

**Austin Community College
Continuing Education Programs Effectiveness Measures**

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	Assessment Criteria	Methodology
1. Students who take continuing education courses will be satisfied with those courses.	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.	1a. At the end of each fiscal year, ratings for the item, "Overall Rating of Course" will be averaged for each course (sum of ratings/total number of evaluations). The percentage of all courses receiving at least a mean (average) of 4 on this item will be calculated.
	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.	1b. At the end of each fiscal year, ratings for the item, "The content assisted me in achieving my personal objectives" will be averaged for each course (sum of ratings/total number of evaluations). The percentage of all courses receiving at least a mean (average) of 4 on this item will be calculated.
2. Employers who contract for ACC Customized Training will be satisfied with the training their employees receive.	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.	2a. At the end of each fiscal year, ratings for the item, "The knowledge/skills acquired in the seminar will be valuable to our employees" will be averaged (sum of ratings/total number of evaluations).
	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.	2b. At the end of each fiscal year, ratings for the item, "The seminar/course objectives were met " will be averaged (sum of ratings/total number of evaluations).
3. Students taking continuing education courses to meet licensure requirements will meet those requirements.	Based on data collected by the annual continuing education satisfaction survey, 80% of students reporting they took the continuing education course to meet licensure requirements will also report they met those requirements.	Each year the OIE will conduct a survey of students who have registered for continuing education classes. Results on the items related to this criterion will be tabulated, and percentages will be calculated.