

# **HAWAI‘I COMMUNITY COLLEGE ANNUAL UNIT REVIEW (AUR)**

## **Institutional Assessment Office**

**Dec 31, 2017**

**Review Period  
July 1, 2016 to June 30, 2017**

Initiator: VCAA Joni Onishi  
Writer: Reshela DuPuis

*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 evaluation and assessment process supports achievement of Program/Unit and Institutional 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/files/program-unit-review/>*

*Please remember that this review should be written in a professional manner. Mahalo.*

## PART 1: UNIT DATA AND ACTIVITIES

### Unit Description (required by UH System)

<p>Provide the short description as listed in the current catalog.</p> <p>If no catalog description is available, please provide a short statement of the unit's services, operations, functions and clients served.</p>	<p><b>Catalog statement:</b></p> <p><i>Assessment</i></p> <p><i>Assessment is the process of gathering and analyzing information about student learning and services for the purposes of evaluating and improving the learning environment. Hawai'i Community College engages in systematic assessment of learning outcomes at the institutional, program, and course levels and of services/support outcomes at the unit level to ensure continuous quality improvement and to create increased opportunities for student learning and success.</i></p> <p>The Institutional Assessment Office (IAO), through its unit manager, the Institutional Assessment Coordinator (IAC), provides coordination, resource development, training and professional development, and consultation and professional expertise to instructional programs and service/support units to support assessment, review and institutional effectiveness leading to the renewal of accreditation.</p> <p>The IAC also chairs and convenes the <b>Assessment Committee</b>, a standing committee of the College Council.</p> <p>The Assessment Committee's <b>Mission Statement</b> is:</p> <p><i>The Hawai'i Community College Assessment Committee is dedicated to providing leadership to ensure that the College achieves its mission by sponsoring assessment activities, encouraging meaningful assessment practices and experiences, and promulgating discovery based on results of the assessment process.</i></p>
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### Comprehensive Review information (required by UH System)

<p>Provide the year and URL for the location of this Unit's last Comprehensive Review on the HawCC Program/Unit Review website: <a href="http://hawaii.hawaii.edu/files/program-unit-review/">http://hawaii.hawaii.edu/files/program-unit-review/</a></p>	
Year	2016
URL	<a href="http://hawaii.hawaii.edu/files/program-unit-review/docs/2016_iao_comprehensive_unit_review.pdf">http://hawaii.hawaii.edu/files/program-unit-review/docs/2016_iao_comprehensive_unit_review.pdf</a>

<p>Provide a short summary of the CERC's evaluation and recommendations from the unit's last Comprehensive Review.</p> <p>Discuss any significant changes to the unit that were aligned with those recommendations but are not discussed elsewhere in this report.</p>	<p>CERC recommendations are not available at this time. They will be discussed in the unit's next annual review.</p>
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**ARPD Data: Analysis of Quantitative Indicators** (required by UH System)

Unit data can be found on the ARPD website: <http://www.hawaii.edu/offices/cc/arpd/>

**Please attach a copy of the Unit's data tables  
and submit with this Annual Unit Review (APR).**

- a) **If you will be submitting the AUR in hard copy, print and staple a copy of the data tables to the submission; the icon to print the data tables is on the upper right side, just above the data tables.**
- OR**
- b) **If you will be submitting the AUR in digital form (WORD or PDF), attach a PDF copy of the data tables along with the digital submission; the icon to download the data tables as a PDF is in the upper right of the screen, just above the data tables.**

<p><b>Analyze the Unit's ARPD data for the review period.</b></p> <p><b>Describe, discuss, and provide context for all 2016-17 ARPD data categories and indicators that are relative to the Unit's provision of services.</b></p> <p>The UH System does not collect or provide ARPD data for the unit. However, the unit collects data on its provision of services to the College and accomplishment of operational tasks.</p> <p><b><u>DEMAND:</u></b> The unit considers its Demand indicators to be the level of faculty/staff participation in its offerings of professional development opportunities, and faculty/staff/admin requests for course, program, curriculum, service-unit and other support related to assessment, the review process, accreditation, and institutional effectiveness.</p> <p>In AY16-17, the unit's IAC provided <b>405.25</b> hours of professional services:</p>
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- **178 hours** of professional development workshops, trainings, consultations, and events to **591** participants (duplicated count):
  - conducted **87** individual and group assessment consulting sessions, trainings and workshops;
  - conducted **40** individual and group consulting sessions, trainings and workshops on program/unit annual and comprehensive review;
  - planned, organized, and led **3** large Kauhale-wide assessment events, including:
    - ILO-Mission-Vision Information & Discussion meetings for staff: July 20, 2016;
    - ILO-Mission-Vision Information & Discussion meetings for faculty: August 18, 2016
    - 2016-17 Assessment Summit, August 18, 2016
- **227.25** hours of consultation, professional expertise and resource liaison-ship:
  - **54** assessment, review and institutional effectiveness meetings, **90** hours;
  - **34** accreditation meetings, **83.75** hours;
  - **28** meetings/events related to institutional effectiveness and/or service to the College, **53.5** hours.

