2007	
Word	100%
Excel	93%
PowerPoint	100%
Outlook 2007	
Beginning	100%
Intermediate	80%
Advanced	Not Tested
Delegation	Not Offered
SoftChalk	
Introduction	100%
Activities	100%
Advanced	Not Offered
eCoursebuilder	Not Offered
Media	Not Offered
QuizPoppers	Not Offered
Stylebuilder	Not Offered

NOTE: Due to an administrative change in PET Form due-dates, the timeframe for this result was changed to 7/31/10 instead of 10/31/10

Use of Results (including improvements and revisions):

Timeframe: 11/01/09 – 10/21/10 (see note above)

Analysis:

Employees are using Office 2007 products more now, so are interested in more classes. Also, faculty will now be using a product called SoftChalk to create some online content for their classes.

Plan of Action

- Participants will complete an online or written assessment consisting of exercises at the end of each training class and submit it to be graded.
- Attendees scoring less than 75% will receive a study guide and a second assessment exercise to determine if learning has occurred.

A low percentage of success will indicate that a change in training is needed. These results will be calculated in the next PET (2010-2011).

***This goal/objective will be retained and incorporated in the combined PET tracking instrument for CTL for 2010-2011.**

Goal Statement #2:

Offer training for Social Networking for AC employees.

Objectives/Outcomes (including assessment tools and standards):

After completing training, AC employees participating will respond that the training was worthwhile and helped them to achieve their objective for participating with an average rate of "4" (strongly agree/agree.)

NOTE: Outcome Added (10/09)

Results:

Timeframe: 11/01/09 – 10/31/10 (see note below)

Social Networking

Responses from participants reflecting that training was worthwhile and helped them to achieve their objective for participating were as follows:

- (a) Facebook:
97% strongly agree/agree.
- (b) Twitter:
98% strongly agree/agree.

NOTE: Due to an administrative change in PET Form due-dates, the timeframe for this result was changed to 7/31/10 instead of 10/31/10.

Use of Results (including improvements and revisions):

Analysis:

This is a new goal standard. Responses indicate that social networking training for Facebook and Twitter was worthwhile and helped participants to achieve their objectives for participating.

Plan of Action:

This goal will be monitored and re-evaluated in 2010-2011 for comparative results.

***This goal/objective will be eliminated from reporting in the combined PET tracking instrument for CTL for 2010-2011. Informal, comparative assessments will continue internally.**

Goal Statement #3:

Technology Support Services will include relevant information in each class to make sure participants are learning appropriate material to help them complete their tasks on the job.

NOTE: Goal Added (10/08)

Objectives/Outcomes (including assessment tools and standards):

After attending a training workshop, at least 50% of participants will “agree” (ranking 4 or 5 on the activity evaluation instrument) that the completed training opportunity was worthwhile and helped them achieve any personal goals from attending this class.

NOTE: Outcome Added (10/08)

Results:

Technology Training Workshop Results: 98% strongly agree/agree

NOTE: Due to an administrative change in PET Form due-dates, the timeframe for this result was changed to 7/31/10 instead of 10/31/10.

Use of Results (including improvements and revisions):

Timeframe: 11/01/09 – 10/31/10 (see note about the administrative change, above):

Analysis: This objective was achieved.

Plan of Action: TSS will monitor the results of these surveys and will modify the workshop content if participants do not identify that the current class is beneficial throughout 2010-2011.

***This goal/objective will be eliminated from reporting in the combined PET tracking instrument for CTL for 2010-2011. Informal, comparative assessments will continue internally.**