



Planning and Evaluation Tracking

College Year: 2007-2008

Division of: Workforce Development
 Department of: Non-Technical Workforce Training

Person Responsible: Damaris Schlong
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Purpose Statement: Provide customized non-technical workforce training and teleconferences through partnerships with employers, professional associations, and government entities.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Provide educational programs to address generational differences in workplace performance.	1a. After attending a marketing session for <i>Understanding Generational Differences in the Workplace</i> , 20% of the companies with 25+ employees will sign Training Agreements to implement the training. <i>NOTE: Outcome updated (9/21/06)</i>	1a. Timeframe: 11/01/05 –10/31/06 Date of Marketing Session: 11/14/05 # of companies with 25+ employees that were invited: 379 # of companies with 25+ employees that attended: 15 # of attending companies that signed Training Agreements: 8 53% (N = 8 of 15)	1a. Timeframe: 11/01/05 –10/31/06 While 53% of companies at the in-person marketing session signed Training Agreements, only 4% of the total # of companies with 25+ employees attended. Therefore, we have a large population that still can be reached. We will change the marketing strategy.

	<p>1b. After receiving marketing materials for <i>Generations: M.E.E.T. for Respect in the Workplace</i>, 5% of the companies with 25+ employees will sign Training Agreements to implement the training. (<i>Restated for 2006-2007</i>)</p> <p>NOTE: <i>Outcome completed (9/10/07)</i></p>	<p>1b. Timeframe: 9/11/06 - 08/31/07</p> <p># of hard copy marketing pieces mailed to Chamber list of 25 + employees on Dec. 5, 2006: 333</p> <p># of marketing pieces e-mailed on Nov. 30, 2006 to WDD data base: 1200</p> <p># of <i>Generations M.E.E.T.</i> programs scheduled between 9/01/06 & 8/31/07: 11</p> <p>3% (N = 11 of 333) 1% (N = 11 of 1,200) .7% (N = 11 of 1,533)</p>	<p>1b. Timeframe: 9/11/06 - 08/31/07</p> <p>ACTION PLAN: The new marketing strategy will not require attendance at a marketing session. Rather, targeted marketing materials will be sent via direct mail to each company with 25+ employees.</p> <p>This course is now established. Marketing this course will continue through the AC course catalog, sales, and word of mouth.</p>
<p>2. Track and process the department's workload in an efficient manner while balancing the volume and customer service efforts.</p>	<p>2. After prioritizing the tasks from the comprehensive list, department staff will keep tracking sheets current 75% of the time based on a weekly log of tasks.</p> <p>NOTE: <i>Outcome completed (10/04/06)</i></p>	<p>2. Timeframe: 9/01/05 – 9/22/06</p> <p># of days tracked: 202</p> <p># of days updated: 175</p> <p>87% (N = 175 of 202)</p>	<p>2. Timeframe: 9/01/05 – 9/22/06</p> <p>Prioritized a comprehensive task list. Keeping the tracking sheet current was identified as the most critical task.</p> <p>ACTION PLAN: This procedure is now part of Staff Assistant's daily routine.</p>

3. Identify and secure instructors with expertise, professional presence, and teaching skills.	<p>3. After assessing company non-technical training needs, department staff will identify subject matter experts to teach courses to meet company's identified training needs 90% of the time based on company contact log sheet.</p> <p>NOTE: <i>Outcome completed (10/04/06)</i></p>	<p>3. Timeframe: 9/01/05 – 9/26/06</p> <p># of companies requesting information for Customized Non-Technical training: 42</p> <p># of subject matter experts identified to teach requested topics through Customize Non Technical department: 42</p> <p>100% (N = 42 of 42)</p>	<p>3. Timeframe: 9/01/05 – 9/26/06</p> <p>Identified subject matter experts for 100% of requests that were appropriate for Customized Non-Technical training.</p> <p>This outcome has been measured and is no longer a concern.</p>
4. Maintain existing In-Kind and Co-Sponsor agreements and secure new partnership agreements.	<p>4 a. After meeting with the Workforce Training Coordinator, 50% of companies with Co-Sponsor or In-Kind Agreements that have not been active within the last year will sign Training Agreements for funded non-technical workforce training.</p> <p>NOTE: <i>Outcome updated (9/10/07)</i></p>	<p>4 a. Timeframe: 9/1/06 – 8/31/07</p> <p># of companies with Co-Sponsor or In-kind Agreements 2004-05: 7</p> <p># of companies that have not be active within previous year 2005-06: 4</p> <p># of companies re-activated with Co-Sponsor or In-kind Agreements 2006-07: 2</p> <p>50% (N=2 of 4)</p> <p>New Companies signing Co-Sponsor / In-Kind Agreements 2006-2007: 4</p>	<p>4 a. Timeframe: 9/1/06 – 8/31/07</p> <p>50% of companies with Co-Sponsor or In-Kind Agreements that were not active for a least one year reactivated their Agreements.</p> <p>Four new companies signed Agreements.</p>

	<p>4 b. After receiving a letter from AC explaining training partnership options for Co-Sponsor and In-Kind Agreements, 2% of companies with 100 plus employees will sign partnership agreements with AC. (Restated for 2007-2008)</p>	<p>4 b. Timeframe: 9/01/07 – 8/31/08</p> <p>No data available at this point</p>	<p>4 b. Timeframe: 9/01/07 – 8/31/08</p> <p>ACTION PLAN: Coordinator will mail a letter explaining various partnership opportunities with AC to companies with 100 plus employees in the AC service area.</p>
<p>5. Track the number of training proposals that result in formal contracts.</p>	<p>5. After submitting contract training proposals, 75% of companies will sign formal contracts. This data will be based on the AC Clearinghouse Information Report.</p>	<p>5. Timeframe: 9/01/07 – 8/31/08</p> <p>No data available at this point</p>	<p>5. Timeframe: 9/01/07 – 8/31/08</p>