

Annual Report for Assessment of Outcomes (Occupational Skills Training Certificate Outcomes)

To complete this Assessment Report, please address the questions below, and send to learningassessment@pcc.edu by **June 20, 2011**; subject line: REPORT Assessment [SAC]

1. Describe changes that have been implemented towards improving students' attainment of outcomes that resulted from outcome assessments carried out in the previous academic year.

(Information provided here may be referenced, inserted into or summarized in Program Review 2.C.iii (for Core Outcomes) or 6.B.iii (for CTE Degree and Certificate outcomes).

The OST SAC revised our Student Evaluation questionnaire that is used for end of term on-site reviews of student performance to focus more on a balance of student feedback and training site supervisor feedback. The 2010 focus asked the student to give us an example of a problem or critical issue encountered during training and to describe their response to it. We encouraged the student to describe its impact on their learning experience at the training site. The SAC collected these from August 2010 – October 2010 and reviewed the results.

Twenty-seven students' responses were reviewed by our SAC. Their responses to our question indicated that most of our students demonstrated a comprehension of problem solving and critical thinking and were able to apply essential knowledge and skills to their course of study.

It was clear that a few of the students were challenged by the question we asked. While students could identify the subject of their answer, we found ourselves working with the trainer and the student to help them phrase their response to our question.

As a result of last year's outcome assessment our SAC is in the process of revisiting the Student Evaluation Form that we currently use when we meet with the student and trainer at the end of each term to review progress. We are looking at ways to encourage more active student participation in the review process. We are also reviewing the content of the questions we ask and revising our questions to be more open ended.

2. Identify the outcomes assessed this year, and describe the methods used.

What were the results of the assessment (i.e., what did you learn about how well students are meeting the outcomes)?

The CTE Assessment Plan for Occupational Skills Training was completed and successfully submitted to the learning assessment committee. Our OST 101 course outcomes and our certificate outcomes are identical. We have identified our outcomes, mapped them to a Core Outcome and described the Assessment Setting/Method we plan to use. We have developed a plan which will review all outcomes every two years.

CTE Assessment Plan

Certificate: Occupational Skills Training

1. Outcome	2. Maps to a Core Outcome?	3. Assessment Setting/Method	4. When will assessment take place?
Use industry specific vocabulary and tools effectively.	<ul style="list-style-type: none"> • Professional Competence • Communication • Critical Thinking & Problem Solving 	Students engage in 1,920 contact hours with employers to earn their certificate. Employers agree to assess students to each of these outcomes using a Monthly Trainer Report.	Year 1
Use professional behaviors appropriate to the work place such as punctuality, attendance, cooperation, teamwork, and respect.	<ul style="list-style-type: none"> • Professional Competence • Communication • Cultural Awareness • Self-Reflection 	Students engage in 1,920 contact hours with employers to earn their certificate. Employers agree to assess students to each of these outcomes using a Monthly Trainer Report. Student Evaluation Form used for self reflection data.	Year 1
Understand and apply the safety standards of the work site and the industry.	<ul style="list-style-type: none"> • Professional Competence • Communication • Comm. /Environ Responsibility • Critical Thinking & Problem Solving 	Students engage in 1,920 contact hours with employers to earn their certificate. Employers agree to assess students to each of these outcomes using a Monthly Trainer Report.	Year 2
Use written and oral communication appropriate for the occupation or industry.	<ul style="list-style-type: none"> • Professional Competence • Communication • Self Reflection 	Students engage in 1,920 contact hours with employers to earn their certificate. Employers agree to assess students to each of these outcomes using a Monthly Trainer Report. Student Evaluation Form used for self reflection data.	Year 1
Use workplace math skills appropriate for the occupation or industry.	<ul style="list-style-type: none"> • Professional Competence • Critical Thinking 	Students engage in 1,920 contact hours with employers to earn their certificate. Employers agree to assess students to each of these outcomes using a	Year 2

		Monthly Trainer Report	
Be prepared to enter the occupation of choice with entry-level skills.	<ul style="list-style-type: none"> Professional Competence Communication Self-Reflection 	Students engage in 1,920 contact hours with employers to earn their certificate. Employers agree to assess students to each of these outcomes using a Monthly Trainer Report and a review of objectives for their vocational goal. Student Evaluation Form used for self reflection data.	Annually

5. For Programs that are beneficiaries of Perkins funding: Identify assessments that will comprise the TSA.
Occupational Skills Training does not receive Perkins funding.

