



IEC STATUS UPDATE

Academic Year
2011/2012

Name of Program:
Date of last review:

Contract & Community Education
AY 09-10

Instructions:

- List the recommendation(s) made by the IEC committee as a result of your review (see review recommendations on IEC site).
- Provide an update on any progress you have made on the recommendation(s) since the review.
- Please provide data if available.

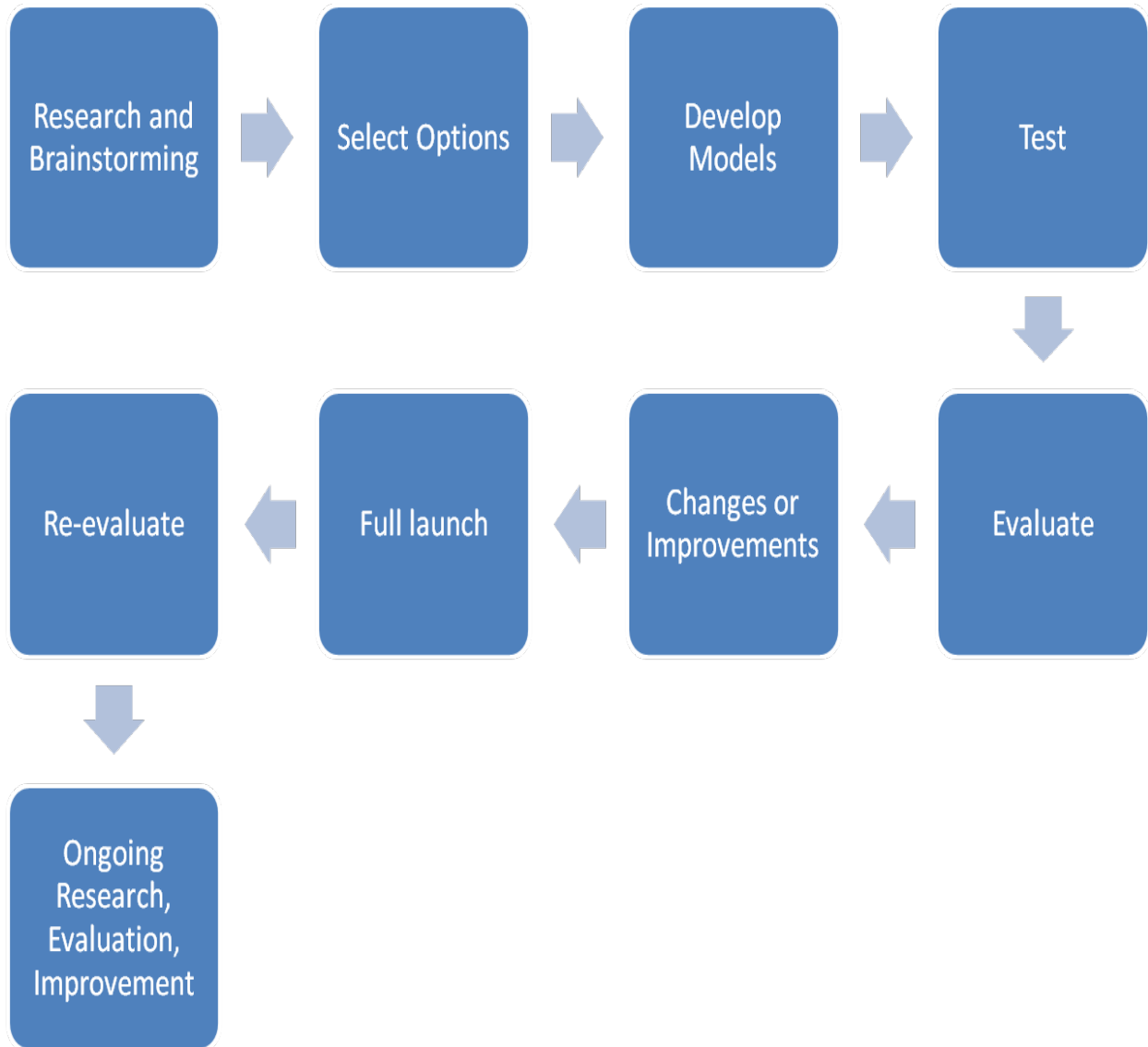
Recommendation:

Develop a comprehensive plan, based on identified community needs and gaps that will guide future programming

Progress:

Document created: see below.

PLANNING CHART



Contract and Community Education Planning Process

In response to the IEC’s recommendation that we “Develop a comprehensive plan, based on identified community needs and gaps that will guide future programming,” Contract and Community Education submits this document outlining our planning process.

The Contract and Community Education program uses the planning chart (previous page) and the processes below on an ongoing basis. The process can take anywhere from three months to twelve months. Research and brainstorming takes place on a weekly basis.

Research and Brainstorming:

- Review of data from the Centers of Excellence. Includes demographics, LMI and other pertinent information
- Review of statewide and nationwide Community Education and Workforce Development offerings
- Review of current student demographics and current trends in the Community Education program offerings
- Communication with local Chambers of Commerce, Economic Development Corporations and local businesses
- Emails and phone calls to specific programs to learn about programs of interest
- Contact with potential partners, vendors and instructors

Select Options:

- In-depth research of the courses, partners, vendors, instructors
- Review of legal requirements
- Review of profit sharing model
- Check references

Develop Models

- Look at formats (i.e. weeknights, weekends, hours per day)
- Determine optimum session or season to offer
- Set fees
- Determine marketing efforts

Test

- Offer first class(es)
- Market
- Work out kinks

Evaluate

- Evaluations administered throughout the program for satisfaction with office, instructor and instruction
- Review evaluations
- Make phone calls to students, partners, vendors, or instructors, as necessary, as a result of evaluation results

Changes or Improvements

- Work with partners, vendors and instructors to make necessary changes to program, curriculum or instructional methods
- Refine internal processes to address items revealed through evaluation
- Inform new or potential students of changes when necessary

Full Launch

- Add additional courses
- Branch out into additional subject matter
- Increase marketing efforts

Re-evaluate

- Evaluations administered throughout the program for satisfaction with office, instructor and instruction
- Review evaluations
- Make phone calls to students, partners, vendors or instructors, as necessary, as a result of evaluation results

Ongoing Research, Evaluation, Improvement

- Process continues for each class and program