

Non-Instructional Unit Career & Community Education	Sub-Unit Career and Community Education	Semester/Year Fall 2015	Written by 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.
<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</i>	<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>	#1 CCE provides quality training and preparation in non credit classes	CCE students were surveyed for quality of the course and the instructor. Benchmark: 70% of CCE workforce participants would agree or strongly agree with statements of overall satisfaction of the instructor.	Results: Of 257 surveys that were returned, 94.2% of the students indicated they were satisfied with the overall quality of the instructor. Eighty eight (88%) percent of students indicated that the course met their expectations. Areas to be strengthened: Greater variety among the results for specific courses was observed. Some courses demonstrated a tradition of high scores while others were weaker in their overall responses. Survey questions also need to be revisited for clarity and breadth to cover more aspects of the courses.	Improvements in internal processes need to address the relatively low return rate of the survey results. Revise the survey questions to remove redundancy and provide more clarity to the questions. Adopt a target mean score as the goal for key questions ie. 4.5 out of 5.0. Identify courses that historically score below average and identify weaknesses for improvement.	None.

<i>lifelong learning in a supportive and challenging environment inspiring students to excellence.</i>	#2. CCE provides quality and a variety of personal enrichment courses	<i>Surveyed all participants enrolled in personal enrichment classes.</i> Benchmark: 70% of surveyed participants agree or strongly agree with survey questions regarding quality and variety of personal enrichment courses.	Results: <i>Of 257 responses received, 89% responded that they agreed with the statement that CCE offered an adequate variety of courses.</i> <i>Eighty five percent (85%) responded that they were satisfied with the quality of the instructor.</i> Areas to strengthen: <i>A few additional new courses in personal enrichment will be offered due to the borderline 70% rating in the survey.</i>	Survey which new courses to offer. Determine budget, identify resource needs, hire instructors, determine tuition.	Please answer the questions: <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. Currently there is adequate staff; resources to carry out new courses.
	#4. CCE program participants are satisfied with CCE staff customer service	<i>Surveyed all participants enrolled in CCE courses between Jan 2012 and Feb. 2013.</i> <i>Survey attached.</i> Benchmark: 70% of surveyed participants agree or strongly agree with survey question.	Strengths: <i>The CCE staff members are courteous and polite.</i> <i>94% of participants surveyed agreed they had positive experience with the CCE staff.</i>	No change.	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.