

Comprehensive Program Review Report



Program Review - Training Resource Center

Program Summary

2021-2022

Prepared by: Jorge Zegarra

What are the strengths of your area?: a) Training Satisfaction - The overall satisfaction of our trainings has been rated higher than 4.5 out of 5 in the last four years.

b) Growth - In the 2020-2021 fiscal year, the Training Resource Center served 281 employers and approximately 1,345 participants. A decrease in both metrics due to the COVID 19 pandemic, however the overall growth trend has been upward.

c) Ability to deliver customized and flexible training.

d) Funding available to help off-set employer/participant training costs. These are ETP contracts, food safety grant, Strong Workforce 5 funding and the partnership with Butte community college for the utility line clearance arborist training program

e) Excellent staff (Rose Lacey and Laure Garver) with average annual review scores higher than 4.2 that indicates their performance frequently exceeds expected standards.

f) Over 15 Subject Matter Expert Trainers.

What improvements are needed?: a) Focus on training courses that can provide a 55% gross profit margin or higher.

b) Access to additional grant funding sources

c) Development of new training courses

d) Increase the pool of Subject Matter Expert Trainers.

Describe any external opportunities or challenges.: Challenges:

a) The overall impact of a possible continuation of the COVID 19 pandemic

b) Continuation of training courses and/or services that don't provide sufficient return on investment, such as Community Education.

c) Competition from private training providers, other community colleges, and training associations

Opportunities:

a) TRC has the opportunity to be a leader in offering job skills training to businesses and industry.

b) TRC has an excellent opportunity to position itself as the local hub for food safety related trainings.

c) TRC has the opportunity to increase its ETP funding for subcontracting purposes

Overall SAO Achievement: The overall performance of the service area outcomes for 2020-2021 was somewhat mixed. The number of courses, employers served and participants have been increasing over time, but decreased in FY 2020-2021 due to COVID 19 training interruptions, cancellations and postponements. However, the quality of training courses have remained high (see SAO assessment findings) and we meet our financial targets.

Changes Based on SAO Achievement: We have identified three SAOs for the 2021-2022 fiscal year. These are training quality, training offerings and financial stability, which align with success, growth and sustainability. TRC needs to research and pursue additional funding sources via grants and/or partnerships with community colleges or other organizations to expand training offerings. TRC also needs to continue its focus on the delivery of higher profit margin trainings.

Outcome cycle evaluation: The Training Resource Center continues to show progress. With the exception of the impact due to COVID-19, the financial trends in the last few years have a moving in the right direction. It has grown in the last few years with a corresponding increase in the number of employers and participants served. It has also maintained a high level of customer satisfaction.

Action: 2021-2022 Utility Line Arborist Training

Program Review - Training Resource Center

Deliver at least 4 cohorts of the utility line clearance arborist training program in partnership with Butte Community College.

Leave Blank:

Implementation Timeline: 2021 - 2022

Leave Blank:

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Identify related course/program outcomes: SAOs: Training Quality, Training Offerings and Financial Stability.

Person(s) Responsible (Name and Position): Jorge Zegarra. TRC Director

Rationale (With supporting data):

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Link Actions to District Objectives

District Objectives: 2021-2025

District Objective 1.1 - The District will increase FTES 2% from 2021 to 2025.

Action: 2021-2022 New funding Sources

Identify 2 additional funding sources via contracts, grants and/or partnerships with community colleges or other organizations to expand training offerings.

Leave Blank:

Implementation Timeline: 2021 - 2022

Leave Blank:

Leave Blank:

Identify related course/program outcomes: SAOs: Training Offerings and Financial Stability.

Person(s) Responsible (Name and Position): Jorge Zegarra. Director

Rationale (With supporting data):

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Link Actions to District Objectives

District Objectives: 2021-2025

District Objective 1.1 - The District will increase FTES 2% from 2021 to 2025.

District Objective 4.1 - Increase the effective use of data and transparency in decision making at all institutional levels from 2021-2025.

District Objective 4.2 - Improve communication practices needed to support organizational effectiveness and continuous improvement across all District units and constituents from 2021-2025.

Action: 2021-2022 Maintain Training Quality

Maintain overall TRC training satisfaction above 4.0. This based on a training satisfaction scale of 1 (strongly disagree) to 5 (strongly agree) reported via training evaluations.

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Implementation Timeline: 2021 - 2022

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Identify related course/program outcomes: SAO: Training Quality

Person(s) Responsible (Name and Position): Jorge Zegarra. Director

Program Review - Training Resource Center

Rationale (With supporting data):

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Link Actions to District Objectives

District Objectives: 2021-2025

District Objective 1.1 - The District will increase FTES 2% from 2021 to 2025.

