

Hawai'i Community College Assessment Reporting Form

Unit Name: **Academic & Administrative Support (Academic Support Unit)**

Submitted by: Ellen Okuma

The last comprehensive review for this Unit was: **there hasn't been one for this subunit**

Unit Description

(Provide an overview of the unit, including excerpts from the catalog narrative, goals, values and other types of support services that the unit provides.)

Mission *(insert the unit's mission statement)*

The Academic Support Unit (ASU) supports the needs of instructional programs, as well as academic support units to promote student learning in curricular and co-curricular endeavors.

Catalog Description and Other Narrative

(insert the unit's catalog statement and add narrative that helps to describe the unit)

Academic Support Unit (ASU) Unit Outcomes (developed and tentatively approved by ASU, March 1, 2013)

1. The ASU will provide resources and services to faculty and staff to enable them to efficiently carry out their duties and responsibilities.
2. The ASU will provide resources and services to promote student success.

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Assessment Results

Unit Outcomes (UOs) <i>(Enter all the Unit Outcomes (add rows if necessary) and indicate with an X in the first column if the UO is evaluated through this assessment)</i>		
Assessed this year?	Unit Outcomes	
	1	Academic & Administrative Support makes announcements in a timely manner regarding HawCC faculty and lecturers participating in eCAFE.
	2	Academic & Administrative Support makes edits in a timely manner to the HawCC database of eCAFE for faculty and lecturers participating in eCAFE.
x	3	Twenty percent (20%) of HawCC policies are new or have been revised by the end of each academic year

Institutional Learning Outcome Alignment <i>(Indicate with an X the ILO(s) which were supported through this assessment.</i>	
Aligned?	Institutional Learning Outcome
na	Our graduates will be able to communicate effectively in a variety of situations.
na	Our graduates will be able to gather, evaluate and analyze ideas and information to use in overcoming challenges, solving problems and making decisions.
na	Our graduates will develop the knowledge, skills and values to make contributions to our community in a manner that respects diversity and Hawaiian culture.

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Student Learning Outcomes (SLOs) (if applicable)

(Enter all the Student Learning Outcomes (add rows if necessary) and indicate with an X in the first column if the SLO is evaluated through this assessment)

Assessed this year?	Student Learning Outcomes	
1	na	
2		
3		
4		
5		
6		
7		
8		
9		
10		

Assessment Strategy/Instrument

Describe how you determined the sample used for this assessment (e.g. rubrics, CCSSE, surveys, data, longitudinal studies, portfolios, and evaluations). Were all students receiving services evaluated or only a random sample? Include the rubric used to evaluate the sample or attach the rubric to this report.

- A table of the existing HawCC policies, including the quantity, at the beginning Fall 2012 will be made. **(see Attachment A; 52 policies as of August 15, 2012)**
- The table from Fall 2012 will be updated with the indication of new or revised policies, including the quantity, at the end of Spring 2013.
- A report comparing the change in quantity from Fall 2012 to Spring 2013 will be written.
- The report will be sent to the VCAA, VCAS, VCSA, Chancellor, DCs, Senate Chair, College Council Chair, Assessment Coordinator and co-chairs of U-WAG.

Expected Level of Achievement

(Set the Performance Rate (e.g. 85% of the sample assessed will meet or exceed expectations, or perhaps use how the unit performs in relation to the Demand, Efficiency, and Effectiveness Indicators and student surveys)

10 policies—based on the August 13, 2012 count of 52 existing HawCC policies and a 20% review rate—will be revised or new by the end of Spring 2013 semester.

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Assessment Results

Results of Unit Assessment

(What were the results of the assessment and the conclusions based on the results? Include the sampling results and detailed discussions that led to the conclusions.)

1. On August 13, 2012, there were 52 policies (see Attachment A of the Assessment Plan). To meet the 20% target, 10 policies would need to be either new or revised.
2. **HAW 2.203, *Emergency Response and Evacuation Plan*** (revised, 5-6-13), was administratively reviewed and revised with the update posted to the online manual.
3. **HAW 7.220, *TOEFL Requirement for International Students*** (revised 10-10-2012), was revised, reviewed by the Academic Senate, approved and the update was posted to the online manual.
4. **HAW 5.501, *Placement Testing***, was revised, reviewed and approved by the Academic Senate on 11-30-12 but has yet to be approved officially by the Chancellor.
5. **HAW 5.250, *Course Review***, has had major revisions made to it to include General Education and the new policy, HAW 5.251, Course Outline of Record. It was sent to the VCAA January 17, 2013.
6. During 2012/13, three new policies were developed, reviewed by the Academic Senate, approved and posted to the online manual: **HAW 5.251, *Course Outline of Record*** (approved, 12-03-12), **HAW 5.252, *Numbering Criteria for New and Modified Courses*** (approved, 12-03-12), **HAW 5.505, *Last Date of Attendance for Completely Online Courses*** (approved, 12-03-12)
7. Several new policies were developed and were either sent to the VCAA for forwarding to the Academic Senate Chair for review and approval or were by the VCAA to the Academic Senate Chair for review and approval:
 - ***Credit Hour*** was developed for HawCC but has been deferred until later. The UHCC policy was approved on May 2012. HawCC's draft was used to develop the UHCC policy.
 - ***Course Review (HAW 5.250)*** had major revisions and was sent to the VCAA January 17, 2013
 - ***General Education*** was developed for HawCC but has been deferred until the College's general education designation process has been approved. The UHCC policy was approved on May 2012.
 - ***Developmental Education*** was developed for HawCC as a result of recommendations from the Developmental Education Enrollment Policy (DEEP) Task Force. It was sent to the VCAA who then sent it to the Fall 2011

