



03.01.99.N0.01 TEEX Delivery Types as Metrics for Agency Mission

Approved: January 6, 2023

Next Scheduled Review: January 6, 2028

Summary

This SAP establishes how TEEX measures its mission by quantifying deliveries and services for internal and external reporting. In addition, this SAP defines the types of deliveries offered or services provided by TEEX.

Definitions

Asynchronous: Online learning that is not dependent on a scheduled activity or time and can be completed, at the participant's pace, within the subscription period.

Course Products: Materials utilized to deliver training that may include, but are not limited to, instructor guide, participant manual, PowerPoints, video, handouts, study guides, activity packets, exams, quizzes, matrices, and course content on the Learning Management System [LMS].

Emergency Response Hours: The total number of staffing hours spent on emergency response deployments each year through Texas A&M Task Force deployments, Texas A&M Public Works Response Team, and/or other agency approved deployment.

Legislative Budget Board: A permanent joint committee of the Texas Legislature that develops recommendations for legislative appropriations (i.e., general revenue) for all agencies of state government.

Participant Contact Hours: The total number of class hours participants spend in TEEX training deliveries.

Student Management System: TEEX systems that are used for the entry and storage of participant and class information (e.g., Course Class Maintenance [CCM] and TEEXApps).

Synchronous: Learning that is date or time dependent and requires participants to interact with the delivery system, instructor, or other participants at a scheduled time.

Technical Assistance: A service that TEEX delivers in which technical knowledge and/or skills are provided primarily to external customers through a broad range of service-related activities. Technical assistance activities often support a customer's development needs or solves a customer's problem to promote increased capacity, efficiency, productivity, safety, security, and/or value for the customer.

Technical Assistance Contact Activity Hours: The total hours spent by each TEEX employee or agency representative involved in delivering a technical assistance activity.

TEEX Event: TEEX conducts training or provides technical assistance.

Training: A well-defined unit of instruction which consists of objectives, an assessment strategy, an end of course evaluation, and course products.

Requirements

1. General

- 1.1. TEEX utilizes data from the Student Management Systems (SMS), TEEX data warehouse (PowerBI), a data repository managed by ITSI for the Public Works Response Team (PWRT), and a data repository managed by Texas A&M Task Force 1 (TX TF1) to measure, in quantitative terms, the efficacy of the agency's ability to meet its mission.
- 1.2. The SMS allows two types of deliveries, Training (TR) and Technical Assistance (TA), which align with the agency mission. A TEEX staff member within each division is designated to ensure courses are numbered and categorized per *TEEX SAP 99.99.99.99-2, Course Numbering Scheme*.
- 1.3. As part of an accurate data collection process, the agency shall establish oversight measures and controls to ensure the required data is properly collected and reported in the SMS per the *TEEX SAP 21.99.99.N0.01, Delivery Records Procedures*.

2. Reporting Requirements

2.1. Internal Reporting

- 2.1.1. Reports are created utilizing data from SMS to assess the agency's training and services to the goals established in the agency's strategic plan.
- 2.1.2. *TEEX SAP 02.04.99.N0.01, TEEX Legal Basis and Administrative Structure* identifies the process by which the agency's strategic plan is developed and measured.

2.2. External Reporting

- 2.2.1. TEEX is required to provide the Legislative Budget Board (LBB) a statement of the mission and goals of the agency, a list of performance measures, and an analysis of the resources necessary for the agency to meet its goals as outlined in the Legislative Appropriations Request (LAR).
- 2.2.2. The LBB uses performance measures submitted by TEEX as quantifiable indicators of achievement and link them to the budgeting process. Performance measures allow legislators to assess how well the agency is performing and provide legislators an opportunity to inquire into agency performance.
- 2.2.3. TEEX collects data on its performance measures and reports this information quarterly to the LBB and other agencies as requested.

- 2.2.4. The Strategic and Education Services (SES) department is responsible for ensuring the LBB data is reported accurately and within required deadlines. The *LBB Reporting Instructional Guidelines* document and report archives are maintained within the SES department.

3. Types of Deliveries and Services

3.1. Training

- 3.1.1. Training courses are identified in the SMS with the delivery type code *TR* and are measured by participant contact hours and number of deliveries.

