

WORKFORCE DEVELOPMENT

Planning and Evaluation Tracking

2005 – 2006:

Business and Industry Center
Center for Continuing Healthcare Education
Continuing Education
Criminal Justice
Leisure Studies
Non-Technical Workforce Training
Occupational Education
Open Enrollment



Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Workforce Development

Person Responsible: Damaris Schlong

Department of: Business & Industry Center

Person Responsible: Roberta Smart

Purpose Statement: Protect the workforce training purpose of the Business & Industry Center; provide extraordinary customer service; and coordinate facility management.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Resolve critical Customer Service issues consistently and effectively.	1. After attending customized Customer Service training, all employees who are involved w/operations at the B&I Center will identify and immediately report critical customer service issues to the Receptionist during business hours 100% of the time using an issues log.	1.	1.
2. Resolve booking conflicts at the Business & Industry Center and Nixon Gym.	2. After educating clients on booking procedures, all clients needing rooms at the B&I Center and Nixon Gym will follow the documented procedures 100% of the time using Room Reservation cards & R25 conflict report.	2.	2.

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revised 8/1/05



Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Workforce Development
Department of: Center for Continuing
Healthcare Education

Person Responsible: Damaris Schlong

Person Responsible: Jeff Doiron

Purpose Statement: The Center for Continuing Healthcare Education is committed to the life long learner and the mission and goals of Amarillo College. Specifically, the Center's mission is to provide non-degree programs, courses, and seminars which support the professional, occupational, and cultural development of healthcare professionals in a rapidly changing workforce environment.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Adapt to mandated entrance requirements for course enrollment.	1. After conducting a mass marketing campaign concerning enrollment requirements, potential CNA, Phlebotomy, and Nursing Home Activity Director students will provide documentation of immunization requirements before the registration deadline with 50% compliance within 6 months of the mass marketing campaign based on a log of successful enrollments.	1.	1.

<p>2. Assure that foreign healthcare professionals meet the National Standards of Practice for competent patient care in IV Therapy.</p>	<p>2. After attending didactic and clinical training, Filipino RNs employed by Northwest Texas Healthcare Systems will demonstrate competency in IV therapy with a minimum of 75% on unit quizzes and "Satisfactory" on all clinical competencies.</p>	<p>2. First class offered Mondays & Wednesdays, October 10-26, 2005. 16 participants attended the course in its entirety with a mean score of 98% on unit exams (6 given) and a mean score of 95% on case studies (6 given). Completion of clinical competencies pending as of 10/26/05. Not all participants are working in an area that provides him/her an opportunity to complete the competencies. The director of HR and the educators at NWTH are allowing the students to complete the competencies by 11/30/05. Certificates will be mailed to participants once the completed competencies are received.</p>	<p>2. The results of the exams and competencies demonstrated that the Filipino nurses were able to understand the material presented. It was also determined that the nurses had a larger knowledge base than expected thus the course has been reduced to a 24 hour-didactic course from the previous 36-hour didactic course. This change was based on observation of the nurses during clinical time and after consulting both the Filipino nurses and educators of NWTHS. Areas that are covered in the IV therapy course were also covered in other training sessions by NWTH personnel which was found to be redundant..</p>
<p>3. Provide Basic Food Service training, for entry level positions, to students referred by area social service agencies.</p>	<p>3. Upon completion of the Basic Food Service Training Program, 75% of students referred by area social service agencies will successfully graduate and pass the Food Service Manager State Exam.</p>	<p>3.</p>	<p>3.</p>

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Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Workforce Development

Person Responsible: Damaris Schlong

Department of: Continuing Education

Person Responsible: Kim Davis

Purpose Statement: Provide occupational, avocational, and workforce continuing education needs to the community and Amarillo College service area.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Obtain consistent and accurate paperwork for Continuing Education classes from employees throughout the college.	1. After attending training, academic program directors, coordinators, and their staff will consistently submit accurate and timely CE course paperwork 95% of the time based on e-mail notification/log of specific paperwork errors.	1.	1.
2. Provide the Continuing Education class schedule three times per year with increased participation, accountability, and accuracy from relevant areas throughout the college.	2. After receiving the CE class schedule proof copy, academic program directors, coordinators, staff, and; Dance AC, Youth Theatre, Gymnastics, and non-Leisure Studies Music personnel will proof and edit, with 95% accuracy, their section of the schedule and electronically submit the corrected copy to the CE office by the developmental calendar deadline.	2.	2.