**The unit considers the Demand for the unit's services to be HEALTHY.**

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**Efficiency:** The unit has only one full-time member, the non-instructional faculty IAC, who solely provided all services and professional development opportunities detailed above and discussed elsewhere in this report. Given the volume of services provided without additional personnel, the unit is considered to be working efficiently.

**The unit considers its Efficiency to be HEALTHY.**

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**Effectiveness:** the unit considers its primary Effectiveness indicators to include, among other factors, the number of assessments and program/unit reviews conducted by faculty and staff and reported to the College for posting to the appropriate websites. In AY16-17, the IAC supported the following:

- **70 of 125 (56%)** scheduled AY16-17 course assessments were completed and reports filed with the College; an additional **11** course assessment plans were submitted but no results were reported.
- **31 of 31** programs (**100%**) submitted annual reviews;
- **7 of 11** programs (**64%**) submitted scheduled comprehensive reviews;
- **14 of 31** units (**45%**) submitted annual reviews;
- **5 of 10** units (**50%**) submitted scheduled comprehensive reviews.

**The unit considers its Effectiveness in serving the College to be HEALTHY.**

**The unit considers its Overall rating in serving the College to be HEALTHY.**

However, given the lower-than-expected complete rate for both course assessments and service/support-unit reviews, the IAO unit considers the College's Effectiveness rating in completion of assessment and reviews to be **CAUTIONARY**.

**What else is relevant to understanding the Unit's data? Describe any trends, internal/external factors, strengths and/or challenge that can help the reader understand the Unit's data but are not discussed above.**

A large part of the IAC's work is done in collaboration with other units and committees. The IAC served on the following committees and task groups in AY15-16:

- Accreditation Core Team
- Accreditation Resource Liaison, Standards Team, 1A/B/C, 3C
  - Accreditation Resource Consultant, Standards Teams 2A/B
- College Council
- College Council Task group on ILO-Mission-Vision Review, Co-Chair
- Assessment Committee, Chair
- College Effectiveness Review Committee (CERC)
- Curriculum Review Committee (CRC)
- UH Systems IAC working group

The IAC also represented the College as a member of the AY16-17 President's Emerging Leadership Program (PELP).

## UNIT ACTIVITIES

**Report and discuss all major actions and activities that occurred in the unit during the review period, including meaningful accomplishments and successes. Describe how these unit activities helped contribute to student success.**

**Also discuss the challenges or obstacles the unit faced in meeting its goals and supporting student success, and explain what the unit did to address those challenges.**

- ✓ The IAC planned and conducted the College's 2016 Assessment Summit, Aug 18, 2016, which presented to the Kauhale a recap of AY15-16 assessment status and provided an update on the College's assessment plans for AY16-17. The Summit power-point presentation and full text report are available on the Assessment website: <http://hawaii.hawaii.edu/files/assessment/>

