

**Palo Alto College
College Procedure**

Procedure Number: I 9.0
Procedure Title: Evaluation of Corporate and Community Education Courses
Relevant Board Policy:
Originating Unit: Corporate and Community Education Division
Maintenance Unit: Dean of Corporate and Community Education

- I. Purpose: To outline a process for the evaluation of each course offered by the Palo Alto College Corporate and Community Education (CCE) Division for the purpose of improving and refining course offering, recording student comments regarding each course, its curriculum, class location, instructor, and future course offerings.

II. Procedure Statements:

A. Student Surveys:

1. Program Managers will provide sufficient copies of the Student Survey form in the instructor's packet for each class.
2. Instructors will distribute the survey to students during the last session of each Course.
3. Students will complete the student survey using pen, pencil or online (when available and appropriate).
4. Survey forms will be collected by a student volunteer and returned to the CCE office.
5. The survey will request student responses regarding the quality of course content, instruction, facilities, the overall rating of the course, and any other comments stated by the students.
6. The survey responses will be compiled and reviewed by Program Managers for each course. Each Program Manager will document the results, review the survey report with the instructor, and discuss possible course improvement strategies.
7. The Program Manager will submit each survey to the CCE Records and Reports Technician for inclusion in the corresponding course folder.

B. Employer/Partner Surveys:

1. Two weeks after the corporate training has ended, the Program Manager will provide a satisfaction survey to the Employer/Partner liaison who requested or monitored the training.
2. The liaison (or their designee) will complete the Employer/Partner survey using pen, pencil or online (when available and appropriate).
3. The survey form will be returned to the responsible Program Manager upon its completion.
4. The survey will request Employer/Partner responses regarding the alignment of course outcomes to the corporate training needs, whether the training strengthen/better prepared the individuals for their current job, instruction, overall satisfaction with the course, and any other comments the employer/partner may have.
5. The survey responses will be compiled and reviewed by Program Managers for each course. Each Program Manager will document the results, review the survey report with the instructor, and discuss possible course improvement strategies.
6. The Program Manager will submit each survey to the CCE Records and Reports Technician for inclusion in the corresponding course folder.

Issued: July 5, 2000

Dean of Corporate & Community
Education

Updated: February 04, 2015

Approved: (signed: Dr. Mike Flores)