Office of Continuing Education and Training
“Your Partner in Lifelong Learning”

Comprehensive Program Review 2013

Forklift Operator Certification
OSHA Compliant Classroom Instruction & ‘Hands on’ Evaluation Course

Commercial Driver’s License Type A
Training Course
October 21-23, November 1
Commerical Driver’s License Type A
Hands On Evaluation
March 12-15, 2013

Effective Meeting Management

TOUR GUIDE CERTIFICATION TRAINING

Motorcycle Basic RiderCourse

Solar Photovoltaic Entry Level

Intro to Beekeeping

LEED Green Associate Exam

Certified Appraiser Exam

Our Mission
We are committed to providing effective customized training, services and events that respond to the professional and personal development of our community’s lifelong learners.
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We are committed to providing effective customized training, services and events that respond to the professional and personal development of our community’s lifelong learners.
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I. FOREWARD

Since the Comprehensive Report submitted to the Kauai Community College Advisory Review Team in January, 2006, there have been significant changes in personnel and programs of the Office of Continuing Education and Training (OCET). Two members of the team remain the same, Jennifer Defuntorum, Office Manager, and Anthony Kilbert, Manager of the Performing Arts Center (PAC). Melanie Marshall and Crystal Bethel were hired as Office Assistants in 2008. Tracy Hirano became a Training Coordinator in 2009, and Bruce Getzan began as Director in 2010. In 2011, Peggy Lake was added as a Training Coordinator, Lyn McNutt became Grants Coordinator, and Mary Alexander was added as Coordinator/Instructor for the C3T grant-funded I-CAN ABE Program in 2012. The Faculty/Coordinator for International Education has changed twice, with a new staff member to be added in April, 2013.

Part-time OCET have grown as well. The current annual faculty pool is estimated at 130 instructors.

In-service training for KCC faculty provided by OCET decreased from 16 in 2006 to 12 in 2012. However, the largest enrollment for these internal services was 135 in 2009. Revenue generated by the division in 2011-2013 ($279,040) is the largest in the past four years. The biggest increases in student enrollments have come from evening, weekend and distance learning classes, offered via Ed2Go and Gatlin the latter showing an increase in enrollment of 975% from the previous year.

Data show a decrease in class enrollment from 2006 to 2012, attributable to state and national recessions from 2009-11. Total enrollments for classes combined with conferences and events facilitated through OCET set a record in June 2012 with 4,974. PAC attendance, however, dropped by 10,149 in the three years from 2009 to 2012. Coupled with PAC and International Education attendance, total OCET attendance was 21,152 in 2012.

Two items cited by the Program Review Committee were that “…data showed covered only a little more than a year.” This has been resolved through OCET’s Annual Program Reviews (APRUs) 2009 & 2012. [See Appendix 1]

From the 2006 Comprehensive Program Review, a second concern was that… “Only one paragraph was devoted to the program description. There was an organizational chart but there was nothing about the infrastructure of this organization, nothing about its fiscal policies, its balance sheet, its equipment, its facilities, and nothing about its relation to the college administration and the credit programs.” Those issues are addressed in this report.

II. PROGRAM DESCRIPTION AND BACKGROUND

As an entrepreneurial arm of the College, OCET thrives by continuously researching, identifying, partnering with industry and community organizations and agencies and creating
innovative strategies for learning that address the needs of its adult and community clients. OCET is market-driven and challenges the traditional boundaries of education in its pursuit to provide high-interest, timely and convenient classes to its population. Traditional classroom settings, distance education and blended learning environments are utilized to this end.

While the majority of OCET activities focus on non-credit activities, the Division is an active campus participant on committees including cabinet, college council, several standing committees, and personnel search committees. It is also involved in campus special events and conferences, all academic and support departments on campus, along with community, business and professional associations on Kauai; throughout the state, and in regional, national and international programs. [See Appendix 2 for list of contacts]

The Division also operates programs required by State statute such as the Apprenticeship Training classes for union plumbing, carpentry and electrical apprentices. Held on weeknights and Saturdays, OCET is responsible for providing classroom and outdoor campus space, registration, payroll, marketing, staff assistance and regular interaction with state and regional representatives, faculty and students. OCET does not recover the costs of supporting the program.

Other campus and community programs are held in OCET which require staff support but do not provide financial support for rent or staff support, such as faculty and community meetings and conferences. Thus, while OCET operates under the guidelines of a business, it cannot charge for all of its business services.

Similarly, OCET also houses the Small Business Development Center (SBDC) of Kauai with an office for its director and space for the secretary without rental revenue to OCET. Classrooms used by SBDC in OCET are also subsidized by the division. In the past year, the minimum rental fee waived was $600.

The OCET Building, dedicated in October, 2010, shares space with the KCC bookstore. [See Appendix 3 physical plant layout]

Because the College is a Civil Defense site for declared crises, OCET also serves as a defacto temporary shelter during pre-earthquake, pre-tsunami, and pre-hurricane events because of referrals from the lodging industry near Kauai’s shorelines.

The Division has operational oversight over a broad range of facilities on campus. One example is the Elections Building since the Apprenticeship Program utilizes it along with other campus programs. Another is the College’s seven-acre farm with buildings, indoor and outdoor classrooms, storage facilities, agricultural shade and green houses, and its aquaponics facility. All require monitoring since OCET classes are held on the farm and sometimes competition for space can be problematic.
Food and Facilities:
Since December 2012 direct rentals on campus are handled by the Facilities Department. Moreover, there needs to be information on the rental/usage forms that address the issue of food consumption in OCET classrooms.

The Performing Arts Center
The Performing Arts Center (PAC) also plays a pivotal role in OCET’s operational scheme by providing a cost-effective venue for conducting a diverse array of performances and events to enhance the cultural enrichment of our community. In addition, the PAC serves an instructional need as a user-friendly facility for conducting student activities, seminars, and educational lectures. With a high in PAC attendance in 2008 of 26,266, attendance in 2012 fell to 16,117, the lowest in seven years.

Other Programs:
Although the RDP, USDA, and Apprenticeship programs all operate semi-autonomously from the non-credit training and international Education segments of OCET, their respective grant requirements and/or legislative mandates are clearly focused on workforce training and development. This common workforce development theme is deeply embedded in OCET’s overall mission and thus provides numerous internal operational opportunities for collaboration and partnership that facilitate the delivery of coordinated services and training offerings. Evening and weekend classes often require revised staffing to cover events.
III. ORGANIZATIONAL CHART

Kauai Community College
Chancellor, Dr. Helen Cox

Office of Continuing Education & Training
Director
Dr. Bruce Getzan

Non-credit Training
F/T Training Coordinator
Tracy Hirano
F/T Training Coordinator
Peggy Lake
F/T C3T Grant Coordinator
Mary Alexander

Clerical & Fiscal Support
F/T Office Manager
Jennifer Defuntorum
F/T Clerk
Melanie Marshall
F/T Clerk
Crystal Bethel

Apprenticeship Training Program and Instructors

Performing Arts Center
F/T Info. Events & Pub. Manager
Tony Kilbert
F/T Media Design & Production
Kent Tanigawa

International Education
F/T International Education Coordinator
Pending Hire

Grant Coordinator
Lyn McNutt

Media Design & Production
Staff/Volunteers
IV.  THE MANY FACES OF OCET

All of the full-time personnel in OCET meet the Minimum Personnel Qualifications Policies of the University of Hawaii.

Administration and Operational Support

The Director is responsible for the administrative oversight and direction of OCET’s various operational segments.

In conjunction with the fiscal and technical support areas that service the overall needs of the College, the Office also has its own complement of clerical personnel who provide customer service support. They enroll and register training participants, update and maintain records, process financial transactions, compile reporting data, and coordinate the scheduling and use of OCET’s facilities.

[See Appendix 4: OCET Position Descriptions]

Dr. Bruce Getzan, OCET Director
Dr. Getzan received his B.A. and M.A. in History from the University of Michigan in Ann Arbor, and his Doctorate from the University of Delaware in Higher Education Leadership. He joined the staff at Kaua'i Community College in 2010 and serves as a member of Cabinet, the Executive Committee of the Kaua'i Workforce Investment Board and the Hawai'i Directors and Deans of Continuing Education. He has worked in continuing education leadership roles at colleges and universities in seven states, served as a member of regional state and national boards of directors, and has been a facilitator of national conferences including the White House Conference on small business, and is familiar with a variety of federal, state, and private grant-funded programs.

Ms. Jennifer Defuntorum, Office Manager
Ms. Defuntorum began her career at KCC as a student employee. She provides clerical services in support of the apprenticeship training programs and processes all payroll for the Division. She enjoys being with people and also loves to travel.

