

Agency Mission: To contribute leadership and resources to increase the skills, knowledge, and career opportunities of Oregonians.

KPM #10	BITS COMPANY SATISFACTION Percent of companies ranking training they received through community college Business and Industry Training System (BITS) as good or better	Measure since: 2001
Goal	Goal 2: Oregon's workforce is well-trained and has access to a wide variety of training programs	
Oregon Context	OBM 29: Labor force skills training	
Data source	BITS survey data	
Owner	CCWD Research, 503-378-8648	

1. OUR STRATEGY

CCWD partners with community colleges to promote the Business and Industry Training System (BITS) as an important resource to provide workforce training to employees and businesses and foster closer ties between community colleges and Oregon's business community. The Department also provides BITS providers with technical assistance for obtaining regional and statewide grants.

2. ABOUT THE TARGETS

Targets for 2007 through 2009 are maintained at 95%. Higher is better.

3. HOW WE ARE DOING

In 2005, 96.7% of employers rated BITS trainings a 4 or better out of 5. Performance on this measure has remained very high since its introduction.

4. HOW WE COMPARE

There are no comparative data available for this measure.

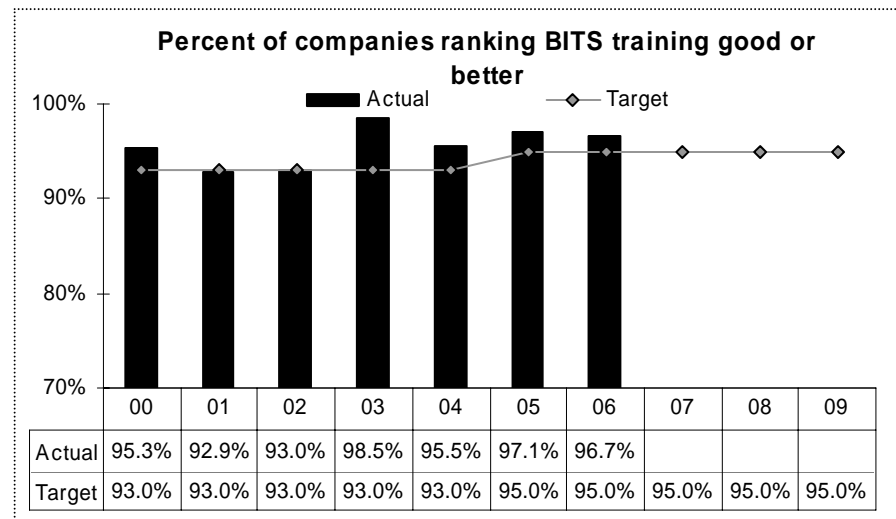
5. FACTORS AFFECTING RESULTS

There are no known factors affecting performance for 2005-06.

6. WHAT NEEDS TO BE DONE

Employer responses indicate they continue to value the trainings they receive through BITS. However, the number of trainings conducted through BITS dropped from a high of over 3,400 in 2000 to just over 1,850 in 2006. To ensure BITS continues to improve the quality and skills of Oregon's workforce, CCWD will work with BITS staff to identify strategies to increase the number of employees receiving training through BITS without sacrificing employer satisfaction. Towards this end, CCWD will work to foster greater collaboration among BITS providers, especially within each provider's own region, and between BITS providers and Oregon's businesses.

7. ABOUT THE DATA



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Reporting cycle: Oregon fiscal year. Businesses are contacted by community colleges to obtain employers' satisfaction ratings with community college training programs. A rating of 4 or 5 indicates good or better on a scale of 1 to 5.