



## Planning and Evaluation Tracking

College Year: 2006-2007

Division of: Information Technology Services  
 Department of: Technology Support Services

Person Responsible: Victor Fite  
 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. Expand the number of classes  <b>NOTE: Goal Replaced (11/13/06)</b>	1. By seeking alternative locations, training classes can be offered on Mondays and Fridays increasing the number of classes that can be offered by 15%.	1. 15% more classes will be offered	1. Due to Microsoft Word training revision projects, classes were not offered from 11/01/05 to 4/3/06. In addition, portal-related projects caused a further reduction of classes throughout the summer and early fall semesters. Therefore, no training classes were scheduled on Mondays or Fridays.
1. Increase attendance in employee technology classes	<b>NOTE: Objective Replaced (11/13/06)</b>  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  # of Office 2007 installations = X  # of Office 2007 users completing training within 6 months of installation = Y  % (N = Y / X)	

1b. After receiving training-impact e-mails sent to registrants and supervisors, 90% of all registrants will complete their computer classes based on an Excel "attendant-information" worksheet.

1b. Timeframe:

11/01/06 – 10/31/07

# of classes scheduled = A

# of classes cancelled due to low enrollment = B

# of registrants = C

# of no-shows = D

# of students who left class early = E

# of completers = F

% (N = F of C)

2. A more efficient means of offering classes that will make

**NOTE: Goal Eliminated (11/13/06)**

2. By allowing employees to request specific classes rather than sign up for pre-scheduled classes, the number of training classes that are cancelled due to lack of enrollment will decrease by 50%.

**NOTE: Objective Replaced (11/13/06)**

2. Fewer classes will be cancelled

2. This goal was replaced with Outcome 1b for two reasons:

- a) Employees did not sign up for classes under this new format; therefore, no classes made. Once we set class schedules again, people started signing up.
- b) Technology Support will soon offer online self-help tutorials accessible to employees any time. This is being done now for the new "myAC" (portal) software.