- ✓ As continuing co-chair of the College Council's task group on ILO-Mission-Vision Review, the IAC coordinated and conducted two ILO-Mission-Vision Information & Discussion meetings, one each for staff and faculty, held respectively on July 20<sup>th</sup> and August 18<sup>th</sup>, 2016. The IAC also acted as the primary coordinator and contact for the Kauhale-wide vote on the proposed new guiding statements. The ballot on these proposals was opened to all College employees on July 20, 2016 and closed on September 20, 2016. One hundred and forty-eight (148) eligible employees voted. Sixty-six percent of responders voted to adopt the revised Mission and Vision statement, and 80% voted to adopt the revised Institutional Learning Outcomes.
- ✓ During AY16-17, the IAC worked closely with the Kuali curriculum specialist and all instructional department chairs and program coordinators to facilitate faculty review of all program learning outcomes (PLOs) and alignment to the new ILOs. This Learning Outcome Alignment (LOA) project required building the appropriate proposal mechanism in the Kuali site so that LOAs could be entered and approved via the digital curriculum site. As a result of the IAC's outreach and advocacy campaign for this project, 100% of instructional programs have reviewed and aligned their PLOs to the new ILOs.
- ✓ The IAC worked closely with and supported the LBRT DCs in developing and conducting two complex multi-course and cross-disciplinary PLO assessment projects, one each on the department's Quantitative Reasoning (QR) outcome and one on it Oral Communication (OC) outcome. These projects involved assessment of both student learning and faculty production (assignments and rubrics). The IAC "crunched the raw data" for both assessment projects for the LBRT DCs, provided initial analysis of all results to them, and facilitated their reporting out of those results on Nov 4, 2016, to the LBRT department and College.
- ✓ The IAC led and mentored the Assessment Committee as the members reviewed and revised the Committee's charge and tasks in support of institutional effectiveness, leading to a proposal to the College Council that the Committee in future work in collaboration with the CERC to provide the College considered reports on the assessments submitted in evidence as part of programs' and units' 3-year Comprehensive Reviews. The Committee's proposal was submitted to the College Council in April 2016; the Council did not have quorum to approve the proposal until Fall 2017.
- ✓ After 14 months of vendor vetting and selection, including 4 RfQ rounds with UH System's OPRPM office, the College was allowed to contract with Campus Labs for purchase and implementation of a digital assessment management and reporting system,

CL OUTCOMES. The purchase contract was finalized by all parties on January 13, 2017.

Implementation and customization required an additional five months: user identification authentication protocols with UH Systems offices were finalized March 29, 2017; core data inputs, system build out and initial implementation began on April 1 and continued through late August 2017; finally, data verification and system template customization were conducted throughout September 2017. The Campus Labs OUTCOMES system was opened to Kauhale for data input on Oct 11, 2017. Results of the roll-out and campaign for training and full adoption of the system by all programs and units will continue throughout AY17-18 and beyond as required, and will be reported in the unit's next annual review.

- ✓ The IAC developed and conducted a large-group workshop for the Faculty-Staff Development Committee (FSDC) on building good assignments and rubrics for outcomes-based course assessment. The workshop was fully enrolled on both the Hilo and Pālananui campuses and responses to the FSDC participant survey were very good with about  $\frac{3}{4}$  of participants noting they "Strongly Agreed" that the workshop was valuable. The Committee has requested that the IAC repeat the workshop, which is planned for Feb 16, 2018 in Hilo and March 2, 2018 at Pālananui.
- ✓ With the vital support and assistance of the VCAA, the unit was able to hire a student assistant on May 23, 2017, for 20 hours of office work per week. The IAC is grateful to the VCAA and administration for supporting the unit's need for additional staffing.

### **UNIT WEBSITE**

Has the unit recently reviewed its website? Please check the box below that best applies and follow through as needed to keep the unit's website up-to-date.

☐

The unit does not have a website.



Unit faculty/staff have reviewed the website in the past six months, no changes needed.

☐

Unit faculty/staff reviewed the website in the past six months and submitted a change request to the College's webmaster on \_\_\_\_\_ (date).

☐

Unit faculty/staff recently reviewed the website as a part of the annual unit review process, found that revisions are needed, and will submit a change request to College's webmaster in a timely manner.

Please note that requests for revisions to Unit websites must be submitted directly to the College's webmaster at

<http://hawaii.hawaii.edu/web-developer>

## PART 2: UNIT ACTION PLAN

### AY17-18 ACTION PLAN

**Provide a detailed narrative discussion of the unit's overall action plan for AY17-18, based on analysis of the unit's AY16-17 data and the overall results of Unit Outcomes (UOs) assessments conducted during the AY16-17 review period (reported below). This Action Plan should identify the unit's specific goals and objectives for AY17-18 and must provide benchmarks or timelines for achieving each goal. Please provide attachments and additional documentation as appropriate.**

The unit's IAC has completed two of the three action items from the AY15-16 and AY16-7 Action Plans, i.e., securing an assessment management and reporting system and filling in the assessment reports archive with prior year reports.