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Senate Chair. In Spring 2012 it was being reviewed by the Educational Policy Committee. Subsequently, the Vice Chancellor for Student Affairs took it under review due to concerns about the College's capacity to offer enough courses if a First-Year Experience is made mandatory for freshmen.

- **Faculty Absence** was developed for HawCC and was sent to the VCAA on April 10, 2012. Follow-up was sent on 2-7-13 to the VCAA.
 - **Lecturer Absence** was developed for HawCC and was sent to the VCAA on April 10, 2012. Follow-up was sent on 2-7-13 to the VCAA.
8. The DEEP Task Force also recommended that **HAW 5.501: Placement Testing** be revised. The revision was done with 2 options. Follow-up during Spring 2012 indicated that the policy is being reviewed by the Educational Policy Committee of the Academic Senate.
 9. One policy has been reviewed and revised. It does not require Academic Senate approval. **HAW 1.001: Policies and Procedures Manual** was sent to the VCAA on April 9, 2012 for the Administrative Team to review and approve. A reminder was sent to the VCAA on Jan. 15, 2013.
 10. A total of 15 policies were either developed and submitted for review by appropriate offices or individuals or were reviewed for revision. This number is 29% of the existing policies (52) that were in effect in August, 2012. Twenty-nine percent exceeds the 20% target for reviewing policies during the 2012/2013 academic year.

Other Internal/External Factors Affecting the Unit

(What factors affected the assessment? Did the economy, other factors, or a specific incident affect how services were performed, influence student enrollments, etc.)

Internal factors affecting the unit include ;

- new policies may be developed or existing policies are reviewed and then forwarded to another office or person and sometimes there is no follow-up. See specific examples in the Results section.
- UHCC System policies may supersede HawCC's policies thereby either causing the local policy to be revised or deleted.

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Action Plan

Using the previous assessment results, develop an action plan to improve services and/or student learning opportunities. The plan may include any proposed changes to services/activities and/or unit reorganization.

More frequent or regular follow-up on status of policies is needed to find out where “blockage” is holding up a policy.

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Improvement Strategies

This section is to be completed after the Action Plan is implemented and the results evaluated.

Based on the results of prior years' Action Plans, describe in detail what changes will be made to the unit's services or future assessment strategies. Include documentation of the dialog, process, and planning that led to the proposed changes.

Recommendations for Unit

(Based on the Action Plan outcomes, what changes should be implemented to improve services and/or student learning. Modifications might include redefining the unit's mission, modifying or changing UOs and SLOs, changing approaches, etc.)

- A table of assignments including the name of the policy has been made. Checking the status of each policy that has not been forwarded for approval will take place twice a semester instead of on-demand (ie, when asked for).
- A meeting with the VCAA would help identify which policies need 20% review.

Recommended Assessment Modifications

(What was learned from the Action Plan implementation that can be used to improve subsequent assessments. These changes will be incorporated into the unit's five-year assessment plan.)

- Unit Outcome #3 needs to be regularly assessed; once an academic year is preferable. This will ensure a 20% review of existing campus policies will take place according to the identified list as mentioned immediately above.
- VCCA will be included in plan to identify which 20% of the policies will be reviewed each year so that by the end of the fifth year, all policies will have been reviewed and revised, as needed.