OCET Clerical Staff
OCET has two full-time clerical staff supervised by the Office Manager. Crystal Bethel is experienced with the UH system’s purchasing procedures, travel and is responsible for all the classroom scheduling. Melanie Marshall handles student registration including confirmations, printing certifications, evaluations, attendance logs and any handouts or workbooks.
Non-Credit Training, Grant and International Education

The responsibility for planning, developing and coordinating non-credit training and international educational study tours rests with three full-time training coordinators. The coordinators hire and evaluate training instructors; schedule and promote short-term business workforce and personal enhancement programs; prepare proposals and agreements; and conduct community outreach.

**Tracy Hirano, Training Coordinator**
Mr. Hirano earned a Bachelor of Arts at the University of Hawai‘i at Mānoa. In addition to work as a high school teacher, and independent insurance agent, he was the Kaua‘i Branch Manager for the Hawai‘i State Department of Labor, Workforce Development Division Kaua‘i Office, for 20 years. He has managed many grant-funded programs for Veterans, unemployed, disadvantaged, and underemployed workers.

**Peggy Lake, Training Coordinator**
Ms. Lake earned a Bachelor of Science degree from Indiana University and has lived on Kaua‘i for 21 years. Her career includes employment with Hawai‘i State Department of Labor, Workforce Development Division Kaua‘i Branch for over 14 years working with grant-funded employment and training programs. She has provided services to specific target populations including Pacific Island immigrants, veterans, and disadvantaged senior citizens, as well as dislocated, underemployed, and incumbent workers. She also worked as the Training Manager at the Grand Hyatt Resort and Spa for over three years. She joined Kaua‘i Community College in April 2011.

**International Education Coordinator**-Position to be filled in 2013

**Lyn McNutt, Grant Coordinator**
S. Lyn McNutt joined OCET in July 2012. Ms. McNutt has over 35 years experience in project management and program design and development, and has worked as a Program Manager and Project Director for several national and international agencies including the National Oceanic and Atmospheric Administration (NOAA), the National Aeronautics and Space Administration (NASA), the European Space Agency (ESA), Canadian Space Agency (CSA) and Japan Agency for Marine-Earth Science and Technology (JAMSTEC). Ms. McNutt has served as the Chief Scientist for the Alaska Satellite Facility (ASF) and the Arctic Region Supercomputer Center, both at the University of Alaska Fairbanks (UAF). She has also been the Principal Investigator for several large scientific programs, and she served as the Program Manager for the Earth Observation Program at the CSA; as the Co-founder and Co-PI of the Programme for International Polar Ocean Research (PIPOR); and as the PI for NASA’s Mission to Planet Earth through the CRYospheric SYStem (CRYSYS) Project. Ms. McNutt has also worked with industry and with local communities on policy development and access to...
information to create ways of using real-time data to increase safety at sea, and for use in fisheries and marine mammal management. Before coming to KCC, Ms. McNutt was a Research Associate Professor at the Geophysical Institute, UAF, with a faculty affiliation with the School of Fisheries and Ocean Science.

Mary Alexander, C3T iCan Coordinator/Instructor
Ms. Alexander earned a B.A. degree in English from Dartmouth College and an M.A. degree in English from the University of Hawai'i at Manoa. As a tenured professor of English at Kaua'i Community College, she taught a wide variety of English courses to adults in remedial, developmental, and college-level English. She recently recruited students and wrote the curriculum for the applied carpentry and electricity math brush-up courses offered to entry-level PV students to help them succeed in that course.

Training Instructors:
To carry out its training initiatives, OCET employs an expanding cadre of part-time instructors who demonstrate subject-matter competency, sound instructional skills and methodologies, and the motivation to maintain expertise and proficiency in their discipline or area of responsibility. Instructors either have advanced training or degrees and/or a minimum of three years professional experience equivalency. [See Appendix 5 for list of current instructors]

Performing Arts Center (PAC)
The Performing Arts Center (PAC) proudly provides a consistent cultural service for the Garden Island by hosting an average of 100 events a year. The 550-seat auditorium features state-of-the-art digital sound and lights as well as a variety of rooms for event preparation and meetings. The facility is a dependable resource and a celebratory gathering place on Kauai. From hula to ballet, folk to jazz, international church conferences to annual meetings for the public utility and water departments on island, the facility is recognized and utilized by many different concerns.

The PAC’s commitment to excellence continues with facility improvements and upgrades, service-learning programs for students, and, by providing more opportunities for feedback from our many clients and audiences.

Anthony Kilbert, Manager, Performing Arts Center (PAC)
Mr. Kilbert received his degrees from Southern Illinois University, a Bachelor of Science in Radio Television Communication and a Masters of Science in Speech. After college, Tony spent 28 years in the San Francisco Bay media market. He worked for 5 different radio stations, 2 major record companies and 1 TV station as news reporter, afternoon movie host and staff announcer. Before coming to Hawaii, he handled media relations for Carlos Santana for 4 years. At Kauai Community College he taught speech
communication, sales & marketing and the survey of folk, rock and pop music course at
the college. In 2005 he received the Excellence in Teaching award at KCC prior to
accepting the job of manager at the Performing Arts Center.

**Kent Tanigawa, Media Design and Events**
Kent was born in Waimea, Hawaii and attended high school on Oahu. He attended the
University of Hawaii, Manoa briefly and then went on to train in audio production at
SynAudCon in both California and Indiana. He worked in the Los Angeles area doing
audio and lighting in the entertainment industry. He returned to Kauai 1985 and ran an
AV and lighting rental company for performances on Kauai and Maui. In 1998 he joined
the staff at the PAC at KCC.

V. PROGRAM GOALS

Flexible, timely responses to needs beyond the traditional college curriculum are the hallmark of
OCET. Instructional courses complement the academic curriculum by providing effective,
customized training to meet the professional and personal development needs of Kauai’s lifelong
learners. Job-related courses are often customized to meet specific skill or industry needs and
nationwide trends. Non-credit course offerings provide open access training for dislocated
workers and other adult learners who desire to upgrade their vocational and professional skill and
abilities. OCET also supports cultural awareness and an appreciation for diversity through its
international study tours as well as cultural performances staged at the College’s Performing Arts
Center. OCET’s multi-faceted program contributions clearly enhance KCC’s ability to fulfill its
mission.

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**Kaua`i Community College Mission Statement**

Kaua‘i Community College provides open access education and training in an ethical and
innovative student-centered and community-focused environment, nurturing life-long learners
who appreciate diversity and lead responsible and fulfilling lives.

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**Office of Continuing Education and Training Mission Statement**

We are committed to providing effective customized training, services and events that respond to
the professional and personal development of our community’s lifelong learners.
Support of College Goals

<table>
<thead>
<tr>
<th>UH System Goals, Kaua‘i Community College Goals, and Strategic Goals</th>
<th>Program Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>UH Goal 1: Educational Effectiveness and Student Success</strong></td>
<td>• OCET maintains an open door policy to all ages, genders and ethnicities to attend classes as appropriate for their learning goals. Youth programs will continue to grow particularly in the summer.</td>
</tr>
<tr>
<td><strong>KCC Goal 1: Access &amp;</strong></td>
<td>• OCET continues to partner with the Kaua‘i Economic Development Board to offer a wide range of classes including STEM for middle school students, and math and computer capacity-building courses for teachers, along with customized workshops in basic skills enhancement to improve clients’ employability and job growth.</td>
</tr>
<tr>
<td><strong>KCC Goal 2: Learning and Teaching</strong></td>
<td>• OCET will continue to offer and expand course offerings in renewable energy and sustainable agriculture.</td>
</tr>
<tr>
<td><strong>Strategic Goals: Student Recruitment, Retention and Success of All Students and Particularly</strong></td>
<td>• OCET will continue to offer online class options, blended learning courses, as well as evening and weekend classes to meet student schedules.</td>
</tr>
<tr>
<td>o Increase success of Remedial/Developmental Students</td>
<td>• OCET requires faculty to state the SLO’s for each non-credit class. Evaluations also are customized to the SLO’s for better tracking and monitoring.</td>
</tr>
<tr>
<td>o Non-traditional Students in Career and Technical Programs</td>
<td>• OCET utilizes the iCan program as a catalyst to offer remedial math and English in conjunction with both credit and non-credit credential programs to increase completion success.</td>
</tr>
<tr>
<td>o Increased Completion of Degrees, Certificates, and Licensure</td>
<td>• OCET also utilizes the C3T grant to enhance and develop on-going non-credit certificate programs in Ag, Energy, Health, English and Math, and will continue to expand partnerships with credit/non-credit offerings such as music and speech classes.</td>
</tr>
<tr>
<td>o Improve partnerships with K-12 to improve college preparation and to ensure that students are aware of specific opportunities that KCC provides</td>
<td>• Community and agency funding is an on-going resource to identify sustainability for these goals.</td>
</tr>
</tbody>
</table>