New actions for AY17-18 include:

- completing the customization, implementation and roll-out of the Campus Labs system;
- completing input of all AY16-17 assessment reports from the archive into Campus Labs;
- completing full implementation and adoption of the Campus Labs *OUTCOMES* AMS by all programs and units;
- providing assessment data and 5-year status reports to all programs to assist them in reviewing and updating their assessment schedules and submitting any remaining outstanding assessment reports;
- continuing the LOA project for alignment to the new ILOs for units
- streamlining annual and comprehensive review processes for units;
- updating and redesigning the assessment website and navigation for user ease and better access to resources; and
- investigating possible vendor products for future program/unit review reporting.

Please see the Action Item section below for details on implementation of these plans.

All action items will support one or more of the unit's outcomes.

## ACTION ITEMS TO ACCOMPLISH ACTION PLAN

For each Action Item below, describe the strategies, tactics, initiatives, innovations, activities, etc., that the unit faculty/staff plan to implement in order to accomplish the goals described in the Action Plan above.

For each Action Item below, discuss how implementing this action will help the College accomplish its goals for student success.

For each Action Item below, identify how implementing this action will help the unit achieve its Unit Outcomes (UOs).

### **Action Item #1: Campus Labs OUTCOMES assessment reporting system**

- complete customization of Outcomes site;
- complete manual input of all alignments at all levels for all courses;
- input all AY16-17 assessment reports stored in website archive;
- continue training faculty, staff and admin on system use, increase training with departments and programs on how to use the system's analytical tools for program planning;
- achieve 100% implementation by all programs and units by end of AY18.

**Timeline:** completion by end of Summer 2018

**This action item support UO #1.**

### **Action Item #2: Complete data collection and report submission for all assessment reports prior to and including AY17-18**

- provide 5-year status reports on course assessments to all programs to support preparation for accreditation;
- support all programs to review and revise as necessary all assessment schedules;
- post any additional late submissions to archive and Campus Labs as appropriate.

**Timeline:** completion by end of Fall 2017.

**This action item support UO #1.**

### **Action Item #3: Extend Outcomes review and LOA project for units**

- facilitate and coordinate with unit faculty/staff to review and revise all unit outcomes;

- facilitate and coordinate with unit faculty/staff to confirm or revise alignments between UOs and ILOs.

**Timeline:** completion by end of Spring 2018.

**This action item support UO #1.**

#### **Action Item #4: update website**

- work with student assistant to streamline navigation of all parts of the website;
- revise as necessary all resources listed and available on the website;

**Timeline:** completion by January 2018

**This action item support UO #3.**

#### **Action Item #5: Research digital program/unit review report platforms**

- investigate Campus Labs and other vendors' program/unit review tools;
- provide vendor and product evaluations to administration in support of accreditation QFE planning.

**Timeline:** completion by end of Summer 2018.

**This action item support UO #2.**

### **RESOURCE IMPLICATIONS**

*NOTE: General "budget asks" are included in the 3-year Comprehensive Review.*

*Budget asks for the following three categories only may be included in the APR:*

*1) health and safety needs, 2) emergency needs, and/or 3) necessary needs to become compliant with Federal/State laws/regulations.*

**Provide a brief statement about any implications of or challenges due to the unit's current operating resources.**

The unit does not have an independent operating budget, but generally is able to operate within existing available resources. However, the unit will always need and appreciate administration's support to hire student assistants for data input and other office tasks.

## BUDGET ASKS

For budget ask in the allowed categories (see above):	
Describe the needed item(s) in detail.	N/A
Include estimated cost(s) and timeline(s) for procurement.	
Explain how the item(s) aligns with one or more of the strategic initiatives of <u>2015-2021 Strategic Directions</u> :  <a href="http://hawaii.hawaii.edu/sites/default/files/docs/strategic-plan/hawcc-strategic-directions-2015-2021.pdf">http://hawaii.hawaii.edu/sites/default/files/docs/strategic-plan/hawcc-strategic-directions-2015-2021.pdf</a>	

## PART 3: UNIT OUTCOMES ASSESSMENTS

**For all parts of this section, please provide information based on assessments of Unit Outcomes (UOs) and/or Student Learning Outcomes (SLOs) conducted in AY16-17**

### Unit Outcomes

Provide the full text of the unit's current approved Unit Outcomes (UO) and Student Learning Outcomes (SLOs); indicate each UO's/SLO's alignment to one or more of the Institutional Learning Outcomes (ILOs). The College's ILOs may be found on the Assessment website:

<http://hawaii.hawaii.edu/files/assessment/outcomes.php#ilo>

UO #	UNIT OUTCOMES (text)	Aligned to ILO #
IAO UO1:	Helps foster continuous improvements in teaching, learning and services by providing support and technical assistance, professional development	1,2,4

	opportunities, and assessment-related services and resources to the College.	
IAO UO2:	Promotes evidence-based institutional and academic decision-making by facilitating, coordinating and providing technical assistance to programs, units and administrators for the College's Annual and Comprehensive Review and Integrated Strategic Planning processes.	1,2,4
IAO UO3:	Maintains the College's assessment website, assessment and review reports archives, and assessment and review materials and resources as public resources for the College.	1,2,4

### Assessment Strategies

For each UO/SLO assessed in AY16-17, discuss the assessment strategy, including a description of the type of assessment tool/instrument used, e.g., student surveys provided to all student participants in an activity or event, or a log/count of services provided, etc.

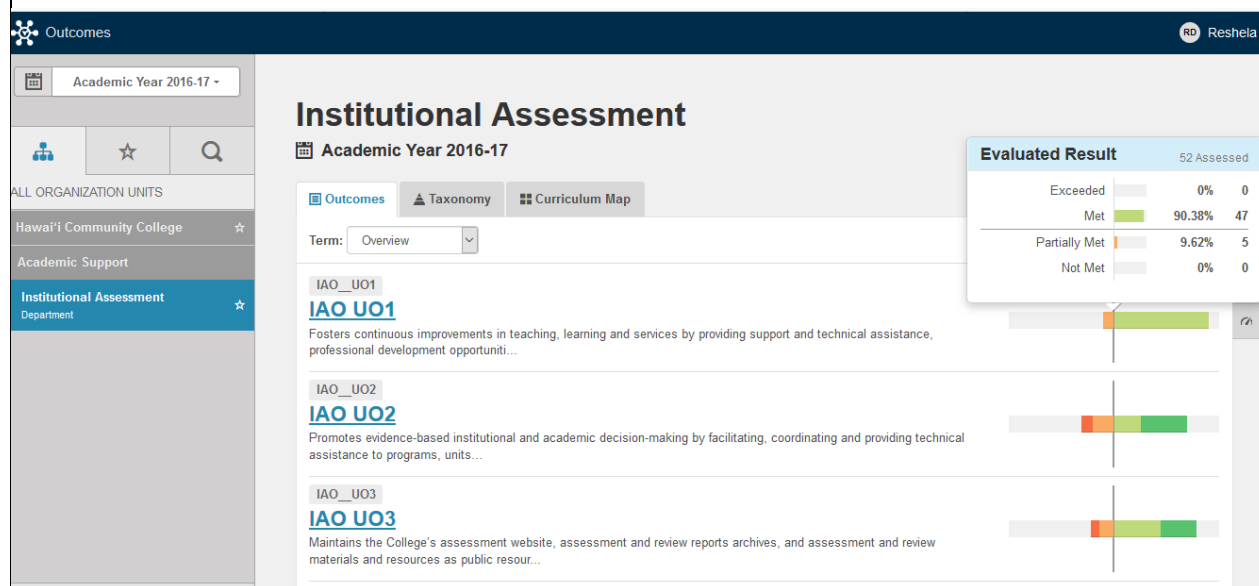
UO #	Assessment Strategies
1,2,3	<p>IAO 16-17 Annual Survey was distributed to the Kauhale with focused distribution to faculty, staff and administrators who participated in IAC-conducted events, workshops, trainings, and consultations.</p> <p>To maintain verity of the survey for longitudinal data collection and analysis, the AY 16-17 survey used the same survey design and questions as the previous year's tool; an additional set of questions was added related to program/unit review.</p> <p>Responses are aggregated and summarized by google forms; analysis was conducted by the IAC. All responses to each question were analyzed.</p> <p>The full survey and response data is attached to the unit's Campus Labs AY16-17 assessment report.</p>

### Results of Unit Outcomes and Student Learning Outcomes Assessments

**For each UO/SLO assessed in AY16-17 listed above, provide:**

- a statement of the quantitative results;
- a brief narrative analysis of those results.