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	Policy number	Attachment A to Academic & Administrative Support Unit Assessment Plan: HawCC Policies & Procedures Manual, as of August 13, 2012 (total of 52 policies; * no policy exists)	Issue Date	Most Current Rev. Date
1	1.001	<u>Policies and Procedures Manual for HawCC</u>	04/20/1995	06/16/2010
2	1.301	<u>Sexual Assault Policies and Procedures</u>	05/01/1995	06/01/2009
3	2.203	<u>Emergency Operations Plan</u>	08/04/2000	06/01/2009
4	2.510	<u>Web Page Guidelines Policy</u>	08/25/1999	06/02/2010
5	3.301	<u>College Committee Structure</u>	02/01/1996	06/03/2010
6	3.302	<u>Program Advisory Councils</u>	08/30/1996	06/17/2010
7	3.303	<u>Campus Governance</u>	04/02/2009	
8	4.201	<u>Integrated Planning for Institutional Effectiveness</u>	11/28/2011	
9	5.101	<u>Student Academic Grievance Policy</u>	04/00/1991	06/04/2010
10	5.200	<u>Distance Education</u>	11/23/2009	04/27/2011
11	5.202	<u>Assessment Policy</u>	10/11/2010	11/19/2010
12	5.250	<u>Course Review Policy and Procedure</u>	02/21/2001	06/04/2010
13	5.301	<u>Grading Policy</u>	06/10/2002	06/04/2010
14	5.302	<u>“N” Grade Policy</u>	12/30/1997	06/04/2010
15	5.303	<u>“I” Grade Policy</u>	06/10/2002	06/04/2010
16	5.304	<u>Repeating Courses</u>	06/10/2002	02/14/2012

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17	5.305	<u>Cross-listed Courses</u>	03/10/2003	06/04/2010
18	5.501	<u>Placement Testing</u>	07/01/1996	06/08/2010
19	5.503	<u>Credit/No Credit Policy</u>	02/07/1997	07/25/2006
20	5.504	<u>Final Examinations</u>	06/10/2002	06/08/2010
21	5.601	<u>Credit by Institutional Exam Policy</u>	12/30/1997	06/08/2010
22	5.602	<u>Independent/Directed Studies Policy</u>	08/10/1998	06/08/2010
23	5.603	<u>Advanced Placement Examination Program</u>	06/10/2002	06/08/2010
24	5.604	<u>Credit for Previous Non-English Language Study</u>	06/10/2002	06/08/2010
25	5.605	<u>Credit for Education Received While in Military Service</u>	06/10/2002	06/08/2010
26	5.606	<u>College Level Examination Program (CLEP)</u>	12/13/2002	06/08/2010
27	5.607	<u>Courses Fulfilling Two Different Area Requirements</u>	03/10/2003	06/08/2010
28	5.650	<u>Time Limits on Credits Earned</u>	06/10/2002	06/08/2010
29	5.701	<u>Application for Graduation</u>	06/10/2002	06/08/2010
30	5.702	<u>Graduation Requirements</u>	06/10/2002	06/08/2010
31	5.850	<u>Multiple/Second Degree Policy</u>	06/10/2002	06/08/2010
	HAW * 6.000	<u>Tuition, Scholarships and Fees</u>		
32	7.101	<u>Student Conduct Code</u>	07/01/1991	06/11/2010
33	7.102	<u>Guidelines for Handling a Disruptive Student</u>	11/04/1994	06/17/2010
34	7.103	<u>Guidelines Regarding Children of Our Students</u>	04/02/2009	

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35	7.207	<u>Auditing Classes</u>	06/10/2002	06/01/2009
36	7.208	<u>Transfer Credit Evaluation Policy</u>	06/10/2002	06/08/2010
37	7.209	<u>Transferring Credits from External Institutions</u>	03/31/2010	
38	7.220	<u>TOEFL Requirement for International Students</u>	08/16/1999	11/04/2004
39	7.330	<u>Adding and Withdrawing from Classes</u>	02/01/1994	04/27/2011
40	7.505	<u>Class Attendance, Disappearer and No Show Policies</u>	10/05/1995	08/17/2010
41	7.510	<u>Student Academic Honors</u>	07/10/1991	06/01/2009
42	7.520	<u>Satisfactory Academic Progress</u>	10/05/1995	06/11/2010
43	7.521	<u>Academic Renewal Policy</u>	04/02/2009	
44	7.901	<u>Death of a HawCC Student</u>	10/05/1995	06/11/2010
45	8.510	<u>Security Lock and Key Policy</u>	08/05/1999	06/16/2010
46	8.560	<u>Retention and Disposition of Applications for Contract Renewal, Tenure, and Promotion</u>	03/12/2002	06/01/2009
47	9.203	<u>Evaluation of Faculty</u>	08/25/1999	06/01/2009
48	9.204	<u>Student Evaluation of Instructors and Lecturers</u>	08/25/1999	02/14/2012
49	9.205	<u>Peer Evaluation of Instructors & Lecturers</u>	08/25/1999	02/14/2012
50	9.209	<u>Awarding of Emeritus Title</u>	05/22/1997	06/01/2009
51	9.730	<u>Workplace Non-Violence Campus Procedures</u>	11/07/2001	06/01/2009
52	9.900	<u>Equal Employment Opportunity/Affirmative Action (EEO/AA) Policy</u>	09/01/1991	06/01/2009