Relevant Curriculum Development

| o Sustainability/Green Jobs | |
| o Health | |
| o DOE-KCC English Alignment | |
| o Increase and improve design and delivery of distance education offerings | |
| o Increase transfer rates by strengthening four-year pathways, particularly in STEM fields | |

Completion of

| o Course Student Learning Outcomes (CLOs) | |
| o Program Learning Outcomes (PLOs) | |
| o Institutional Learning Outcomes (ILOs) | |
| o Course Action Forms (CAFs) | |

Assessment Activities and Analysis
<table>
<thead>
<tr>
<th>UH Goal 2: A Learning, Research and Service Network</th>
<th>OCET Director is active on the Workforce Investment Act Board aligning workforce needs with training opportunities, along with other business and community organizations.</th>
</tr>
</thead>
<tbody>
<tr>
<td>KCC Goal 3: Workforce Development &amp; KCC Goal 5: Community Development</td>
<td>OCET Coordinators are involved in a number of community boards and initiatives including partnering with non-profit agencies to offer classes.</td>
</tr>
<tr>
<td>Strategic Goals: Increased Job Placement and/or Performance through</td>
<td>OCET’s International Studies program continues to form new agreements with global markets.</td>
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<td>Expanding International program to a bi-lingual began in Spring 2013 and will continue with a goal of converting non-credit alumni into potential credit students.</td>
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<td>Meetings with Native Hawaiian and Kauaian representatives in the Anahola and Westside communities are on-going to identify employment, educational and cultural program expansion. Grants with the Office of Hawaiian Affairs also have been a source to regularly monitor to support these goals.</td>
</tr>
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<td></td>
<td>OCET will continue to meet with community partners such as Storybook Theater (Cultural Interpretation programs), Kauai Concert Association (music appreciation series), Hula Festival Planners (2014 conference), Wellness Expo (Tai Ji), State Foundation on Culture and Arts (sculpting) and such to identify additional cultural programs.</td>
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<tr>
<th>UH Goal 3: A Model Local, Regional and Global University</th>
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<td>KCC Goal 6 Diversity</td>
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<td>Strategic Goals:</td>
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<td>Fostering Global Understanding and Intercultural Competence</td>
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<td></td>
<td>Increased Enrollment and Success of International Students</td>
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</tbody>
</table>
| UH Goal 4: Investment in Faculty, Staff, Students and Their Environment | OCET Coordinators will continue to participate in annual LERN workshops and other opportunities as they arise.  
| KCC Goal 4: Personal Development | OCET staff will continue to attend on-campus workshops, seminars, classes and events.  
| Strategic Goals: | Training Coordinators work with KCC staff and Faculty to identify personal development opportunities.  
| - Professional Development Directed to Any of the Above Goals | OCET will encourage staff to use KCC Ed White Scholarship funds for their professional development classes.  
| - Enriching Student Experience, Particularly Directed to Any of the Above Goals | OCET will work with local businesses to add classes for ETF approval to meet the demands of the business community (both classroom and online).  
| - Increasing the Efficiency, Effectiveness and Sustainability of the KCC Environment | OCET will meet regularly with CEDS cluster groups to identify training needs. |

| UH Goal 5: Resources and Stewardship | OCET will continue to offer a variety of health and fitness classes with a reduction in tuition to faculty and staff once minimum enrollment is met.  
| KCC Goal 5: Community Development | OCET will renew its efforts to offer OSHA courses that are open to businesses, the community and UH/KCC personnel, and at company sites.  
| Strategic Goals: | OCET will continue to offer and expand its course offerings in renewable energy and sustainable agriculture.  
| - Reduce Deferred Maintenance | OCET will continue to work closely with the College-wide Grants Officer to support these goals.  
| - Address Health and Safety Issues | |  
| - Promote Sustainability | |
### VI. ACTION PLANS