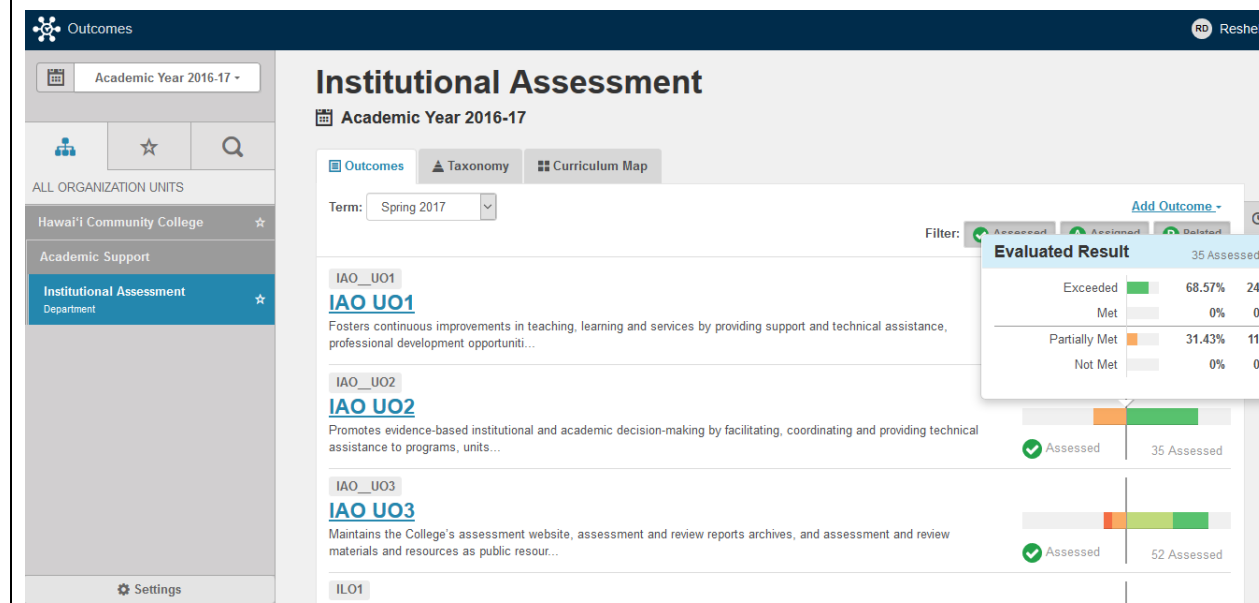
## UO1:



Q8: 47 of 52 respondents, 90.4%, reported the IAC was "Helpful"; 5 respondents, 9.6%, reported "neutral"; no respondents reported "Not Helpful." Overall, only 6 of 56 respondents replied negatively to assessment questions; 11 were neutral; 14 were positive; 24 reported IAO/IAC exceeded expectations.

In general, a large majority of those who participate in assessment work with the IAC find the process has improved and the services provided are helpful.

## UO2:



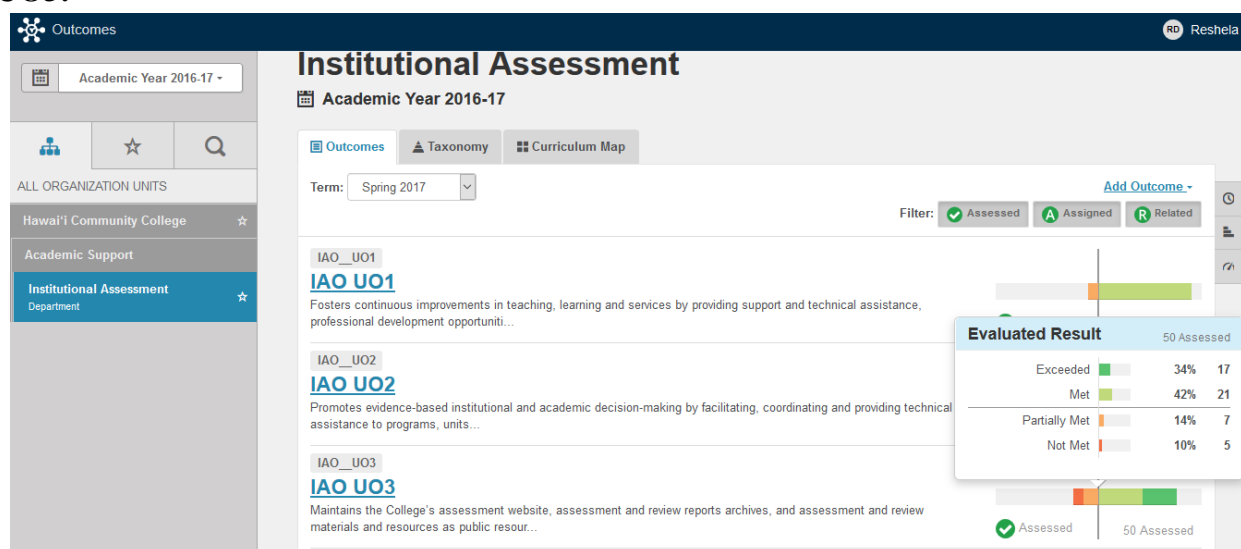
Q2-1: 24 of 35 respondents who participated in P-U Review trainings reported the IAC was "Very Helpful"; 11 reported "Neutral"; no respondents reported "Not Helpful."

