

Non-Instructional Unit Career & Community Education	Sub-Unit Facilities	Semester/Year Spring 2013	Written by Jane Uyetake / Michael Moser	Date Submitted to VCAS
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Assessment of Non-Instructional Unit Service/Process Outcomes

WCC Mission Statement	Unit Mission Statement	Sub-Unit Process/Service Outcomes Which are being measured in the assessment?	Assessment (Performance) Tasks & Success Criteria <ul style="list-style-type: none"> • What tool(s) was used to measure the outcome? • What is your benchmark? • How do you know if the outcomes have been achieved successfully? *Attach the tool(s) to this report.	Assessment Results & Analysis* <ul style="list-style-type: none"> • What strengths did the assessment identify? • What areas can be strengthened? • How did the current processes, procedures, policies affect the assessment results? *Attach artifacts: summary of results, sample survey, rubric, presentations, or relevant materials used to assess the outcomes.	Action(s) Proposed <ul style="list-style-type: none"> • What changes, if any, do you plan to make in your policies, procedures, equipment, and staffing in response to the results of the assessment and your analysis? • How will your proposed actions lead to the achievement of the outcomes? 	Budget/Resources Implications <ul style="list-style-type: none"> • How much will your proposed actions cost the unit or college? • Will the actions require resource allocation? • Provide a cost estimate in personnel and other resources.

<p>Windward Community College offers innovative programs in the arts and sciences and opportunities to gain knowledge and understanding of Hawaii and its unique heritage. With a special commitment to support the access and educational needs of Native Hawaiians, we provide Oahu's Koolau region and beyond with liberal arts, career and lifelong learning in a supportive and challenging environment inspiring students to excellence.</p>	<p>Career and Continuing Education (CCE) is committed to providing education and training to meet the needs of our workforce and to provide opportunities for personal enrichment and professional development .</p>	<p>#1. Facilities policies and procedures are clearly stated.</p>	<p>Surveyed all WCC faculty, staff and external users between Jan. 2012 – Feb. 2013. (See attached survey).</p> <p>Benchmark: 70% of surveyed users agree or strongly agree with survey questions.</p>	<p>Strength: 71% of users surveyed agree that the reservation process is efficient, accurate and completed in a timely manner.</p> <p>Area to strengthen: Only 66% of the External facilities respondents and 60% of Internal facilities respondents agreed that the policies and procedures were clearly stated. Did not meet benchmark.</p> <p>Customers' comments: One respondent's response: "I think that this is one of the hardest functions at the school. It seems to me that all facility requests should go to one entity. Now they are scattered across three that I know of and maybe more – OCCE, Admin Services, and the Theater. It would seem less confusing to consolidate all facilities within one area."</p> <p>Effect of current policy and procedure.</p> <ol style="list-style-type: none"> 1) Within the last two years, there has been a frequent turnover in the Facilities Use Specialist position. 2) Customers are unclear about the rates, policies and procedures since it is not posted on the Website. One customer surveyed commented, "There are policies and procedures?" 3) External customers are not clear on the 30 day confirmation since it is not stated on the agreement form. 	<p>Changes that could be made to improve are:</p> <ol style="list-style-type: none"> 1) The reservation process, which is part of the policies and procedures should be posted on the WCC Website 2) The 30 day confirmation policy should be printed on the external customer agreement form. 3) The Facilities specialist should review and revise the policies and procedures for clarity. 	<p>Convert the Facilities Specialist position from an 89-day hire to permanent full-time position.</p> <p>Estimated cost is \$40K per year.</p>
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		<p>#3. Facility rental and related charges (including custodial and media charges) are fair.</p>	<p>Surveyed all External facility users between Jan. 2012 – Feb. 2013. (See attached survey).</p> <p>Benchmark: 70% of surveyed users agree or strongly agree with survey question.</p>	<p>Area to be strengthened: At 67%, the CCE Facilities did not meet its benchmark. Only 67% of customers surveyed agreed the charges were fair and reasonably priced for the room, media and janitorial charges.</p> <p>Effect of current policy and procedure: The current rates were determined (how)?</p>	<p>Conduct a comparison rate survey amongst different facility rentals on the windward coast and adjust the rates.</p>	<p>By hiring a G-funded Facilities Use Spec., not only will this position generate facility revenue and be self supporting but focus on generating conference revenues to help with the expense of facility repairs. Cost estimate: \$40,000.</p>