ANNUAL PROGRAM ASSESSMENT REPORT

for

Office of Continuing and Community Education

for

Fiscal Year 2005 - 2006

November 1, 2006
Annual Program Assessment Health Indicator Summary

Office of Continuing and Community Education for Fiscal Year 2005 - 2006

Overall Program Status

<table>
<thead>
<tr>
<th>Healthy</th>
<th>Cautionary</th>
<th>Unhealthy</th>
</tr>
</thead>
<tbody>
<tr>
<td>x</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Overall Program Demand

<table>
<thead>
<tr>
<th>Healthy</th>
<th>Cautionary</th>
<th>Unhealthy</th>
</tr>
</thead>
<tbody>
<tr>
<td>x</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Overall Program Efficiency

<table>
<thead>
<tr>
<th>Healthy</th>
<th>Cautionary</th>
<th>Unhealthy</th>
</tr>
</thead>
<tbody>
<tr>
<td>x</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Overall Program Outcome

<table>
<thead>
<tr>
<th>Healthy</th>
<th>Cautionary</th>
<th>Unhealthy</th>
</tr>
</thead>
<tbody>
<tr>
<td>x</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Abbreviations and Acronyms Used in this Annual Assessment Report

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>APAPA</td>
<td>Academic Planning, Assessment, and Policy Analysis Office of the Associate Vice President, Community Colleges Academic Affairs, University of Hawaii</td>
</tr>
<tr>
<td>CTE</td>
<td>Career and Technical Education</td>
</tr>
<tr>
<td>FTE</td>
<td>Full-time Equivalent</td>
</tr>
<tr>
<td>FY</td>
<td>Fiscal Year</td>
</tr>
<tr>
<td>IEC</td>
<td>Institutional Effectiveness Committee</td>
</tr>
<tr>
<td>IRO</td>
<td>Institutional Resource Office, University of Hawaii, Manoa</td>
</tr>
<tr>
<td>MAPS</td>
<td>Management and Planning Support, Institutional Research Office, University of Hawaii</td>
</tr>
<tr>
<td>OCCE</td>
<td>Office of Continuing &amp; Community Education</td>
</tr>
<tr>
<td>SLOs</td>
<td>Student Learning Outcomes</td>
</tr>
<tr>
<td>UH</td>
<td>University of Hawaii</td>
</tr>
<tr>
<td>UHM</td>
<td>University of Hawaii at Manoa</td>
</tr>
<tr>
<td>WCC</td>
<td>Windward Community College</td>
</tr>
</tbody>
</table>
Faculty review and coordination for this report was provided by:

Jane Uyekate  
Program Coordinator

Karen Quimoyog  
Facilities Use Manager

Gerri Kabei  
Program Coordinator

Administration review for this report was provided by:

Bernadette Howard  
Director, Vocational & Community Education

Angela Meixell  
Chancellor

Program information and research for this report was prepared by:

Jared Wong  
OCCE Clerk

Gerri Kabei  
Program Coordinator
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Mission Statements

Windward Community College mission statement

Windward Community College is committed to excellence in the liberal arts and career development; we support and challenge individuals to develop skills, fulfill their potential, enrich their lives, and become contributing culturally aware members of our community.

Office of Continuing and Community Education (OCCE) mission statement

OCCE is committed to providing education and training to meet the needs of our workforce and community and to providing opportunities for personal enrichment and professional development.

OCCE goals or outcomes

- Ensure quality customer service for noncredit offerings and facilities use
- Provide education and training for career advancement or occupational upgrading
- Provide education and training to meet workforce needs
- Provide education and training for State &/or national certification
- Provide education and training for personal enrichment, health/fitness, and cultural awareness
- Offer community service seminars and workshops
Part I. Executive Summary of Program Status

Review of the program rating

The program rating is conservative for this second annual review. Because OCCE is in the black fiscally, has increased revenues, has increased enrollment and number of course offerings, this program is rated HEALTHY in status, demand, efficiency, and outcome.

Response to previous annual program assessment recommendations

This is the second formal annual program assessment review. There was no response to the previous report.
Part II. Program Description

Description and history of the program

The Vocational and Community Education (VCE) division was formally established in 2003 with the appointment of the Director. The Director oversees the following:

- Employment Training Center
- Office of Continuing and Community Education
- Paliku Theatre and Center for Aerospace Education
- Campus Facilities Use

The Noncredit Program provides training and education to meet the needs of our community, workforce, and industry partners; to provide lifelong learning for personal enrichment, health/fitness, and music; and to provide professional development opportunities. Ocean safety education courses for certification are also offered to meet State laws for those who participate in the sports of tow-in surfing and jet skiing.