**Action Plan OCET**

<table>
<thead>
<tr>
<th>Program Goal &amp; Campus Strategic Priority</th>
<th>Action Item</th>
<th>Resources Needed</th>
<th>Person(s) Responsible</th>
<th>Timeline</th>
<th>Indicator of Improvement</th>
<th>PLO impacted</th>
<th>Status</th>
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<tbody>
<tr>
<td>Continue to build program revenue with sustainable courses.</td>
<td>Increase radio advertising</td>
<td>Radio advertising spots</td>
<td>OCET Director</td>
<td>On-going</td>
<td>Increased revenues from classes, events, workshops</td>
<td>In line with OCET Mission Statement which will be enhanced by financial sustainability</td>
<td>Coordinator does monthly radio shows</td>
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<td>Provide wider variety of classes</td>
<td>External marketing Coordinator’s radio spots</td>
<td>PAC Manager Coordinators Secretary</td>
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<td>Public service announcements utilized monthly.</td>
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<td>Secure training contracts with public and private sector clients</td>
<td>Utilize a variety of social media Flyers</td>
<td>Office Staff Partner with Director of Enrollment Management and College’s Graphic Artist</td>
<td></td>
<td></td>
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<td>On-going expansion of social media outreach.</td>
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<td></td>
<td>Increase partnerships with government and community agencies for financial support.</td>
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<td>Grant Coordinator</td>
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<td>Program information distributed by Chamber, Economic Development Board and at various community and business meetings</td>
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<td></td>
<td>Offered gift certificates at information sessions and special events (e.g. Summer Solstice celebration, county job fairs, community festivals)</td>
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<tr>
<td>Increase number of custom classes by 5% per year for the next 5 years</td>
<td>Provide wider variety of classes</td>
<td>Radio advertising spots</td>
<td>OCET Director Coordinators Secretary Office Staff College and community clusters as identified by CEDS</td>
<td>On-going</td>
<td>Increased custom classes</td>
<td>Teacher education classes main focus</td>
<td>Analyze yearly through APRU effectiveness of adopting new, more realistic goal and approach to meeting the specific needs of various business and industry groups</td>
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<td>Enhance data/base distribution mechanism</td>
<td>Implement tracking system of phone, email, walk in inquiries</td>
<td>Require daily use of tracking form.  Merge regular distribution of Big Contacts with new UH electronic registration system.</td>
<td>OCET Director  OCET Coordinators  Secretary  Office Staff</td>
<td>On-going</td>
<td>50% increase of contacts by name, type of class, dates each year for five years.  Purge and refresh contact list 3 times per year.</td>
<td>Staff training will be on-going  Customer Service is everybody’s job.</td>
<td>Compare data base management and registration systems with DOCETS and CE Coordinators at least once per year during statewide meetings.</td>
</tr>
<tr>
<td>Reduce cancellation rates of classes</td>
<td>Market 2011 course offerings through the information sessions on campus, community and company sites</td>
<td>Three times per years categorize winners and losers.  Analyze trends during quarterly staff meetings</td>
<td>OCET Director  OCET Coordinators  Secretary  Office Staff</td>
<td>On-going</td>
<td>Enhanced data base list</td>
<td>Provide effective customized training, services and events.</td>
<td>Calculate success rates three times per year.  KCC market booth  Continue to offer wide range of classes  County Fair booth  Farm Bureau  Community Calendar  Add SLO to evaluations in 2013</td>
</tr>
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<td>Continuous improvement of customer service</td>
<td>Internal info sessions so all staff know about all training</td>
<td>Consider external review of customer service i.e.: secret shopper</td>
<td>All OCET staff</td>
<td>Ongoing</td>
<td>Increased enrollments</td>
<td>Responding to the professional and personal development of our community’s lifelong learners.</td>
<td>New Initiative</td>
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<td></td>
<td>Identify grievance policy</td>
<td>Use confirmation to state policies such as grievance, tuition reimbursement and such</td>
<td>Enrollment Management staff</td>
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<td></td>
<td>Consider pens with OCET information on them for every student</td>
<td></td>
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</tr>
<tr>
<td>Program Goal &amp; Campus Strategic Priority</td>
<td>Action Item</td>
<td>Resources Needed</td>
<td>Person(s) Responsible</td>
<td>Timeline</td>
<td>Indicator of Improvement</td>
<td>PLO impacted</td>
<td>Status</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Continue to offer a minimum of 5% of new courses per year With Continuing Education Unit credits (CEUs)</td>
<td>Marketing through new/upgraded website, Facebook, blast email using Big Contacts, offer an incentive for instructors to fill classes</td>
<td>Marketing continued maintenance of Big Contacts</td>
<td>Coordinators</td>
<td>Ongoing</td>
<td>Increase in revenue and enrollment</td>
<td>Increasing employability, Increase capacity building of business workers</td>
<td>Need further training for staff in Big Contacts</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Office Staff</td>
<td></td>
<td></td>
<td></td>
<td>Will continue to offer a wide variety of courses based on community demand and availability of instructors</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Campus enrollment management staff</td>
<td></td>
<td></td>
<td></td>
<td>CEU’s are a new initiative</td>
</tr>
<tr>
<td>Create pathways between credit and non-credit departments</td>
<td>Increase meetings with OCET and Credit Division on-campus and at off campus sites. Explore enhancing credit student skills with short non-credit classes.</td>
<td>CEDS, iCAN. C3T have been catalysts to improve ongoing communication between credit and non-credit programs.</td>
<td>OCET Director</td>
<td>Ongoing</td>
<td>Dual class listings</td>
<td>Partner with credit side to offer additional opportunities for students to succeed and meet graduation goals.</td>
<td>Continue to offer band, vocal, other music and speech classes with dual enrollments</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>OCET Coordinators</td>
<td></td>
<td>iCan</td>
<td></td>
<td>Contextualized support for both credit and non credit courses offered via iCan to be imbedded into credit and non-credit programs.</td>
</tr>
<tr>
<td>Program Goal &amp; Campus Strategic Priority</td>
<td>Action Item</td>
<td>Resources Needed</td>
<td>Person(s) Responsible</td>
<td>Timeline</td>
<td>Indicator of Improvement</td>
<td>PLO impacted</td>
<td>Status</td>
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</tr>
<tr>
<td>Continue to develop and expand short-term study program based on International Ed Agreements, e.g., with 5 Maritime Colleges</td>
<td>5 Maritime Colleges: Continue collaboration to develop curriculum for 3-week Intensive English Program in September, 2012</td>
<td>Int’l Ed faculty &amp; Program Coordinator&lt;br&gt;International Ed Committee&lt;br&gt;Office of the Chancellor&lt;br&gt;Curriculum Committees &amp; Instructors&lt;br&gt;Community Specialists</td>
<td>OCET Director&lt;br&gt;Int’l Study Program Coordinator&lt;br&gt;Office Staff&lt;br&gt;Campus International Education Committee</td>
<td>On-going</td>
<td>Program Proposal expanded&lt;br&gt;Resources identified&lt;br&gt;Instructors and Curriculum approved&lt;br&gt;Budget created&lt;br&gt;Tour dates secured</td>
<td>Maritime and Okinawa Colleges: active collaboration on-going</td>
<td></td>
</tr>
<tr>
<td>In cooperation with academic affairs and student services, continue to evaluate International Ed changes to ESL credit courses &amp; new</td>
<td>Seek administrative &amp; financial support Extensive meetings with Administration to define new programs, staffing, services for International Education New catalog listings created in credit and non-credit catalogs. Define roles/responsibilities to expand current SEVIS F-1 visa application (I-17) to include: (1) changes to credit side course listings (two ELI classes become non-credit); (2) addition of non-credit IEP.</td>
<td>Staff funding Planning meetings</td>
<td>Chancellor&lt;br&gt;VC of Academic Affairs&lt;br&gt;VC of Student Affairs&lt;br&gt;Registrar&lt;br&gt;International Student Advisor</td>
<td>On-going</td>
<td>5 year plan regarding increased recruitment</td>
<td>New goals For 2013 under development with hiring of full time instructor/coordinator with recruiting emphasis</td>
<td></td>
</tr>
<tr>
<td>Program Goal &amp; Campus Strategic Priority</td>
<td>Action Item</td>
<td>Resources Needed</td>
<td>Person(s) Responsible</td>
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<tr>
<td>Intensive English Program design and implementation</td>
<td>New DSO(s) responsible for non-credit students. NAFSA (Hawaii) and Study Hawaii resources utilized; consultations with Int’l Ed admins; OCET staff enters 18 month training program</td>
<td>OCET Director Int’l Ed Coordinator Int’l Study Program Coordinator Int’l Ed Committee Enrollment Mgmt and Marketing Coordinator</td>
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<tr>
<td>*3-Level Intensive English Program (KELA): Curriculum development</td>
<td>New IEP administrative process/forms and budget developed. Marketing/recruiting materials created; “branding” KCC and defining all opportunities/services for Intnt’l students with use of social media.</td>
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</tr>
<tr>
<td>Goal of 5% increase of credit students per year for 5 years. *not addressed in this report</td>
<td>Propose campus-wide staff/resource sharing to develop student support services for non-credit international students including: Shared/integrated registration system (Banner) Issuing student IDs to non-credit students Provide Wellness Ctr access to non-credit students Provide UH Portal access to non-credit students Providing tutoring services to non-credit students Developing a mentorship training program for Intnt’l student cohorts to support new international students</td>
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VII. CONCLUSION

The Office of Continuing Education and Training (OCET) is a multi-faceted operation with flexible and always changing initiatives to remain current with trends in the professional and personal development of our community’s lifelong learners. Retraining dislocated workers, upgrading vocational skills, professional development and personal enrichment, international study tours, cultural performances, conferences and special events are ongoing themes.

OCET’s interaction with the campus and community constituents has been explained in this document. The division follows the university and campus guidelines regarding fiscal policies. Particular financial trends are covered in the annual program reviews (APRU) [Appendix 1]. Facilities and equipment are regularly updated with the help of grants and special funding. OCET’s interaction with the college administration and credit program also are discussed in the Action Plans.

OCET, as a Division, believes in meeting the needs of the campus and community constituents, by strengthening existing program offerings and exploring the development of a variety of new programs.
Appendix 1:

2009 APRU, OCET

2012 APRU, OCET
College:  

Kaua‘i Community College

Program:  

Office of Continuing Education & Training

Check All Credentials Offered (Primarily Non-Credit)

<table>
<thead>
<tr>
<th></th>
<th>AA</th>
<th>AS</th>
<th>ATS</th>
<th>AAS</th>
<th>CA</th>
<th>CC</th>
<th>COM</th>
<th>ASC</th>
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</table>

College Mission Statement (or provide link)

http://info.kauaicc.hawaii.edu/admin/gov/mission/index.htm

Program Mission Statement (or provide link)

The Office of Continuing Education and Training is committed to providing effective customized training that responds to the professional and personal development needs of our community's lifelong learners

OVERALL PROGRAM HEALTH (Check one)

<table>
<thead>
<tr>
<th></th>
<th>Healthy</th>
<th>Cautionary</th>
<th>Unhealthy</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>X</td>
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</tbody>
</table>
**Part I: Quantitative Indicators** (Reported on 2009 Summary Report Program Data excel sheet --includes health calls based on system scoring rubric)

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<tbody>
<tr>
<td><strong>Demand</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Number of Working Adults*</td>
<td>33,600</td>
<td>33,900</td>
<td>35,300</td>
<td>32,600</td>
</tr>
<tr>
<td>Average Number of KCC Full-Time Faculty and Staff</td>
<td>145</td>
<td>145</td>
<td>145</td>
<td>145</td>
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<tr>
<td><strong>Efficiency, Non-Credit Programs</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Enrollment</td>
<td>1,778</td>
<td>2,044</td>
<td>2,567</td>
<td>2,966</td>
</tr>
<tr>
<td>Total Number of In-Service Training for KCC Faculty &amp; Staff</td>
<td>16</td>
<td>73</td>
<td>197</td>
<td>135</td>
</tr>
<tr>
<td>Average Enrollment Per Class</td>
<td>6</td>
<td>12</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td>Revenues Generated</td>
<td>$391,962</td>
<td>$311,183</td>
<td>$323,361</td>
<td>$214,107</td>
</tr>
<tr>
<td>Customized Classes or Contracts</td>
<td>13</td>
<td>14</td>
<td>33</td>
<td>23</td>
</tr>
<tr>
<td>Evening/Weekend Classes</td>
<td>26</td>
<td>23</td>
<td>39</td>
<td>62</td>
</tr>
<tr>
<td><strong>Efficiency, International Education</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenues Generated</td>
<td>$41,342</td>
<td>$23,220</td>
<td>$30,150</td>
<td>$13,160</td>
</tr>
<tr>
<td><strong>Efficiency, Performing Arts Center</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Events</td>
<td>84</td>
<td>99</td>
<td>135</td>
<td>133</td>
</tr>
<tr>
<td>Total Attendance</td>
<td>19,887</td>
<td>24,194</td>
<td>23,920</td>
<td>26,266</td>
</tr>
<tr>
<td>Total Gross Revenues</td>
<td>$46,544</td>
<td>$66,432</td>
<td>$81,472</td>
<td>$86,545</td>
</tr>
</tbody>
</table>

*Source: Hawaii Workforce Informer*
Part II Analysis of the Program (strengths and weaknesses in terms of demand, efficiency, and effectiveness based on an analysis of the data)

- The total enrollment for Fiscal Year 2009 was 2,966, which was an increase in 399 over the previous year. OCET’s goal in contributing to workforce development was to increase total enrollment by 5% from the previous year and was accomplished with the actual increase being 16%. The enrollment goal for the year 2010 is 3,000+.

