

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 22, 2012**; subject line: REPORT Assessment [SAC]

- 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 Occupational Skills Training program is designed to provide the opportunity for students to receive instruction in a specific occupational area. The programs are individualized and allow flexibility in program design, delivery, and implementation. Individualized plans are developed in consultation with the student, PCC faculty, PCC OST coordinators, work-site supervisors, and agency representative(s), if appropriate.

The CTE Assessment Plan for Occupational Skills Training was completed and successfully submitted to the learning assessment committee last year. Our OST 101 course outcomes and our certificate outcomes are identical. We identified our outcomes, mapped them to a Core Outcome and described the Assessment Setting/Method we plan to use. We 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.	Year 1

		Student Evaluation Form used for self reflection data.	
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 Monthly Trainer Report	Year 2
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.

During our first assessment year we implemented use of a revised version of our Monthly Timesheet & Trainer Report which reflected a rating scale identical to the one used for Core Outcome Mapping Level Indicators. We presented the Monthly Timesheet & Trainer Report to trainers at the training site with a focus on the rating scale and its benefits.

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)?

Year Two outcomes to be assessed in this report include:

- Understand and apply the safety standards of the work site and the industry.
- Use workplace math skills 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.

For the academic school year of 2010 – 2011 we had 25 students earn 64 credits to meet the requirements for an OST Certificate. For these twenty-five students we compared the first and the last Monthly Timesheet & Trainer Report from their training site. We compared the trainer's rating for each of the outcomes to be assessed for each student. A copy of the Monthly Timesheet & Trainers Report, the Student Evaluation Form and the Monthly Timesheet & Trainer's Report Mapping are attached for reference.

b. Results: What did you learn?

For the academic school year of 2010 – 2011 we had 25 students earn 64 credits to meet the requirements for an OST Certificate. One of these students had two training sites so we treated each site as an individual score. We used the first and the last Monthly Timesheet & Trainer Report to compare the trainer's rating for each of the outcomes to be assessed for each of these students.

Trainer's Rating Scale:

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

OUTCOME: Understand and Apply the Safety Standards of the Work Site and the Industry

For this outcome we used the following categories in the trainer ratings:

- Works safely
- Uses care with equipment and materials
- Accurate and careful with work

Results:

- Students showing improved scores: 15 students
- Students showing no change in scores: 8 students
- Students showing lower scores: 3 students
- Above Average rating – Student demonstrates comprehension and able to apply essential knowledge and skills: 9 students
- Excellent rating – Student demonstrates thorough, effective and/or sophisticated application of knowledge and skills: 17 students

OUTCOME: Use workplace math skills appropriate for the occupation or industry

For this outcome we used the Workplace math skills category in the trainer ratings:

Results:

- Students showing improved scores: 14 students
- Students showing no change in scores: 12 students
- Students showing lower scores: 0 students
- Average rating – Student has basic demonstration and application of knowledge and skills: 4 students
- Above Average rating – Student demonstrates comprehension and able to apply essential knowledge and skills: 13 students
- Excellent rating – Student demonstrates thorough, effective and/or sophisticated application of knowledge and skills: 9 students

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

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:

- Students showing improved scores: 11 students
- Students showing no change in scores: 14 students
- Students showing lower scores: 1 student
- Average rating – Student has basic demonstration and application of knowledge and skills: 2 students
- Above Average rating – Student demonstrates comprehension and able to apply essential knowledge and skills: 6 students
- Excellent rating – Student demonstrates thorough, effective and/or sophisticated application of knowledge and skills: 17 students

The 25 students included in this report trained for the following occupations:

Administrative Assistant
 Certified Aggregate Technician
 Clerical Support Specialist
 Community Corrections Officer
 Community & Social Services Specialist
 Cost Estimator (3)
 Environmental Specialist
 General Office Clerk
 Group Life Coordinator
 Human Services Assistant
 Maintenance Operations Specialist
 Management Trainee
 Parks/Facilities Maintenance Worker
 Stationary Engineer
 Substance Abuse Counselor
 Technical Support Specialist
 Wastewater Treatment Plant Operator (4)
 Water Plant Operator (2)
 Yoga Instructor

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 25 students in this review, 16 of them are employed with an average wage of \$16.63 per hour. The lowest wage is \$10.00 and the highest wage is \$40.38 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. This was our second year to use it and we think it was well received by our trainers. The focus on discussing the rating form definitions with our various trainers resulted in a clearer understanding of how to report progress. Based on our perception as a staff, there were fewer questions about how to use the form. In preparing this report, we noticed that there was movement in the ratings from the beginning to the end of training. Students are learning through this hands-on/experiential process and most of their trainers see them as above average or excellent students. In those areas where ratings stayed the same, the student was typically demonstrating Above Average or Excellent skills.

We did not have the opportunity to review and revise the Student Evaluation Form this year due to staffing issues. We are a very small program with a single person SAC. We continue to look 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 a major goal for improvement for next year.

ATTACHMENTS:

Monthly Timesheet & Trainer Report
Monthly Timesheet & Trainer Report Mapping
Student Evaluation form

Monthly Timesheet & Trainer's Report Mapping

Mapping Level Indicators	Core Outcomes
0 - Not applicable 1 - Below Average: Limited demonstration or 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	1 - Communication 2 - Community and Environmental Responsibility 3 - Critical Thinking and Problem Solving 4 - Cultural Awareness 5 - Professional Competence 6 - Self-Reflection

	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				●	●	●

Communication

Communicate effectively by determining the purpose, audience and context of communication, and respond to feedback to improve clarity, coherence and effectiveness in workplace, community and academic pursuits.

Community and Environmental Responsibility

Apply scientific, cultural and political perspectives to natural and social systems and use an understanding of social change and social action to address the consequences of local and global human activity.

Critical Thinking and Problem Solving

Identify and investigate problems, evaluate information and its sources, and use appropriate methods of reasoning to develop creative and practical solutions to personal, professional and community issues.

Cultural Awareness

Use an understanding of the variations in human culture, perspectives and forms of expression to constructively address issues that arise out of cultural differences in the workplace and community

Professional Competence

Demonstrate and apply the knowledge, skills and attitudes necessary to enter and succeed in a defined profession or advanced academic program

Self-Reflection

Assess, examine and reflect on one's own academic skill, professional competence and personal beliefs and how these impact others.

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/objectives for the student in the following weeks? _____

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



MONTHLY TIMESHEET & TRAINER'S REPORT

Skills Training

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 areas 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: _____

Trainer's name (please print) _____

Address: _____

Trainer's signature _____

Occupational Skills Training
Phone: 971-722-6127
Email: ost@pcc.edu

2305 SE 82nd Avenue
MT Tabor Hall, Room 106
Portland, OR 97216
Fax: 971-722-6124