

Perkins Committee Meeting Notes

Date: February 10th, 2022

2:00-4:00pm

Meeting objectives:

- Complete the Comprehensive Local Needs Assessment: Part 2&3-Retention and Completion

1. Introductions and recap from prior meeting (10mins)

- a. Trivia Poll
 - i. What percentage of students achieved a non-credit workforce milestone in 2018-19?
 1. Answer: 78%
- b. Did you know?
 - i. SDCCE currently has...
 1. In 2019-2020 78% of students achieved a non-credit workforce milestone
 2. This is up from 52% in 2011
 3. The statewide average in 2019-2020 is 65%

c. Quick refresh on requirements and context

- i. Draft CLNA and findings (coming soon)

- ii. Data Plan: [Perkins Committee Data Plan - Google Docs](#)

d. Meeting Jamboard: [Career Education Jamboard Part 2 - Google Jamboard](#)

2. Our experience as customers (50mins)

- a. Activity prompt:
 - i. Visit your favorite establishment (in-person or online) and consider a few prompts...
 1. Why did you come to this establishment?
 2. Why did you stay or come back?
 3. How did you feel during this interaction?
 4. What did you take away from your experience?

b. Key findings and observations **noted**

The exercise was to look at a customer experience that you see in your own lives.
There were several themes from participants that were drawn out and have been captured below.

- i. Theme 1 – Reliability (of service, of product, of people)
 - Many of our examples revolved around continuing to go somewhere because of the experience we knew we would receive.
- ii. Theme 2 – Responsiveness
 - Consistently providing the right solution in a timely fashion in a manner that holds value for the customer.
- iii. Theme 3 – Assurance
 - Provides the consumer with the overall assurance that they have made the right decision in choosing to interact with your organization (system example)
- iv. Theme 4 – Empathy

Commented [AB1]: Cassandra add key themes

- Understands how a customer may feel in a given situation and is able to show that in the interaction.

The other takeaway that we uncovered in our discussion is that the product was secondary to our experience. It was not the sole reason why we made the decision to become a customer, and it was not the sole reason why we did or did not go back.

3. Career Education PD opportunities (*5mins*)
4. SDCCE Enrollment Management Dashboard Demo (*20mins*)
 - a. Link: [CE EMD dashboard link](#)
5. Open Q & A on Enrollment Dashboard (*20mins*)
6. Other data and resources (*10mins*)
 - a. Equity Dashboard
7. Next steps
 - a. Get ready for our last section on March 10th, Alignment to the Local Labor Market!
 - b. Sign up for the WBL Professional Development by February 18th
 - c. Perkins data office hours: Enrollment Management Dashboard (*March 1st at 2:30pm*)