MISSISSIPPI CORRIDOR CONSORTIUM

BEGIN WITH THE END IN MIND

East Mississippi Community College

Itawamba Community College   2004

Northeast Mississippi Community College

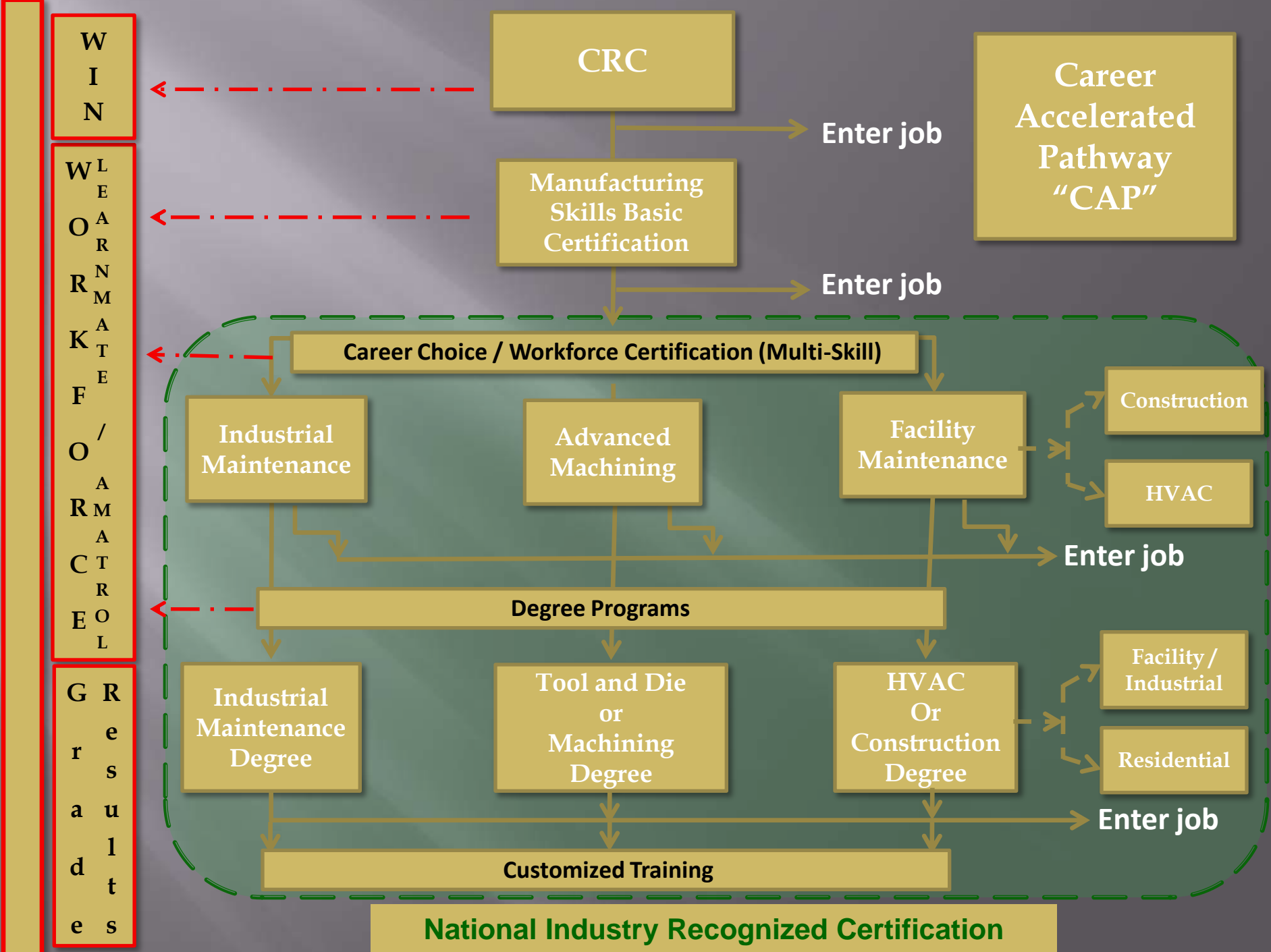Northwest Mississippi Community College

www.mscorridorconsortium.com

Employer Interaction
Servant Leadership
Innovation
Communication

Are Services of Value?

