Planning and Evaluation Tracking

College Year: 2007-2008

Division of: Workforce Development　　　　**Person Responsible: Damaris Schlong**
Department of: Occupational Education　　　**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 Timeframe – 2006-2007	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 Online course developed completely, 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 - completedPart 1 11/06 - Instructor will completed Part 2 03/07 - Instructor will completed Part 3 **Action Plan** Target date for offering online SHRM Certification class: August 2007.

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

	As of 10/01/07	**Revised Action Plan**
	Only 3 students enrolled, therefore, class did not meet minimum of five students and was cancelled.	Will offer in Spring 2008

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 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.

Promoted Online Records Management Class to local Association of Record Managers and Administrators

Developing Gatlin Online classes brochure

Gatlin Brochure mailed 09/07

Contacting BWXT to set up class as part of the Records Management Department training matrix |

	As of 10/01/07	**Action Plan**
	No students have enrolled in the class	Continue to 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. 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.

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.

As of 10/01/07
Occupational Education
# of Sections: 97
# of Errors: 0
# of courses set up after course start date (Late): 0
Accuracy
100% (N= 97 of 97)
Timeliness
100% (N= 97 of 97)

Open Enrollment
# of Sections: 4
# of Errors: 0
# of courses set up after

Action Plan
Continue to track errors but remove from PET Plan 2008.

All Areas within in the Workforce Development Division meet or exceeded standards in BOTH Accuracy and Timeliness:
- Occupational Education
- Customized Workforce Training
- Open Enrollment
- Intervention

course start date (Late): 0

- Criminal Justice
- Continuing Healthcare

Accuracy
100 % (N= 4 of 4)

Timeliness
100% (N = 4 of 4)

Customized Workforce
Training
# of Sections: 24
# of Errors: 0
# of courses set up after
course start date (Late): 0

Accuracy
100% (N= 24 of 24)
Timeliness
100% (N= 24 of 24)

Intervention Programs
# of Sections: 97
# of Errors: 0
# of courses set up after
course start date (Late): 0

Accuracy
100% (N = 97 of 97)
Timeliness
100% (97 of 97)

Criminal Justice Programs
# of Sections: 66
# of Errors: 3
# of courses set up after
course start date (Late): 0

Accuracy:

95% (N =63 of 66)
Timeliness:
100% (N = 66 of 66)

Continuing Healthcare Ed
# of Sections: 60
# of Errors: 2
# of courses set up after
course start date (Late): 0

Accuracy:
96% (N = 58 of 60)
Timeliness:
100% (N = 60 of 60)