

Unit Assessment Report - Four Column

Guam Community College

CE&WD Department

Mission Statement: The Office of Continuing Education provides opportunities for learning that enrich the lives of individuals and improve the quality of living in our community.

Vision Statement: We are the premiere institution in the region which provides educational and technological "cutting edge" approaches in support of a trained workforce.

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
CE&WD Department - SSUO #1: FA2012-SP 2013 Certificate or Online Training/Testing - Upon successful completion of the health certificate workshop students will receive a health Start Date: 10/08/2012 End Date: 03/10/2014 SSUO Status: Currently being assessed Program SLO/AUO/SSUO Plan reflects/incorporates: Institutional Strategic Master Plan (ISMP) Notes from the pull/drop down list ISMP - Based on the comp evaluation report recommended to assess non-credit courses is now being implemented.	Artifact/Instrument/Rubric/Method/Tool Description: Health Certificate Test results will be used as the measuring tool to determine success rate of completion. The last week of March locally developed test results and a pie chart showing the successful passing rate of participants will be uploaded into TracDat. Type of Artifact/Instrument/Rubric/Method/Tool: Locally Developed Tests Criterion (Written in %): 70% of the students who participate in the Health Certificate class during the last week of March will pass the Health Certificate Test. Budget-Related Proposed Outcomes: An increase in Health Certificate Registration fees is anticipated due to updating instructional materials and testing tools. Related Documents: HCW March 2012 Health Certificate Workshop Syllabus	02/13/2013 - The CE&WD office supports the Tourism and Hospitality Department in conducting the Health Certificate Workshops for the Department of Public Health and Social Services (DPHSS) Health Certificate (HC) Program. The CE&WD office is responsible for registering and admitting students into the HC workshop. The CE&WD office prepares and submits the final HC Student Test Score Roster to DPHSS to grant the ?permanent annual? health certificate to successful completer/test-takers. Overall analysis of the HC Student Test Score Roster shows that of the 203 students scheduled by DPHSS for the HC Workshop during the last week of March 26 ? 29, 2012, a total of 103 students registered. This HC Workshop yielded an attendance rate of close to 51% (50.7%, n=103) thus revealing a gap of a Of the 51% (n=103) of students who attended and completed the HC Workshop and tested, the final HC Student Test Score Roster shows that 77% (76.69%, n=103) of test-takers successfully passed with a failure rate of slightly over 23% (23.3%, n=24) of the remaining test-takers. Based on these findings, CE&WD will review the assessment results with the Department Chair of the Tourism and Hospitality Department to determine if the Health Certificate Workshop curriculum and test instrument(s) need to be updated or revised to address the pass/failure rate of test-takers. Other areas to be addressed are the gaps between the number of students scheduled by DPHSS versus the actual number of	02/13/2013 - Based on these findings, CE&WD will review the assessment results with the Department Chair of the Tourism and Hospitality Department to determine if the Health Certificate Workshop curriculum and test instrument(s) need to be updated or revised to address the pass/failure rate of test-takers. Other areas to be addressed are the gaps between the number of students scheduled by DPHSS versus the actual number of registrants for the HC workshop as well as the determination of barriers affecting the failure rates of the test-takers (i.e., language barriers, etc.). Implementation Status: 02/13/2013 - The curriculum and test instruments will be updated and the effectiveness of such changes will be documented and included in the CE&WD next assessment cycle.

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		registrants for the HC workshop as well as the determination of barriers affecting the failure rates of the test-takers (i.e., language barriers, etc.). Summary of Result Type: Criterion Met Data Collection Status/Summary of Result Status: Open Budget Implications: Over \$5,000 Notes: Increase in fees associated with Health Certificate Workshop for subject matter expert (Adjunct Instructor) costs. Budget Related Performance Indicators: Additional services may be required as a result to address the failure rate of test takers (i.e., new curriculum materials, instructors, ESL language barriers, language translator(s), test development into different language(s), etc.). Budget Related Performance Indicators: CE&WD will develop and market courses/training that will generate community participation to support the costs. Related Documents: HCW March 2012 Health Certificate Workshop Syllabus	
	Task Name: Health Certificate Registration and Student Handout Task Description: Each student is required to register for the scheduled Health Certificate Workshop and is provided a copy of the Health Certificate		

