Student Learning Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

SLO 6: Screen software
(for the blind) computer skills with the use of screen software (JAWS)

Related Measures

M 12: Post test scores
Post test scores on department examination.
Source of Evidence: Administrative measure - other
Target: 80% will score at 'satisfactory' or above on the rubric.

SLO 7: Self-Employment Training
Self-Employment Training

Related Measures

M 13: Business plans
Completion of Business plans
Source of Evidence: Administrative measure - other
Target: 50% completion rate

SLO 8: DOTD employee training
DOTD employee training

Related Measures

M 14: Classes scheduled
Classes scheduled by DOTD and completed by TRAC Staff
Source of Evidence: Administrative measure - other
Target: 100%

Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

O/O 1: Leading-edge services
TRAC seeks to continue providing leading-edge services to clients with disabilities in the area of assistive technology.

Related Measures

M 1: Professional certifications
Staff to maintain professional certificates/licences, attend professional trainings workshops.
Source of Evidence: Administrative measure - other
Target: Staff Professional training: 100% achievement required to maintain certifications

M 2: Customers' need
Determine consumers' needs via focus groups, surveys
Source of Evidence: Focus groups
Target: 100 %

M 3: Satisfaction surveys - Consumers' trainings
Satisfaction surveys administered after consumers' trainings
Source of Evidence: Client satisfaction survey (student, faculty)
Target: On going with each workshop and trainings

O/O 2: Maintain and expand
TRAC to maintain and expand ExcEL self-employment training program to include Customer Service and Business Technology workshops

Related Measures

M 4: Evaluation
Evaluation determined by reviewing with LRS and achieving approval.
Source of Evidence: Evaluations

**Target:**
50% achieved by December 2012 (first two workshop conducted)

**M 5: Satisfaction survey - Workshop**
Satisfaction survey administered after workshop
Source of Evidence: Client satisfaction survey (student, faculty)

**Target:**
50% achieved by June 30, 2013

**O/O 3: Services to other agencies**
Provide services to other agencies, companies, etc. Obtain Course Choice approval to provide course for La. DOE to VI students. Offer customer service training for Dept. Health and Hospitals (DHH)

**Related Measures**

**M 6: Application for the Course Choice**
Completion of application for the Course Choice for La. Dept of Education.
Source of Evidence: Administrative measure - other

**Target:**
To be 100% complete

**M 7: Application for Customer Service RFP**
Completion of application for Customer Service RFP for Jefferson Parish
Source of Evidence: Administrative measure - other

**Target:**
100% complete

**M 8: Meeting with managers**
Meeting with managers of the UNO contract with DHH to determine needs
Source of Evidence: Administrative measure - other

**Target:**
Meeting complete

**O/O 4: Marketing**
Marketing

**Related Measures**

**M 9: Presentations**
Conduct Presentations at /for: Slidell Rotary Club, Slidell HR Seminar for National Disability Employment Month, La. Association for Rehab. Professionals, ATIA conference in Florida, and Utilize Social Media to advertise programs/computer classes
Source of Evidence: Administrative measure - other

**Target:**
100% complete

**O/O 5: Service Contracts**

**Related Measures**

**M 10: Contract - LRS**
Review with LRS, prepare and submit contract
Source of Evidence: Administrative measure - other

**Target:**
100% complete

**M 11: Contract - DOTD**
Review with DOTD, prepare and submit contract
Source of Evidence: Administrative measure - other

**Target:**
100% complete