

**Service Outcomes Assessment Follow-Up
2022-2023 Service Outcome (SO) Year End Reporting Form**

In response to SACSCOC 8.2, “The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results ...”

Name of Service: Workforce Continuing Education Services

Service Area – Customized Training Program

Outcome #1: The Customized Training Program will support growth potential to establishing and expanding business in the sectors it serves by offering training approved through NCWorks Customized Training Projects.

Action Items from Service Review:

Item #	Action Items: (Action item identified in the 2021-22 service review.)	Results / Use of Results: (Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)
1	Develop a new project to include OEM training (Assessed by: # of new projects approved that include OEM training)	Will continue to work this action item.
2	Plan Continuous Improvement Lean Tools events for Industries interested (Assessed by: # of individuals trained in the Continuous Improvement Lean Tools from the EOY reports)	Will continue to work this action item.

Baseline: 117 # (# of trainees served reported to NCCCS – 3 year avg; 2019-20, 2020-21,2021-22)
Standard: 118 # (.005% increase in baseline)
Target: 119 # (1% increase in baseline)

Year	Number of Trainees Served by 361 Funding
2018-19	314
2019-20	218
2020-21	51
2021-22	82
2022-23	96

Provide narrative for analysis of (number of trainees served). (How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)

During the 2022-23 fiscal year, training numbers once again began to increase due to the addition of multiple projects to the Customized Training Program. While companies were eager to begin training in the early part of the fiscal year, releasing personnel to take part in training events has been difficult when production numbers are low. To better serve the companies, the Customized Training Program continued to use the available

Online and Virtual platforms for the topics most commonly requested. With the inclusion of new projects and the announcement of other companies expanding their operations in Wayne County, I foresee the number of trainees increasing. Newly created CTP projects, company expansions, and new Industries in Wayne County will increase our chances of meeting our goal for the next fiscal year.

Michael has become a reliable resource for the companies he serves through the customized training program. He is fully capable of managing his projects with minimal supervision. His attention to detail and organization are his greatest strengths. When I speak to the regional director she praises his work and indicates everything is done accurately and on-time. I believe that if tasked with additional duties Michael would have no problem completing them which will be very beneficial with the anticipation of three additional economic development announcements coming this year.

I am excited to finally be back training inside the companies that serve Wayne County and providing the opportunities to employees to help increase their skills. I plan to continue working hard, dedicated to serving the Business and Industry employees of Wayne County with the most effective and engaging training available.

2023-2025 Action Items:

Item	Action Items (<i>What actions can be taken to increase the success of the outcome in your service unit?</i>)	Assessment of Action Items (<i>How will you assess the results of action items?</i>)
1	Create more awareness of training available	# of new employer partners
2	Plan Critical Thinking Lean Tool events for Industries interested	# of individuals trained from the EOY reports

Approvals

1. Using DocuSign (electronic signature), the Office of Institutional Effectiveness (IE) will review and approve the Program/Service Outcome Assessment when completed by the responsible program/service personnel.
2. Using DocuSign (electronic signature), appropriate Department Chair, Division Dean, Director, and/or AVP is asked to read and approve the Program/Service Outcome Assessment.

IE Acceptance / Date: Dorothy Moore 4/3/2024

Department Chair, Dean, Director, and/or VP / Date: Renita Dawson 4/4/2024