Evaluation of the SCVRD Information Technology Training Center 

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## Introduction

Since 1984, the South Carolina Vocational Rehabilitation department (SCVRD) has operated an Information Technology Training Center (ITTC) to prepare qualified consumers for careers in IT. This capstone project was designed to evaluate the effectiveness of the program in delivering training that leads to competitive, integrated employment outcomes in occupations related to the training received (e.g., Business Application Plus, Computer Aided Drafting, network and server support).

## Evaluation Questions

1. What ITTC courses are leading to Successful Employment Outcomes (SEOs) related to the training?
2. How do participant outcomes compare to outcomes of non-participant consumers with the same or similar vocational objectives?
3. What are the ITTC program’s costs per consumer served? How does this cost compare to the cost for non-participant consumers?

## Methods

### Non-Experimental Design

* Quantitative analysis of existing program data
* Calculation of average cost per consumer served for ITTC vs. general program

Program Participants**:** 114 consumers trained by ITTC during state fiscal years 2016-18

* Target group of 55 participants whose courses had ended and cases were closed by 2-28-19
* 33 (60%) had post-secondary education at application

Comparative Sample: 2,150 agency consumers not served by the ITTC but who had vocational objectives in common with program participants and whose cases closed during the study period (58% had post-secondary education at application)

### Procedures:

* Service delivery and case outcomes data queried from Case Management System
* Program participant enrollment, discharge and certifications data extracted from program records logged in Excel spreadsheets
* Consumers served expenditures data provided by fiscal staff from agency accounting system

## Results

* Business Applications Plus (shortest duration) lead to the most Successful Employment Outcomes (SEOs: 13) and the highest proportion of SEOs related to the training (84.6%). Programming (longest duration) produced the highest rehabilitation rate (66.7%).
* Average hourly wage at closure for ITTC participants was higher than wages for members of comparative sample with same occupation, but lower than prevailing wage for those occupations in general workforce (experienced workers).
* Expenditures for ITTC consumers was, on average, 4.84 times those for consumers served in the general program.

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| --- | --- | --- | --- | --- | --- |
| **Measure** **(July 1, 2015 – June 30, 2018)** | **Total** | **Programming** | **CAD** | **NSS** | **BAP** |
| **CONSUMERS SERVED** |
| Total Capacity to Serve (Aggregate # of Seats) | **122** | 18 | 40 | 24 | 40 |
| Number Enrolled (Aggregate) | **114** | 16 | 36 | 25 | 37 |
| Percentage of Capacity Served | **93.4%** | 88.9% | 90.0% | 104.2% | 92.5% |
| **COMPLETION** |
| # Completed Training Course | **66** | 8 | 18 | 11 | 29 |
| # Did not Complete | **39** | 8 | 9 | 14 | 8 |
| Course not yet ended | **9** | 0 | 9 | 0 | 0 |
| Completion % | **62.9%** | 50.0% | 66.7% | 44.0% | 78.4% |
| Completers as a Percentage of Capacity | **57.9%** | 44.4% | 56.3% | 45.8% | 72.5% |
| **CREDENTIALS** |
| # Certifications Earned | **67** | 0 | 34 | 33 | 0 |
| # Consumers who Earned Certification(s) | **38** | 0 | 22 | 16 | 0 |

## OUTCOMES

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Measure** **(July 1, 2015 – June 30, 2018)** | **Total** | **Programming** | **CAD** | **NSS** | **BAP** | **Comparative Sample** | **ALL SC VRD** |
| Cases Closed | 55 | 9 | 18 | 6 | 22 | 2,149 | 33, 584 |
| SEO’s (26 Closures) | 32 | 6 | 10 | 3 | 13 | 1,085 | 20,158 |
| Rehab Rate | 58.2% | 66.7% | 55.6% | 50.0% | 59.1% | 50.5% | 56.6% |
| % SOC Related to Training  | 68.8% | 33.3% | 70.0% | 66.7% | 84.6% | N/A | N/A |
| Avg Weekly Hours at Closure | 36.6 | 35.3 | 38.5 | 36.7 | 35.7 | 34.6 | 35.0 |
| Avg Hourly Wage at Closure | $13.58 | $10.87 | $14.69 | $15.60 | $13.97 | $13.02 | $13.31 |

## Implications for Practice or Future Research

* Data collection on previous IT experience and training needed to strengthen analysis of outcomes data
* Consideration of alternatives to direct provision of IT training warranted (e.g., sponsoring training via technical colleges)

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