



El Camino College

# Program Review

Contract Education

# Planning of Goals

## Goal Description

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### Goal Title

Sustainable Jobs and Vital Career Pathways for Southern California's Workforce

### Goal Description

Support Southern California's workforce with sustainable jobs and vital career pathways leading to upward mobility and wage regression for small and large businesses in El Camino College's service area and surrounding communities.

### Goal Status

In Progress

### Goal Cycle(s)

July 2024 - June 2028

## Goal Description

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### Goal Title

Regional and Statewide Collaboration with Key Stakeholders (i.e., California UpSkill California Community College's Collaborative, California Employment Training Panel (ETP), Chancellor's Workforce Development office, and DOL)

### Goal Description

Organize workforce development programs regionally to develop value-added partnerships to economize scarce resources, leverage partner program's core competencies and subject matter expertise, reduce administrative costs, and package and coordinate services based on specialization.

### Goal Status

In Progress

### Goal Cycle(s)

July 2024 - June 2028

## Goal Description

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### Goal Title

Data Tracking for Incumbent Worker Training and Identifying Industry Skill Gaps

### Goal Description

Support a culture that prioritizes data-informed decisions, measures outcomes, and focuses on industry and community needs.

### Goal Status

In Progress

### Goal Cycle(s)

July 2024 - June 2028

## Goal Description

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### Goal Title

Incumbent Workforce Development and UpSkill Training

### Goal Description

Support Southern California businesses by providing courses to upskill their workforce, allowing them to decrease costs, grow, remain competitive, and respond rapidly to sudden business climate changes.

### Goal Status

In Progress

### Goal Cycle(s)

July 2024 - June 2028

# Planning of Outcomes

## Outcome Description

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### Outcome Title

Incumbent Workforce Development UpSkill Training

### Outcome Description

Stakeholders will engage in upskill training through the college's California Employment Training Panel (ETP) grant or employer paid program, allowing businesses to grow and remain competitive, creating career pathways for incumbent workers that lead to upward mobility and wage regressions, and building on the region's skill base to promote economic development.

### Outcome Status

In Progress

### Outcome Cycle(s)

July 2024 - June 2028

### Actions needed to achieve outcome

Engage in ongoing employer recruitment at manufacturing trade shows, announcement of programs and courses through social media, implement newsletters, and solicit employers through email campaigns.

### Performance indicator/accomplishment

Number of participating employers and incumbent workers, courses taken, hours of participation, and wages above ETP's minimum hourly rates.

### Target

Serve 20 employers per year and 1,200 incumbent workers

## Outcome Description

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### Outcome Title

Regional and Statewide Collaboration with Key Stakeholders

### Outcome Description

Stakeholders will benefit from a robust network of regional and statewide community colleges:

- With Employment Training Panel (ETP) Multiple Employer Contractor (MEC) agreements and other key partnerships.
- That enables access to shared training resources, best practices, and specialized instructors.
- That participates in joint grant and funding opportunities.
- That expands specialized course offerings.
- That provides a comprehensive marketing resource kit.
- That provides the highest quality and value in training for business and industry needs.

### Outcome Status

In Progress

### Outcome Cycle(s)

July 2024 - June 2028

### Actions needed to achieve outcome

Form key partnership with the California UpSkill Community College Collaborative, the California Employment Training Panel (ETP), Chancellor's office of Workforce development, and Department of Labor.

### Performance indicator/accomplishment

Number of active partnership agreements formed.

### Target

A minimum of 1 partnerships developed annually among key stakeholders.

# Planning of Outcomes

## Outcome Description

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### Outcome Title

Data Tracking for Incumbent Worker Training and Identifying Industry Skill Gaps

### Outcome Description

Key stakeholders and decision makers will have access of real time data to make critical decisions and report outcomes.

### Outcome Status

In Progress

### Outcome Cycle(s)

July 2024 - June 2028

### Actions needed to achieve outcome

Input student names, student demographic data, starting and ending wages, company information, courses taken, and tracking information into the college's TrackPoint data system.

### Performance indicator/accomplishment

Development of various reports to track courses taken, identify skill gaps, wage progression, demographic data, identifying trends, and more.

### Target

Key reports are generated annually reporting the number of students and companies served, demographic data, wage information, and skill gaps identified. Reports are accesable by key statkehold in real time 24 hours a day, seven days a week, at any office location.

### Facilities & Equipment Assessment

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**What resources does the office/program currently have? Attach any documents in the next field.**

The Center for Customized Training through the El Camino College Business Training Center has access to four training rooms. However, 98% of all classes taught for industry are done at their location.

**What resources does the office/program need to better support the goals and outcomes? How will it help achieve office/program goals and outcomes? Attach any documents in the next field.**

The resources needed fall within the technology arena since 98% of the classes are taught at the industry site.

### Technology & Software Assessment

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**What resources does the office/program currently have? Attach any documents in the next field.**

1. The department has six modern computers for staff use.
2. TrackPoint, a high end tracking system developed by the contract education department with a consultants assistance. The software is now shared with four major colleges and will grow to six during the 2024/2025 fiscal year.
3. Access to four classrooms equipped with a computer, SmartBoard, audio/visual equipment, and two rooms equipped with cameras for distant delivery and ability to capture lectures.

**What resources does the office/program need to better support the goals and outcomes? How will it help achieve office/program goals and outcomes? Attach any documents in the next field.**

1. Contract Education at the Business Training Center need the following for their instructors:
  - a) Eight Apple I pads for the instructors. These I pads will assist the instructor in collecting student electronic signatures for official attendance rosters, applications, surveys, and more.
  - b) Eight portable projectors for the instructors to provide classes at the business site.
  - c) Eight laptop computers for the instructor's use in the field.
2. For marketing and sales, the department can utilize a licensed copy of Sales Force.
3. Access to Canvas for contract education online training programs.

### Staffing Assessment

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**What resources does the office/program currently have? Attach any documents in the next field.**

The department has the following full-time staff:

- a) Director
- b) Coordinator of California Employment Training Panel (ETP) programs
- c) Administrative Assistant
- d) Temp

The department has the following contracted positions:

## Planning of Resources

- a) IT support for TrackPoint and uploading tracking information into the ETP statewide data system
- b) Business recruiter -- recruits companies for participate in the program's ETP program, 3 days per week
- c) Shared marketing contractor with the dean of community advancement.

The department has access to students workers on occasions.

**What resources does the office/program need to better support the goals and outcomes? How will it help achieve office/program goals and outcomes? Attach any documents in the next field.**

The department is in desperate need for a full-time marketing position, business recruiter, and turn the temp position into a full-time position to focus on providing customer service activities for the classes taught (i.e., preparing course binders, generating training certificates, assist in generating class rosters, packaging and shipping training materials, printing instructor course materials, and more. All of these positions will eliminate the expensive use of contractors and help grow enrollment in contract education's courses.