The OCCE staff have established a reputation for providing excellent customer service. Responsibilities include:

- Non-credit program offerings: coordinate all noncredit course offerings (mail, registering, process payments/refunds) and phone all registrants for every course, prepare and mail ocean safety licenses and certificates
- Office in Hale Kuhina Building: process fiscal transactions for noncredit offerings, facilities use, Paliku Theatre rental, Center for Aerospace Education ticket sales and rentals, conference center/ticketing system deposits; and reporting requirements and selling tickets under the computerized UH Ticketing system (UH-sponsored athletics events)
- Facilities use on WCC campus: coordinate and process internal and external requests, which includes coordinating with Media Office for multimedia equipment and with Administrative Services for custodial assistance
- Paliku Theatre: sell tickets for Theatre events

Program goals

- Customer Service – to provide excellent service to campus, community, and customers
- Learning and Teaching – to promote effective teaching and learning for professional development and certification
- Workforce Development – to provide educational opportunities for career advancement or occupational upgrading
- Community Development – to support our community through free seminars and collaboration
- Access and Diversity – to provide access to educational opportunities to our diverse population, which includes seniors 55 and older
Program Student Learning Outcomes (SLOs)

The SLOs for OCCE are:

- Use technology to access, maintain, and analyze data and information
- Pursue lifelong learning and personal enrichment for health/fitness, lifestyles, music, and arts/crafts
- Update professional development skills and knowledge
- Meet educational requirements for ocean safety certification
- Discover O’ahu by touring and exploring historical and cultural sites and businesses
- Experience efficient processing of facilities use requests

Admission requirements

Course registration is open and accessible to all interested students. All courses are fee-based. There are no admission requirements other than payment of fees. Some courses have prerequisites.

Facilities use is open to internal and external users.

Credentials, licensures offered

As required by Hawaii state law, ocean safety educational courses for tow-in surfers and recreational thrill craft operators are offered for certification.

Faculty and staff

<table>
<thead>
<tr>
<th>FTE</th>
<th>Position</th>
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<tbody>
<tr>
<td>1.0</td>
<td>Coordinator, Office of Continuing and Community Education</td>
</tr>
<tr>
<td>1.0</td>
<td>Program Coordinator, Office of Continuing and Community Education</td>
</tr>
<tr>
<td>1.0</td>
<td>Facilities Use Manager</td>
</tr>
<tr>
<td>1.0</td>
<td>Cashier Clerk</td>
</tr>
<tr>
<td>.875</td>
<td>Cashier Clerk</td>
</tr>
<tr>
<td>.875</td>
<td>Cashier Clerk</td>
</tr>
</tbody>
</table>

Articulation agreements

There are no articulation agreements with this program within the University of Hawaii system.

Community connections, advisory committees, internships, coops, DOE connections

The program does not have an Advisory Committee.

Distance education programs

This program is not associated with any distance education programs.
Part III. Quantitative Indicators for Annual Program Assessment

Status/Demand/Efficiency

Noncredit Program

Enrollment, number of classes, average class size for the past two years:

<table>
<thead>
<tr>
<th>Semester</th>
<th>Enrollment</th>
<th>No. of Classes</th>
<th>Avg. Class Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2004</td>
<td>678</td>
<td>54</td>
<td>13</td>
</tr>
<tr>
<td>Spring 2005</td>
<td>788</td>
<td>61</td>
<td>13</td>
</tr>
<tr>
<td>Summer 2005</td>
<td>934</td>
<td>73</td>
<td>13</td>
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<tr>
<td></td>
<td>2400</td>
<td>188</td>
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<tr>
<td>Fall 2005</td>
<td>872</td>
<td>73</td>
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<td>Spring 2006</td>
<td>1011</td>
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<td>Summer 2006</td>
<td>1062</td>
<td>88</td>
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</tr>
<tr>
<td></td>
<td>2945</td>
<td>262</td>
<td></td>
</tr>
</tbody>
</table>

Facilities Use

Revenue and expense summaries for the past five fiscal years are included in Appendices.

