

<p align="center">Non-Instructional Unit</p> <p>Academic Affairs Office</p>	<p align="center">Sub-Unit</p>	<p align="center">Semester/Year</p> <p align="center">Spring 2015</p>	<p align="center">Written by</p> <p align="center">Ellen Ishida-Babineau</p>	<p align="center">Date Submitted to Jan Lubin, Planning and Program Evaluation</p> <p align="center">September 1, 2015</p>
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Assessment of Non-Instructional Unit Service/Process Outcomes

<p>WCC Mission Statement</p>	<p>Unit Mission Statement</p>	<p>Sub-Unit Process/Service Outcomes Which are being measured in the assessment?</p>	<p>Assessment (Performance) Tasks & Success Criteria</p> <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>	<p>Assessment Results & Analysis*</p> <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? What outcomes were met from the previous assessment? <p>*Attach artifacts: summary of results, sample survey, rubric, presentations, or relevant materials used to assess the outcomes.</p>	<p>Action(s) Proposed</p> <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? 	<p>Budget/Resources Implications</p> <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.
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<p>Windward Community College offers innovative programs in the arts and sciences and opportunities to gain knowledge and understanding of Hawai'i and its unique heritage. With a special commitment to support the access and educational needs of Native Hawaiians, we provide O'ahu's Ko'olau region and beyond with liberal arts, career and lifelong learning in a supportive and challenging environment – inspiring students to excellence.</p>	<p>The Academic Affairs unit is dedicated to student success by being responsive to the needs of faculty, staff, administrators and the community. Office promotes and ensures academic quality and academic freedom. We work collaboratively with the other campus units to set academic policies, implement strategic plans, promote and support campus-wide academic initiatives, and provide oversight for budgetary and development priorities. Academic Affairs works with all members of the campus community in pursuing the mission of the College to provide the Ko'olau region and beyond with liberal arts, career and lifelong learning in a supportive and challenging environment.</p>	<p>Outcome 1: Academic Affairs will provide appropriate and friendly service to the faculty, staff, and students.</p>	<p>The assessment tool used was a survey sent to all faculty and staff (students were not included in this assessment period). The survey included questions that were subsumed under Outcome 1:</p> <ol style="list-style-type: none"> AAO staff has been accurate in answering questions and giving directions. AAO staff has been courteous in interactions with me. AAO has been prompt in responding to or following up on questions or concerns. AAO staff is friendly in interactions with me. <p>Criteria of Success:</p> <ul style="list-style-type: none"> 80% of faculty and staff will indicate Strong Agree/Agree No more than 10% of faculty and staff will indicate Strongly Disagree/Disagree <p><i>Attachment:</i> Non-Instructional Unit Assessments 2015: Academic Affairs Office only, pages 1-6.</p>	<p>Survey Results: N=97</p> <table border="1" data-bbox="1266 430 1827 727"> <thead> <tr> <th>Q</th> <th>SA/A</th> <th>SD/D</th> <th>N</th> <th>NA</th> <th>Unable to Judge</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>70%</td> <td>1%</td> <td>14%</td> <td>5%</td> <td>10%</td> </tr> <tr> <td>B</td> <td>83%</td> <td>1%</td> <td>11%</td> <td>2%</td> <td>2%</td> </tr> <tr> <td>C</td> <td>74%</td> <td>3%</td> <td>11%</td> <td>5%</td> <td>7%</td> </tr> <tr> <td>D</td> <td>82%</td> <td>3%</td> <td>11%</td> <td>5%</td> <td>7%</td> </tr> <tr> <td>Average % for Outcome 1</td> <td>77%</td> <td>2%</td> <td>12%</td> <td>4%</td> <td>7%</td> </tr> </tbody> </table> <p>This year's overall SA/A results were below the last assessment for this outcome but improved in that only 2% of respondents indicated SD/D. The results of specific questions show that the staff is friendly and courteous (B and D questions directly related to "friendly service" are 80%+); it is the service that needs addressing. The average percentage (77%) for Outcome 1 questions does not meet the criteria for success (80%), which indicates that service to faculty and staff service needs to continue to improve. The difference between the percentage of Unable to Judge and N/A for the Questions B and D and Questions C and D indicates that some of the respondents have contact with the AA staff but do not necessarily require the office answer questions or require staff to follow up on concerns. What is positive is that the average of SD/D was well below the 10% indicating that there has been improvement even though the SA/A was below 80%. What could possibly account for this decrease in SA/A is the temporary addition of two staff hired under Title III with responsibilities not directly related to the Academic Affairs office. They may be perceived as part of the regular clerical staff, and in some cases may have not been unable to answer questions and give directions related to AA.</p>	Q	SA/A	SD/D	N	NA	Unable to Judge	A	70%	1%	14%	5%	10%	B	83%	1%	11%	2%	2%	C	74%	3%	11%	5%	7%	D	82%	3%	11%	5%	7%	Average % for Outcome 1	77%	2%	12%	4%	7%	<p>After discussion of the survey results, AAO will modify the outcome to read: <i>Academic Affairs will provide appropriate and professional service to faculty, staff, and students.</i></p> <p>The actions listed on the last assessment were instituted; however, these actions did not seem to improve the results related to appropriate service, but these actions will continue since it has led to better communication among staff and administrators in the office.</p> <p>Unit discussion on July 22, 2015 included the following action plan:</p> <ul style="list-style-type: none"> Add signage for clerical staff so that visitors to the office know who is the appropriate person to ask for help or assistance. 	<p>None</p>
Q	SA/A	SD/D	N	NA	Unable to Judge																																					
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Outcome 2: Academic Affairs staff will be accurate and timely in processing forms and paperwork

