



GUAM COMMUNITY COLLEGE
Continuing Education and Workforce Development
(671) 735-5574

MEMORANDUM

Date: August 28, 2012

To: R. Ray D. Somera, Ph.D. 
Vice President, Academic Affairs

Via: Victor Rodgers
Assistant Director, CE&WD

From: Rowena Ellen Perez 
Program Specialist

Subject: Assessment of Continuing Education and Workforce Development Activity in Response to Recommendation 1, ACCJC Evaluation Report 2012

In follow up to the discussion regarding the evaluation of the non-credit and continuing education unit (CEU) courses, the staff of CE&WD and AIER held a series of meetings to discuss and determine how to best categorize the different types of continuing education activity of CE&WD and the evaluation process. The goal is to develop a manageable process to systematically assess the CEU, non-credit courses, and event offerings per category for accountability and improvement in order to preserve the integrity of continuing education.

The following table identifies the categories, measurement, type of instrument for data collection, and the projected frequency of data collection for assessment per category.

Table 1

CATEGORY	MEASUREMENT	INSTRUMENT	FREQUENCY
Certificate or Online Training/Testing	Success Rate or Customer Satisfactory Rate	Test Results Roster or Paper/Electronic Survey	Bi-annually
Specialized Training Courses	Student Learning Outcomes or Satisfactory Rate	Paper/Electronic Survey	Quarterly
Special Events (i.e., workshop, conference, etc.)	Student Learning Outcomes or Satisfactory Rate	Paper/Electronic Survey	Annually

Continuing Education & Workforce Development Assessment

Certificate or Online Testing/Training

For the Test Center or Online Vendors (i.e., ed2go) a survey will be used to measure the customer satisfaction for the level of service received by the examinee at the GCC Test Center or Online vendors. Areas of consideration for the development of the survey tool will be the availability of dates for test or online program scheduling, aspects of customer service provided by the GCC Test Proctor or online vendor customer service, the conduciveness of the test center environment, and internet accessibility.

For the health certificate program and future programs of similarity, the test results of the certification exams administered at the end of the training by the instructor/test proctor will be used to measure the success rate of the participants attending the training.

Specialized Training Courses

A paper or electronic survey will consist of questions with a section for a participant to provide comments or recommendations. The survey will be used to measure the student's response to the instructor's effectiveness and if the student learning outcomes have been achieved for the non-credit/CEU specialized training course.

Special Events

A paper or electronic survey will consist of questions with a section for a participant to provide comments or recommendations. The survey will be used to measure the participant's satisfaction rate of the workshop or special event and should CEUs be awarded, then the survey will include questions for content of the training attended.

SSUOs and Assessment:

SSUO #1:	Certificate or Online Training/Testing:
Description:	Students will receive a health certificate upon successful completion of the health certificate workshop.
Criterion:	70% of the students who participate in the Health Certificate class during the last week of March will pass the Health Certificate Test.
Method:	Health Certificate Test results will be used as the measuring tool to determine success rate of completion. To preserve the integrity of the test instrument a "sample" test question will be uploaded into TracDat.
Activity Schedule:	Table 1 indicates the frequency of the assessment for the Certificate or Online Training/Testing category to be conducted on a bi-annual basis to track the continued success of the certificate or online training/testing.
Related Activities:	Instructor or Test Proctor administers test at end of the health certificate workshop and submits the test results to CE&WD.
Tasks:	CE&WD assigned staff will perform the following tasks:

1. Provide the final student test score roster to the Department of Public Health & Social Services to grant a "permanent – annual" Health Certificate to successful completers.
 2. Analyze test results of March to determine the success rate of the participants who took the Health Certificate Test in March.
 3. Input data into TracDat and upload "sample" test instrument.
 4. Submit required memo to AIER/CNA for TracDat.
- Use of Results: CE&WD will review the assessment results with the DC of the Tourism and Hospitality to determine/support workshop/test updates or revisions.

