

Job Skills Standards Validation

Leadership Academy

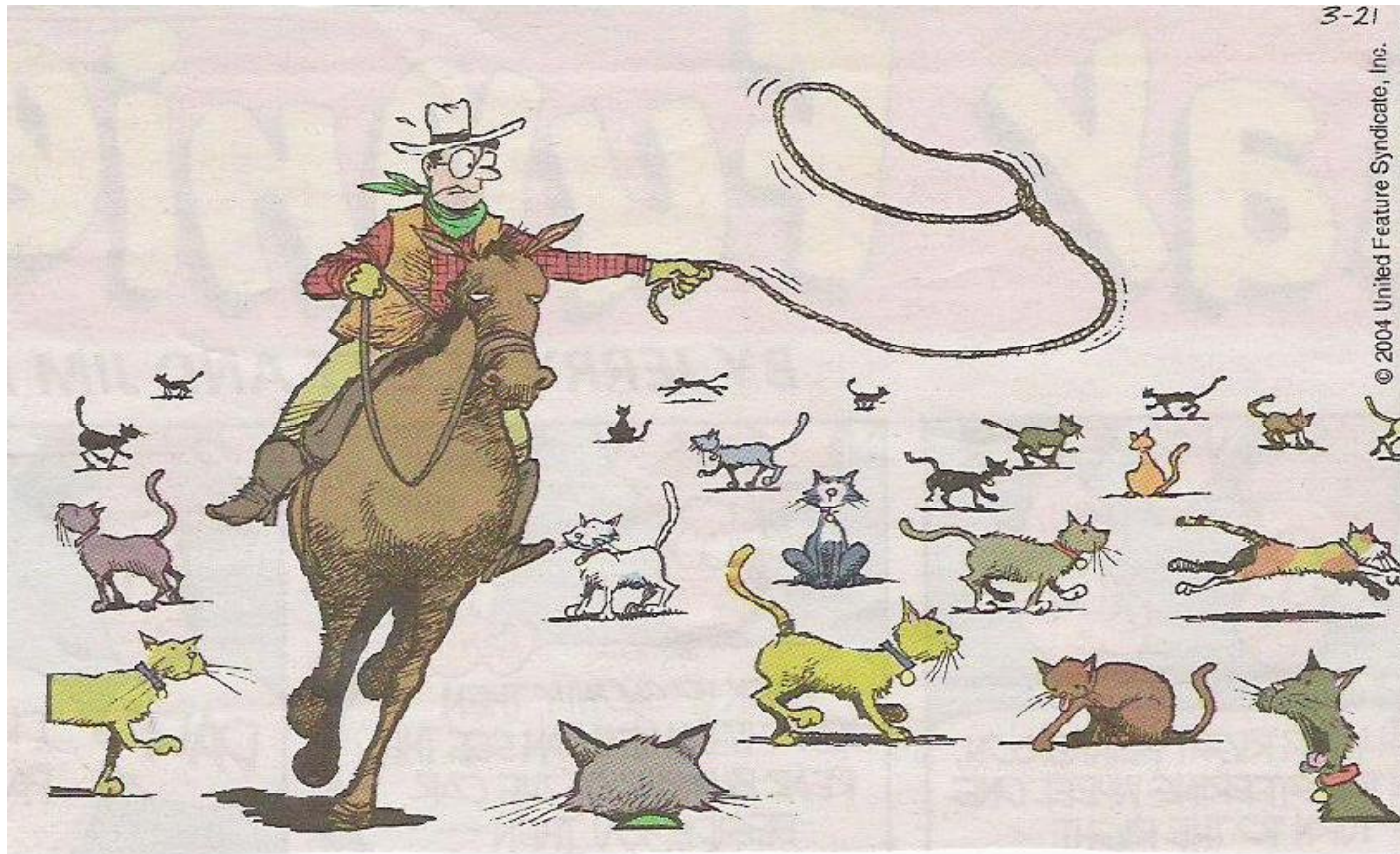
Working Connections 2017

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Two worlds that work together



Working with businesses and faculty is sometimes like:



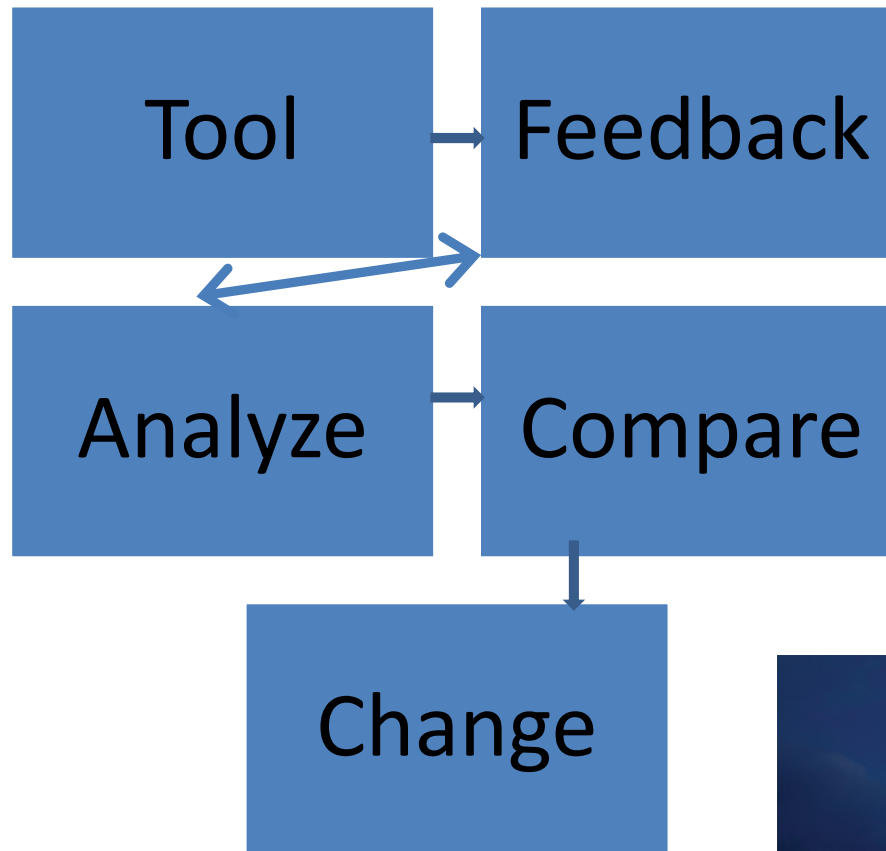
Tools make this process fun!