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	Student Handout. Task Name: Health Certificate Student Test Score Roster Task Description: A health certificate student test score roster is prepared and submitted to the Department of Public Health and Social Services (DPHSS) to grant a "permanent-annual" Health Certificate to successful completers. Task Name: Health Certificate Workshop Instruction/Testing Task Description: Adjunct Instructor will conduct powerpoint presentation of Health Certificate information, administer the test, and tally the test scores. Task Name: Health Certificate Workshop/Test Task Description: CEWD conducts health certificate workshops and testing for the Department of Public Health & Social Services. Adjunct Instructor(s) teach the workshop, administers the test, and tallies the test scores.		
CE&WD Department - SSUO #2: FA2012-SP2013 Specialized Training Courses (Non -credit) or CEUs - Students will demonstrate a better understanding of the fundamentals and principles of the Guam government procurement. Start Date: 10/08/2012 End Date: 03/10/2014 SSUO Status: Currently being assessed Program SLO/AUO/SSUO Plan	Artifact/Instrument/Rubric/Method/Tool Description: Procurement Training Survey will be used as the measuring tool for the criterion. The survey tool will be uploaded into TracDat. Type of Artifact/Instrument/Rubric/Method/Tool: Student Satisfaction Survey Criterion (Written in %): 70% of the Spring 2012 students of the Procurement Training will agree they gained a better understanding of the Guam	02/13/2013 - The CE&WD office worked with subject matter experts in developing the C_BE101 Procurement Training course for CEUs offered in Spring 2012. The first class was launched in February, 2012 with a total of 20 students registered. Of the students registered, 90% (n=18) completed the course and received 1.8 CEUs. CE&WD administered the Procurement Training Survey (PTS) to the class. Overall analysis of the Procurement Training Survey (PTS) showed the following results. Of the 18 student completers of the course, the PTS yielded a response rate of	02/13/2013 - Based on these findings, CE&WD will review the assessment results with the subject matter experts to develop additional procurement training courses to address Guam's procurement law and processes. The local industry certification program will continue to evolve into what is envisioned as the Guam Procurement Institute.

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reflects/incorporates: Institutional Strategic Master Plan (ISMP) Notes from the pull/drop down list ISMP - Based on the comp evaluation report recommended to assess non-credit courses is now being implemented.	government procurement. Budget-Related Proposed Outcomes: It is anticipated that the budget will increase due to costs required to cover the the development of a local industry certificate program for procurement. Related Documents: Procurement Training Syllabus Procurement Training Survey.	close to 89% (88%, n=16). The students were asked to respond to the eight (8) survey questions which resulted as follows: 1. When asked to if sufficient time was made available to discuss items listed on the syllabus, close to 38% (37.5%, n=6) strongly agreed, 63% (62.5%, n=10) agreed, with no response to somewhat agree, disagree, or strongly disagree. 2. When asked if the instructor(s) demonstrated a knowledgeable and clear understanding of the subject matter, 75% (n=12) responded they strongly agreed, 25% (n=4) responded they agreed, with no response to somewhat agree, disagree, or strongly disagree. 3. When asked did the training provide information you can use to develop your agency/company?s current process or program, responses showed almost 69% (68.8%, n=11) strongly agree, 25% (n=4) agree, over 6% (6.3%, n=1) somewhat agree, with no response to disagree or strongly disagree. 4. When asked do you have a better understanding of the subject matter to augment, strengthen or support your process or program, close to 69% (68.8%, n=11) strongly agree and over 31% (31.3%, n=5) agree, with no response to somewhat agree, disagree, or strongly disagree. 5. When asked if the resource handbook, CD, handouts, and presentations helped explain the subject matter, the responses included 75% (n=12) strongly agree, close to 19% (n=3) agree, over 6% (6.3%, n=1) somewhat agree, with no response to disagree or strongly disagree. 6. Students were asked if the guest speakers provided useful information to increase their understanding or awareness of the subject matter and almost 69% (68.8%, n=11) responded they strongly agree, over 31% (31.3%, n=5) agree, with no response to somewhat agree, disagree, or strongly disagree. 7. In response to the question what subject or topic did you find the most interesting or helpful,	Implementation Status: 02/13/2013 - The goal is to develop a Procurement Institute. The dialogue between the procurement trainers and GCC has been initiated and the details of the Procurement Institute are being developed, refined, and tied to the GCC mission. Further evidence will continue to be collected through the CE&WD assessment process.