Year One outcomes to be assessed in this report include:

- Use industry specific vocabulary and tools effectively.
- Use professional behaviors appropriate to the work place such as punctuality, attendance, cooperation, teamwork, and respect.
- Use written and oral communication appropriate for the occupation or industry
- Be prepared to enter the occupation of choice with entry-level skills.

a. Describe the method(s) you used.

Our CTE Assessment Plan notes several documents that we use to determine if students are meeting their outcomes and/or making progress toward their outcome. One is a Monthly Timesheet & Trainer Report which is a checklist that trainers complete regularly. We reviewed this report and mapped each item to PCC's Core outcomes. We also revised the Monthly Timesheet & Trainers Report to reflect a rating scale that is identical to the Core Outcome Mapping Level Indicators. This will enable us to determine how our students progress in meeting course outcomes, certificate outcomes and college outcomes. We will use the information from our students who complete the 64 credits to qualify for a certificate to submit an annual report to the learning assessment committee.

Monthly Timesheet & Trainer's Report Mapping

<p>Mapping Level Indicators</p> <p>0 - Not applicable</p> <p>1 - Below Average: Limited demonstration or application of knowledge and skills</p> <p>2 - Average: Basic demonstration and application of knowledge and skills</p> <p>3 - Above Average: Demonstrated comprehension and is able to apply essential knowledge and skills</p> <p>4 - Excellent: Demonstrates thorough, effective, and/or sophisticated application of knowledge and skills</p>	<p>Core Outcomes</p> <p>1 - Communication</p> <p>2 - Community and Environmental Responsibility</p> <p>3 - Critical Thinking and Problem Solving</p> <p>4 - Cultural Awareness</p> <p>5 - Professional Competence</p> <p>6 - Self-Reflection</p>
--	---

	CO1	CO2	CO3	CO4	CO5	CO6
Attitudes towards training						
• Works safely		●			●	
• Uses time effectively			●		●	
• Keeps busy, looks for work to do			●		●	
• Looks for ways to improve – is alert to new methods			●		●	
• Appropriate dress for job setting				●	●	
• Exhibits cleanliness, good hygiene				●	●	
Relations with Others						
• Cooperates with supervisors; is respectful	●				●	
• Works well with others	●				●	
• Accepts suggestions	●				●	●
• Is courteous and helpful with public/customers	●		●		●	
• Respect for diverse populations	●			●	●	
Attendance						
• On time; completes required hours	●				●	
• Alerts supervisor if absent or late	●				●	

• Plans ahead to rearrange training	•		•		•	
Job Learning/Skill Improvement						
• Workplace math skills			•		•	
• Problem solving/critical thinking			•		•	
• Written communication	•				•	
• Computer literacy	•				•	
• Continual improvement/speed in completing tasks					•	•
• Can work independently			•		•	
• Learns with ease; understands work/responsibilities	•				•	
Quality of Work						
• Uses care with equipment and materials		•			•	
• Completes tasks in minimal time			•		•	
• Able to understand and follow direction	•				•	
• Accurate and careful with work		•			•	
• Can adapt to work conditions; is flexible				•	•	•



Monthly Timesheet & Trainer's Report

Student's Name _____ Month/Year _____

Hours in training per week		Hours absent from training	
Date	Hours	Date	Hours

Total hours in training this month _____ Total hours absent from training this month _____

I certify the above totals are correct: _____
Student's Signature

Trainer's Report

To be completed in full each month by the trainer.

0 = Not Applicable

1 = Below Average: Limited demonstration and application of knowledge and skills

2 = Average: Basic demonstration and application of knowledge and skills

3 = Above Average: Demonstrated comprehension and is able to apply essential knowledge and skills

4 = Excellent: Demonstrates thorough, effective and/or sophisticated application of knowledge and skills

4	3	2	1	0	Attitudes Toward Training
					Works safely
					Uses time effectively
					Keeps busy, looks for work to do
					Looks for ways to improve—is alert to new methods
					Appropriate dress for job setting
					Exhibits cleanliness, good hygiene
Relations with Others					
					Cooperates with Supervisors, is respectful
					Works well with others
					Accepts suggestions
					Is courteous and helpful with public/customers
					Respect for diverse populations
Attendance					
					On time; completes required hours
					Alerts supervisor if absent or late
					Plans ahead to rearrange training