- 3.1.2. TEEX certificates of completion are eligible for participants who complete training events in accordance with the *TEEX SAP 11.99.99.NO.01, TEEX Certificates*.

- 3.1.3. Training is delivered to participants in the following methods as identified in TEEX SMS.

3.1.3.1. Blended Learning

- 3.1.3.1.1. Blended: A training course where a portion of the course is delivered online and a portion is delivered via face-to-face training. The online portion is typically an asynchronous delivery; however synchronous deliveries are allowed.

3.1.3.2. Correspondence Course

- 3.1.3.2.1. Correspondence: A training course that is completed as a self-study course. Course materials are typically printed and mailed to the participant; participant activities and/or tests are mailed back to TEEX by the participant within a specified period of time.

3.1.3.3. Face-to-Face

- 3.1.3.3.1. Face-to-Face: A training course where the class hours delivered are in-residence via a traditional classroom, fieldwork, or a combination.

- 3.1.3.3.2. Hybrid: A training course where some of the participants participate via the traditional face-to-face environment while the other participants join virtually, facilitated by the in-person instructor and an additional producer/moderator. The course is synchronous for the duration of delivery and typically involves direct participant-to-participant and instructor-to-participant interactions.

- 3.1.3.3.3. Live Online Instructor-Led Training: A virtual synchronous interactive distance learning training course facilitated by a “live” instructor and an additional producer or moderator. This type of course involves direct participant-to-participant and instructor-to-participant interactions.

3.1.3.4. Online Training

- 3.1.3.4.1. Online Training: A training course delivered virtually in either a synchronous or asynchronous format that does not require an in-person component for course completion. This may also be referred to as eLearning.
- 3.1.3.4.2. Recorded Instructor-Led Online: A recording of a virtual synchronous training event facilitated by a “live” instructor. The recording does not typically include the original participant and instructor interactions; however, it may include any applicable question and answer sessions. The recording is placed on the LMS and completion tracked with an assessment for participants to access on demand in an asynchronous environment.

3.1.3.5. Third-Party Training - *To be implemented September 2023*

- 3.1.3.5.1. Third-Party Training: A third-party organization who provides training to participants and TEEX issues a certificate for completing the training.
 - 3.1.3.5.1.1. Training programs providing certificates for third-party training must review and maintain documentation of an evaluation strategy, an assessment strategy, and course objectives from the third-party training provider prior to authorizing the delivery which will result in the issuance of TEEX certificates. Training programs must also review and maintain documentation of instructor qualifications (e.g., resumes).
 - 3.1.3.5.1.2. TEEX certificates of completion for training conducted by third parties will include the name of the provider on the certificate of completion to indicate the training was conducted in cooperation with a third party training provider.

3.2. Technical Assistance

- 3.2.1. Technical assistance is identified in the SMS with the delivery type code *TA* and is measured by contact activity hours.
- 3.2.2. TEEX certificates of completion are not eligible for the technical assistance. Participants who complete technical assistance activities could be eligible to receive an attendance letter via the TEEX Student Portal documenting dates of the event, hours completed, location, and name of event. - *To be implemented September 2023.*
- 3.2.3. Technical assistance events are classified in SMS based on the following definitions:
 - 3.2.3.1. Coordinating Conferences or Seminars: A representative from TEEX sponsors, coordinates, supports, or presents at a conference or seminar on behalf of a TEEX division or program.
 - 3.2.3.2. Data Analysis/Gather Information: *New category to be implemented by Sept 2023* A representative from TEEX works with a customer to analyze/review/verify data or gather

information/research resulting in a report or other form of documentation back to the customer.

