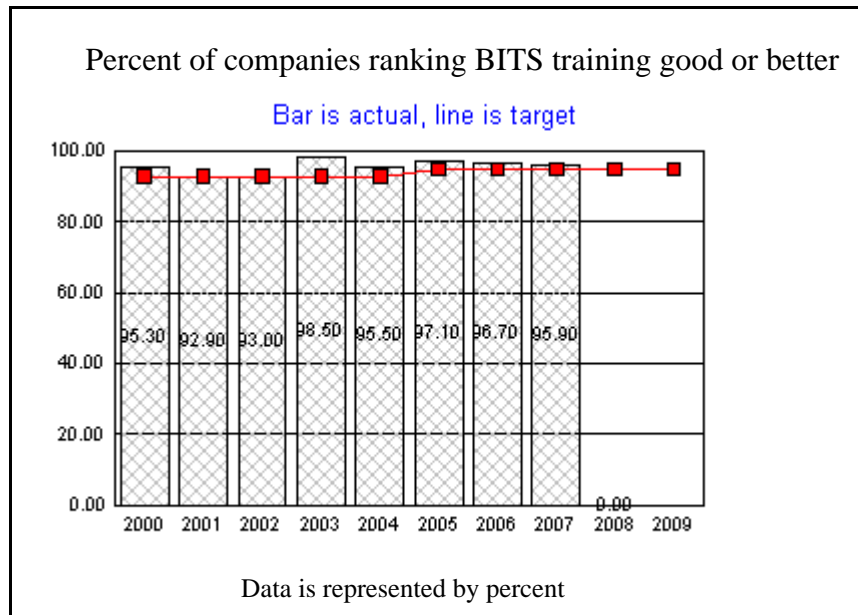


<b>KPM #10</b>	BITS COMPANY SATISFACTION – Percent of companies ranking training they received through community college Business and Industry Training System (BITS) as good or better.	2001
<b>Goal</b>	Goal 2: Oregon’s workforce is well-trained and has access to a wide variety of training programs	
<b>Oregon Context</b>	OBM 29: Labor force skills training	
<b>Data Source</b>	BITS survey data	
<b>Owner</b>	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 2007 95.9% 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 2006-07

## **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 1,536 in 2007. 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**

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.