

Support Staff - business managers, administrative assistants, maintenance/janitorial staff, transportation, safety coordinator, etc.

1. How are procedures for regular performance evaluation and effectiveness of all administrative, faculty and support employees including a feedback process for each employee accomplished?

We have annual performance reviews using a standard GPTC form. That form includes:

1. Evaluation of performance
 2. Identification of objectives for new year
 3. Feedback – employees rate themselves, and then the rater reviews and gives a rating. The employee and rater then meet to discuss the evaluation and set goals for next year.
2. How do you ensure competent and knowledgeable administration, staff, and faculty selected, licensed, and qualified in their specific field?
 - a. Each job has a formal job description that is maintained by Leah Fultz. Required skills and certifications are annotated there and considered in application and interview process.
 - b. Where appropriate a skills demonstration is included in the interview process
 - c. In the BIS department, because we are not teaching HS students there are no “mandatory” certification or licenses required for trainer/instructors.
 - d. BIS Coordinators attend ODCTE certification training upon hire.
3. Are adequate records available identifying the professional development experiences of employees? (Examples: conferences, conventions, college courses, professional organization membership, in-services training, etc.)
 - a. Instructor Support Services maintain professional development records for all employees.
 - b. BIS instructors participate in “in-service” training, and other professional development as required.

4. How does workplace preparedness ensure for emergencies or disasters?
 - a. The department participates in emergency drills and training as required.
 - b. All employees are issued an Emergency Management Plan annually. Emergency Procedures are printed on back of employee identification.
 - c. Specific employees are assigned duties I the Emergency Management Plan.
 - d. Designated personnel carry or have access to two-way radios for communication during emergency.
 - e. Designated personnel have emergency “bug-out bags” for use as needed.

5. How does the institution adequately support the need of its employees in the areas of services, benefits, and policies?
 - a. All school policies are reviewed annually and approved by the school board.
 - b. Employees are provided an opportunity to review and comment prior to board approval.
 - c. The policy and procedure book includes a formal grievance procedure.
 - d. In addition to pay and fringe benefits the school provides:
 - i. Leave sharing policy
 - ii. Reduced lunch tickets

6. How does the institution determine the factors that affect employee and student well-being and satisfaction and do they account for diverse workforce?
 - a. GPTC hiring and promotion practices do consider race, gender, or other protected characteristic.
 - b. When advertising for employment we clearly indicate that we are an equal opportunity employer.
 - c. FACTORS FOR STUDENT SATISFACTION are included in the end of course performance evaluations that are completed at the end of each course. These evaluations are reviewed by training coordinators and provided to the employers of the BIS students. These include satisfaction with **Instructor, Materials, and Course.**
 - d. At the school level, the superintendent holds a periodic “soups on” event where employees may address any issue of interest.
 - e. At BIS level, we have an anonymous comments box and hold regular employee luncheons with opportunity to discuss issues.
 - f. There is also a grievance policy included in the Policy and Procedure

7. Are adequate funds make available for purchasing and replacing equipment, tools, materials and supplies in accordance with the institution's planning objectives and acceptable business and industry practices to ensure safe, qualify and effective career and technology education?
 - a. While budgets have been tight over the past few years we have had adequate funding to support training and the purchase of equipment needed for future needs.
 - b. Additionally in BIS, because we are contracted for services ... we have been able to include adequate budgets in training agreements.
 - c. Instructors are provided a CONSUMABLE BUDGET for classroom materials based on student load. This is managed in consultation with BIS Coordinators.

8. Is there an instructional **equipment inventory management plan** for maintaining equipment and replacing or disposing of obsolete equipment in place?
 - a. There is a school wide technology management plan thru the IT office.
 - b. Annually BIS Coordinators are tasked with identifying future needs for equipment, facility, personnel. This is provided as input to the BIS Director who participates in a school level prioritization process.
 - c. There is also an annual inventory of equipment on hand. Equipment is assigned to individual persons (inst, staff, admin) based primarily on the room number. These inventories are then provided to Glenda Covington in Bldg. 500 for adjustment.
 - d. All equipment that is purchased has an inventory sticker assigned by our purchasing department.
 - e. A separate inventory is maintained for equipment purchased by the ODCTE.
 - f. Obsolete or broken equipment is put into a public auction for disposal following approval for disposal. Process is in the P&P.

