

Administrative Response to Program Review
Occupational Skills Training
14 May 2011

The Occupational Skills Training Program Review was presented in the Winter of 2011. We thank you for your efforts to create, maintain, improve, and expand this high quality program. OST may be one of PCC's best kept secrets and we encourage you to make sure that more people know about the opportunities for those in need of or who could benefit from on-the-job training opportunities supported by your dedicated staff.

You are complimented on your report and presentation, including the videos that made clear what OST is all about. We appreciate the background and history of the program's development. Those not involved in the day-to-day operations of OST's work are left with a more complete picture of what is involved.

This response is in four parts: 1) Commendations, 2) Suggestions/Observations, 3) Response to Recommendations made by the SAC and 4) Closing comments.

Commendations

- Creating well defined program outcomes
- Crafting a clear vision statement: "Set Goals, Learn Skills, Build a Future"
- Using the community as a classroom
- Revising the program to bring it into compliance with state rules
- Developing the program's Assessment Plan
- Mapping the Monthly Timesheet & Trainer's Report to the College's Core Outcomes
- Providing a program that caters to the unique needs of injured and displaced workers
- Developing an extensive network of counselors and employers around the state
- Nurturing partnerships with other PCC programs, including Career Pathways Certificates
- Maintaining support to students during individualized on-the-job training activities
- Impressive placement rate

Suggestions/Observations

With regards to areas identified as in need of improvement, see our comments in *italics*.

- Student reflection and feedback in the learning assessment process - *Enlist the help of someone on the Learning Assessment Council, e.g., Shirlee Geiger or Gabe Hunter-Bernstein.*
- Consistency of materials and tools used to monitor student outcomes - *As above, consider speaking with Gabe Hunter-Bernstein.*
- Use of technology - *Contact TSS support personnel for training opportunities, including 'over the shoulder' sessions.*
- Sustainability practices - *Contact Alex de Roode, the College's Sustainability Manager for guidance or referral to others.*
- Staff development opportunities - *Consider applying for funding through the College's Staff and Organizational Development program.*

Administrative Response to the SAC's Recommendations

Administrative responses to OST's recommendations are found in *italics* below.

- Implement OST learning assessment plan submitted in 2010. *We appreciate your commitment to doing so in the years ahead.*
- Increase opportunity for student reflection and feedback in the learning assessment process. *This will hopefully help students as they transition from injured or displaced workers to employees in new careers, and in life in general.*
- Review and revise materials and tools used to monitor student success to improve program consistency. *This, too, should help students in their transition between jobs.*
- Increase and refine use of technology available to help us be both responsive and sustainable in our practices. *We support this and again suggest that you engage TSS in helping you get where you need to be technologically-speaking.*
- Broaden staff development opportunities. *We support this as well and suggest again that you look to the College's Staff and Organizational Development program as one means of funding.*

- Restore general fund support for at least one of the positions lost in previous budget cuts of 2005. *Work with your Division Dean and Dean of Instruction on including this position in the campus's new initiative requests.*
- Replace the two existing OST vehicles with a single, fuel efficient vehicle for statewide travel to student training sites. *We understand that this has already been addressed.*

Closing Comments

We thank you for your efforts to continuously improve services provided to your students and for preparing a very thoughtful and well organized written Program Review report and presentation. You deserve to take great pride in the OST program.

Administrative Response submitted by Scott Huff on behalf of the Deans of Instruction:

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