- OCET fosters the skills upgrade of members of the Campus community by promoting professional development courses to everyone throughout the year. With input from the Professional Development Coordinator, OCET additionally developed specific classes (i.e., work order software) and served 135 Campus employees during FY 2009. In general, faculty and staff participated in computer training and maintenance support staff participated in health and safety (OSHA) related classes.

- The average class size maintained at a steady 12 students per class.

- To keep in alliance with the College’s strategic performance which is to increase non-state revenues by 3-17%, OCET had set goals aimed at increasing its revenues by 5% over the previous year. Although enrollment went up, OCET’s gross revenues decreased from $323,361 to $214,107. This reduction is attributed to an increase in conference-style classes that had a low cost-per-person ratio. In general, the revenue decline is estimated to be the result losing funds from two major sources this year (Employment Training and the Workforce Investment Act Funds), as well as the effect of the declining economy on available training budgets in the business community. OCET will continue to proactively develop new programs and services in emerging occupational areas to achieve its goals with the understanding that these goals may not be achievable in light of the slumping economy, high unemployment rate of 96%, and decreasing state and county revenues.

- The growing trend for OCET is to work directly with community development by providing customized classes to agencies who have specific needs to address. This proved in the past to be an efficient use of resources, creates a valuable service network to the community, and enables local businesses the opportunity to invest in their
personnel resources. This year OCET did not meet its goal of 30 new contracts but secured 23 customized agreements.

- **Access** to education is the forefront of creating a lifelong learning environment that is customer driven and user friendly. To achieve this, OCET sought to increase evening and weekend offerings to provide greater accessibility and flexibility to the public. For this period, OCET offered 62 evening and weekend courses over the 39 offered last Fiscal Year and exceeded its 2009 goal of 40 evening courses.

- OCET fosters global understanding and cultural awareness through its ongoing international education tour agreements. Unfortunately, only one tour group participated this year of the three established agreements. This can be attributed to two major factors: (1) the onset of the Swine Flu epidemic and (2) the worldwide economy decline. OCET will continue to seek opportunities to establish new study tours with other international education institutions such as the recently established agreement with Toyama Maritime University in Japan. Since gross revenues cannot be predicted as the number of students from each study tour varies, OCET sets no numerical goal for this program. The information is presented solely as a measurement of the International Education Program in relationship to prior years.

- The Performing Arts Center (PAC) set a goal of hosting 100 events per year and has exceeded its goal and currently operates at its maximum capacity. OCET sets goals to improve PAC infrastructure to keep it competitive but sets no numerical goals. However, the information is presented only as a year to year comparison of PAC productivity.
**PART IV: Resource Implications (physical, human, financial)**

**PART III: ACTION PLAN - NON-CREDIT TRAINING**

<table>
<thead>
<tr>
<th>GOALS</th>
<th>STEPS</th>
<th>RESOURCES NEEDED</th>
<th>PERSON(S) RESPONSIBLE</th>
<th>TIMELINE COMPLETION</th>
<th>OUTCOME or INDICATOR of IMPROVEMENT</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Maintain gross revenues equal to the average of the previous three calendar years ($324,000)</td>
<td>Increase radio advertising</td>
<td>PAC radio advertising funds</td>
<td>OCET Director</td>
<td>On-going</td>
<td>Increased revenues from classes, events, workshops</td>
<td>a. S09: Not Achieved Actual Gross Revenue was $214,107</td>
</tr>
<tr>
<td></td>
<td>Provide wider variety of classes</td>
<td>External marketing</td>
<td>PAC Manager</td>
<td></td>
<td>Increased night classes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Secure training contracts with public and private sector clients</td>
<td>Weekly newspaper advertising</td>
<td>Coordinators</td>
<td></td>
<td>Increased custom classes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Create partnership with County of Kauai</td>
<td>OCET Course Catalog</td>
<td>Secretary</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Seek out new instructors</td>
<td></td>
<td>Office Staff</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Update OCET web-site</td>
<td></td>
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<tr>
<td></td>
<td>Implement weekly newspaper advertising</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>b. Increase number of custom classes for FY2008-09 to 30</td>
<td></td>
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</tr>
<tr>
<td>c. Increase the number of night classes for FY 2008-09 to 40</td>
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</tbody>
</table>

