Honolulu Community College Non-Credit Program
Program Review
July 1, 2012 to June 30, 2013

Unit Name: Honolulu Community College Non-Credit Program including the Pacific Center for Advanced Technology Training (PCATT) and Continuing Education and Lifelong Learning (CELL)

Submitted by: Rosemary Sumajit, Interim PCATT/CELL Director

Unit Description

The Pacific Center for Advanced Technology Training (PCATT), one of the units of the Non-Credit Program at Honolulu Community College (HCC), is a consortium of the University of Hawai‘i Community Colleges headquartered at HCC. Industry partnerships with Cisco, Microsoft, Red Hat, Oracle, BICSI, and VMware provide certified, leading edge, non-credit training in advanced technologies. Training in 3D printing, virtualized welding, mobile applications, and green technologies illustrate the breadth of expertise beyond IT. PCATT also offers customized training in response to customer needs in regard to content, schedule and delivery location.

Continuing Education and Lifelong Learning (CELL) is the Non-Credit Program unit which complements the training initiatives of PCATT and offers training opportunities in a wide range of programs, courses, and services to meet the needs of business and industry as well as the community and special groups. The focus is on training for workforce development. Training for business and industry is customized to meet specific needs. The training is short, flexible, convenient, and effective. Training courses can be delivered on-campus or on-site through a contract between the College and the customer. Generally, CELL courses are designed to upgrade the skills and knowledge of individuals currently employed in the Technical, Occupational and Professional fields related to the more than 25 programs offered at the College. In addition, specific, short-term programs and services that are responsive to community and special groups are available.

Mission

The mission of Non-Credit Program at HCC is to provide leadership and training in trades and technologies to enhance economic and workforce development programs and initiatives in the State of Hawai‘i and Pacific Rim.

Other Narrative

As part of the University of Hawai‘i, the Non-Credit Program at HCC provides training solutions to help students achieve their personal and professional goals. The program provides expert training in a variety of areas, from English as a Second Language through Advanced Technology, all in a friendly and professional environment.
## PCATT/CELL Service Area Outcomes (SAO)

<table>
<thead>
<tr>
<th>SAO No.</th>
<th>SAO Description</th>
<th>Assessed this year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The non-credit program strives to ensure that all students have an overall satisfaction of the courses taken.</td>
<td>Yes</td>
</tr>
<tr>
<td>2</td>
<td>The non-credit program strives to ensure that all students have an overall satisfaction of the training facilities.</td>
<td>Yes</td>
</tr>
<tr>
<td>3</td>
<td>The non-credit program strives to ensure that all students have an overall satisfaction of the registration process and other services received.</td>
<td>Yes</td>
</tr>
<tr>
<td>4</td>
<td>The non-credit program strives to ensure that all instructors have a mastery of the subject matter being taught.</td>
<td>No</td>
</tr>
<tr>
<td>5</td>
<td>The non-credit program strives to ensure that all instructors have an adequate level of preparation of the subject matter being taught.</td>
<td>No</td>
</tr>
<tr>
<td>6</td>
<td>The non-credit program strives to ensure that all instructors have the ability to communicate information effectively with the students.</td>
<td>No</td>
</tr>
<tr>
<td>7</td>
<td>The non-credit program strives to ensure that all instructors have the ability to interact effectively with the students.</td>
<td>No</td>
</tr>
<tr>
<td>8</td>
<td>The non-credit program strives to ensure that all students have an overall satisfaction of the instructor.</td>
<td>Yes</td>
</tr>
</tbody>
</table>

## Institutional Learning Outcome (ILO) Alignment

<table>
<thead>
<tr>
<th>ILO No.</th>
<th>ILO Description</th>
<th>Aligned</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Graduates will be able to read and write analytically and critically, and utilize computational methods appropriate to their chosen field of study, to function effectively in society. Graduates will be able to organize and present in written and oral communication a variety of information and ideas, and articulate world views, including a well-established scientific methods, as gained through a rigorous Liberal Arts curriculum.</td>
<td>Yes</td>
</tr>
<tr>
<td>2</td>
<td>Graduates will be prepared to enter a four year institution and successfully complete the upper level curriculum.</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>3</td>
<td>Graduates will be able to successfully apply the skills</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Assessment Strategy/Instrument

- On-line course evaluation forms are completed by every participant at the conclusion of each course delivered by PCATT/CELL. (Form is Attached)
- Pencil and paper evaluations are given to individuals and organization who utilize the PCATT/CELL facilities and services through room/computer lab rentals. (Form is Attached)
- Course evaluation questions and facility rental evaluations provide information that addresses non-credit service area outcomes. Participant responses are compiled, recorded, evaluated and utilized for continuous improvement of the program.

Expected Level of Achievement

- An overall rating of 80% yes responses (on a yes/no choice) from the evaluations will be received from the students on their overall satisfaction of the course taken. (SAO #1)
- An overall rating of 4.0 (on a 5-point scale) from the evaluations will be received from the students on their overall satisfaction of the training facilities. (SAO #2)
- An overall rating of 4.0 (on a 5-point scale) from the evaluations will be received from the students on their overall satisfaction of the registration process and the other services received. (SAO #3)
- An overall rating of 4.0 (on a 5-point scale) from the evaluations will be received from the students on their overall satisfaction of the instructor. (SAO #8)

Results of Unit Assessment

- The expected level of achievement of SAO #1 was exceeded. From the 249 student evaluations that were received, 235, or 94.4%, responded yes (on a yes/no choice) to the following question, “Overall, were you satisfied with the course?”
- The expected level of achievement of SAO #2 was exceeded. From the 249 student evaluations that were received, a rating of 4.57 (on a 5-point scale) was received in response to the following question, “Overall, were you satisfied with the classroom/lab training facilities?” From the 25 facility rental evaluations that were received, a rating of 4.88 (on a 5-point scale) was received in response to the following statement, “Facilities in general.”
- The expected level of achievement of SAO #3 was exceeded. From the 249 student evaluations that were received, a rating of 4.57 (on a 5-point scale) was received in response to the following question, “Overall, were you satisfied with the registration process?” From the 25 facility rental evaluations that were received, 25, or 100%, responded with a 5 (on a 5-point scale) to the each of the following statements:
  - Overall satisfaction with PCATT/CELL
  - Quality of services
  - Customer service
Expected level of achievement of SAO #8 was exceeded. From the 249 student evaluations that were received, a rating of 4.70 (on a 5-point scale) was received in response to the following question, “Overall, how would you rate your instructor?”

Other Internal/External Factors Affecting the Unit

- The economy plays a vital role in the ability for community members to pay course tuition, affecting enrollment.
- The military sequestration plays a vital role in the registration and training of military and military contractor personnel.
- The recent loss of an Educational Specialist in the CELL unit has affected the continuity of the training programs she managed.

Action Plan

- The College is in the process or re-advertising for a permanent Director for the Non-Credit Program. This effort needs to be successfully completed.
- The Director, Program Manager, and Operations Manager are in the process of re-describing the Band B Educational Specialist position into an entrepreneur/sales/contract specialist for the Non-Credit Program. This effort needs to be successfully completed.
- Evaluations will be continued to be given to participants as they finish PCATT/CELL courses and to individuals and organization who utilize the Non-Credit Program facilities and services and the results compiled, evaluated, analyzed and utilized to make continuous improvement in the Non-Credit Program.

Conclusion

- The July 1, 2012, to June 31, 2013, assessment of the HCC Non-Credit Program and services identifies that the program is healthy and doing well. Continuous improvement will continue to be pursued. A different group of SAOs will be assessed during the next assessment cycle.