Planning and Evaluation Tracking

College Year: 2008-2009

Division of: Workforce Development   **Person Responsible: Damaris Schlong**

Department of: Continuing Education   **Person Responsible: Kim Davis**

Purpose Statement: Provide occupational, avocational, and workforce continuing education resources to the community and Amarillo College service area.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Obtain consistent and accurate paperwork for Continuing Education classes from employees throughout the college.	1. After attending training, academic program directors,coordinators, and their staff will consistently submit accurate and timely CE course paperwork 95% of the time based on e-mail notification/log of specific paperwork errors.	**Timeframe: 09/08-01/09** 1. Five training sessions were conducted in February 2006. Notification log developed and began use in April 2006. **Fall 2008** N = 56% (151 of 269) **Spring 2009** N = 71% (204 of 288)	**Timeframe: 09/08-01/09** 1. We were disappointed in the performance and the overall error rate. Supervisors do not catch errors before they or their front line employees submit course paperwork. Several departments remarked that they don't have time to refer to the training manual. Two new employees were able to complete course paperwork with near perfect accuracy. Neither attended training and used the training materials to guide them through the process. Therefore, the training manual is an effective tool. We also discovered that the notification log needs to be streamlined. It became time intensive, and too cumbersome to keep up with. It was decided to limit the error log to the CE class schedule course paperwork.

Action Plan:
We are meeting with supervisors in order to address the areas that continue to make errors.

The notification/log will be redesigned for realistic and effectiveness of tracking errors.

Action Plan Update:
Meetings were scheduled with Supervisors of the identified problem areas. However, the same problems remain. Further discussion will need to take place to address the issue.
The notification/log has been redesigned and was used for tracking errors for the Summer and Fall 2007 CE class paperwork.

Revised Action Plan:
It is apparent that the percentage of errors increased as we moved further away from the initial training. Problem areas have been identified.

Update:
Scheduling meetings has not been successful. However, as a result of these attempts, the error rate has improved somewhat.

Nov. 2008 Update:
Error rates have improved overall. Rates tend to be inconsistent. Will continue to track.
New goal statements will be developed for next PET Plan.

| 2. Provide the Continuing Education class schedule three times per year with increased participation, accountability, and accuracy from relevant areas throughout the college | 2. After receiving the CE class schedule proof copy, academic program directors, coordinators, staff, and; Dance AC, Youth Theatre, Gymnastics, and non-Leisure Studies Music personnel will proof and edit, with 95% accuracy, their section of the schedule and electronically submit the corrected copy to the CE office by the developmental calendar deadline. | **Timeframe – 09/08-01/09**
2. Total number of areas <u>25</u>.

Fall 2008
Total number of areas that missed deadline <u>4</u>.
N = 84% (21 of 25 areas)

Spring 2009
Total number of areas that missed deadline <u>5</u>.
N = 80% (20 of 25 areas) | **Timeframe – 09/08-01/09**
2. We reviewed all information that was sent for proofing and identified 2 areas that did not meet the deadline for 3 separate CE class schedules.

Action Plan:
We are meeting with supervisors in order to address the areas that continue to make errors. Meetings were scheduled with Supervisors of the identified problem areas. However, the same problems remain.

Revised Action Plan:
Problem areas have been identified. The importance of meeting the deadline will be re-emphasized with the appropriate Division/Dept. staff.

Update:
Scheduling meetings has not been successful. However, as a result of these attempts, the error rate has improved. Rates tend to be inconsistent. Will continue to track. New goal statements will be developed for next PET Plan. |