**STATUS**

- **a. S09: Not Achieved Actual Gross Revenue was $214,107**
- **b. S09: Not Achieved Custom Classes = 23**
- **c. S09: Achieved Night Classes = 62**
<table>
<thead>
<tr>
<th>GOALS</th>
<th>STEPS</th>
<th>RESOURCES NEEDED</th>
<th>PERSON(S) RESPONSIBLE</th>
<th>TIMELINE COMPLETION</th>
<th>OUTCOME or INDICATOR of IMPROVEMENT</th>
<th>STATUS</th>
</tr>
</thead>
</table>
| Increase offerings of “Green” classes (iecomposting, conservation, solar voltaic, xeriscaping, etc) | Determine needs in community  
Review sustainability plans to coordinate with State and County long-range goals  
Meet with experts (iesolar voltaic) for ideas | Coordinators  
State and County sustainability plans  
Resource leaders  
Subject area experts | OCET Director Coordinators | January to June 30, 2009 | Classes offered under OCET | S09: Achieved  
Successfully offered the following: Composting for Your Home, Solar & PV Solutions for Your Home, Sustainability Series |
| Create a Mac Lab in One Stop Phase II | Purchase 8 new MacBooks to increase class size to 18 stations  
Order Adobe software | KCC Fiscal Office  
Super-quote system  
OCET Funding | Coordinators  
Secretary  
Office AsstIV | November 2009 | Necessary items ordered and classes offered | S09: Achieved  
20 new iMacs were purchased under PCATT funds Installation is set for the new building in February 2010 |
| Develop new presentations using podcasting as a medium | Determine curriculum  
Develop podcasting presentation  
Establish timeline to completion | Technical software & equipment  
Course information, training materials, curriculum | OCET Coordinators  
OCET instructors | June 2009 | Class materials developed and utilized in instruction | S09: Not Achieved, however, a custom class was presented to KCC Faculty on how to integrate podcasting into curriculum |
| Tech Fair Expo | Determine feasibility  
Find appropriate location  
Seek participating sponsors  
Advertise | OCET Coordinators  
Participating sponsors  
Advertising and marketing avenues | OCET Director Coordinators  
OCET staff Sponsors | Fall 2009 | Tech Fair launched with 5% population in attendance | S09: Achieved  
May 5, 2009; 25 vendors, 200+ participants |
<table>
<thead>
<tr>
<th>GOALS</th>
<th>STEPS</th>
<th>RESOURCES NEEDED</th>
<th>PERSON(S) RESPONSIBLE</th>
<th>TIMELINE COMPLETION</th>
<th>OUTCOME or INDICATOR of IMPROVEMENT</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy Lab</td>
<td>Find location</td>
<td>Carpentry Faculty</td>
<td>OCET Director</td>
<td>Spring 2010</td>
<td>Facility completed and in use by</td>
<td>S09: Partially Achieved</td>
</tr>
<tr>
<td></td>
<td>Link with high-tech sustainability programs and projects</td>
<td>Building designer</td>
<td>Coordinators</td>
<td></td>
<td>College faculty, students and high</td>
<td>(Cognition)</td>
</tr>
<tr>
<td></td>
<td>Decide to retrofit old building or build new green friendly building</td>
<td>Funding source</td>
<td>OCET Staff</td>
<td></td>
<td>school students and faculty</td>
<td>Building is 75% complete</td>
</tr>
<tr>
<td></td>
<td>Identify ecological technology</td>
<td></td>
<td>Potential sponsors</td>
<td></td>
<td>and recruitment for student interns are currently underway</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. Maintain gross revenues equal to the average of the previous years($324,000)</td>
<td>Increase radio advertising</td>
<td>OCET Director</td>
<td>June 30, 2010</td>
<td>Increased revenues from classes, events, workshops</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Increase number of custom classes for FY2009-10 to 40</td>
<td>Provide wider variety of classes, including green- and health-related occupations</td>
<td>PAC Manager</td>
<td></td>
<td>Increased night classes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. Increase the number of night classes for FY 2009-10 to 50</td>
<td>Secure training contracts with public and private sector clients</td>
<td>Coordinators</td>
<td></td>
<td>Increased custom classes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Create partnerships with community agencies</td>
<td>Secretary</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Seek out quality instructors</td>
<td>Office Staff</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Update OCET web-site</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>PAC radio advertising funds</td>
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<td></td>
<td>External marketing</td>
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<tr>
<td></td>
<td></td>
<td>Weekly newspaper advertising</td>
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<tr>
<td></td>
<td></td>
<td>OCET Course Catalog</td>
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<tr>
<td></td>
<td></td>
<td>External marketing</td>
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<td>GOALS</td>
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<td>TIMELINE COMPLETION</td>
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<td>STATUS</td>
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</tr>
<tr>
<td>Double offering 8 of classes using Apple Macintosh software programs (currently 5)</td>
<td>Determine curriculum</td>
<td>Technical software &amp; equipment</td>
<td>OCET Coordinators</td>
<td>January 2010</td>
<td>10 classes developed &amp; offered</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Order software</td>
<td>Course information, training materials, curriculum</td>
<td>OCET instructors</td>
<td></td>
<td>Increased enrollment &amp; revenues from classes, events, workshops</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hire teachers</td>
<td>Qualified instructors</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Establish timeline to completion</td>
<td>Software/hardware support</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Develop working relationship with Apple Inc for leading-edge training programs and products</td>
<td>Funding</td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>Double offering of classes by in the Kauai CEDS area of Alternative Energy (currently offering 2)</td>
<td>Develop curriculum (Photovoltaic Installer Energy Auditor)</td>
<td>Technical software &amp; equipment</td>
<td>OCET Coordinators</td>
<td>Spring 2010</td>
<td>4 Classes offered per semester</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Align learning outcomes with industry standards/needs</td>
<td>Course information, training materials, curriculum</td>
<td>OCET instructors</td>
<td></td>
<td>Increased enrollment &amp; revenues from classes, events, workshops</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Partner with industry for internship/job placement</td>
<td>Qualified instructors</td>
<td>Construction Academy Coordinator</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Establish timeline to completion</td>
<td>Testing ability for certificate programs</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Funding</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Increase offering of classes in the Kauai CEDS area of Health Industry Professions by 30% (4 currently offered)</td>
<td>Develop curriculum</td>
<td>Course information, training materials, curriculum</td>
<td>OCET Coordinators</td>
<td>Spring 2010</td>
<td>6 classes offered</td>
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<tr>
<td></td>
<td>Align learning outcomes with industry standards/needs</td>
<td>Skilled instructors</td>
<td>OCET instructors</td>
<td></td>
<td>Increased enrollment &amp; revenues from classes, events, workshops</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Partner with industry for internship/job placement if needed</td>
<td>Technical software &amp; equipment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Establish timeline to completion</td>
<td>Funding</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>GOALS</td>
<td>STEPS</td>
<td>RESOURCES NEEDED</td>
<td>PERSON(S) RESPONSIBLE</td>
<td>TIMELINE COMPLETION</td>
<td>OUTCOME or INDICATOR of IMPROVEMENT</td>
<td>STATUS</td>
</tr>
<tr>
<td>-------</td>
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</tr>
</tbody>
</table>
| Double offering of classes in the Mature Learner series (currently offered 3) | Establish Advisory Board  
Develop curriculum  
Align learning outcomes with expectations/needs  
Establish timeline to completion | Advisory Board  
Course information, training materials, curriculum  
Skilled instructors | OCET Coordinators  
OCET instructors | Fall 2010 | 6 classes offered  
Increased enrollment & revenues from classes, events, workshops |        |
| Business & Skilled Worker Development Center  
(Provide training, re-training, cross-training solutions to business and industry) | Determine funding source  
Recruit/hire trained consultant  
Develop Relationships and Establish Partnerships With Companies in Industry | Trained Consultant  
Equipment  
Course information, training materials, curriculum  
Workskills assessment tools  
Marketing & promotion tools  
Funding | Statewide OCET Directors  
OCET Coordinators | Spring 2011 | Increased enrollment & revenues from classes, events, workshops  
Increased partnerships |        |
| Establish SLO’s for each class offered at OCET | Meet with campus assessment coordinator (McGrath)  
Define SLO’s  
Align learning outcomes with industry standards/needs  
Establish appropriate assessment tools | Assessment Coordinator | OCET Coordinators  
OCET Instructors | Summer 2010 | All SLO’s are developed  
SLO’s are clearly outlined in curriculum handouts and are on file. |        |
<table>
<thead>
<tr>
<th>GOALS</th>
<th>STEPS</th>
<th>RESOURCES NEEDED</th>
<th>PERSON(S) RESPONSIBLE</th>
<th>TIMELINE COMPLETION</th>
<th>OUTCOME or INDICATOR of IMPROVEMENT</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Training Center</td>
<td>Develop Curriculum &amp; Available Resources</td>
<td>Course information, training materials, curriculum</td>
<td>OCET Director &amp; Coordinators</td>
<td>Fall 2010 (Pilot Test)</td>
<td>Increased enrollment &amp; revenues from classes, events, workshops</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hire instructors</td>
<td>Qualified instructors</td>
<td>OCET Instructors</td>
<td></td>
<td>Completers are successfully employed</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Purchase laboratory tools and equipment</td>
<td>Workskills assessment tools</td>
<td>RDP</td>
<td></td>
<td>Increased partnerships</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Develop marketing plan (radio, print)</td>
<td>Marketing &amp; promotion tools</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Job Placement plans via partnerships with WorkWise</td>
<td>Funding</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Implement Sustainable or Recycling Practices</td>
<td>Purchase recycling bins for each classroom</td>
<td>Funding</td>
<td>Entire OCET Staff</td>
<td>Spring 2010</td>
<td>Decrease in trash volume</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Purchase eco-friendly paper products, snack plates, cups, utensils, etc.</td>
<td>Staff participation</td>
<td></td>
<td></td>
<td>Increase in awareness and participation</td>
<td></td>
</tr>
</tbody>
</table>
### PART III: ACTION PLAN - INTERNATIONAL EDUCATION

<table>
<thead>
<tr>
<th>GOALS</th>
<th>STEPS</th>
<th>RESOURCES NEEDED</th>
<th>PERSON(S) RESPONSIBLE</th>
<th>TIMELINE COMPLETION</th>
<th>OUTCOME or INDICATOR of IMPROVEMENT</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase International Ed Agreements with two or more new agencies</td>
<td>Meet with potential colleges and universities</td>
<td>Int’l Ed Coordinator</td>
<td>OCET Director</td>
<td>October 2008 – June 2009</td>
<td>Agreements signed</td>
<td>S09: Achieved</td>
</tr>
<tr>
<td></td>
<td>Define agreement details (iedates, numbers of students, cost, curriculum, etc)</td>
<td>Int’l Ed Director</td>
<td>Int’l Ed Coordinator</td>
<td></td>
<td>Tour dates secured</td>
<td>The two Universities are Nagasaki and Toyama Toyama ETA March 2010 Nagasaki pending</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Office of the Chancellor</td>
<td>Secretory</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Curriculum &amp; Instructors</td>
<td>Office Staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hotels, buses</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Create partnerships with interested outside agencies, visitor industry entities, other community colleges</td>
<td>Potential funding source</td>
<td>Chancellor</td>
<td>Fall 2010</td>
<td>Dormitories established and ready for use</td>
<td>S09: Not Achieved</td>
</tr>
<tr>
<td></td>
<td>Seek financial support</td>
<td>Building plans</td>
<td>Director of AdminServices</td>
<td></td>
<td></td>
<td>Re-set as new goal for Fall 2011</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Risk Management oversight</td>
<td>OCET Director</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Int’l Ed Coordinator</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assist in efforts to develop Long-Term ELI Program for International Students</td>
<td>Assist in efforts with colleagues (teachers, counselors) to:</td>
<td>Housing assistance</td>
<td>Int’l Ed Coordinator,</td>
<td>Fall 2011</td>
<td>Program offered</td>
<td></td>
</tr>
<tr>
<td>OCET would be providing non-credit remedial English classes to prepare students for entry into ELI 1/2</td>
<td>a. Define agreement details (iedates, numbers of students, shared cost, responsibilities, etc)</td>
<td>Marketing &amp; Advertising</td>
<td>Director, Task Force members</td>
<td></td>
<td>10-20 students enrolled</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Develop program &amp; curriculum</td>
<td>Consultant/Interpreter</td>
<td>Chancellor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. Strategize on marketing &amp; recruitment efforts</td>
<td>Qualified instructors</td>
<td>College Success Center Staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>d. Locate off-campus housing options</td>
<td>Students</td>
<td>Int’l Ed Counselor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>MOA’s between participating departments are executed</td>
<td>OCET Coordinator,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>OCET Director</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**OUTCOME or INDICATOR of IMPROVEMENT:**
- Agreements signed
- Tour dates secured
- The two Universities are Nagasaki and Toyama
- Toyama ETA March 2010
- Nagasaki pending
- Dormitories established and ready for use
- Re-set as new goal for Fall 2011

