Unofficial Meeting Minutes
Non-Instructional Unit Assessment (NIUA) Subcommittee
of the Institutional Effectiveness Committee
October 10, 2011, 1:00pm-2:30pm
Alakai 123

Members Present: Ellen Ishida-Babineau (Convener), Mariko Kershaw (Recorder), Leslie Opulauoho, & Frank Palacat.

1. All of WCC’s non-instructional units were identified and grouped, then divided among the subcommittee members:

Academic Affairs (Mariko)
- Vice Chancellor of Academic Affairs Office
- Academic support
  - Computing
  - Library
  - Media Production Center
  - Testing Center

Administrative Services (Ellen)
- Vice Chancellor of Administrative Services Office
- Book Store
- Business Office
- Human Resources
- Janitorial
- Operations and Maintenance

Chancellor’s Office (Ellen)
2. The committee established a timeline for assessing non-instructional units outcomes:

**October:** Each member will work with their designated units individually to finish refining/revising unit outcomes

**November:** Each member will continue to work with units to identify assessment tool(s) (one is okay, but more is better)

**December:** Units will perform assessments (emphasis on simple & fast, don’t agonize over it)

**January:** Gather assessment data; plan for the coming year

3. The committee discussed assessment:
• Institutional surveys should be done more often, rather than every 6 years, that way units can assess their outcomes regularly.
• Suggestion: Add a supplemental survey to CCSSE survey. There is some good data in there already, but more is needed.
• Student Affairs is currently looking into focus groups and is searching for a trainer
• Suggestion: Point of service (quick) survey
• It is important to share ideas amongst the campus, so when meeting with the units find out what they are already doing in terms of assessment.
• The Bottom Line: units need feedback so that we can improve programs now

The committee also discussed outcomes:
• Make sure that the outcomes are clear, that they are truly what the unit values
• Outcomes are measuring quality and efficiency of services/processes
• When revising outcomes, think about what kind of info units need to do/improve their job
• Need more qualitative data

Next Actions:
1. Ellen will email the committee:
   • WASC-ACCJC assessment and evaluation information for each unit
   • Each unit’s process outcomes

2. Each member will meet with their chosen units this month (October) to finish refining/revising unit outcomes. If there’s time, identify assessment tool(s), both new and those already in place.

        The committee will reconvene on October 25th at 1:00pm.