



Program year: Business Touch-Points

Your CareerWise Colorado Relationship Manager is always available for consultation and may be in contact outside of this touch-point matrix

Who	What	When	CWC team or partner
Supervisor	Roundtables – gather program feedback	3 / year – 1 hour *2 virtual, 1 live	CWC Relationship Mgr
Coach	Roundtables – gather program feedback	3 / year – 1 hour *2 virtual, 1 live	CWC Relationship Mgr
Apprentice	Roundtables – gather program feedback	2 / year – 1 hour *virtual	CWC Ed Team / advisory board
Supervisor	Training plan creation and updates	3-4 / year – 1-2 hours *virtual or in-person	CWC Relationship Manager
Supervisor	Update Motivis	1 / month – 20 minutes *online	CWC Relationship Manager for system questions
Business partner Main point of contact	Check-in to ensure quality	1 / month – 30 min *call *visit quarterly	CWC Relationship Mgr
Supervisor / Main point of contact	School site visit to understand business and reinforce academic credits	2 / year – 1 hour *on site	School personnel
Apprentice (or existing staff at business partner)	Recording session for recruitment video	1 / year – 1-2 hours *on site	Couragion team
Business partner Main point of contact	Open house for students and parents	1 / year – 2 hours *on site	CWC Relationship Mgr or Program Mgr
Supervisor	Pulse check survey	6 / year – 10 min *email / on-line	CWC Data Analyst
Apprentice	Pulse check survey	1 / month – 10 min *email / online	CWC Data Analyst

Roundtable questions:

1. What is going well?
2. Challenges?
3. What additional support do you need?
4. *special topic based on pulse check survey results*