



Planning and Evaluation Tracking

College Year: 2007-2008

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

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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) <i>Note: Data not collected for this result.</i>	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. Action Plan: Create and offer training classes on the new Office 2007 software. These classes began in March

2007, when several Word sessions were offered.

1b. After receiving training-impact e-mails 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:
11/01/06 – 10/31/07

Data:

$N = (\# \text{ of completers}) \div (\# \text{ of registrants})$

$N = 287 / 325$

88.31% Completion Rate

1b. Timeframe:
11/01/06 – 10/31/07

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 = 42

of classes cancelled = 11

of registrants = 325

of no-shows = 37

who left class early = 1

of completers = 287

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 new email and calendaring classes to replace GroupWise.

2. After having Outlook 2003 installed on employee machines, 75% of all employees will attend at least one Outlook training class within six months from the date of software installation based on User Support Department installation reports and POD class rosters.

2. Timeframe:
11/01/07 - 10/31/08

Data:
 $\% (N = Y / X)$

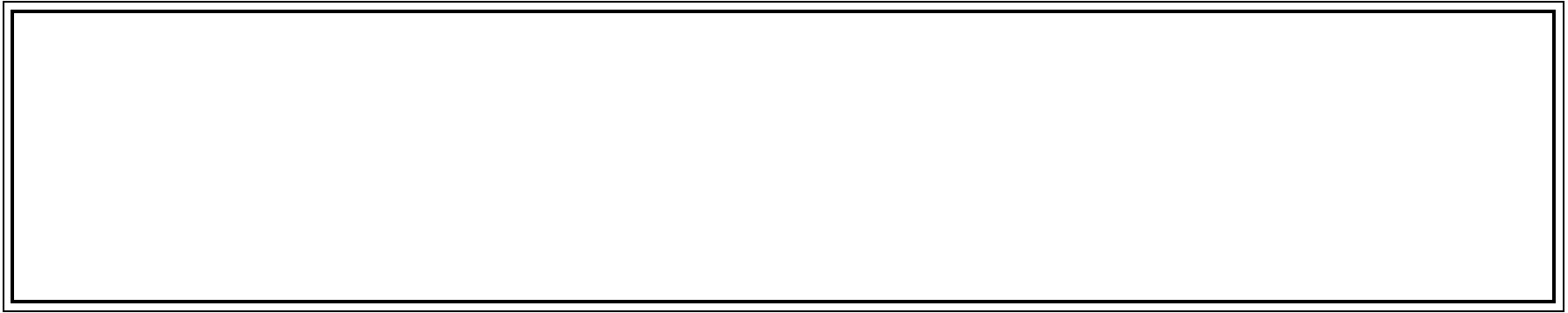
2. Timeframe:
11/01/07 – 10/31/08

Analysis:
As of February 2007, Outlook 2003 had not been installed on employee machines. However, it is estimated that this software will be installed before June.

of Outlook 2003 installations
= X

of Office 2007 users
completing training within 6
months of installation = Y

Action Plan:
Create, Announce, and
Conduct numerous training
classes once Outlook 2003
has been loaded on
employee machines.



revised 02/13/08