

Hawai'i Community College Assessment Reporting Form

Use this form to submit assessment results for AY 2012-13. The form is due on July 1, 2013. Submit an MS Word version of the report to the Assessment Coordinator. The **Improvement Strategies** Section should be completed once the Action Plan has been implemented and assessed.

Unit Name: **Office of Continuing Education and Training (OCET)**

Submitted by: Deborah Shigehara & Tiana Koga

The last comprehensive review for this Unit was: Fall 2012

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.)

This community-based, non-credit unit of Hawaii Community College provides services for the entire island of Hawaii. OCET presently offers training in workforce and professional development, cultural and personal enrichment, summer enrichment for youth, and career exploration tied with credit programs for high school students. Statewide contracts and grants are administered under OCET. Testing services and passport processing are community service offered for the community. The Intensive English Program and Apprenticeship units fall under the auspices of OCET.

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

Working with compassion, integrity, and in a spirit of excellence, OCET provides lifelong opportunities for professional development and personal growth in our local and global community.

Catalog Description and Other Narrative

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

The Office of Continuing Education and Training (OCET) was established in 1992 to deliver opportunities for continuing education and training for Hawaii Island. The OCET unit additionally delivers customized, contract training; career certificate programs, and a variety of on-line classes. The Rural Development Project is also housed under OCET which focuses on campus, workforce, and economic development. Many of the RDP projects have assisted credit programs such as Agriculture, AEC, Carpentry, EIMT, Electronics, and MWIM with support of travel to professional conferences and purchase of much needed equipment and supplies.

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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
X	1	OCET provides continuing education and training that is relevant to the needs of the Hawaii Island community.
	2	OCET recruits, trains, evaluates, retains outstanding instructors.
	3	OCET effectively communicates courses and service offerings to the community it serves.

Institutional Learning Outcome Alignment <i>(Indicate with an X the ILO(s) which were supported through this assessment.</i>	
Aligned?	Institutional Learning Outcome
X	Our graduates will be able to communicate effectively in a variety of situations.
X	Our graduates will be able to gather, evaluate and analyze ideas and information to use in overcoming challenges, solving problems and making decisions.
X	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)		
<i>(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)</i>		
Assessed this year?	Student Learning Outcomes	
1	n/a	
2		

Assessment Strategy/Instrument
<i>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.</i>
<ul style="list-style-type: none"> • Course evaluation forms are issued to every class participant at the conclusion of a course. (Form is Attached). • Course evaluation questions provide information that addresses OCET’s unit outcomes. Customer responses are compiled and recorded.

Expected Level of Achievement
<i>(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)</i>
<ul style="list-style-type: none"> • 80% of students either Agree or Strongly Agree to Hawaii Community College providing continuing education and training that is relevant to the needs of the Hawaii Island community. (Outcome #1) • Focus group evaluations show key constituencies, action steps, and identify training needs and trends.

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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.)

- More courses were offered as a result of the assessment.
- Follow up focus group sessions were not held due to lack of staffing in East Hawaii. Heavy workloads prevented timely sessions to be scheduled.
- Certificate courses such as, History & Culture of Hawaii a Tour Guide Certification course was held with successful completion of eight (8) participants. Other such courses include, Security Guard Training, Financial Education & Counselor Training, and Not-for-Profit Management Certificate Program.

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.)

- The economy plays a vital role in the ability for community members to pay course tuition, affecting enrollment. Should a course be cancelled due to low or no enrollment we are unable to obtain course evaluations.
- Marketing efforts are important on informing our customers of courses that OCET offers.
- Focus group members assisted in creating connections with the communities in West Hawaii and marketing course offerings with family, friends, and colleagues.
- Distance and lack of presence in West Hawaii makes it difficult to plan courses for West Hawaii from Hilo since community needs and preferences are different from East Hawaii.

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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.

- OCET Director is seeking and creating a position for an OCET Coordinator in West Hawaii to assist in the advancement of having a greater island wide presence. This will also help better assist and provide services to the West Hawaii communities.
- A testing position is being created to assist and alleviate the workload of OCET coordinators to provide more time for the coordination of courses, marketing classes, and facilitating focus groups.
- In an effort to have better contact with focus group members, OCET will do follow-up and updates to focus groups. Information gathered by focus group members will assist in a compiling date, categorizing classes, and identifying trends. Others will include showing constituencies and action steps or challenges.

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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.)

- Continuous improvement on marketing efforts and marketing options (i.e. Twitter, Facebook, Pinterest, etc.)
- Offer a wide range of courses to service a variety of customer personal interests and training needs, to better serve community members.

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.)

- Continuous updating of data information, have regular meetings about findings and implementation of course and service offerings.
- Assess data and document findings every 6 months; January to June to be completed in July and July to December to be completed in January of the following year.