

Non-Instructional Unit Career & Community Education	Sub-Unit Career and Community Education	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? <p>*Attach the tool(s) to this report.</p>	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? <p>*Attach artifacts: summary of results, sample survey, rubric, presentations, or relevant materials used to assess the outcomes.</p>	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><i>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.</i></p>	<p><i>Career and Continuing Education (CCE) is committed to providing education and training to meet the needs of our workforce and community and to provide opportunities for personal enrichment and professional development.</i></p>	<p>#1 The CCE provides quality training and preparation to pass workforce certification examinations</p>	<p>CCE offers workforce training certificates. The SLOs are aligned with the national or state standards for certification. The unit assesses the SLOs and monitors student scores on the state and national certification exams.</p> <p>Benchmark: 70% of CCE workforce participants passed the certification exam.</p> <p>For Ocean Safety, recreational Thrill Craft Operators, and NABCEP (for Photovoltaics) certifications, the unit retains experts that monitor and respond to content/curriculum changes that impact state and national test performance. Students' experience and satisfaction are monitored through end of the class evaluations.</p>	<p>Strengths: <i>In FY 2012, the program increased its revenue by 5.3%. Tuition is higher for workforce training/professional development courses than personal enrichment courses.</i></p> <p>Areas to be strengthened: <i>The goal for CCE is to develop and offer more workforce training/professional development courses. CCE currently has only 1 faculty coordinator overseeing all personal enrichment, workforce training, office operations, and committee representation. As such, CCE is significantly understaffed.</i></p> <p>Effect of current policy and procedure. <i>Based on the performance measures and assessment of SLOs for its workforce certification courses, CCE has a very effective Ocean Safety program which included Ocean Safety Education and Recreational Thrill Craft Operator. The Photovoltaics course has a lower success rate. A fundamentals course to help students be more successful in Photovoltaics was implemented in spring 2012.</i></p>	<p>CCE needs to hire additional coordinating staff to expand workforce training to conduct market research and survey employment needs. Determine startup budget for program, identify resource needs, hire subject matter experts and instructors, determine tuition.</p> <p>Develop test preparation workshops prior to taking national / state exams such as NABCEP.</p> <p>Review and revise survey for continued improvement and appropriateness to intended audiences, ie. Personal enrichment vs. workforce trainings.</p>	<p>Estimated cost is: Two Full-time faculty coordinators with specialization in workforce development. Approx. \$61K/yr X 2 - 11 mos. Faculty = \$122K/yr.</p> <p>1 position S-funded 2ng position G-funded.</p> <p>Curriculum / supplies costs to be determined after program market research.</p>

		<p>#2. The CCE provides a wide variety of training for career advancement and workforce needs</p>	<p><i>Surveyed all participants enrolled in OCCE classes between Jan. 2012 and Feb. 2013.</i></p> <p><i>Survey attached.</i></p> <p><i>Benchmark: 70% of surveyed participants agree or strongly agree with survey question.</i></p>	<p><i>Strengths: The three workforce certification programs currently offered are: Ocean Safety Education, Recreational Thrill Craft Operator, and Introduction to Photovoltaics. Based on performance measures and assessment of SLOs, Ocean Safety Education and Recreational Thrill Craft Operator has been very effective. A fundamentals course to help students be more successful in Photovoltaics was implemented in spring 2012.</i></p> <p><i>Areas to strengthen: Only 50% of participants surveyed agreed that their needs for workforce certification were met. More courses need to be offered in employment training, occupational upgrading and career advancement.</i></p> <p><i>Effect of current policy and procedure: Only a total of 21 career workforce course participants took the survey. The low 50% satisfaction is probably an indication that participants interpret "needs" as job placement upon completion. This survey question needs to be reviewed and revised in the future.</i></p>	<p><i>To increase the variety, CCE should hire 2 additional coordinating staff to expand workforce training. Currently offerings are primarily personal enrichment.</i></p> <p><i>Staff will conduct market research and survey employment needs. Also, determine startup budget for program, identify resource needs, hire subject matter experts and instructors, determine tuition.</i></p> <p><i>Staff will develop and coordinate multiple and various industry workforce training programs for unemployed, underemployed and incumbent workers.</i></p> <p><i>Review and revise survey for continued improvement and appropriateness to intended audiences, ie. Personal enrichment vs. workforce trainings.</i></p>	<p>Please answer the questions:</p> <ul style="list-style-type: none"> • How much will your proposed actions cost the unit or college? • Will the actions require resource allocation? <p>Provide a cost estimate in personnel and other resources.</p> <p>Estimated cost is: Two Full-time faculty coordinators with specialization in workforce development. Approx. \$61K/yr X 2 - 11 mos. Faculty = \$122K/yr.</p> <p>1 position S-funded 2ng position G-funded.</p> <p>Curriculum / supplies costs to be determined after program market research.</p>
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		<p>#4. The CCE program participants are satisfied with CCE staff customer service</p>	<p><i>Surveyed all participants enrolled in CCE courses between Jan 2012 and Feb. 2013.</i></p> <p><i>Survey attached.</i></p> <p><i>Benchmark: 70% of surveyed participants agree or strongly agree with survey question.</i></p>	<p>Strengths: <i>The CCE staff members are courteous and polite.</i></p> <p><i>94% of participants surveyed agreed they had positive experience with the CCE staff.</i></p>	<p>No change.</p>	<p>There is no change that will be put in place. However, there will be continuous assessment to ensure that quality of customer service is maintained.</p>