Annual Report AY 2012-13

Non-Instructional Unit Assessment (NIUA) Subcommittee of the IEC

Submitted by Mariko Kershaw
September 20, 2013

Note: No report was submitted for the previous academic year, thus this report will briefly summarize AY 2011-2012 activities.

During AY 2011-2012 the NIUA met on:

- October 10, 2011
- November 17, 2011
- December 1, 2011 (no minutes available)
- December 22, 2011 (no minutes available)

Membership included Ellen Ishida-Babineau (convener), Mariko Kershaw, Jan Lubin, Leslie Opulauoho, and Frank Palacat.

During AY 2012-2013 the NIUA met on:

- November 18, 2012
- December 12, 2012
- January 31, 2013
- February 28, 2013
- April 8, 2013

Membership included Ellen Ishida-Babineau (non-voting), Leticia Colmenares, Mariko Kershaw (convener), Ann Lemke, and Paul Nash.

Meeting minutes are posted on the IEC’s documents web page at: http://windward.hawaii.edu/Committees/Institutional_Effectiveness/Documents.php
On September 12-13, 2011 all WCC non-instructional units participated in a workshop conducted by Dr. Terri Manning to create process outcomes for their units. Following the workshop, the NIUA was formed to assist non-instructional units in refining the outcomes they wrote and conducting assessment of those outcomes.

**Academic Affairs Office**

Mariko Kershaw worked with the Office of Academic Affairs during AY 2011-12 to develop and assess process outcomes. See Appendix A for their assessment documentation.

December 2011: Finalized outcomes and developed an online satisfaction survey for WCC faculty and staff.

January 2012: Emailed survey to WCC fac-staff listserv. Responses were collected from the 23rd to the 27th.

February 2012: The Office discussed survey results.

March 2012: The Office completed an assessment form detailing their outcomes, means of assessment and criteria for success, summary of assessment results, and an analysis and use of results.

**Academic Support Units**

*Computing Services, the Library, the Testing Center, and Media & Duplication*

Academic Support Units are required by the UH System to provide assessment data yearly, which is included in their respective annual reports (available at http://www.wcc.hawaii.edu/Governance/Documents.php).

**Computing Services**

In spring 2012, the Mariko Kershaw reviewed Computing Services’ process outcomes and provided feedback. The feedback was incorporated into Computing Services’ AY 2011-2012 Program Review (available at
The Testing Center

Mariko Kershaw worked with the Testing Center (TC) during AY 2011-12 to develop and assess process outcomes. See Appendix G for their assessment documentation.

October 2011-January 2012: Finalized outcomes.

February-April 2012: Created online satisfaction survey for faculty users of the TC, one version for WCC faculty and another for non-WCC faculty.

May 2012: Distributed survey via email and analyzed survey results.

June-December 2012: The TC completed an assessment form detailing their outcomes, means of assessment and criteria for success, summary of assessment results, and an analysis and use of results.

Administrative Services Office

Including the Office of Safety and Security

Ellen Ishida-Babineau worked with the Administrative Services Office during AY 2011-12 and 2012-13 to develop and assess process outcomes. Their finalized assessment form is not yet available.

Spring 2012-Fall 2012: Administrative units refined outcomes. Started work with Renee Arakaki to create survey based on Service/Process Outcomes refined from Manning Workshop.


Early Spring 2013: Administrative Services Survey (all units except for the Office of Safety and Security) finalized and administered.

April 2013: Results of this spring survey are disseminated to Admin Services unit heads for discussion with unit members.

May 2013-June 2013: Administrative Services draft their assessment reports.
June 30, 2013: Assessment reports due to Ellen Ishida-Babineau. Assessment reports to be included in 2012-2013 Annual Report for the Office of Administrative Affairs.

**Career & Continuing Education (CCE)**

**Center for Aerospace Education (CAE)**

Letty Colmenares worked with the Center for Aerospace Education during AY 2012-13 to develop and assess process outcomes. See Appendix D for their assessment form.

January 2012: CAE implemented hard-copy surveys (for school teachers).

September 2012: CAE implemented online surveys (for school teachers).

January 2013:

- Started work with Letty Colmenares.
- Reviewed outcomes and surveys.
- Developed a timeline to conduct an assessment of outcomes.
- CAE developed online survey for Windward Community College instructional classes.
- CAE developed online survey for Windward Community College non-instructional groups.

January-April 2013:

- CAE administered the survey to school teachers (Outcome 1).
- CAE administered the surveys to Windward Community College groups (Outcome 2).

April 2013: Results of surveys reviewed and assessment results discussed with CAE Director.

April 30, 2013: Letty and the Imaginarium Manager, Mary Beth, met to discuss assessment report template.

May 2013: Mary Beth drafted CAE assessment report and submitted to Letty.

June 2013: Letty and NIUA committee reviewed CAE assessment report.

July 2013: Finalized report and submitted to OCCE Director. To be included in 2012-2013 Annual Report for the Office of Continuing Education.

**The Office (OCCE) & CCE Facilities**

Letty Colmenares worked with OCCE and CCE Facilities during AY 2012-13 to develop and assess process outcomes. See Appendix B and C for their assessment forms.
Jan 2013: Jane Uyetaki and Gerri Kabei (OCCE Coordinators) started working with Letty Colmenares. Reviewed outcomes of both units. Developed a timeline to conduct an assessment of program outcomes of both units.

Feb 2013: Jane and Gerri developed online surveys for CCE and Facilities. Brainstormed with Letty.

Mar 2013: Jane and Letty solicited comments regarding surveys from IEC (Jan Lubin and Renee Arakaki).

Mar 2013: Gerri retired on Feb 28, 2013. Jane administered OCCE survey to both workforce and leisure students, and CCE Facilities surveys to both external and in-campus users.

April 2013: Jane computed survey results and drafted preliminary findings.

May 2013: Jane and Letty consulted NIUA and IEC about benchmark setting.

May 2013: Jane drafted both CCE and Facilities reports. Submitted to Letty.

June 2013: Jane and Letty reviewed, met, revised and revised.

July 5, 2013: Final draft submitted to OCCE Director.

July 17, 2013: OCCE Director finalized the report. This will be included in 2012-2013 Annual Report for the Office of Career and Community Education.

Chancellor’s Office

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Student Affairs

In the October 2012 WCC Accreditation Team Evaluation Report, it was recommended that Student Affairs develop and assess learning outcomes. In response, the Student Affairs Office developed learning outcomes for each unit within the office during AY 2012-13. Ann Lemke and Mariko Kershaw worked with the Vice Chancellor of Student Affairs to manage the assessment process. See Appendix F for their assessment form.
Appendices

A. Academic Affairs 2011-12 Assessment Documentation

B. Career & Community Education: Office of Career & Community Education Spring 2013 Assessment Form

C. Career & Community Education: Facilities Spring 2013 Assessment Form

D. Career & Community Education: Center for Aerospace Education Spring 2013 Assessment Form

E. Chancellor’s Office 2012 Program Review Summary

F. Student Affairs 2012-13 Learning Outcomes Assessment Form

G. Testing Center 2011-12 Assessment Documentation