This is a summary of change in gross revenues for the past two years:

<table>
<thead>
<tr>
<th>FY</th>
<th>Revenue</th>
<th>Change</th>
<th>% of change</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>$118,669</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>2006</td>
<td>$126,118</td>
<td>$7,449</td>
<td>6.27%</td>
</tr>
</tbody>
</table>

This is a summary of change in net income:

<table>
<thead>
<tr>
<th>FY</th>
<th>Net Income (loss)</th>
<th>Change</th>
<th>% of change</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>$54,898</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>2006</td>
<td>$52,193</td>
<td>($2,705)</td>
<td>(4.93%)</td>
</tr>
</tbody>
</table>

Determination of program's health based on outcomes

Noncredit Program: For the past year, total enrollment increased by 22.7% and number of classes increased by 39.4%. Overall program status is healthy, program demand is healthy, and program efficiency is healthy.

Facilities Use: For the past year, there was an increase in gross revenue of 6.27% but with a net loss of 4.93%. Overall program status is healthy, program demand is healthy, and program efficiency is healthy.
Part IV. Assessment Chart for Program SLOs

Program SLOs

The students or customers of OCCE will:

• Use technology to access, maintain, and analyze data and information
• Pursue lifelong learning and personal enrichment for health/fitness, lifestyles, music, and arts/crafts
• Update professional development skills and knowledge
• Meet educational requirements for ocean safety certification
• Discover O'ahu by touring and exploring historical and cultural sites and businesses
• Experience efficient processing of facilities use requests

No assessment data was collected for this past year.

Changes made as a result of findings

For FY 2006-07, assessment data will be collected for the OCCE noncredit program and facilities use. The noncredit instructors, program coordinator, facilities use manager, and coordinator will determine and design the appropriate assessment tools.
Part V. Curriculum Revision and Services Review

Noncredit Program

The Noncredit Program provides training and education to meet the needs of our community, workforce, and industry partners; to provide lifelong learning for personal enrichment, health/fitness, and music; and to provide professional development opportunities. Ocean safety education courses for certification are also offered to meet State law for those who participate in the sports of tow-in surfing and jet ski.

Current noncredit course offerings categories:
- Personal enrichment
- Health and fitness
- Community service workshops and seminars
- Hawaii Music Institute
- Seniors 55+
- Arts and crafts
- Computers
- Professional development
- Certification courses

There are three sessions per year:
- January to May
- May to September
- September to January

Course proposals are accepted year round. Generally, the program coordinator &/or coordinator make(s) the decision to accept or reject the proposal. Instructor credentials, skills/knowledge, and experience are verified and checked. Categories are not limited, courses are not limited, noncredit offerings are not limited; curriculum is not stagnant.

Low enrolled courses are cancelled; otherwise, OCCE would be in the red if personnel costs exceeded gross fees. Oftentimes, courses are offered even at breakeven point.

Instructors are responsible for covering course description within specified time. The OCCE staff compiles student evaluations for each course. A large majority of the responses are positive for every noncredit course.

Facilities Use

The campus facilities use manager oversees usage of
- Conference rooms around campus
- Meeting rooms in Hale Akoakoa
- Dance studio in Hale Palanakila
- Little Theatre in Hale Alakai - Ohia
- Olelo media rooms in Hale Akoakoa
- Great Lawn
Management includes coordination of confirmation, media usage, room set up, billing, and custodial service. Manager also oversees Paliku Theatre's invoicing and rental collections.

Facilities use forms for internal and external users are available on the Web at http://ocet.wcc.hawaii.edu/Facilities.htm as well as in the OCCE Office, Hale Kuhina Building. The forms have been revised to expedite the completion and processing of the requests.

Facilities use rates are evaluated on an annual basis. The current rates became effective January 2006.
Part VI. Survey Results

Noncredit program

Noncredit students evaluate each course. The summaries are compiled and shared with the instructor for feedback. The summaries also tell us about our marketing efforts and suggestions for future course offerings.

We have not conducted a general survey of noncredit students satisfaction other than the course evaluations.

Facilities use

No survey data at this time. This data will be available for the next annual assessment.
Part VII. Analysis of the Program

Alignment with the mission statement

The noncredit program is closely aligned with the mission statement of individuals’ developing skills, fulfilling their potential, enriching their lives, and becoming contributing, culturally aware members of our community.

The noncredit program also supports the WCC Strategic Plan for 2002-2010 directions toward establishing stronger links with the community by expanding continuing education and community service and promoting vocational opportunities at WCC OCCE Website. This program continues to promote WCC as a partner in the Windward community by offering free seminars that are relevant and important to the general public.

Facilities use is aligned with the mission statement of serving the community and the campus. The College facilities are available for rent to external users. College users always have priority over external users.