District Objective 4.1 - Increase the effective use of data and transparency in decision making at all institutional levels from 2021-2025.

Action: 2020-2021 Strong Workforce Program

Identify and propose short-term workforce training that focus on economic recovery and job placement as well as reskilling and upskilling of individuals as part the Strong Workforce Program.

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Implementation Timeline: 2020 - 2021

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Identify related course/program outcomes: SAOs: Financial stability and Training offerings

Person(s) Responsible (Name and Position): Jorge Zegarra

Rationale (With supporting data):

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Update on Action

Updates

Update Year: 2021-2022

08/30/2021

Status: Action Completed

Three training programs were identified and training delivery initiated. These are, Restorative Nursing Assistant (RNA), Hybrid Electric Alternative Fuel Vehicles Technology L3 and Distribution Center Workplace Skills. As of August 30,2021 we have completed 2 RNA classes, we have started the first Hybrid Electric Alternative Fuel Vehicles class and completed one Distribution Center Workplace Skills. As demand for forklift operator skills increased we have shifted the funds from the Distribution Center Workplace Skills to a Forklift operator training. Two forklift operator classes are scheduled in September 2021. One was completed Sep 8 and 9. The other will take place Sep 22 and 23.

Impact on District Objectives/Unit Outcomes (Not Required):

Related Documents:

[TRC Comprehensive PR 2020-2021 - Final.pdf](#)

[TRC Annual Update 2020-2021 Final rev2.pdf](#)

Link Actions to District Objectives

District Objectives: 2018-2021

District Objective 4.1 - Increase the use of data for decision-making at the District and department/unit level

District Objective 4.2 - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents

Program Review - Training Resource Center

Action: 2021-2022 Students served

Increase the percentage of participants attending TRC trainings by 2% from 2021-2025.

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Implementation Timeline: 2021 - 2022

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Identify related course/program outcomes: SAOs: Training Offerings and Financial Stability

Person(s) Responsible (Name and Position): Jorge Zegarra, Director

Rationale (With supporting data):

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Link Actions to District Objectives

District Objectives: 2021-2025

District Objective 1.1 - The District will increase FTES 2% from 2021 to 2025.

District Objective 4.1 - Increase the effective use of data and transparency in decision making at all institutional levels from 2021-2025.

Action: 2020-2021 Funding Sources

Identify 3 additional funding sources via contracts, grants and/or partnerships with community colleges or other organizations to expand training offerings.

Leave Blank:

Implementation Timeline: 2020 - 2021

Leave Blank:

Leave Blank:

Identify related course/program outcomes: SAOs: Financial stability and Training offerings

Person(s) Responsible (Name and Position): Jorge Zegarra

Rationale (With supporting data):

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Update on Action

Updates

Update Year: 2021-2022

08/30/2021

Status: Action Completed

The Training Resource Center was awarded two food safety grants in 2020, one by the US Department of agriculture (USDA) and the other by the California Department of Food and agriculture (CDFA). We also obtained a new contract for the utility line clearance arborist program, in partnership with Butte community college.

Impact on District Objectives/Unit Outcomes (Not Required):

Related Documents:

[TRC Comprehensive PR 2020-2021 - Final.pdf](#)

[TRC Annual Update 2020-2021 Final rev2.pdf](#)

Link Actions to District Objectives

Program Review - Training Resource Center

District Objectives: 2018-2021

District Objective 4.1 - Increase the use of data for decision-making at the District and department/unit level

District Objective 4.2 - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents

Action: 2020-2021 High profit margin training courses

Identify, pursue and focus in delivering high profit margin training courses. This may mean the discontinuation of some training courses that do not provide the necessary return on investment.

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Implementation Timeline: 2020 - 2021

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Identify related course/program outcomes: SAOs: Financial stability

Person(s) Responsible (Name and Position): Jorge Zegarra

Rationale (With supporting data):

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Update on Action

Updates

Update Year: 2021-2022

08/30/2021

Status: Continue Action Next Year

We continue to pursue high profit margin training courses. Example of some of our high margin training courses include contracts in 2020-2021 with Setton Pistachios of Terra Bella, Turning Point of Central California, Moonlight Ag and Vanguard Ag, City of Hanford and Tulare County Probation. We are considering the discontinuation of support for some community education courses such as adult and children's sewing classes, which do not cover cost.

Impact on District Objectives/Unit Outcomes (Not Required):

Related Documents:

[TRC Comprehensive PR 2020-2021 - Final.pdf](#)

Link Actions to District Objectives

District Objectives: 2018-2021

District Objective 4.1 - Increase the use of data for decision-making at the District and department/unit level

District Objective 4.2 - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents