

Hawai'i Community College Annual Program/Unit Reviews AY 2006-07
Executive Summary

Instructional Program Reviews Summary:

With the completion of its second cycle of program/unit reviews Hawai'i Community College is able to report that nineteen of its twenty seven instructional programs can be designated as being healthy. None of its programs fall into the category of unhealthy, however the program review process has identified seven programs as cautionary. Each of the programs so identified has developed a detailed action plan to address the challenges faced by them.

The following programs fall into the cautionary category, and the more prominent features of their respective action plans are mentioned:

- Information Technology A.S. Degree has committed to a survey of its students to determine how the program can better meet the needs of its largely part time cadre of student majors. It will develop a Certificate of Completion to accompany the existing credentials at the C.A. and A.S. levels to enable part time students to attain a formal indicator of progress as they gradually pursue their ultimate degree goal. The program will modify its general education course in information retrieval and computing literacy to better fulfill the college imperative to support student learning via the vehicle of most current information technology hardware and software.
- Agriculture A.A.S. Degree has committed to developing a written recruitment plan to build the numbers of its majors which has fallen to dangerously low levels. Additionally the program will complete a comprehensive program review in the AY 2007-08 to review trend data over a three year period, particularly in the area of credits earned ratio to determine if the dangerously low levels in this area are an aberration or part of a trend. If part of a trend the program will be expected to take action to provide either tutorial help or supplementary instructional support to its students. Finally the program will recruit new members of an advisory council which likewise has fallen to low levels of active membership.
- Hotel Operations A.A.S. Degree has committed to intensifying its recruitment efforts with area high schools with the commonly articulated HOST 101 course as the opportunity for high school students to gain early admission credit. Additionally the program will complete a comprehensive program review in the AY 2007-08 to review trend data over a three-year period, particularly in the area of credits earned ratio to determine if the dangerously low levels in this area are an aberration or part of a trend. If part of a trend the program will be expected to take action to provide either tutorial help or supplementary instructional support to its students.
- Digital Arts Certificate has recently completed a comprehensive program review in the AY 2006-07; however the program is still so new that it is identified as being in a cautionary state until such time as trend data can be analyzed. Currently the courses offered in the existing Certificate of Completion program

- are producing outstanding attendance and outcome figures. Although the program is very expensive it is well supported by PCATT and by Alu Like funding sources. Advisory Board members will be recruited to fill out the base of community and industry advisors for a program that is seriously preparing for an Authorization to Plan the full A.S. degree program for the future.
- Tropical Forest Ecosystem and Agroforestry A.S. degree program has many strengths, but the problem of under-prepared students who must work long and hard to attain the mathematics pre-requisites for the program continues to cause attrition in the program. The program is attempting to make its exit level math course in trigonometry more of a hands-on course in surveying in order to compensate for this challenge. The theory of this approach is that the students will respond more successfully if they see the immediate applications of the trigonometry to their program related projects and their future internship placements. The program will also work to complete articulation agreements with UH Hilo, UH Manoa and Oregon State University. In addition to its strong record for placement of students directly into jobs these articulation agreements should help the program to attract an increasing proportion of recruits with transfer ambitions, and this may mitigate the problem of underpreparedness of new recruits.
 - Auto Body Repair and Painting A.A.S. degree faces the challenge of ushering its students effectively along the path to the degree. Too few program students are graduating with the degree and figures from the annual as well as the recently completed comprehensive program review suggest that the Auto Body students are in need of help in completing their general education courses. The program needs to study this problem and determine the best methods to resolving it. It will develop a Certificate of Completion to accompany the existing credentials at the C.A. and A.S. levels to enable students to attain a formal indicator of progress as they gradually pursue their ultimate degree goal. Additionally, the program produces figures reflecting wide variations in its semester to semester demand indicators. This suggests a need for compensatory staff development measures to assure that these fluctuations are modulated.
 - Electronics Technology A.A.S. degree is on the verge of a substantial upgrade to its curriculum in concert with both Maui and Kauai Community Colleges. The thrust of the upgrade will be to produce an A.S. degree with an emphasis in photonics/adaptive optics. Additionally the faculty at the three campuses will seek to employ distance education technologies to integrate each others specialties into the program offerings at the respective campuses. When completed in the Fall 2008 this process will produce a program responsive to the needs of the observatories as well as aerospace industry requirements.
 - Cisco Network Academy is a short-term series of courses that prepares students for industry certifications. However, no BOR certificate or degree is attached to these courses and program health indicators are not generated. However the program does generate enrollment data since the courses are credit bearing, but it is also quite heavily dependent upon enrollment by non-credit students. The college needs to develop a data reporting technique that integrates the enrollment data of both credit and non-credit students to accurately review this “program.”

Plans for the future will be contingent upon drawing on these combined data in time for a comprehensive program review in the Fall 2008. Additionally the Cisco faculty plans to cooperate with the Marketing program to support its proposed emphasis upon E-commerce.

The foregoing summary addresses the plans of the seven programs identified by program health indicators as being in the cautionary range. Additionally, the Cisco “program” faces enrollment challenges that are unique and as yet unmeasured due to its integration of credit and non-credit students. This mixing of enrollment provides the Cisco courses with the rationale for continuing the offering of the courses and the college will develop an integrated reporting of both types of data within the coming year.

The nineteen instructional programs that have received healthy designations based upon program health indicators all had unique strengths and some may have had weaknesses. However, for these programs the top priority is to complete the process of translating program and course learning outcomes into assessment tasks. All programs including those in the cautionary category must begin the process of identifying assessment tasks, gathering artifacts to validate the accomplishment of the learning outcomes, approving a process for review and analysis of the data preparatory to arriving at prescriptive guidelines in the application of the data to curricular and/or pedagogical change if indicated. This will be a top priority of HawCC in the coming academic year.

Unit Reviews Summary:

The units have presented some very detailed and insightful review documents. The following summary focuses primarily on those units that have identified either unhealthy conditions or very seriously cautionary situations followed by a summary of the proposed actions to address the situations.

Admissions and Registration: This unit identifies two unhealthy aspects of its operations including the college website which suffers from the lack of a dedicated webmaster. This problem should be on its way to a resolution with the advent of the upcoming biennium which calls for a webmaster position to be funded. Additionally the unit identifies the absence of any dedicated staff for F-1 students as a weakness. This problem may be amenable to a near term solution in light of the prospects for a strategic enrollment management strategy that may be funded in the upcoming biennium. In both instances reassignment of existing staff will be required as stopgap measures if the biennium request is not funded.

Business Office: Chief among the challenges faced by this office is the security concerns in light of the daylight robbery that occurred during AY 2006-07. On campus security measures are tightening to assure the employees of their safety. Additionally, the office is developing satisfaction surveys and plans to produce staff development measures to help faculty and staff to understand the procurement process. Finally the office is

developing a data collection technique to gauge the time lag between requisitions and the receipt of goods and services.

Counseling: The unit has developed extensive plans for a strategic enrollment management initiative in the expectation of a biennium budget that calls for four new counselor positions. The unit's top priorities are to improve the proportion of students who receive academic advising, college orientation and online counseling services. The bottom line of such improvements should be revealed in a marked increase in persistence rate by students.

Financial Aid: This unit provides particularly critical support to potential students in our Hawai'i Island community. Consequently this unit has been proactive in seeking improvement in its services by such steps as upgrading two of its clerical positions and upgrading its temporary positions to permanent status to assure timely response time for financial aid applicants. The director is also seeking ways to accurately gauge the timeliness and efficiency of financial aid determinations to allow a study of trends to take place. Finally focus group interviews and surveys of applicants are planned to assure that questions and concerns are properly addressed.

Intensive English Program: The challenges faced by this unit fall into three categories of marketing, student services and faculty commitment to the program. The need to upgrade the college website and to provide a budget to work with an international recruitment agent will help with the first category. Assignment of an International Student Advisor and the opening of access for IEP students to academic and student support services will improve prospects of recruiting them to the credit programs. Finally, the granting of permanent status to some of the faculty members in IEP will provide a level of commitment and stability to a program that currently works with too much fluidity in the staffing of its faculty positions.

Library Services: The services in West Hawai'i continue to face space challenges in the interim before a transition to new campus facilities can take place. Notwithstanding the fixed amount of available space the Library must accommodate the needs of new programs that are offered at the site such as the Tropical Forest Ecosystem and Agroforestry A.S. degree program. Both the West Hawai'i and the Mookini Library staff will work on increasing the availability of databases accessible by community college students from off campus sites. Finally assessment techniques must be developed to gauge the learning outcomes of Library learning units and the Learning Information Literacy Online (LILO) units provided to students.

Records & Data Mgmt.: This unit identifies the following unhealthy situations within its purview; the office needs a dedicated computer specialist to help implement the BRIO data access system; it needs a transfer credit evaluator and veterans information specialist to assure currency of these services; and the web site needs to be upgraded with the help of a web master.

Student Services: Student Life & Information Center:

Student Life: This unit oversees a very active student government and it is in need of stabilizing its staffing. The Community College Survey of Student Engagement (CCSSE) data indicate the importance of this category of activities in particular for the HawCC campus.

Information Center: This service provides the front line for information and recruitment to the college. It has operated for years on a shoe string budget and faces a variety of unhealthy conditions for a set of services that have proved to be of great value to the college. Among these unhealthy conditions are staffing and facilities. The Center operates largely on student help staffing and this implies turnover of staff and lack of continuity of services. Moreover the facility available for the center is centrally located but is not private enough for confidential advice to prospective students. Additionally, the information packet distribution, academic advising and the over the counter services all leave much to be desired because of the understaffing of this operation. Finally, this office is the chief distributor of catalogs and the use of print catalogs is cumbersome and inefficient. Plans are underway to imprint the catalog on CD's for the future to allow for "imprinting" of catalogs on a just in time and as needed basis.

U H Center at West Hawaii: This unit is in need of support for operating cost increases that have outstripped its budgeted amount by as much as \$25K for this academic year. The college will have to meet these needs from its resources. The Center's short term needs while still occupying its current site in Kealahou include budget for advertising its course and program offerings, wireless access for the entire site to help counteract the lack of sufficient computer lab space, positions to support IT and Media services, as well as student services positions.

Technology Support Services: This unit is heavily dependent upon a successful funding of the current biennium budget request before the legislature. It survives with improvised solutions and periodic access to soft money funding sources under current conditions. However, a successful funding of the current biennium request will resolve many of the critical staffing and supplies/equipment funding crises that now face the unit. Finally a work tracking software program will enable this unit to effectively track the myriad work order requests that it receives and prioritizes each month. Funding of such a software program by the college should include a commitment to track the work order and to integrate a customer service satisfaction survey as part of the project.

HawCC is pleased to provide the attached annual reviews. Both the process and the product of these efforts have been enlightening. Should there be any follow up questions related to this material we are ready to respond.