



## Planning and Evaluation Tracking

College Year: 2007-2008

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 <u>Timeframe – 2006-2007</u>	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.	<p>1. Five training sessions were conducted in February 2006.</p> <p>Notification log developed and began use in April 2006.</p> <p><b><u>Overall Error Rate:</u></b></p> <p>Fall 2006 N = 27% (68 of 254)</p> <p>Spring 2007 N = 39% (91 of 234)</p> <p>Summer 2007 N = 48% (53 of 110)</p>	<p>1. We were disappointed in the performance and the overall error rate. Supervisors are not catching errors before they or their front line employees submit the course paperwork.</p> <p>Several departments remarked that they don't have time to refer to the training manual. However, two new employees were able to complete course paperwork with near perfect accuracy. Neither of them attended the training and used the training materials to guide them through the process. Therefore, the training manual is an effective tool.</p> <p>We also discovered that the notification log document needs to be streamlined. It became time intensive,</p>

overwhelming and too cumbersome to keep up with. It was decided to limit the error log to the CE class schedule course paperwork.

**Note:** The error rate is continuing to increase in spite of the training and the availability of a reference manual.

**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.

**As of 10/01/07**

Fall 2007

N = 45% (114 of 251)

**Final Update:**

It is apparent that the percentage of errors increased as we moved further away from the initial training. Problem areas have been identified. The need for additional training is necessary. Training materials will be updated and dates for training will be scheduled during the Fall 2007 term.

**Timeframe – 2006-2007**

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.

2. Total number of areas 26.

Total number of areas that missed deadline 2.

N = 92% (24 of 26 areas)

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.

**Action Plan Update:**

Meetings were scheduled with Supervisors of the identified problem areas. However, the same problems remain.

		<u><b>As of 10/01/07</b></u>	<u><b>Final Update:</b></u>
		Fall 2007	Problem areas have been identified. The importance of meeting the deadline will be re-emphasized with the appropriate Division/Dept. staff. Meetings will be scheduled during the Fall 2007 term.
		Total number of areas <u>26</u> .	
		Total number of areas that Missed deadline <u>6</u> .	
		N = 77% (20 of 26 areas)	
3.	3.	3.	3.

revised 8/1/05