SSUO #2:
Description: **Specialized Training Courses (Non-credit or CEUs):**
Students will demonstrate a better understanding of the fundamentals and principles of the Guam government procurement.

Criterion: 70% of the Spring 2012 students of the Procurement Training will agree they gained a better understanding of the Guam government procurement.

Method: Procurement Training Survey will be used as the measuring tool for the criterion. The survey tool will be uploaded into TracDat.

Activity Schedule: Table 1 indicates the frequency of the assessment for the Specialized Training Courses category to be conducted on a quarterly basis to demonstrate the students are gaining a better understanding of the subject matter offered.

Related Activities: Design and administration of survey tool.

Tasks: CE&WD assigned staff will perform the following tasks:

1. Inform Adjunct Instructor/Trainer of assessment procedures
2. Administer the survey on last day of class or event
3. Analyze survey/test results/input report into TracDat
4. Send related Memo to AIER/Committee for TracDat
5. Share the results with related units or subject matter expert/instructor.

Use of Results: CE&WD will develop training/courses with subject matter experts to address industry workforce development demands.

SSUO#3:
Special Event: Work Readiness Training for Summer Employment Opportunity Program

Description: **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.**

Criterion: 70% of the participants of the Summer Employment Opportunity Program will be satisfied with the work readiness knowledge learned to apply at their SEOP Employer work-placement.

Method: The Work Readiness Training (WRT) survey will be used as the measuring tool for the criterion. The survey will be uploaded into TracDat.

Related Activities: Design and administration of survey tool, secure employer group participation in SEOP and assign SEOP participant to employer group for employment experience.

Tasks: CE&WD assigned staff will perform the following tasks:

1. Inform Adjunct Instructor/Trainer of assessment procedures
2. Administer the survey on last day of class or event
3. Analyze survey/test results/input report into TracDat
4. Send related Memo to AIER/Committee for TracDat
5. Share the results with related units or subject matter expert/instructor.

Use of Results: CE&WD will develop and formalize SEOP and establish Memorandum of Agreement with Employer Groups interested in providing summer employment experience for work readiness trained youth participating in the SEOP.

Standard Operation Procedures for Assessment of CE&WD Activities

CE&WD Standard Operation Procedures for assessment continuity for non-credit/CEU specialized training or identified Special Event activity. The SOP will be used to incorporate staff participation in assessment activities by assigning the different tasks associated with the step by step general assessment procedures. Detailed tasks will be determined per category SSUO.

Step 1: Design survey applicable for each category to be assessed

Step 2: Inform Adjunct Instructor/Trainer of assessment procedures

Step 3: CE&WD administers survey on last day of class or event

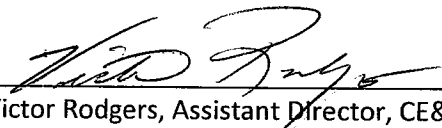
Step 4: CE&WD analyzes survey/test results/inputs report into TracDat

Step 5: Send related Memo to AIER/Committee for TracDat

Step 6: CE&WD shares the results with related units or subject matter experts.

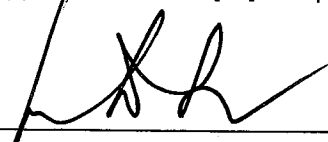
Developing the CE&WD assessment process for non-credit and CEU courses proved to be a productive and knowledge sharing activity between CE&WD and AIER. Both departments benefitted from this exercise in better understanding the complex dynamics of the operations of CE&WD as well as the support AIER provides to the departments in the implementation of assessment activity. *You're upon* your review and approval of the CE&WD assessment process submittal, both departments will immediately commence working together to meet the Assessment Report deadline of October 8, 2012.

Endorsed by:


Victor Rodgers, Assistant Director, CE&WD

8/30/12
Date

☒ Approved ☐ Disapproved


Dr. R. Ray D. Somera
Vice President for Academic Affairs

8/30/12
Date

CC: AIER