

HAWAI'I COMMUNITY COLLEGE UNIT ANNUAL REVIEW REPORT

Curriculum Support

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July 1, 2014 to June 30, 2015

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Program/Unit Review at Hawai'i Community College is a shared governance responsibility related to strategic planning and quality assurance. Annual and 3-year Comprehensive Reviews are important planning tools for the College's budget process. This ongoing systematic assessment process supports achievement of Program/Unit Outcomes. Evaluated through a college-wide procedure, all completed Program/Unit Reviews are available to the College and community at large to enhance communication and public accountability. Please see <http://hawaii.hawaii.edu/program-unit-review/>

Unit Description

Please provide a brief description of your Unit. Include your Unit Mission statement.

The Hawai'i Community College Curriculum Support Unit is a subunit within the Academic Support Unit which is part of the Office of the Vice Chancellor for Academic Affairs. The Curriculum Support Unit coordinates the use of curriculum software and innovations to support the College curriculum proposal requirements, process and procedures, and storage and maintenance. CSU provides curriculum related support to faculty, staff, and administrators from assisting with the input of proposals, answering curriculum-related questions, to gathering information and data. Other services provided are creating and maintaining documentation for curriculum software operations, trains and support appropriate faculty and/or staff on the use and maintenance of curriculum software, and backloads as may be necessary, existing and previously approved programs and/or courses into the curriculum software database.

As part of the Academic Support Unit, the Curriculum Support Unit promotes student learning by providing support to the college community. This support is focused to the maintaining of the college's curriculum management systems records as well as supporting of curriculum proposals/approval functionality provided by the college's curriculum management database system. The provided support is to faculty and staff which supports student learning.

Part I. Review of Unit Data

If ARPD data is submitted for your Unit, go to the Annual Reports for Program Data (ARPD) website linked below and review the data for your Unit.

<http://www.hawaii.edu/offices/cc/arpd/>

N/A

Part II. Analysis of the Unit

Provide a detailed analysis of the Unit during the review period. ~~If ARPD data is available for your Unit, base this part on the ARPD data from Part 1 and analyze the Unit in terms of Demand, Efficiency, and Effectiveness, and include analysis of any Perkin's Core Indicator(s) for which the Unit's goal was not met.~~ All Units should include and analyze significant Unit actions or changes (e.g., changes to the Unit's services or numbers served, gain/loss of positions, etc.). Also discuss results of prior year's action plan and include any trends or other factors (internal/external) affecting the Unit. Describe and analyze other significant information not included elsewhere.

Extensive work was done to update Course Learning Outcome information within Curriculum Central.

Created CLO to PLO and PLO to ILO Alignment Designation forms for 2014 ILO summit

In Spring 2015, previous curriculum support specialist, Mitchell Okuma was asked by UH system to become functional lead for Kualu CM. Because of this, a new temporary position for Curriculum Support was filled (February 2015). This person's role is to provide quality support and service to faculty and staff and maintain HawCC's curriculum management system.

CSS was hired after Spring 2015 curriculum deadline and before first Academic Senate meeting. During the Spring 2015 semester, the new CSS went through extensive training.

CSS meet with Curriculum Review Committee Chair at least once a week to discuss ongoing proposals that needed attention before CRC weekly meetings.

Provide extensive support to faculty, staff, and administrators.

CSS is responsible for the delivery of a Course Outline of Record to faculty upon request, provided that all curriculum information is available as part of the GE application process. If the curriculum information is not complete, the Curriculum Support Specialist delivers a Course Outline on File to the requestor.

Uploaded 2014-2015 CLO to PLO and PLO to ILO Alignment Designation Forms from 2014 ILO summit into Google Drive; inputted alignments into Curriculum Central; filed forms.

Worked on collecting data information for Joyce regarding dates for PPA.

Assisted with ACCJC data (courses/programs), reviewed Academic Program Actions report for accuracy, and gathered assessment plan/report dates as requested by Joni

Attended all campus curriculum management meetings once a month amongst all UH system campuses. Majority of attendees are curriculum, banner, and catalog support specialists. These meetings are held to discuss the migration and implementation of the new curriculum management system, Quali CM.