**STATUS:**
- S09: Achieved
- S09: Not Achieved
- Re-set as new goal for Fall 2011
## PART III: ACTION PLAN - PERFORMING ARTS CENTER

<table>
<thead>
<tr>
<th>GOALS</th>
<th>STEPS</th>
<th>RESOURCES NEEDED</th>
<th>PERSON(S) RESPONSIBLE</th>
<th>TIMELINE COMPLETION</th>
<th>OUTCOME or INDICATOR of IMPROVEMENT</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase needed equipment to improve sound and lighting systems</td>
<td>Determine funding sources</td>
<td>PAC Management</td>
<td>OCET Director</td>
<td>December 2007-February 2008</td>
<td>New equipment purchased</td>
<td>S08: Achieved Purchases = sound board, lights</td>
</tr>
<tr>
<td></td>
<td>Approval from KCC Administrative Services Director</td>
<td>OCET funding</td>
<td>PAC Manager</td>
<td></td>
<td>Improved quality of PAC performances</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Determine funding</td>
<td>Office of Chancellor</td>
<td>Secretary</td>
<td></td>
<td>Wider appeal to a variety of events</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Determine specific type of equipment needed</td>
<td>KCC Fiscal Office</td>
<td>Office Staff</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Super Quote System</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td>KCC Administrative Services Director</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PAC Building Improvement Projects:</td>
<td>Approval from KCC Administrative Services Director</td>
<td>Super Quote System</td>
<td>OCET Director</td>
<td>Fall 2009</td>
<td>Improved quality of PAC facility</td>
<td>S09: Partially Achieved</td>
</tr>
<tr>
<td>a. Replace fire-retardant foam on ceiling</td>
<td>Determine funding</td>
<td>KCC Administrative Services Director</td>
<td>PAC Manager</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Refinish stage floor</td>
<td>Set the dates</td>
<td>KCC Fiscal Officer</td>
<td>Secretary</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Creating classroom space in PAC storage area</td>
<td></td>
<td>KCC Administrative Services Director</td>
<td>Office Staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Super Quote System</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Updated Web Presence</td>
<td>Hire individual</td>
<td>Software &amp; hardware</td>
<td>OCET Director</td>
<td>January 2009</td>
<td>Updated web pages with current performances posted weekly</td>
<td>S09: Achieved</td>
</tr>
<tr>
<td></td>
<td>Assign web updating project</td>
<td>PAC Funding</td>
<td>PAC Manager</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Secretary</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

a. Ceiling foam partially completed in scene shop but not done in back stage area
b. Resurfacing of stage floor re-scheduled to Spring 2010 due to lack of interest and response by contractors/vendors
c. Classroom space is done
<table>
<thead>
<tr>
<th>GOALS</th>
<th>STEPS</th>
<th>RESOURCES NEEDED</th>
<th>PERSON(S) RESPONSIBLE</th>
<th>TIMELINE COMPLETION</th>
<th>OUTCOME or INDICATOR of IMPROVEMENT</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Install security system</td>
<td>Order equipment and supplies</td>
<td>Super quote system</td>
<td>PAC Manager</td>
<td>Spring 2010</td>
<td>Increased rental agreements for polycom services</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Determine strategy for theft deterrent</td>
<td>Qualified installer</td>
<td>OCET Technician</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Test run</td>
<td>Funding</td>
<td>OCET Office Staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Install system in increments</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Polycom/Video conference promotion</td>
<td>Create marketing/promotion tools</td>
<td>Radio ads</td>
<td>PAC Manager</td>
<td>Spring 2010</td>
<td>Increased rental agreements for polycom services</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Determine venue for promotion</td>
<td>Printed brochures, ads</td>
<td>OCET Technician</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Funding</td>
<td>OCET Office Staff</td>
<td></td>
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</tr>
</tbody>
</table>
Program Description

The Office of Continuing Education and Training (OCET) is committed to providing effective customized training that responds to the professional and personal development needs of our community's lifelong learners.

Non-credit course offerings are also available through the Office of Continuing Education and Training (OCET) to meet the needs of businesses and visitor industries, farming and agriculture, vocational upgrading, retraining for dislocated and incumbent workers along with professional development and job enhancement. Flexible, timely responsiveness to needs beyond the traditional college curriculum are the hallmark of Kauai Community College’s non-credit program.

The Performing Arts Center, International Education, The Rural Development Project, Hoouluwehi classes on the KCC Farm, and the iCan remedial program (part of the C3T grant) are also part of the division’s oversight.
# Part I. Quantitative Indicators

## FISCAL YEAR

<table>
<thead>
<tr>
<th></th>
<th>2008-09</th>
<th>2009-10</th>
<th>2010-11</th>
<th>2011-12</th>
</tr>
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<tbody>
<tr>
<td><strong>Demand</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Total Number of Working Adults*</td>
<td>32,600</td>
<td>32,000</td>
<td>31,850</td>
<td>33,700</td>
</tr>
<tr>
<td>Average Number of KCC Full-Time Faculty and Staff</td>
<td>145</td>
<td>145</td>
<td>175</td>
<td>175</td>
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<tr>
<td><strong>Efficiency, Non-Credit Programs</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Enrollment</td>
<td>2,966</td>
<td>1,687</td>
<td>1,609</td>
<td>1,599**</td>
</tr>
<tr>
<td>Total Number of In-Service Training for KCC Faculty &amp; Staff</td>
<td>135</td>
<td>17</td>
<td>37</td>
<td>12</td>
</tr>
<tr>
<td>Average Enrollment Per Class</td>
<td>12</td>
<td>11</td>
<td>12</td>
<td>12</td>
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<tr>
<td>Revenues Generated</td>
<td>$214,107</td>
<td>$112,174</td>
<td>$185,656</td>
<td>$279,040</td>
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<tr>
<td>Customized Classes or Contracts</td>
<td>23</td>
<td>23</td>
<td>15</td>
<td>20</td>
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<tr>
<td>Evening/Weekend Classes</td>
<td>62</td>
<td>70</td>
<td>79</td>
<td>81</td>
</tr>
<tr>
<td>Distance Learning</td>
<td>0</td>
<td>3</td>
<td>9</td>
<td>88</td>
</tr>
<tr>
<td><strong>Efficiency, International Education</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Groups Served</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Total Enrollment</td>
<td>16</td>
<td>31</td>
<td>60</td>
<td>61</td>
</tr>
<tr>
<td>Revenues Generated</td>
<td>$13,160</td>
<td>$21,460</td>
<td>$29,291</td>
<td>$29,580</td>
</tr>
<tr>
<td><strong>Efficiency, Performing Arts Center</strong>*</td>
<td>2008</td>
<td>2009</td>
<td>2010</td>
<td>2011</td>
</tr>
<tr>
<td>Total Events</td>
<td>136</td>
<td>139</td>
<td>92</td>
<td>75</td>
</tr>
<tr>
<td>Total Attendance</td>
<td>26,266</td>
<td>25,996</td>
<td>21,053</td>
<td>16,117***</td>
</tr>
<tr>
<td>Total Gross Revenues</td>
<td>$86,545</td>
<td>$89,355</td>
<td>$73,733</td>
<td>$57,887</td>
</tr>
</tbody>
</table>

*Source: Hawaii Workforce Informer

**Confrences and Events = additional 3,375 + 1,599 makes the total enrollment 4,974

***Figures based on calendar year Jan-Dec not fiscal year

****Total OCET attendance = 21,091
Part II. Analysis of the Program

Total non-credit enrollment dropped by less than 1% in 2011-12, while revenue increased by 50% over the same time. Customized/Contract classes were up 35%, evening and weekend classes up 25%, and distance learning enrollments were up 975%.

Performing Arts Center attendance was down 23% and revenue off 21%. Attendances for conferences and special events brought OCET enrollment to 4974, compiled with the PAC, total division attendance was 21,091.