1) Skill training for individuals
2) Contract Customize training for employers
3) GED and Basic Skills training
4) Worker Screening and Referral
5) Career paths and stackable credentials
6) Career Readiness Certificate
7) Hybrid classes/Online training
8) Assessment Centers with Data Management
9) Grant Training Funds Service for Companies

Project Management

	Goal	Actual	% Achieved	Score			
						0% - 10% = 0	
						11% - 25% = 1	
Name: ICC/DECS-Team Member		Project Year:	FY12			26% - 50% = 2	
						51% - 75% = 3	
						76% - 100% = 4	
# of Interactions with Unique companies (Personal visits or meetings keyed into Salesforce each Friday)	110	11	10%	0		>110% = 5	
Targeted mail-outs or e-mail marketing efforts (retain sample and distribution list)	8	5	63%	3			
# of Projects with Unique companies	35	8	23%	1		MEP Surveys (number requested compared to number of responses with minimum	
Served a minimum of 6 new companies (Workforce project, C2C, Valpar, consulting)	6	2	33%	2		Surveys Requested	Survey Responses with minimum $1,000 impact
# of ICC staff provided training classes (chart class title, hours, company, instructor)	70	43	61%	3		2	2
Training Hours - (chart class title, hours, company)	60	29.5	49%	2			
Total Workforce Project funding level (Reimbursed)	$650,000	$0.00	0%	0		MEP Survey Score	
NETWORKING - Attendance to or participation in community, public events, speaking engagements (chart event and date attended)	12	4	33%	2		100%	
Partnership projects - with community or consortium partner, trade association, or internal department/divisions	4	3	75%	3	MEP SCORE=	5	
Personal Monitoring of Projects (Minimum one visit per project - chart class, instructor, and date)	35	5	14%	1			
Job Analysis (chart companies served and job titles analyzed)	6		0%	0			
At least 2 customers using Valpar	2	1	50%	2			
At least 3 new companies using CRC/Work Keys testing	3	1	33%	2			
At least 3 companies using MSBC	2	1	50%	2			
Customer Companies Survey (using Likert scale)- Customers rating ICC staff on service items mid-year and year end	3	0		0			
MEP Score	100%	0%	0%	5			
			Total Score:	23.00			
			Total Possible	80			
			Average Score	1.44			

Scorecard / Required Charting / PM Notes

Have a Plan with Smart Goals

		Goal	Actual	% Achieved	Score	
	Name: ICC/DECS-Team Trainer			Project Year:	FY12	0% - 10% = 0
						11% - 25% = 1
						26% - 50% = 2
						51% - 75% = 3
						76% - 100% = 4
	# of Interactions with Unique companies (Chart company vists and project manager interactions)	24	10	42%	2	>110% = 5
	Visits to all Consortium districts/companies (Chart college and company visited)	12	0	0%	0	
	# of Training Hours (Chart classes, college, company, hours)	400	103	26%	2	
	Serve a minimum of 4 new companies (Training, Valpar, consulting)	4	3	75%	3	
	NETWORKING - Attendance to or participation in community, public events, speaking engagements (chart event and date attended)	12	1	8%	0	
	Partnership projects - with community or consortium partner, trade association, or internal department/divisions	4	1	25%	1	
	Present staff development topic to Workforce Team	2	0	0%	0	
	Job Analysis (chart companies served and job titles analyzed)	4	1	25%	1	
	Customer Companies Survey - rating ICC staff on service items mid-year and year end (Average Score)	3	0		0	
	Follow-up with companies after training or consulting event	100%	0%	0%	5	
				Total Score:	9.00	
				Total Possible	50	
				Average Score	0.90	

Follow-up with companies after training or consulting		
Training/Consulting Events	Follow-up Contacts	
1	1	
	100%	
SCORE=	5	
<75% = 0		
75% = 3		
100% = 5		

Scorecard | Required Charting | Trainer Notes

Partnerships Develop Over Time

Begin Developing Them BEFORE They Are Needed.

