



Planning and Evaluation Tracking

College Year: 2006-2007

Division of: Workforce Development
 Department of: Occupational Education

Person Responsible: Damaris Schlong
 Person Responsible: Linda Reed

Purpose Statement: Support the Workforce Development Division instructional efforts and be a primary supplier of long-term occupational skills instruction for Workforce Development Division.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Offer online courses for occupational certification.	1.1 After completing online SHRM course, exempt HR professionals with at least 2 years of experience will have a pass rate on the national SHRM Certification Exam at least equal to the national benchmark rate.	1.1 Timeframe: 11/1/05-10/31/06 Online course is still under development, and the following measurements are in place. Total # of students: ____ # of students who are HR professionals with at least 2 years of experience: ____ AC Pass Rate: ____ (per course) National Benchmark Rate: ____ (as of _____ testing window)	1.1 02/06 - SHRM gives approval for AC to offer online class 03/06 - Instructor starts working with E-Learning Center to develop online class 05/06 - Instructor enrolls in required Online Faculty Development seminar - completes Part 1 11/06 - Instructor will complete Part 2 03/07 - Instructor will complete Part 3 ACTION PLAN Target date for offering online SHRM Certification class: March 2007.

Only exempt HR professionals with 2 years experience are allowed to sit for the certification exam.

NOTE: At AC, the online SHRM course will be offered during the Spring. In-class SHRM course is offered in Fall.

1.2 After completing online Certified Records Management (CRM) course, exempt Records Manager professionals with at least 3 years of experience will have a pass rate on the National CRM Certification Exam at least equal to the National benchmark rate.

1.2 As of 10/06, no students have enrolled in the class.

1.2 Have partnered with Gatlin Education Services to offer the Records Management class online for Summer 2006.

ACTION PLAN
Promote class to Records Management Professionals to gain enrollments.

2. Streamline the processing of course paperwork from Workforce Development Division (WDD) staff.

2. After attending training, WDD instructional employees will consistently submit accurate CE course paperwork before the course start date 95% of the time based on email notification/log of specific paperwork problems.

2. Timeline: 04/06 -11/06
Focus is placed on both ACCURACY and TIMELINESS. Training was conducted: November 05

NOTE: We chose to include itemized statistics for each WDD area in order to improve WDD performance.

Occupational Education

of Sections: 263

of Errors: 1

of courses set up after course start date (Late): 0

2. The Director of Continuing Education updated the training materials for submitting electronic CE course paperwork. A template was developed to keep track of paperwork errors.

ACTION PLAN
Review errors with departments falling under 95% in accuracy or timeliness to identify

Accuracy
99% (N= 262 of 263)
Timeliness
100% (N= 263 of 263)

Open Enrollment
of Sections: 32
of Errors: 0
of courses set up after course
start date (Late): 0

Accuracy
100 % (N= 32 of 32)

Timeliness
100% (N = 32 of 32)

Customized Workforce Training
of Sections: 114
of Errors: 0
of courses set up after course
start date (Late): 0

Accuracy
100% (N= 114 of 114)
Timeliness
100% (N= 114 of 114)

Intervention Programs
of Sections: 153
of Errors: 4
of courses set up after course
start date (Late): 16

Accuracy
97% (N = 149 of 153)
Timeliness
89% (137 of 153)

training needs and
performance improvement
opportunities.

Areas that meet or exceed
standards in BOTH
Accuracy and Timeliness:

- Occupational Education
- Customized Workforce
Training
- Open Enrollment

Areas that meet or exceed
standards in Accuracy BUT
need to demonstrate
improvement in Timeliness:

- Intervention Programs

Areas that meet or exceed
standards in Timeliness
BUT need to demonstrate
improvement in Accuracy:

- Criminal Justice
Programs
- Continuing Healthcare Ed

Criminal Justice Programs

of Sections: 182

of Errors: 28

of courses set up after course
start date (Late): 5

Accuracy:

85% (N =154 of 182)

Timeliness:

99% (N = 180 of 182)

Continuing Healthcare Ed

of Sections: 148

of Errors: 28

of courses set up after course
start date (Late): 0

Accuracy:

81% (N = 120 of 148)

Timeliness:

100% (N = 148 of 148)