Discuss results of prior years action plan and include any trends or other factors (internal/external) affecting the unit.

2013-2014 Action Plan Goals:

1) Develop a Curriculum Proposal Worksheet that could be used by faculty to help prepare their course proposals prior to entering them into Curriculum Central.

The development of the curriculum proposal worksheet took place in Spring 2014 and was implemented Summer 2014.

2) Update and maintain activity calendar to note key actions required by unit.

Calendar is updated as required.

Internal factors affecting the unit:

Inconsistency/lack of knowledge/unclear directions of curriculum procedures. Discovered that program learning outcomes had no modified/approval procedure. Situation was brought to Mitchell Okuma's attention who advised to bring it up to LBRT Dean, Chris Manaserri.

20% review forms are not being filled out correctly. When comparing the required attached documents of the 20% form (syllabi versus course outline in CC) many discrepancies were found and no one to follow up or enforce.

External factors affecting the unit:

Lack of communication amongst DC's and new faculty regarding Curriculum Central. As noted in the survey results below, one comment notes lack of knowledge regarding Curriculum Central for new faculty. At the beginning of each semester, CSS creates CC access for new users and offers support and training material and resources.

Part III. Action Plan

Describe in detail the Unit's overall action plan for the current/next academic year. Discuss how these actions support the College's Mission. Include specific action plans to address any barriers or challenges that affect the Unit's efficiency, effectiveness, and operational performance.

Ensure that courses are deleted via the curriculum process with CLO's stating, "this course will be deleted".

Participate in Kualī CM migration and implementation discussions and testing

Develop training material and resources for faculty and staff of new curriculum management system, Kualī.

Continue to support faculty, staff, administrators, and curriculum review committee chair with curriculum needs.

Continue to collaborate with the assessment coordinator in regards to course and program learning outcomes and alignments and contribute to assessment summit.

Contribute and collaborate in implementing new curriculum deadlines due to STAR and early registration.

Part IV. Resource Implications

Please provide a brief statement about any implications of current operating resources for the Program. Budget asks are included in the 3-year Comprehensive Review, except for the following that may be included here: health and safety needs, emergency needs, and/or necessary needs to become compliant with Federal/State laws/regulations. Describe the needed item(s) in detail, including cost(s) and timeline(s). Explain how the item(s) aligns with one or more of the Strategic Initiatives of the Hawai'i Community College 2015-2021 Strategic Plan. Identify and discuss how the item(s) aligns with the Initiative's Goal, Action Strategy, and Tactic. [HAWCC Strategic Plan](#)

N/A

Part V. Comprehensive Review Information

Please provide a short summary regarding the last comprehensive review for this Unit. Discuss any significant changes to the Unit since the last comprehensive review that are not discussed elsewhere.

A comprehensive unit review was submitted by the previous Curriculum Support Specialist, Mitchell Okuma on March 2, 2015.

No significant changes since then.

Required for ARPD Web Submission: Provide the URL to the specific location of this Unit's last Comprehensive Review on the HawCC Program/Unit Review website (see link on page 1):

http://hawaii.hawaii.edu/program-unit-review/docs/2014_curriculum_support_comprehensive_unit_review.pdf

Part VI. Unit Outcomes

For all parts of this section, please provide information based on the Unit Outcomes assessed in AY 2014-15.

Unit Outcome 1: The Curriculum Support Unit provides resources and services to faculty and staff to manage and maintain the College's curriculum information.

Unit Outcome 2: The Curriculum Support Unit works with faculty and staff to ensure that the curriculum information stored in the college's curriculum management software system is current, accurate, and complete.

A) Assessment Strategy/Instruments

Provide a description of the Unit's assessment strategy, including the type of work or activities assessed; type of assessment rubrics developed/adopted and used; how and when the assessment was conducted; and how the assessment was analyzed.

Strategy/Instrument 1: Surveys: Fall 2014 to Spring 2015 ASU Survey

Academic Support Unit sent out a Unit Satisfaction Survey towards the end of the Spring 2015 semester to assist with the assessment services provided by its sub-units.