Staff Development

Don't spend your time stomping out ants when elephants are coming over the wall.
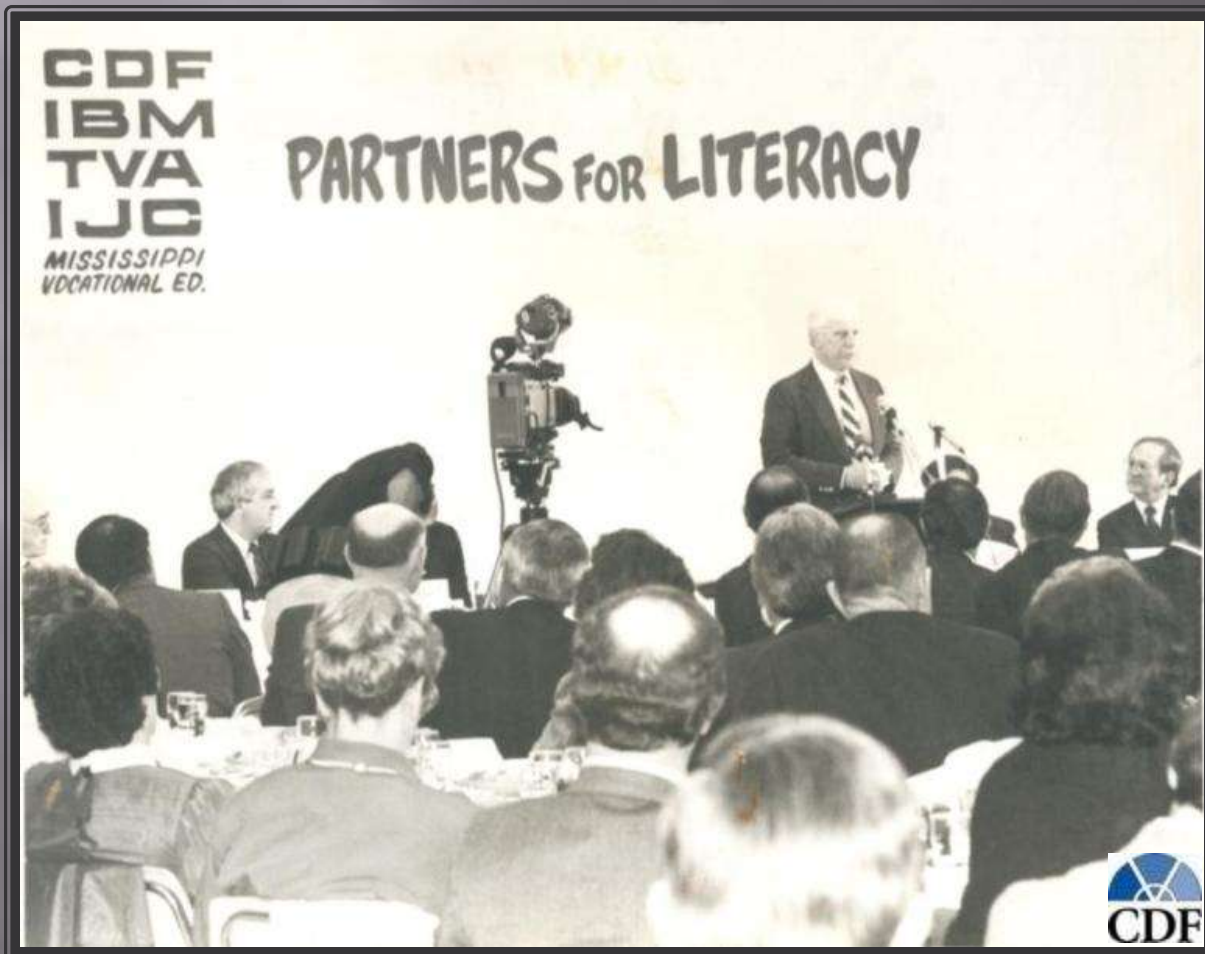
Not just how we do something …..but why we do it.

Customer Driven with Great Service

- "Customer Satisfaction" to "Customer Success"

  "……….Are customers' bottom lines really benefiting from what we provide them?"

  Bob Nardelli, GE Power Systems