

# Effectiveness Update

## Continuing Education Effectiveness Measures Report for Academic Year 2003 - 04



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### **PURPOSE**

The purpose of Continuing Education is to provide courses and training to all individuals who wish to improve their job, career, or personal skills.

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### **INTENDED OUTCOME**

1. Students who take continuing education courses will be satisfied with those courses.

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### **CRITERION**

1a. Based on data provided by the continuing education Program Evaluation forms, the mean overall course rating will be no lower than 4 on a scale of 1= lowest to 5= highest for 80% of all continuing education courses evaluated.

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### **RESULTS**

**This criterion was met.** Based on data provided by the Continuing Education office, over 98% of all continuing education courses offered in academic year 2003 - 04 achieved a mean overall course rating of at least 4 on a scale of 1 (lowest) to 5 (highest).

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### **DATA**

Overall Course Ratings for  
Continuing Education Courses Offered during Academic Year 2003-04

Overall Course Ratings	Number of Courses	Percent of Courses
3.0—3.9	7	2.1%
4.0—4.9	224	68.1%
5 (highest)	98	29.8%
Total*	329	100.0%

Source: Data provided by Workforce Continuing Education

**Continuing Education Report for 2003 - 04 (continued)**

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**INTENDED OUTCOME**

1. Students who take continuing education courses will be satisfied with those courses.

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**CRITERION**

1b. Based on data provided by the continuing education Program Evaluation forms, the mean rating of the item, "The content assisted me in achieving my personal objectives," will be no lower than 4 on a scale of 1= lowest to 5= highest for 80% of all continuing education courses evaluated.

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**RESULTS**

**This criterion was met.** Based on data provided by the Continuing Education office, over 98% of all continuing education courses offered in academic year 2002-03 achieved a mean course rating of at least 4 on a scale of 1 (lowest) to 5 (highest) for the item, "The content assisted me in achieving my personal objectives."

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**DATA**

Continuing Education Course Evaluation Ratings for  
Courses Offered during Academic Year 2003-04

"The content assisted me in achieving my personal objectives"		
Ratings	Number of Courses	Percent of Courses
3.0 - 3.9	6	1.8%
4.0 - 4.9	243	73.9%
5 (highest)	80	24.3%
Total	329	100.0%

Source: Data provided by Workforce Continuing Education

**Continuing Education Report for 2003 - 04 (continued)**

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**INTENDED OUTCOME**

2. Employers who contract for ACC Customized Training will be satisfied with the training their employees receive.

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**CRITERION**

2a. Based on data provided by the Customized Training Company Evaluation forms, the mean rating of the item, "The knowledge/skills acquired in the seminar will be valuable to our employees," will be no lower than 4 on a scale of 1= strongly disagree to 5= strongly agree.

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**RESULTS**

**This criterion was met.** Based on data provided by the Continuing Education office, 100% of all customized training courses offered in academic year 2002-03 achieved a mean rating of at least 4 on a scale of 1 (lowest) to 5 (highest) for the item, "The knowledge/skills acquired in the seminar will be valuable to our employees."

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**DATA**

Continuing Education Course Evaluation Ratings for  
Customized Training Classes Offered during Academic Year 2003-04

"The knowledge/skills acquired in the seminar will be valuable to our employees."		
Ratings	Number of Responses	Percent of Responses
4.0 - 4.9 (agree)	47	58.8%
5 (strongly agree)	33	41.3%
Total	80	100.0%

Source: Data provided by Workforce Continuing Education

**Continuing Education Report for 2003 - 04 (continued)**

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**INTENDED OUTCOME**

2. Employers who contract for ACC Customized Training will be satisfied with the training their employees receive.

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**CRITERION**

2b. Based on data provided by the Customized Training Company Evaluation forms, the mean rating of the item, "The seminar/course objectives were met" will be no lower than 4 on a scale of 1= strongly disagree to 5= strongly agree.

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**RESULTS**

**This criterion was met.** Based on data provided by the Continuing Education office, 99% of all customized training courses offered in academic year 2003 - 04 achieved a mean rating of at least 4 on a scale of 1 (lowest) to 5 (highest) for the item, "The seminar/course objectives were met."

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**DATA**

Continuing Education Course Evaluation Ratings for  
Customized Training Classes Offered during Academic Year 2003-04

"The seminar/course objectives were met"		
Ratings	Number of Responses	Percent of Courses
3.0 - 3.9 (average)	1	1.3%
4.0 - 4.9 (agree)	61	76.3%
5 (strongly agree)	18	22.5%
Total	80	100.0%

Source: Data provided by Workforce Continuing Education