9. How does the institution ensure that equipment and supplies meet appropriate safety requirements, that safety features are in place and that safety instruction is planned, presented, demonstrated, and practiced by all staff?
 - a. The BIS department participates in annual in-service safety training.
 - b. The BIS depart participates in school wide drills.
 - c. The BIS department has conducts annual Hazard Assessment of training labs.

- d. All personnel participate in ONLINE safety training that is managed by the Instructional Support Department.
10. How does the institution ensure that physical facilities are adequately maintained as required for providing safe and quality instruction? How does the institution ensure that facilities are adequate to meet the needs of students with disabilities as well as providing for special needs?
- a. **Facility maintenance.** A custodian is assigned to the building fulltime. Students and instructors are also responsible for maintaining the training areas and reporting issues. When issues are identified, the Director of Facilities (Kent Ledford) is responsible for the dispatch of facility maintenance personnel.
 - b. **GPTC recognizes that this building has structural issues and is actively pursuing a solution. Funds have been budgeted at the school level for assessment of the structure**
 - c. The condition of the facility is included in Hazard Assessment.
11. How does the institution ensure that instructional and non-instructional areas are adequate?
- a. As issues are brought to the attention of the BIS leadership, they are passed along to the appropriate school level department.
 - b. Annually the leadership team addresses equipment and facility needs during the budgeting process for end of year funds and the next-year budget. Needs are prioritized at the school level.
12. What is the institution's current information about staying within budget and budget growth?
- a. BIS department spreadsheets of costs are maintained by Morgan and Lisa.
 - b. Instructors and Coordinators are involved in that you have a "consumable budget" that is located in the K drive. Budget management is a BIS Coordinator responsibility.
 - c. GPTC has strict rules for the purchase of goods and services. Our primary management tool is TRENDS.

Support Staff (2) - student services (counseling), communication & marketing, information technology, instructional coaches, academic center, testing proctors, financial aid, etc.

1. How do you assist students when they are initially pursuing or looking into a program such as evaluation of career aspirations, the objectives of the program, knowledge, skills, competencies they will learn, prerequisites, costs, materials/equipment they might need, length of program, financial aid available, etc.?
 - a. This question only marginally applies to BIS. We are primarily a “contract for service: department. We do not provide services to individual students. **Our customers are employers.**
 - b. We ensure that we are meeting the needs of the customer during the contracting process. **In consultation with the instructor** and the customer, developing of a course specification that includes learning outcomes and costs is the **responsibility of a BIS Coordinator.**
 - c. Every course we deliver (short term and long term) is **documented with an appropriate syllabus, course specification and training agreement.** These documents are prepared by the Coordinator and approved by the customer.

2. How do you help the student understand the relationship between program content and his/her plans?
 - a. During the conduct of instruction, there is close tie between the learning objectives established by the **customer/employer and the conduct of the course.** Students are advised of the course standards established by the customer. When required by the customer...results of learning assessment re provided to the customer.

3. How do you help the student during his/her enrollment in a program?
 - a. BIS enrollment is accomplished the first day of a course using a Participant Information Form and an attendance roster.

4. What records and date do you collect for each student?
 - a. PIF, Attendance Roster, Syllabus, Course Evaluation, and any required assessments are provided to the BIS Student Accounting Office (Cathy or Michelle) for entry into SONIS.

5. How do you evaluate the student's satisfaction with his/her educational experience?
 - a. A Course Evaluation sheet is completed by each student, reviewed by the appropriate coordinator and provided to the customer of the training.