Q2-2: 24 of 31 respondents noted that the template was easier to use than in the previous year.

Q2-3: 17 respondents provided text replies: 12 positive, 3 neutral, 2 negative.

Program/Unit Review continues to be difficult process for some program/unit writers, although all the negative and neutral comments pertained to the process and UH System's late delivery of the ARPD data; no negative or neutral comments were received about the assistance of the IAC.

### UO3:



Q7: The website and navigation clearly need work, however most resources are appropriate and accessible.

Lack of a digital reporting system remained a concern through AY16-17.

Most faculty/staff respondents see marked improvement in the direction and focus of assessment and review work at the College, but much more needs to be done to redirect the culture of the Kauhale toward more positive approaches to institutional effectiveness and evaluation.

### Other Comments

**Include any additional information that will help clarify the unit's assessment results, successes and challenges.**

N/A

**Discuss, if relevant, a summary of student survey results, CCSSE, special evaluations, or other special assessment projects that are relevant to understanding the unit's services, operations, functions and clients.**

*Designing Assignments and Rubrics for Successful Outcomes Assessment*

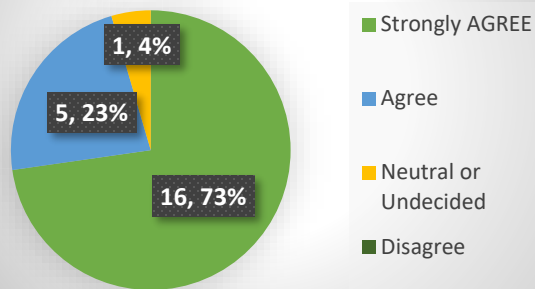
*Friday, Feb 17, 2017, 12:00-2:00 PM*

*East Hawai'i : Manono Campus, 379-01; West Hawai'i : Pāalamanui Campus, Panini Building Rm. 125*

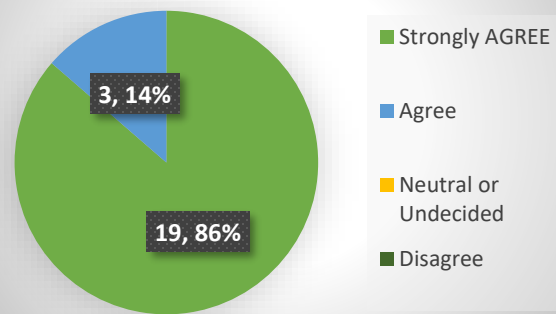
Evaluation results provided by Faculty-Staff Development Committee of an FSDC survey of participants in the February 2017 workshop conducted by the IAC show that the large majority of participants had a positive, educational professional development experience with the workshop. Please see below for quantitative and text responses to the survey.

	Strongly <b>AGREE</b>	Agree	Neutral or Undecided	Disagree	Strongly <b>DISAGREE</b>
From this session, I feel I gained information and skills that could help improve my effectiveness at Hawai'i CC.	<b>16</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>
The presenter(s) were knowledgeable about the topic(s).	<b>19</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>
The presenter was effective.	<b>17</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>
Overall, I feel this session was valuable and informative.	<b>17</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>