- 3.2.3.3. Economic/Business Development Assistance: A representative from TEEEX provides technical expertise, resources, and/or facilitates discussions with communities or businesses in an effort to support economic or business development. This may result in a report or other product.
- 3.2.3.4. Exercises: A TEEEX program facilitates/monitors an exercise of a customer's respective plan or identified skill/knowledge set in which participants demonstrate their collective ability to accomplish the major identified exercise goals and/or objectives. This could include tabletop, skill set specific, or full-scale exercises.
- 3.2.3.5. Facility/Field Usage: This occurs when a third-party organization, such as a local agency, contracts with TEEEX to utilize props, equipment, and/or classrooms to conduct their own training, drills, media events (e.g. video shoots), and/or meetings. TEEEX provides oversight to ensure customer follows TEEEX safety protocols.
- 3.2.3.6. IT/Tech Support: A representative from TEEEX provides information technology support to a customer to meet their technical needs. This could result in technical recommendations, a technical (e.g., software application) product, and/or ongoing technical support for a customer's product.
- 3.2.3.7. Mentoring/Coaching/Consultation: *New category to be implemented by Sept 2023* A representative from TEEEX provides non-technical support to a customer to include professional development guidance (e.g., resume and interview skills).
- 3.2.3.8. Providing Technical Expertise: A representative from TEEEX provides technical expertise, guidance, subject matter expertise, guidance for regulatory topics/issues, planning development, or technical support to a company/customer.
- 3.2.3.9. Response, Deployment, Recovery, or Service: *New category to be implemented by Sept 2023* A representative from TEEEX participates in a response or deployment effort in support of a TEEEX sponsored mission; or an individual provides service and support to a TEEEX sponsored mission. This does not include Texas A&M Task Force response operations or Texas A&M Public Works Response Team.
- 3.2.3.10. Site Visit: A representative from TEEEX conducts a monitoring visit, plant visit, initial project meeting, or preliminary visit to a customer to determine needs and/or type of service needed. This may include visits to determine compliance to grant or program requirements. This could result in a final report back to a customer.
- 3.2.3.11. Survey/Study/Assessment: A representative from TEEEX assesses the needs/operations of a community/company/customer; conducts a study on a particular product, market, etc. for a customer; or surveys responses/reactions to specific information/questions/products. Usually results in a written report.

- 3.2.3.12. Technical Communication: *New category to be implemented by Sept 2023* A representative from TEEEX provides technical communication using a media outlet such as a newsletter, journal article, blog, podcast, or video.
- 3.2.3.13. TEEX Certificate Track Completion: *New category to be implemented by Sept 2023* TEEEX issues certificate upon completion of an internal certificate track (e.g., CSHO).
- 3.2.3.14. Test Administration: TEEEX personnel facilitate testing events such as participant certification or licensing exams, proctoring of written or online exams, practice/preparation certification or licensing exams, testing portal services to a company/customer, or skills/hand-on assessment oversight or facilitation.

3.3. Texas A&M Task Force emergency response

- 3.3.1. The Texas Emergency Management Plan legislatively assigns primary state agency responsibility to TEEEX for urban search and rescue activities and as required by state law; TEEEX maintains an operationally ready and deployable urban search and rescue task force Texas A&M Task Force (TX TF1 and TF2).
- 3.3.2. Emergency response is measured by emergency response hours and score from triennial Administrative Readiness Evaluation or annual Task Force self-evaluation.
- 3.3.3. Data for emergency response hours are obtained through a data repository managed by the Texas A&M Task Force staff.

3.4. Texas A&M Public Works Response Team emergency response

- 3.4.1. The Texas A&M Public Works Response Team is funded by Texas Division of Emergency Management (TDEM) and operated by TEEEX to support local jurisdictions in their response to a catastrophic event, as deployed by the State Operations Center (SOC), by providing critical public works services as needed to facilitate recovery.
- 3.4.2. Emergency response deployment hours include jurisdictional planning, operational, and liaison support.
- 3.4.3. Emergency response deployment hours are tracked by the Infrastructure Training and Safety Institute (ITSI) Business Office and reported by SES to the LBB.

Appendix

Appendix 1: Training and Technical Assistance Decision Matrix

Related Statutes, Policies, or Requirements

IACET 1.4

ACCET I.A.3

LBB Reporting Instructional Guidelines

TEEX SAP 99.99.N0.02, Course Numbering Scheme

TEEX SAP 21.99.99.N0.01, Delivery Records

03.01.99.N0.01 TEEEX Delivery Types as Metrics for Agency Mission

TEEX SAP 02.04.99.N0.01, TEEX Legal Basis and Administrative Structure
TEEX SAP 11.99.99.N0.01, TEEX Certificates

Office of Responsibility

Strategic and Education Services
979-209-0932

Appendix 1: Training and Technical Assistance Decision Matrix