4	3	2	1	0	Job Learning/Skill Improvement
					Workplace math skills
					Problem solving/critical thinking
					Written communication
					Computer literacy
					Continual improvement / speed in completing tasks
					Can work independently
					Learns with ease understands work/responsibilities
Quality of Work					
					Uses care with equipment and materials
					Completes tasks in minimal time
					Able to understand and follow direction
					Accurate and careful with work
					Can adapt to work conditions; is flexible

In what area(s) does the student need to focus? _____

Has this report been discussed with the student? Yes No Grade for the month: Pass No Pass

Comments _____

Training Site: _____ Address _____

Trainer's signature _____

Trainer's name (please print) _____

Occupational Skills Training

2305 SE 82nd Avenue, MTH 108 • Portland, OR 97216 • 971-722-6127

Return to:

Fax: 971-722-6124

Portland Community College
Occupational Skills Training

2305 SE 82nd Av MTH Rm. 106
Portland, OR 97216
(971)-722-6127 FAX (971) 722-6124

Student Name: _____ Supervisor: _____ Date: _____

Training Site: _____ Trainer: _____

STUDENT EVALUATION

1. How well does the student get along with supervisors, co-workers and the public? _____

2. How is the student's general attitude toward training (punctuality, attendance, following company policies)? _____

3. Is the student able to complete assigned tasks on time? _____

4. What strengths have been shown by the student to this date? _____

5. In what areas does the student need to focus? _____

6. What will be the goals or areas of focus for the student in the following weeks? _____

7. Please indicate any additional comments not listed on this sheet: _____

b. Results: What did you learn?

For the academic school year of 2009 – 2010 we had 27 students earn 64 credits which would meet the requirements for an OST Certificate. We compared the first and the last Monthly Timesheet & Trainer Report and compared the trainer's rating for each of the outcomes to be assessed for each of these students. A rubric was not considered for gathering information due to the customized nature of our occupational goals and training sites. The 27 students included in this report trained for the following occupations:

Stationary Engineer	Sterile Processing Technician
Cost Estimator	Technical Support Specialist
Lab Technician	Wastewater Treatment Plant Operator
Maintenance Operations Specialist	Supply Clerk
Front Desk Clerk/Customer Service	Admin Clerk
Automobile Service Writer	Substance Abuse Counselor
Financial Advisor	Purchasing Agent Assistant
Water Plant Operator	Medical Secretary
Weigh Station Master/Motor Carrier Enforcement Officer	
General Office Clerk	Service Advisor
Group Life Coordinator	Customer Service/DMV
Transportation Services Representative	Auto Repair Estimator

OUTCOME: Use industry specific vocabulary and tools effectively.

For this outcome we used the trainer ratings in the Quality of Work categories which includes

- Uses care with equipment and materials
- Completes tasks in minimal time
- Able to understand and follow direction
- Accurate and careful with work
- Can adapt to work conditions; is flexible

Results:

12.4 students out of 27 improved their scores on the Monthly Timesheet & Trainers Report from the beginning to the end of their training; 10.2 students stayed the same; and 4.4 students dropped in their score. At the end of their training, more than 20 of the 27 students were rated as able to demonstrate comprehension and were able to apply at least essential knowledge and skills in all of the categories above. More than 12 students demonstrated a thorough, effective and/or sophisticated application of knowledge and skills in each of the categories.

OUTCOME: Use professional behaviors appropriate to the work place such as punctuality, attendance, cooperation, teamwork, and respect.

We used Relations with Others categories which includes

- Cooperates with Supervisors; is respectful
- Works well with others
- Accepts suggestions
- Is courteous and helpful with public/customers

- Respect for diverse populations

Results:

10.4 students out of 27 improved their scores on the Monthly Timesheet & Trainers Report from the beginning to the end of their training; 14.2 stayed the same; and 2.4 dropped in their score. At the end of their training, more than 24 of the 27 students were rated as able to demonstrate comprehension and were able to apply at least essential knowledge and skills in all of the categories above. More than 15 students demonstrated a thorough, effective and/or sophisticated application of knowledge and skills in each of the categories.

We also used Attendance categories which include

- On time; completes required hours
- Alerts supervisor if absent or late
- Plans ahead to rearrange training

Results:

11.6 students out of 27 improved their scores on the Monthly Timesheet & Trainers Report from the beginning to the end of their training; 12.6 stayed the same; and 2.4 dropped in their score. At the end of their training, 23 of the 27 students were rated as able to demonstrate comprehension and were able to apply at least essential knowledge and skills in all of the categories above. More than 17 students demonstrated a thorough, effective and/or sophisticated application of knowledge and skills in each of the categories.

