Planning and Evaluation Tracking

Amarillo College

College Year: 2008-2009

Division of: **Center for Teaching & Learning**   **Person Responsible:** **Patsy Lemaster**
Department of: **Technology Support Services**   **Person Responsible:** **Charles Hendrick**

Purpose Statement: Provide workforce computer training to Amarillo College employees through regularly scheduled hands-on classes and Internet-based tutorials.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Increase attendance in employee technology classes	1a. After receiving information about significant differences between Office 2007 and Office 2003, 80% of new Office 2007 users will complete Office 2007 training classes within six months from date of software installation based on User Support Department installation reports and Professional & Organizational Development class rosters.	1a. Timeframe: 11/01/06-10/31/07 Data: X = # of Office 2007 installations Y = # of Office 2007 users completing training within 6 months of installation = Y % (N = Y / X) *Note: Data not collected for this result.*	1a. Timeframe: 11/01/06-10/31/07 Analysis: As of September 2007, objective 1a could not be calculated because many employee computers were not strong enough to run Office 2007. Beginning in October 2007, User Support started to install Office 2007 on employee machines where feasible. However, at that time training classes had not been created.

	NOTE: Objective Deleted (11/01/08) **Office 2007 & 2003 will still be used on campus. No correlation between having the software installed and training classes attended. Even though people have 2007, they are still using 2003.**		Action Plan: Create and offer training classes on the new Office 2007 software. These classes began in March 2008, when several Word sessions were offered.
	1b. After receiving training-impact emails sent to registrants and supervisors, 90% of all registrants will complete the computer classes for which they register based on an Excel "attendant-information" worksheet.	1b. Timeframe: 10/15/07 – 10/31/08 Data: **N = (# of completers)÷ (# of registrants)** N = 322 / 409 **Year 2006-2007:** **88.31% Completion Rate** **Year 2007-2008:** **78.73% Completion Rate**	1b. Timeframe: 10/15/07 – 10/31/08 Analysis: A completion rate of 90% was chosen as a base. While this goal was not met, we feel it is a valid goal and will be used for the next year. The following data will be collected for several years. Hopefully the classes scheduled, no-shows, and people who leave early will decrease. # of classes scheduled = 92 # of classes cancelled = 21 # of registrants = 409 # of no-shows = 32

			# who left class early = 6 # of completers = 322
			Action Plan: Send an email to the people who do not show up for class who leave early explaining why it is necessary to attend the classes for which they register.

2. Create and offer Outlook 2007 classes to replace GroupWise.
 	
NOTE:
Goal Added (10/07)
	2. Since Outlook 2007 will be loaded in December '08, 75% of all employees will attend an Outlook 2007 (virtual class environment) prior to installation. Outlook classes will start on Nov 1st and run through mid-December. training class between 11/01/08 and 2/1/09 based on POD enrollment reports.
	
	NOTE:
	Outcome Added (10/07)
		2. Timeframe:
		  11/01/08 - 2/1/09
		
		Data:
		
		% (N = Y / X)
			2. Timeframe:
			  11/01/08 – 2/1/09
			
			Analysis:
			Outlook 2007 will be installed on 12/15/08.
			
			X = # of Outlook 2007 installations
			
			Y = # of Office 2007 users completing training between 11/01/08 and 12/15/08.
			
			Action Plan:
			Using a virtual environment server, create, announce, and conduct numerous

			training classes of Outlook 2007.
3. Demonstrate that learning has taken place during each technology training class through use of standardized assessments. **NOTE:** **Goal Added (10/08)**	3a. After attending a technology training class, 75% of the attendees will score 80 or higher on a standardized online assessment exercise administered at the end of class. **NOTE:** **Outcome Added (10/08)**	3a. Timeframe: (11/01/08 – 10/31/09) Data: % (N = Y / X)	3a. Timeframe: (11/01/08 – 10/31/09) Analysis: This year's target rate of successful completion of assessment exercises is 75%. Y = Number of attendees X = Number of "successes" Action Plan: Students will complete assessment exercises at the end of each training class and submit them to be graded. Attendees scoring less than 80% will receive a study guide and a second assessment exercise to determine if learning has occurred.

3b. After receiving a study guide covering the problem areas encountered on the first assessment exercise (outcome 3a above), 80% of these "second-try employees" will pass the <u>new</u> assessment exercise.

NOTE:
Outcome Added (10/08)

3b. Timeframe:
 (11/01/08 – 10/31/09)

Data:
% (A = B / C)

3b. Timeframe:
 (11/01/08 – 10/31/09)

Analysis:
This year's "second-try" target rate of success is 80%.

Action Plan:
Attendees who did not pass the assessment exercise will be sent a study guide and a second assessment exercise which will be completed and emailed back to the instructor for grading.