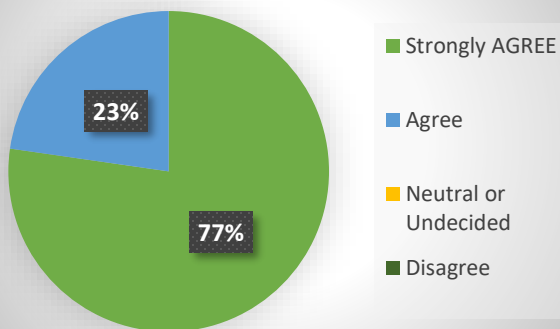
**Q1: From this session, I feel I gained information and skills that could help improve my effectiveness at Hawai'i CC.**



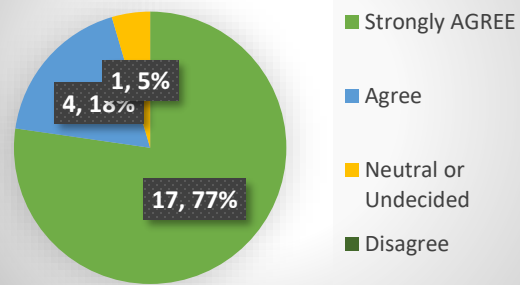
**Q2: The presenter was knowledgeable about the topic(s).**



**Q3: The presenter was effective.**



**Q4: Overall, I feel this session was valuable and informative.**



**What did you like about this session? (Instruction, presentation delivery, materials, etc.)**

- I found this session to be very helpful in all areas.
- The chocolate almonds & working with/seeing assignments from other instructors.
- I found out what a successful outcome assessment is
- It was very informative, but because this was my first time attending a workshop like this, I found myself a bit lost on some exercises. But overall it was good & I now know what to work on.
- The exercises gave a chance to share with diverse groups of colleagues (other disciplines)
- Very prompt - well prepared.
- It was hands- on - got to go through the process, not just watch on an overhead. Also - interaction and comparison between different disciplines.
- Food, A/C
- The exercises where someone else looked at my assignment was excellent!!
- Examples and work with others/ team effort
- Prepared materials, food, delivery - fast, but clear.
- Hands-on experience - examining fundamentals

- Everything was concrete and clear - excellent take-aways.
- Learned that I needed to clarify better for my students & that I had a pretty good syllabus to begin with.
- All of the above
- Informative
- Working with groups was helpful to see different problems on assignments.
- Instructor was well organized; her presentation was clear & concise. She is very enthusiastic! Mahalo Resh!
- It was very well organized

**In what ways could this training be improved?**

- I learned a lot from this session.
- Maybe a follow up with revised assignments using info learned here today
- More time to work on exercises
- Slower - just because I'm a newbie
- It was hard to work with other people from different disciplines because I had no idea what their material was about, but they were very friendly & explained it for me. So I'm not sure if work with different disciplines is/was effective in improving myself or for them.
- Good examples
- NA - Resh was awesome!
- I learned so much in the 2 hours - maybe a follow-up with Resh?
- ?? I thought it was very complete.
- Need more caffeine/water:) - more time on exercises
- Maybe smaller groups so we could have 1 on 1.
- More time - was just a tad fast; break up Voc Ed & Liberal - 2 groups so more time
- Move slower
- Felt rushed a little. Some exercises were difficult to do because types of assessment vary significantly depending on a course.
- Clarify the "assignment" - not all were clear on what to bring today. Maybe more interactive exercises.
- It didn't allow for any kind of iconoclasm in instruction.

**Do you have any topic/subject suggestions for future workshops?**

- Will there be a rubric writing/creating workshop available in the future?
- Maybe how to teach rubrics to students?
- Program Reviews; what is an effective one? Who reads it?
- Have the DC's attend!
- Maybe have an example that we can all work on?
- The place of creativity in teaching

**Next Steps – ASSESSMENT ACTION PLAN for AY17-18**

**Describe the unit's intended next steps to support improvements in student success and achievement of its UOs/SLOs, based on the unit's overall AY16-17 assessment results.**

Include any specific strategies, tactics, activities or plans for improvement to the unit's future assessments of its services, operations or functions

The unit plans to distribute the IAO Annual Survey in May 2018, which will provide a 3-year longitudinal review of progress on all unit outcomes.

In preparation for potential contract-renewal discussions in fall 2018, the unit will develop a Kauhale-wide survey about the Campus Labs system to determine if the vendor has met campus expectations for a digital assessment reporting system. This survey would be distributed to the Kauhale in Fall 2018.

The IAC will continue to review and include in future reviews analysis of participant evaluations from large group workshops and trainings.