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		the students commented as follows: ? 1 ? I found the topic of proper documentation of a purchase most helpful I also found having Mr. Brown + Mrs. Brooks participate in class very helpful. Mr. Perez is also a very knowledgeable man on procurement + it?s procedures. ? 1 - Both the AG and Appeals was very interesting to hear. ? 1 - This is history of procurement. ? 1 - Procurement history. ? 1 ? History of the Guam Procurement Law and to know that a policy office exists and also the powers of the policy office. ? 1 ? Procurement process ? Ethics and moral values. ? 1 ? The protest process as presented by the Public Auditor. ? 1 ? GAR & GCA topic. ? 2- All subject(s). ? 1 ? All. ? 4 ?None. 8. In response to improvements for the next training module, the students commented as follows: ? 1 ? Give more advance notice of class times. ? 1 - Would like to hear & understand better the relationship between the agencies and CPO/DPW Dir. Find an agency who does thing ?right? or has a good system to present their system/process. Might be good at RFP or IFB, and another on contact management. Also produce contact mgmt as a topic. ? 1 ? Continue to have procurement modules. Make it a course for a whole semester or more. ? 1 ? Continue with the certificating of procurement officers. ? 1 ? Get into the details of Bids, RFP?s, etc. ? 1 ? More class discussions and real life situations be debated. ? 1 ? Make it available venue at each Gov?t. Agency Facility. ? 1 ? Need more time.	

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		? 1 ? Have more times. ? 1 ? Break every 45 minutes. ? 1 ? By limiting the class for 2 hours during the day. ? 1 ? Better venue, sometimes to cold. ? 3 ? None. Summary of Result Type: Criterion Met Data Collection Status/Summary of Result Status: Open Budget Implications: Over \$5,000 Notes: Increase in budget costs will be required to hire additional subject matter experts and administrative assistance will be required for the development and growth operations for the procurement training program. Budget Related Performance Indicators: CE&WD will develop and market courses/training that will generate community participation to support the costs. Related Documents: Procurement Training Survey. Procurement Training Syllabus	
	Task Name: Student Satisfaction Survey Task Description: A Student Satisfaction Survey will be designed to assess the students satisfaction with the learning outcomes.		
	Task Name: Student Satisfaction Survey Administration Task Description: The student satisfaction survey will be administered on the last day of the specialized training course offering.		

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	Task Name: Student Satisfaction Survey Data Analysis Task Description: Student data will be collected for the specialized training course offering using the Student Satisfaction Survey.		
CE&WD Department - SSUO #3: FA2012-SP2013 Special Event: Work Readiness Training for Summer Employment Opportunity Program (SEOP) - Participants will report satisfaction with the knowledge learned on work readiness for immediate application for gainful employment or for continued high school education after the SEOP. Start Date: 10/08/2012 End Date: 03/10/2014 SSUO Status: Currently being assessed Program SLO/AUO/SSUO Plan reflects/incorporates: Institutional Strategic Master Plan (ISMP) Notes from the pull/drop down list ISMP - Based on the comp evaluation report recommended to assess non-credit courses is now being implemented.	Artifact/Instrument/Rubric/Method/Tool Description: The Work Readiness Training (WRT) survey will be used as the measuring tool for the criterion. The survey will be uploaded into TracDat. Type of Artifact/Instrument/Rubric/Method/Tool: Student Satisfaction Survey Criterion (Written in %): 70% of the participants of the Summer Employment Opportunity Program (SEOP) will be satisfied with the work readiness knowledge learned to apply at their SEOP Employer work-placement. Budget-Related Proposed Outcomes: A budget increase is anticipated to cover the costs to develop the SEOP into a leading mentorship-workforce development program for high-school students who achieve academic excellence. Related Documents: Workforce Readiness Training for SEOP Syllabus 2012 SEOP Employer Survey.pdf	02/13/2013 - The CE&WD office worked with subject matter experts to provide WRT for the participants of the Summer Employment Opportunity Program for high school students achieving academic excellence. The training was provided in Summer 2012 with a total of forty-four (44) students scheduled to attend. CE&WD administered the Work Readiness Training (WRT) Survey to the participants. Overall analysis of the WRT Survey showed the following results. Of the 44, over 61% (61.4%, n= 27) students registered and completed the WRT. Of the 27 completers, close to 93% (92.59%, n=25) responded to the WRT Survey. The students were asked to respond to the four (4) survey questions which resulted as follows: 1. When asked to rate their overall satisfaction with the training, the participants response rate shows 96% (n=24)very satisfied, 4% (n=1)somewhat satisfied, with no response to neutral, somewhat dissatisfied, or very dissatisfied. 2. When asked to rate if the trainer was knowledgeable, well-prepared and communicated well, the students responded as follows: ? Customer Service Workshop: 92% (n=23) very satisfied with 8% (n=2) responding they did not attend, with no response to somewhat satisfied, neutral, or somewhat dissatisfied. ? Dollars and Cents Workshop: 76% (n=19) very satisfied, 12% (n=3) somewhat satisfied, 8% (n=2) neutral, 4% (n=1) somewhat dissatisfied, with no response to very dissatisfied or did not attend.	02/13/2013 - Based on these findings, the SEOP will be a formalized program with the Work Readiness Training as a permanent component. Additionally, a Memorandum of Agreement will be generated between GCC and each Employer Group interested in providing summer employment job experience for the SEOP student trainee. Implementation Status: 02/13/2013 - Subject matter experts will develop the training components, network to develop Employer Group participation, summer employment job placement and continued assessment of the SEOP to evolve into the leading mentorship-workforce development program for high school students who achieve academic excellence. The CE&WD assessment process will include the results of the work to formalize the SEOP and all its