OUTCOME: Use written and oral communication appropriate for the occupation or industry.

For this outcome we used most of the trainer ratings in the Job Learning/Skills Improvement categories which include

- Problem solving/critical thinking
- Written communication
- Computer literacy
- Continual improvement/speed in completing tasks
- Can work independently
- Learns with ease understands work/responsibilities

Results:

12.1 students out of 27 improved their scores on the Monthly Timesheet & Trainers Report from the beginning to the end of their training; 10.3 stayed the same; and 3.8 dropped in their score. At the end of their training, more than 18 of the 27 students were rated as able to demonstrate comprehension and were able to apply at least essential knowledge and skills in all of the categories above. More than 9 students demonstrated a thorough, effective and/or sophisticated application of knowledge and skills in each of the categories.

For this outcome we also used the trainer ratings in the Quality of Work categories which includes

- Uses care with equipment and materials
- Completes tasks in minimal time
- Able to understand and follow direction
- Accurate and careful with work
- Can adapt to work conditions; is flexible

Results:

12.4 students out of 27 improved their scores on the Monthly Timesheet & Trainers Report from the beginning to the end of their training; 10.2 students stayed the same; and 4.4 students dropped in their score. At the end of their training, more than 20 of the 27 students were rated as able to demonstrate comprehension and were able to apply at least essential knowledge and skills in all of the categories above. More than 12 students demonstrated a thorough, effective and/or sophisticated application of knowledge and skills in each of the categories.

OUTCOME: Be prepared to enter the occupation of choice with entry-level skills.

For this outcome we used the trainer ratings for Quality of Work which include

- Uses care with equipment and materials
- Completes tasks in minimal time
- Able to understand and follow direction
- Accurate and careful with work
- Can adapt to work conditions; is flexible

Results:

12.4 students out of 27 improved their scores on the Monthly Timesheet & Trainers Report from the beginning to the end of their training; 10.2 students stayed the same; and 4.4 students dropped in their score. At the end of their training, more than 20 of the 27 students were rated as able to demonstrate comprehension and were able to apply at least essential knowledge and skills in all of the categories above. More than 12 students demonstrated a thorough, effective and/or sophisticated application of knowledge and skills in each of the categories.

For this outcome we also used the trainer ratings in the Attitudes toward Training categories which include

- Works safely
- Uses time effectively
- Keeps busy; looks for work to do
- Looks for ways to improve – is alert to new methods
- Appropriate dress for job setting
- Exhibits cleanliness, good hygiene

Results:

11.5 students out of 27 improved their scores on the Monthly Timesheet & Trainers Report from the beginning to the end of their training; 11.8 students stayed the same; and 3.6 students dropped in their score. At the end of their training, more than 23 of the 27 students were rated as able to demonstrate comprehension and were able to apply at least essential knowledge and skills in all of the categories above. More than 16 students demonstrated a thorough, effective and/or sophisticated application of knowledge and skills in each of the categories.

A review of each student's customized curriculum was conducted to ensure that they had received Pass scores for all quarters of training. Out of the 27 students in this review, 15 of them were employed within about a month of end of training with an average wage of \$17.22 per hour. The lowest wage was \$12.70 and the highest wage was \$24.03 per hour.

A review of the Student Evaluation form was conducted to note any self reflection comments that would help us determine how students assess, examine and reflect on their own academic skill and professional competence.

3. Identify any changes that should, as a result of this assessment, be implemented towards improving students' attainment of outcomes.

(Information provided here may be referenced, inserted into or summarized in Program Review 2.C.iii (for Core Outcomes) or 6.B.iii (for CTE Degree and Certificate outcomes)

We are pleased with the results of revising our Monthly Timesheet & Trainers Report to reflect a rating scale that is identical to the Core Outcome Mapping Level Indicators. This was our first time to use it in a program assessment and we think it was informative. It has also been helpful for our trainers. During the coming year we plan to focus on discussing the rating form definitions with our various trainers. This should help us develop a picture of how consistently trainers are using the new version of the Monthly Timesheet & Trainer Report.

The Student Evaluation Form document that we are beginning to revise is the area that needs the most work in our assessment system. We are looking at ways to encourage more active student participation in the review process. We are also reviewing the content of the questions we ask and revising our questions to be more open ended. We know we can develop a better tool to help our students assess, examine and reflect on their own academic skill and professional competence. This will be our major goal for improvement for next year.