Fall/Spring Survey questions for Curriculum Support were as follows:

- 1) I am a (faculty member, staff member, administrator, lecturer)
- 2) I primarily work at (East Hawai'i, UH Center West Hawai'i)
- 3) Have you utilized HawCC's Curriculum Central to propose a new program and/or course?
- 4) Have you utilized HawCC's Curriculum Central to modify a program and/or course?
- 5) Have you utilized HawCC's Curriculum Central to delete a program and/or course?
- 6) Please choose your level of satisfaction using the following scale: (Strongly agree, Agree, Neutral, Disagree, Strongly Disagree, N/A)
 - a. I am satisfied with the service received from the curriculum support unit
 - b. I am satisfied with the response time of the curriculum support unit
 - c. I am satisfied with the quality and content of the training (material and resources available)
- 7) Please choose your level of agreement using the following scale: (Strongly agree, Agree, Neutral, Disagree, Strongly Disagree, N/A)
 - a. I feel the college's curriculum information stored in Curriculum Central is current?
 - b. I feel the college's curriculum information stored in Curriculum Central is accurate?
 - c. I feel the college's curriculum information stored in Curriculum Central is complete?
- 8) Are there any additional comments and/or suggestions you would like to provide?

Strategy/Instrument 2: Statistical Analysis: Number of course and program proposals, fast tracks submitted, course outline of record and on File delivered in Fall 2014 and Spring 2015 terms. Information/data was obtained from HawCC's Curricula Affairs Portal report and Curriculum Support Specialist personal log sheets.

B) Expected Level of Achievement

For each assessment conducted during the review year, describe the rubric(s) standards and the benchmark goal(s) for successful achievement of the Unit's Outcomes (e.g., "85% of work orders will have been filled within the original estimated completion time" or "90% of students will report satisfaction with Unit

services”). Discuss why this achievement level is expected and how it compares to appropriate service industry standards.

85% or more participants will choose strongly agree or agree in terms of satisfaction with resources and services CSU provided.

75% or more participants will choose strongly agree or agree when asked whether CSU successfully ensured that the curriculum information stored in the curriculum management database is current, accurate, and complete.

This mid to high range level of achievement is expected because it’s the Curriculum Support Unit goals to provide quality and continuous curriculum related support to faculty and staff and maintain the accuracy of the curricula so they can better serve the developing needs of our college community while ensuring their success.

C) Results of Unit Assessment

Provide a de tailed description of the assessment(s) results. Discuss how these results collectively demonstrate achievement of the Unit’s Outcomes and support of the College’s Mission. Describe how the Unit’s assessment results have guided the implementation of changes to improve the Unit’s function(s), service(s), delivery, and/or organizational structure during the review period. If no change has been implemented for improvement based on assessment results, discuss any barriers or challenges that have hindered implementing improvements.

Strategy /Instrument 1: Survey

1. I am a	
a. Faculty member	38.89%
b. Staff member	51.85%
c. Administrator	0.00%
d. Lecturer	9.26%
2. Location	
a. East Hawai’i	90.74%
b. UH Center West Hawai’i	9.26%
20. Curriculum Central utilization- Propose new program and/or course	
a. Yes	43.48% (10)
b. No	56.52% (13)
21. Curriculum Central utilization – Modify a program and/or course	
a. Yes	50.00% (12)
b. No	50.00% (12)