6. How do you follow up with employers to determine their satisfaction with individuals they hired from the school's programs?
 - a. We follow up with the customer following training by sending course evaluation forms to the client and inviting comment or complaint.
 - b. We also seek feedback at advisory committee meeting.
 - c. We seek comment from clients during customer contact calls by coordinators. contact
 - d. We also maintain contact with customers thru a CONTACT CONTACT database.

7. How does the technology center communicate information with you? What type of information is communicated to you? Is this an effective means of communication?
 - a. Email messages
 - b. Weekly newsletter- Mini-mess
 - c. Soups On – Superintendent open door
 - d. Monthly BIS Luncheon – State of the State.
 - e. Face to face with supervisor.
 - f. Tech-Hub – Policy, Forms, calendars, DIY, etc.
 - g. GPTC Website and Mobile App.
 - h. CCTV in Hallways – announcements, daily lunch schedule
 - i. Monday All Staff Meetings

8. How do you ensure that printed materials and other media for communication to the public are presented in an accurate ethical manner?
 - a. GPTC has a very clear Copyright Policy that is included in the P&P on page 91.
 - b. Of course, this does not automatically mean that you need permission to use the work of others in some way for teaching.
 - i. Consider: 1. providing a URL or linking to a work is always an option. The copyright law never precludes you from linking to a copyrighted work on a legitimate web site.
 - ii. Applying classroom exception for audiovisual work. It is lawful to show a motion picture or other audiovisual work in the course of "face-to-face teaching activities" in a nonprofit educational institution, in a classroom or similar place devoted to instruction, if the copy of the audiovisual work being performed is a lawful copy. This exemption encompasses instructional activities relating to a

wide variety of subjects, but it does not include performances for recreation or entertainment purposes, even if there is cultural value or intellectual appeal. (USC, Title 17, Section 110)

- iii. Applying the “Fair Use” doctrine. Fair use allows limited use of copyrighted material without requiring prior permission from the copyright holder for “...purposes such as criticism, comment, news reporting, teaching (including multiple copies for classroom use), scholarship, or research” (USC, Title 17, Section 107).
- iv. If you are uncertain about the results of your analysis contact Instructional Services for assistance.

9. How does technology center gather feedback, positive and negative, from stakeholders? What is done with this feedback?

- a. Feedback is provided thru course evaluations. BIS Coordinators review course evaluations and corrective action is taken as needed.
- b. Feedback is collected during Advisory Committee meetings.
- c. Feedback from staff is collected during events described above (Soups On, State of State, Comment box, Grievance Process, etc.)
- d. Feedback is considered in all decision-making processes.

10. What is the institution’s current data that shows results in the areas of student learning such as grades, satisfactory completion, competencies completed, or improvement in knowledge and skills for students?

- a. For BIS... student records are recorded in SONIS. Achievement of learning objectives as prescribed in the syllabus are reflected in a final grade.
- b. For specific long term programs such as GY Maintenance student records will document pre-test, post-test, hands-on tests and final grades. Cathy maintains these.

11. What is the institution’s current information about attendance, dropout, and completion of programs/courses?

- a. BIS course attendance records are prepared by the instructor (sign in roster) and maintained by the BIS Student Accountability Secretary ... Cathy.
- b. Because we are doing contracted training we are not generally concerned with drop out and completion rates.

12. What is the institution's current information about new programs and program improvement?

- a. Our department is very much customer driven. In many ways, each course we teach is a "new or improved course" because it is based on a new contract.
- b. There are several specific initiatives right now:
 - i. We have received funds and constructed trainers to add a Siemens Drives segment to the GY Industrial Maintenance program.
 - ii. We are sending Larry Newsom to train the trainer for Visually Guided Vehicles.... Class for GY.
 - iii. In the past year, we developed and delivered a mold welding class for Henniges.
 - iv.

13. What are your current strengths and opportunities for improvement as related to your counselor responsibilities? Do you have a plan for pursuing changes and improvements?

- a. We do not have counselor responsibilities.