Notes on the gentle art of herding cats

- 1. Cats don't like to be herded
(in fact, you can't really herd cats)*
 - 2. Cats prefer to herd themselves*
 - 3. Cats understand that they sometimes
need to be herded (that doesn't make them
any easier to herd)*
 - 4. Cats don't like being reminded that
they are being herded*
 - 5. Harsh herding has negative consequences*
 - 6. Herd gently, but firmly, with affection
or fish as a reward*
- Remember, you are a cat, too
we all need herding, at one time or another*

The KSA Process –

framework for getting critical information



Skills businesses want

- KSA process determines skills expected of entry-level employees
- KSA process gets feedback from businesses
- *Consensus* is not the goal
- Representative data is the goal
- KSA: Knowledge, Skills and Abilities

Process overview

- Invite Business reps to meeting
- Use CTC spreadsheet as basis
- Assign roles
- Get feedback (ratings) on KSAs
- Determine minimum number average for rating (for KSA to be included in curriculum)
- Crosswalk from KSAs to course outcomes (to be covered Tuesday)

Roles

- Industry Subject Matter Experts
Participate in validation ratings and discussion
- Faculty Subject Matter Experts
Attend as *observer*
(participate only if called on)
- Facilitator
Process expert responsible for efficiency & effectiveness of meeting
- Recorder
Records discussion & prepares meeting minutes





Ground Rules

- Please turn off cell phones or put on silent/vibrate mode
- Recognize that SMEs come from variety of business environments
- Respect differing opinions
- Participate fully in:
 - Validation ratings
 - Discussion - your input is VERY IMPORTANT

Validation Process

- Explain Rating Scale and Process
- Rate each KSA (line by line):
- Rating Criteria
 - *Importance*
 - *Level*
 - *Time Spent*
 - *Difficulty*
- Rate Each by counting the # of 4s, # of 3s, # of 2s, # of 1s (or Number Cards can be used)



Importance

- How **important** is it for entry level employees to know or do this skill?
- 4 – Highest (*Crucial and highest priority*)
- 3 – High (*Lack of knowledge **might** impact quality of service*)
- 2 – Low (*Lack of knowledge **might not** impact quality of service*)
- 1 – Lowest (*Lack of knowledge **will not** have direct impact on quality of service*)

Level

- How **good is good enough** for entry-level employees to know or do the skill?
- 4 – Highest (*Can recall and apply **complex info** with no supervision.*)
- 3 – High (*Can recall and apply **many facts** with spot checks.*)
- 2 – Low (*Can recall **some facts** but requires help.*)
- 1 – Lowest (*Can recognize facts but needs **close supervision**.*)

Time Spent

- How **frequently** are entry-level employees expected to know the skill?
- 4 – Highest (*Spends **much more** time doing this skill than most.*)
- 3 – High (*Spends a **little more** time doing this skill than most.*)
- 2 – Low (*Spends **somewhat less** time doing this skill than most.*)
- 1 – Lowest (*Spends **much less** time doing this skill than most.*)

Difficulty

- How difficult is it for entry-level employee to know or do the skill?
- 4 – Highest (*Much more difficult to learn.*)
- 3 – High (*Somewhat more difficult to learn.*)
- 2 – Low (*Somewhat easier to learn.*)
- 1 – Lowest (*Much easier to learn and perform.*)

Ratings for each skill:

considers Importance, Level, Time, Difficulty

- Put **number of people** who voted “4” in cell on spreadsheet
- Put number of people who voted “3” in cell on spreadsheet
- Put number of people who voted “2” in cell on spreadsheet
- Put number of people who voted “1” in cell on spreadsheet

Example

National Business and Industry Leadership Team Knowledge Domains		4	3	2	1	Avg
Operating System Maintenance	Includes topics such as account mgmt, installing apps, command line, directory, file structures, os scripting, config modification, backup/restore, os admin, scheduler, stopping/starting services, change control, documentation, awareness of KPI and SLA/OLA	2	4	5	0	2.727273
OSI Model	Includes topics such as topologies, transmission media, Ethernet specs, CSMA/CD, operation of hubs, switches, routers, OSI model, TCP/IP protocols, IPv4, IPv4, CIDR addressing, subnetting, gateways, routing and routing protocols, transport protocols, IPv6, IPv4/6 integration, IPv6 tunnelling, hybrid environment, SDN/OpenFlow	9	1	0	0	3.9

Context and Wrap-up

- Capture ratings for all KSAs
- Write down summarized discussion
- Prepare minutes that capture the full discussion
- Update list of KSAs and their definitions
- Perform crosswalk (covered tomorrow)
- Report actions to BILT at future meeting



Recap: KSA process brings results



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