The assessment tool used was a survey sent to all faculty and staff (students were not included in this assessment period). The survey included questions that were subsumed under Outcome 2:

- E. The AAO has sufficient clerical support to meet my needs promptly and accurately.
- F. Processing of my documents has been timely.
- G. Processing of my documents has been accurate.

Criteria of Success:

- 80% of faculty and staff will indicate Strong Agree/Agree
- No more than 10% of faculty and staff will indicate Strongly Disagree/Disagree

Attachment: Non-Instructional Unit Assessments 2015: Academic Affairs Office only, pages 1-6.

Survey Results:
N= 97

Q	SA/A	SD/D	N	NA	Unable to Judge
E	56%	8%	7%	9%	20%
F	60%	5%	6%	17%	13%
G	60%	2%	9%	16%	13%
Average % for Outcome 2	59%	5%	7%	14%	15%

The results of this outcome continue to reflect a need for more accurate and timely processing of paperwork. The overall average of SA/A is 59% and does not meet the criteria of success for this outcome. However, no more than 10% indicated SD/D in all questions. While it may appear to some that the office has sufficient clerical support (the addition of two Title III staff members), these staff members are not responsible for the processing of Academic Affairs paperwork since they handle Title III paperwork.

The workload for processing paperwork in Division II is at times overwhelming because of extensive in the Natural Sciences department and this may contribute to the results even the staff is very efficient.

After discussion of the survey results, AAO will modify the outcome to read: *Academic Affairs will be accurate and efficient in processing forms and paperwork to the next step in the process.*

None

Unit discussion on July 22, 2015 included the following action plan:

- While some of the unclear policies and timelines were clarified and put into writing via email and memoranda by the VCAA and clerical staff, there is still a need to educate faculty and staff via timelines for processing various requests such as travel and requisitions. This way requestors will have a better understanding of the actual time needed for processing. Forms will be revised to include timeline information.
- AAO will continue to send out regular reminders to faculty and staff as deadlines approach.
- Staff meetings each month will continue to review scheduled activities and deadlines
- The AAO student employee will be assigned to assist the Div. II secretary.

Outcome 3: Academic Affairs will rev-visit and revise academic policies and procedures and communicate them to the campus at large.

Outcome 3 not assessed in this period. Since only outcome 1 and 2 were assessed during in AY2011-2013, the decision was to review outcome 3 and assess in the next assessment period.