Official Meeting Minutes
Non-Instructional Unit Assessment (NIUA) Subcommittee
of the Institutional Effectiveness Committee
November 18, 2012, 10:00am-11:00am
LLC 212

Members Present: Letty Colmenares, Nalani Kaun, & Mariko Kershaw
(Convener/Recorder)

Guests Present: Ellen Ishida-Babineau
(Although Ellen is not on this committee, she will finish that work she started last academic year.)

Ellen distributed two packets, one included last year’s meeting minutes and all of the outcomes from the units she worked with last year. The other packet was of all of the outcome and assessment documentation for the WCC Safety & Security Office.

1) Mariko and Ellen recapped last year’s activities for the new committee members:
The only non-instructional units that fully completed assessments last year were the Academic Affairs Office and Safety & Security Office. The Academic Support units already complete annual reports that contain assessment documentation to varying degrees. The annual reports are posted at:
http://windward.hawaii.edu/Assessment/Documents.php . Here are two examples:

- Library 2009-2010 (Appendix C):
  http://windward.hawaii.edu/Assessment/Documents/2010/Program_Review_2010_Library.pdf#page=42
- Media & Duplication 2009-2010 (pp. 7-8):
All other non-instructional units have outcomes that were prepared at a outcomes and assessment workshop at WCC, given by a visiting speaker (Dr. Terri Manning) in September 2011.

2) Committee members were assigned to work with WCC non-instructional units as follows:

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

**Administrative Services (Ellen & Paul)**
- Vice Chancellor of Administrative Services Office
- Safety & Security
- Business Office
- Human Resources
- Janitorial
- Operations and Maintenance

**Chancellor’s Office (Nalani)**
- Chancellor’s Office
- Institutional Research
- Office of Planning and Evaluation
- Public Relations & Marketing
3) The committee briefly discussed its purpose, which is to ensure that all non-academic units on campus have service/unit outcomes and that they perform a periodic assessment. The committee discussed at length the best way for the various units to perform assessment. One idea is to make the current campus “accreditation institutional survey” more frequent (every two or three years) so that non-instructional units can ask survey questions in one-big survey, rather than each do it piecemeal. The committee created a timeline last spring that was brought up at an IEC meeting, but was dismissed.

Next Actions:

- Mariko will follow-up with Frank Palacat and Leslie Opulauoho (who were on the committee last year) to see where they left off with their groups and invite them to attend the next meeting to share their experience.
- The committee will review the last institutional survey (see links below) and consider what recommendations to make to the IEC regarding an non-instructional unit assessment timeline and/or survey.
New committee members will take the first steps to helping their assigned units complete outcome assessments. Old members will continue to work with their units to perform assessment.

The committee will reconvene on Monday, December 10th, time TBD.