Curriculum Central utilization – Delete a program and/or course	
a. Yes	25.00% (6)
b. No	75.00% (18)
Level of satisfaction – Service received	
a. Strong Agree	40.91% (9)
b. Agree	18.18% (4)
c. Neutral	18.18% (4)
d. Disagree	0.00% (0)
e. Strongly Disagree	0.00% (0)
f. N/A	22.73% (5)
Level of satisfaction – Response time	
a. Strong Agree	40.91% (9)
b. Agree	18.18% (4)
c. Neutral	18.18% (4)
d. Disagree	0.00% (0)
e. Strongly Disagree	0.00% (0)
a. N/A	22.73% (5)
Level of satisfaction – Quality and Content of training material and resources	
a. Strong Agree	18.18% (4)
b. Agree	22.73% (5)
c. Neutral	31.82% (7)
d. Disagree	4.55% (1)
e. Strongly Disagree	0.00% (0)
f. N/A	22.73% (5)
Level of agreement - Data Evaluation (current)	
a. Strong Agree	15.00% (3)
b. Agree	10.00% (2)
c. Neutral	50.00% (10)
d. Disagree	15.00% (3)
e. Strongly Disagree	10.00% (2)
Level of agreement - Data Evaluation (accurate)	
a. Strong Agree	15.00% (3)
b. Agree	10.00% (2)
c. Neutral	45.00% (9)

d. Disagree	15.00% (3)
e. Strongly Disagree	15.00% (3)
Level of agreement - Data Evaluation (complete)	
a. Strong Agree	15.00% (3)
b. Agree	10.00% (2)
c. Neutral	45.00% (9)
d. Disagree	15.00% (3)
e. Strongly Disagree	15.00% (3)

Additional comments and/or suggestions from survey

#	Responses
1	The website for CC is not very user friendly, but the staff is great when you need something. Much of the information for courses is very outdated or inaccurate, however. This, again, is not a problem of the staff of CC, but instead represents a need that the college has - we need to update and keep this information current and standardized, and I think that lies in faculty making it a priority or needing some sort of timeline like we have for assessment.
2	Provide faculty with a flowchart of how curriculum proposals are funneled through the CRC process, approval process, and entered into Curriculum Central.
3	A mistake was made in the catalog which prevented Culinary Arts students from getting financial aid for Math 50H, and there was a problem getting QM197H into the catalog to replace Math 100. There ought to be a way to make sensible and necessary changes to the catalog between printings of the catalog. It doesn't seem right to me that errors on paper should prevent students from getting the instruction they need to be successful in their profession. Aloha, Hardwin Blanchard
4	Curriculum central is very confusing to use, once submitting there is no way of going back and checking your work. Hard to keep track of where files are.
5	I've never tried to access Curriculum Central (should I? Is this where I should look for course information for advising, etc.? If so, maybe some training for new faculty...?)
6	In March a different person took over to assist and there was essentially no help between Feb and end of March during the transition. Once the new person was trained and thus able to assist, assistance was excellent -- nonexistent prior to that though and very poor communication by outgoing person
7	none

Strategy/ Instrument 2: Statistical Analysis

Fall 2014

Programs:

New: 0

Modified: 11

Deleted: 3

Courses:

New: 7
Modified: 13
Deleted: 32

Course Modification Fast Track Processed: 58

Course Outline of Record (COR) Delivered: 32

Course Outline of File (COF Delivered): 81

Spring 2015

Programs:

New: 3
Modified: 15
Deleted: 5

Courses:

New: 25
Modified: 34
Deleted: 34
Experimental: 12

Course Modification Fast Track Processed: 52

Course Outline of Record (COR) Delivered: 17

Course Outline of File (COF Delivered): 18

D) Other Comments

Include any additional information that will help clarify the assessment results. Include comparisons to any applicable College or Unit standards, or to any national standards from industry, professional organizations, or accrediting associations. Include, if relevant, a summary of student survey results, graduate-leaver survey, special studies, or other assessment instruments used.

N/A

E) Next Steps

Based on the Unit's overall AY 2014-15 assessment results, describe the Unit's intended next steps to improve services in support of the College's Mission of promoting student learning. Discuss plans the Unit has developed for continuous improvement based on assessment results.

Continue to work on improving training materials on how to use Curriculum Central. Use screencast-o-Matic tool to upload tutorial videos at the beginning of each semester for continuing and new users, offer one-on-one training sessions, and open a line of communication amongst CSS and new faculty.

Continue to work on populating missing and/or outdated information (i.e. topics in outline format, outcome alignments) within Curriculum Central so that information is current, accurate, and complete.

Continue work on preparing for Quali CM implementation