Strengths and weaknesses based on analysis of data

Strengths
  o Noncredit course offerings are increasing
  o Noncredit program is in the black
  o Noncredit program enrollment is increasing
  o Facilities use account is in the black
  o Facilities use gross revenue has increased this past year

Weaknesses
  o Noncredit courses are rarely full; the majority is at breakeven points.
  o Facilities use net income has decreased this past year

Evidence of quality

Student evaluations are compiled for each course. Summaries are available in OCCE, Hale Kuhina 102. The majority of the responses are positive.

Evidence of student learning

For this second annual review, the summaries of student evaluations indicate that the majority of the responses are 5s and 4s (rating scale of 5 = excellent to 1 = unsatisfactory). The evaluation statements are:

❖ This workshop fulfilled my expectations based on the class description
❖ The instructor was knowledgeable about the material presented
❖ The instructor answered questions to your satisfaction

For the question, “Would you recommend this class to others?” the overwhelming response was “Yes.”
Resource sufficiency

The program is supported by funds generated from course offerings, facilities rental, and general funded positions:

1.0 FTE Coordinator: General funded
1.0 FTE Program Coordinator: General funded
1.0 FTE Facilities Use Manager: Facilities Use special account
1.0 FTE Cashier Clerk: General funded
.875 FTE Cashier Clerk: Facilities Use special account
.875 FTE Cashier Clerk: OCCE special account

Recommendations for improving outcomes

- Increase gross revenue
  o Expand promotion to Central Oahu (print media, Web, press releases, etc.)

- Decrease personnel expenses
  o Change 1.0 FTE Facilities Use Manager position to the following: .5 FTE, General funding, and APT appointment
  o Change two .87 FTE Cashier Clerk positions to General funding
  o Shorten OCCE staffing hours in evening; in other words, staff coverage ends when office closes

- Conduct surveys to assess program outcomes
Part VIII. Action Plan

The program has developed the following action plan:

- Increase gross revenue
  - Expand promotion to Central Oahu
  - Increase resources for print media, Web, press releases, etc.
  - Increase contract training

- Develop assessment tools to measure quality of learning

- Conduct surveys to assess program outcomes, SLOs

- Shorten OCCE staffing hours in evening; in other words, staff coverage ends when office closes
Part IX. Budget Implications

The program's Action Plan and the improvement of outcome gathering has the following budget implications:

The Office of Continuing and Community Education is currently operating in the black; this includes the OCCE noncredit offerings and facilities use. Staffing is adequate; however, it is recommended that the College fund the two .875 FTE cashier clerks and the facilities use manager with General funds within the next few years with the suggested changes as indicated on page 15:

One 0.50 FTE facilities use manager, APT appointment
Two 0.87 FTE cashier clerks

Long office hours of 12 hours on weekdays and 5 hours on Saturday require additional OCCE staffing. OCCE staff provides the following service during office hours: troubleshoot media/audio/computer problems and arrange or move tables/chairs for facilities users, sell tickets using UH ticketing system, serve as cashiers, answer phones, and register students. Because of the longer office hours, it is requested that the College secure general funds for these positions. With these additional funds, promotional efforts could be expanded to increase revenues.

<table>
<thead>
<tr>
<th>OCCE office hours:</th>
<th>General Public</th>
<th>Campus Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Thursday</td>
<td>8 a.m. - 8 p.m.</td>
<td>7:30 a.m. - 9 p.m.</td>
</tr>
<tr>
<td>Fridays</td>
<td>8 a.m. – 4:30 p.m.</td>
<td>7:30 a.m. – 5 p.m.</td>
</tr>
<tr>
<td>Saturdays</td>
<td>8 a.m. - 1 p.m.</td>
<td></td>
</tr>
<tr>
<td>Sundays</td>
<td>Closed</td>
<td></td>
</tr>
</tbody>
</table>
Appendices

<table>
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<th></th>
<th></th>
<th></th>
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<th></th>
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<tbody>
<tr>
<td>GROSS REVENUE</td>
<td>$152,352.36</td>
<td>$121,886.41</td>
<td>$171,723.03</td>
<td>$104,010.94</td>
<td>$108,134.74</td>
</tr>
<tr>
<td>TOTAL EXPENSES</td>
<td>$150,110.83</td>
<td>$140,839.50</td>
<td>$157,086.87</td>
<td>$119,904.40</td>
<td>$88,378.96</td>
</tr>
<tr>
<td>NET INCOME (LOSS)</td>
<td>$2,241.53</td>
<td>$(18,953.09)</td>
<td>$14,636.16</td>
<td>$(15,893.46)</td>
<td>$19,755.78</td>
</tr>
</tbody>
</table>

NON-CREDIT PROGRAM - Revenue & Expense Summary
FY 2001 - 2006