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Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Workforce Development

Person Responsible: Damaris Schlong

Department of: Criminal Justice Programs

Person Responsible: Toni Brasher

Purpose Statement: Provide valuable educational opportunities for criminal justice professionals in the Texas Panhandle. Maintain our commitment to excellence in criminal justice training through our long-standing relationships with the individuals, agencies, and institutions who depend on us to provide quality and flexible training.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1.Be available on a consistent and scheduled basis to advise students pursuing a criminal justice degree or certificate.	1. After developing a comprehensive advising schedule, criminal justice employees who advise academic students will provide advising at 95% availability during advising hours using the Criminal Justice Advising Log.	1.	1.
2.Increase the efficiency in Criminal Justice Programs by becoming more succinct and organized.	2.After participating in weekly meetings (9:30 am, 1st workday of the week), the director, associate director and senior staff assistant for Criminal Justice Programs will synchronize and disseminate information (administrative, office operations) to all Criminal Justice employees within the same business day using e-mailed minutes.	2.	2.

3.Increase attendance and awareness of our specialized schools to participants and agencies.

3.After learning of classes, students seeking specialty training will register for classes and will represent a 10% increase in enrollments when comparing 2004-05 to 2005-06 Colleague Query Conhr_byCensusandGL.

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Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Work Force Development

Person Responsible: Damaris Schlong

Department of: Leisure Studies

Person Responsible: Luke Morrison

Purpose Statement: Meet the avocational educational needs of the Amarillo College service area as resources allow.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Establish quality standards for the Children's Gymnastics Program and ensure compliance to those standards.	1. After taking a standardized Level 1 gymnastics course, 70% of beginning gymnastics students will demonstrate Level 1 competencies of at least 80% on a skill-level assessment.	1.	1.
2. Streamline the processing of course paperwork from entities supported by the Leisure Studies Department.	2. After attending training, Leisure Studies supported entities such as Dance AC, Youth Theatre, Gymnastics, and non-Leisure Studies Music will consistently submit accurate and timely Continuing Education course paperwork 95% of the time based on e-mail notification/log of specific paperwork errors.	2.	2.

3.Improve printed CE class schedule proofing/editing process with increased participation, accountability, and accuracy from entities supported by the Leisure Studies Department.

3. After receiving the Continuing Education class schedule proof copy; Dance AC, Youth Theatre, Gymnastics, and non-Leisure Studies Music will accurately proof and edit, with 95% accuracy, their section of the schedule and electronically submit the corrected copy to the Leisure Studies office by the developmental calendar deadline.

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Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Workforce Development
Department of: Non-Technical Workforce
Training

Person Responsible: Damaris Schlong

Person Responsible: LuLu Cowan

Purpose Statement: Provide customized non-technical workforce training and teleconferences through partnerships with employers, professional associations, and government entities.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Provide educational programs to address generational differences in workplace performance.	1. After attending a pilot program, 20% of companies with 25+ employees will implement the program addressing generational differences in the workplace based upon signed Training Agreements.	1.	1.
2. Track and process the department's workload in an efficient manner while balancing the volume and customer service efforts.	2. After prioritizing the tasks from the comprehensive list, department staff will keep tracking sheets current 75% of the time based on a weekly log of tasks.	2.	2.

3. Identify and secure instructors with expertise, professional presence, and teaching skills.

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3. After assessing company training needs, department staff will identify subject matter experts to teach course/s to meet company's identified training need/s 90% of the time based on company contact log sheet.

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Planning and Evaluation Tracking

College Year: 2005-2006

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	Use of Results (including improvements and revisions)
1. Offer online courses for occupational certification.	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.
2.	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.	2.	2.

3.Streamline the processing of course paperwork from Workforce Development Division staff.

3.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 errors.

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Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Workforce Development

Person Responsible: Damaris Schlong

Department of: Open Enrollment

Person Responsible: Richard Chelf

Purpose Statement:

Provide short-term soft skills training for blended workforce audiences which may serve as a stepping stone to other continuing education and academic options.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Seek highly effective marketing approaches.	1. After receiving HTML marketing e-mails, employees of business throughout AC's service area with 75 or fewer employees will register for either the Leadership Skills Certificate Program or Performance Improvement Seminars with a 20% enrollment based on a spreadsheet of those receiving the e-mail and enrolling.	1.	1.
2. Identify high demand soft skills training topics and preferences.	2. After offering courses that are tailored to survey preferences, 20% of survey respondents will register for at least one Open Enrollment course based on a spreadsheet of survey respondents and enrollment.	2.	2.

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