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		? Team Building Workshop: 88% (n=22) very satisfied, 16% (n=4) somewhat satisfied, 4% (n=1) neutral, with no response to somewhat dissatisfied, very dissatisfied or did not attend. ? Social Media in the Workplace: 80% (n=20) very satisfied, 16% (n=4) somewhat satisfied, 4% (n=1) neutral, with no response to somewhat dissatisfied, very dissatisfied or did not attend. ? Success Habits/Work Ethics: 84% (n=21) very satisfied, 16% (n=4) somewhat satisfied, with no response to neutral, somewhat dissatisfied, very dissatisfied or did not attend. 3. When asked to rate their satisfaction with the following workshops, the students responded as follows: ? Customer Service Workshop: 92% (n=23) agree with 8% (n=2) responding they did not attend, with no response to neutral or disagree. ? Dollars and Cents Workshop: close to 96% (95.8%, n=23) agree with over 4% (4.2%, n=1) disagree, with no response to neutral or did not attend. ? Team Building Workshop: 100% (n=25) agree with no response to neutral, disagree, or did not attend. ? Social Media in the Workplace: 100% (n=25) agree with no response to neutral, disagree, or did not attend. ? Success Habits/Work Ethics: 100% (n=25) agree with no response to neutral, disagree, or did not attend. 4. In response to the open Comment section, 68% (n=17) responded: ? Just by attending the workshop, I have learned so much about the work place. ? In my honest opinion I believe that the training today was a success. I enjoyed the people, food, and the activities that were given. I learned new things that I have never knew (known) until now. I am glad that I was chosen to participate in the	

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		knowledgeable, fun and prosperous Workforce Development Training. ? This was a good workshop, I learned a lot of new things that I can use in the workforce. ? Thank you for this it really helped for the work force. ? I am ready to work! But I need more knowledge on money. ? This will help many students in the future. ? I had a great and fun experience in today?s training. ? I did expect to learn this much so I want to thank you all. ? This training was very enjoyable. I had so much fun being here. I am grateful (grateful) that I was one of the chosen ones to be here. ? The food was great! The program is really helping me out with the job dilemma. ? Thank you (for) Changing my life. ? It was very interesting and taught me a lot. It?s the only training class I took all summer that didn?t put me to sleep! Thank you! ? Good Job!!! ? I really learned a lot from this & I enjoyed coming to this workshop. ? I really enjoyed this program!! ? Overall it good! ? The Dollars and Cents speaker spoke a little too fast. Maybe you can try sense? The other speakers & coordinators were very friendly and AWESOME Summary of Result Type: Criterion Met Data Collection Status/Summary of Result Status: Open Budget Implications: Over \$5,000 Notes: Budget costs will be required to formalize	

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		the SEOP, pay for trainers or Adjunct Instructors associated with the components of the SEOP, and administrative assistance needed to support the development and operations of the program. Budget Related Performance Indicators: CE&WD to develop a strategic marketing plan to address training demands for workforce development in the community. Related Documents: Workforce Readiness Training for SEOP Syllabus 2012 SEOP Employer Survey.pdf	
	Task Name: Work Readiness Instruction Task Description: Adjunct Instructor(s) will conduct powerpoint presentations of work readiness knowledge information for participants to apply to SEOP Employer work placement.		
	Task Name: Work Readiness Training (WRT) Survey Task Description: Design and administration of the WRT survey to the participants of the Summer Employment Opportunity Program (SEOP).		
	Task Name: Work Readiness Training (WRT) Survey Administration/Data Analysis Task Description: Work Readiness Training (WRT) Survey will be administered to the SEOP student trainees who complete the work readiness training at the end of the event.		