The State Energy Sector Partnership grant also impacted positively the division’s green training offerings. Funding was received in 2011 for two solar photovoltaic classes and increased six and a half times in 2012. Enrollments for green training in FY 2011-12 was 47. Enrollments for the first half of FY 2012-13 is 95.
## Part III. Action Plan

### Goal Alignment

<table>
<thead>
<tr>
<th>UH System Goals, Kaua‘i Community College Goals, and Strategic Goals</th>
<th>Program Goals</th>
</tr>
</thead>
</table>
| **UH Goal 1: Educational Effectiveness and Student Success**  
KCC Goal 1: Access &  
KCC Goal 2: Learning and Teaching  
Strategic Goals: Student Recruitment, Retention and Success of All Students and Particularly  
- Increase success of Remedial/Developmental Students  
- Non-traditional Students in Career and Technical Programs  
- Increased Completion of Degrees, Certificates, and Licensure  
- Improve partnerships with K-12 to improve college preparation and to ensure that students are aware of specific opportunities that KCC provides  
**Relevant Curriculum Development**  
- Sustainability/Green Jobs  
- Health  
- DOE-KCC English Alignment  
- Increase and improve design and delivery of distance education offerings  
- Increase transfer rates by strengthening four-year pathways, particularly in STEM fields  
**Completion of**  
- Course Student Learning Outcomes (CLOs)  
- Program Learning Outcomes (PLOs)  
- Institutional Learning Outcomes (ILOs)  
- Course Action Forms (CAFs)  
**Assessment Activities and Analysis** |  
- OCET is open to all ages to attend classes as appropriate for their learning goals (and with parent/guardian approval).  
- OCET continues to partner with the Kaua‘i Economic Development Board to offer STEM classes for middle school students and Math capacity-building courses for teachers.  
- OCET will continue to offer and expand course offerings in renewal energy and sustainable agriculture.  
- OCET continues to offer online class options as well as evening and weekend classes to meet student schedules.  
- OCET will require instructors to state the SLO’s for each non-credit class. Evaluations will be customized to the SLO’s for better tracking and monitoring.  
- OCET will use iCan program to offer remedial math and English in conjunction with both credit and non-credit credential programs to increase completion success.  
- OCET, through the iCan program funded by the C3T grant, is working to provide contextualized remedial help to students pursuing eligible credit and non-credit certificate programs in Ag, Energy and Math. |
| **UH Goal 2: A Learning, Research and Service Network**  
KCC Goal 3: Workforce Development &  
KCC Goal 5: Community Development  
Strategic Goals: Increased Job Placement and/or Performance through  
- Revised or New Curriculum  
- Better Coordination with Business and Industry |  
- OCET Director is active on the Workforce Investment Act Board aligning workforce needs with training opportunities, along with other business and community organizations.  
- OCET Coordinators are involved in a number of community boards and initiatives including partnering with non-profit agencies to offer classes. |
<table>
<thead>
<tr>
<th>UH Goal 3: A Model Local, Regional and Global University</th>
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<tbody>
<tr>
<td>KCC Goal 6 Diversity</td>
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<tr>
<td>Strategic Goals:</td>
</tr>
<tr>
<td>o Fostering Global Understanding and Intercultural Competition</td>
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<tr>
<td>o Increased Enrollment and Success of International Students</td>
</tr>
<tr>
<td>• OCET’s International Studies program continues to form new agreements with global markets.</td>
</tr>
<tr>
<td>• Expanding International program by hiring Instructor/Coordinator in 2012-13.</td>
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<tr>
<td>• Met with Westside community to discuss offering Cultural Interpretation classes to meet the needs of Hawaiian students.</td>
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<tr>
<td>• Plan to offer lecture series on Music. Everything from Gregorian Chant to Hip Hop. History of Hawaiian music, religious music, classical rock, and so on. Might try to coordinate with holidays. Cultural events (ie: Indian Pow Wow, Hawaiian music festivals, Concert Association events, etc).</td>
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<tr>
<th>UH Goal 4: Investment in Faculty, Staff, Students and Their Environment</th>
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<tbody>
<tr>
<td>KCC Goal 4: Personal Development</td>
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<tr>
<td>Strategic Goals:</td>
</tr>
<tr>
<td>o Professional Development Directed to Any of the Above Goals</td>
</tr>
<tr>
<td>o Enriching Student Experience, Particularly Directed to Any of the Above Goals</td>
</tr>
<tr>
<td>o Increasing the Efficiency, Effectiveness and Sustainability of the KCC Environment</td>
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<tr>
<td>• OCET Coordinators continue to participate in annual LERN workshops in Marketing, Business Operations, etc.</td>
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<tr>
<td>• OCET staff continue to attend on-campus workshops in the use of UH Google and other information management systems.</td>
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<td>• OCET continues to offer courses to upgrade faculty and staff skills.</td>
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<tr>
<td>• OCET continues to accept KCC Ed White Scholarship students into its classes.</td>
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<tr>
<td>• OCET continues to add classes for ETF approval to meet the demands of the business community (both classroom and online).</td>
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<tr>
<td>• Working with Sculptor on Figure Sculpture/Body Language class for students and faculty to coincide with commissioned piece. Partner with SFCA.</td>
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<tr>
<th>UH Goal 5: Resources and Stewardship</th>
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<tbody>
<tr>
<td>KCC Goal 5 Community Development</td>
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<tr>
<td>Strategic Goals:</td>
</tr>
<tr>
<td>o Reduce Deferred Maintenance</td>
</tr>
<tr>
<td>o Address Health and Safety Issues</td>
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<tr>
<td>o Promote Sustainability</td>
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<tr>
<td>• OCET will continue to offer a variety of health and fitness classes with a reduction in tuition to faculty and staff once minimum enrollment is met.</td>
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<tr>
<td>• OCET will renew its efforts to offer OSHA courses that are open to businesses, the community and UH/KCC personnel, and at company sites.</td>
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<tr>
<td>• OCET will continue to offer and expand its course offerings in renewal energy and sustainable agriculture.</td>
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<tr>
<td>• Offering Healing Touch, which is ETF eligible.</td>
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<tr>
<td>• Forklift Training.</td>
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<tr>
<td>• OCET hired and has oversight of a new College-wide Grants Officer in 2012.</td>
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</table>
## Action Plan(s) Office of Continuing Education

<table>
<thead>
<tr>
<th>Program Goal &amp; Campus Strategic Priority</th>
<th>Action Item</th>
<th>Resources Needed</th>
<th>Person(s) Responsible</th>
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<th>PLO impacted</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Re-establish gross revenues equal to the average of the previous three calendar years ($324,000)</td>
<td>Increase radio advertising Provide wider variety of classes Secure training contracts with public and private sector clients</td>
<td>PAC radio advertising spots External marketing Coordinator’s radio spots KCC Webpage KCC Facebook Flyers</td>
<td>OCET Director PAC Manager Coordinators Secretary Office Staff Partner with Director of Enrollment Management and College’s Graphic Artist</td>
<td>On-going</td>
<td>Increased revenues from classes, events, workshops</td>
<td>N/A</td>
<td>Coordinator does monthly radio shows on 3 stations Public service announcements also have increased in 2012 and will continue in 2013 Community service announcements also have been funneled to KKCR by Grants Officer Surpasses goal for total OCET revenue by 11% ($365,000 compared to $324,000) Expanded webpage, facebook and community calendar outreach postings with regular updates by coordinators Flyers distributed by Chamber, Economic Development Board and at various community and business meetings Offered gift certificates at information sessions and special events (e.g. Summer Solstice celebration)</td>
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</tbody>
</table>
### Action Plan(s) Office of Continuing Education

<table>
<thead>
<tr>
<th>Increase number of custom classes for FY2011 by 10</th>
<th>Provide wider variety of classes</th>
<th>PAC radio advertising spots</th>
<th>Secure training contracts with public and private sector clients</th>
<th>OCET Director</th>
<th>On-going</th>
<th>Increased custom classes</th>
<th>Teacher education classes main focus</th>
<th>Surpasses goal by 30%</th>
<th>Adopting new, more realistic goal and approach to meeting the specific needs of various business and industry groups</th>
</tr>
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<tbody>
<tr>
<td>Secure training contracts with public and private sector clients</td>
<td>PAC radio advertising spots</td>
<td>Secure training contracts with public and private sector clients</td>
<td>OCET Director</td>
<td>Coordinators</td>
<td>Secretary</td>
<td>Office Staff</td>
<td>Increased custom classes</td>
<td>Teacher education classes main focus</td>
<td>Comprehensive Economic Development Strategy (CEDS) brings together community, business and faculty clusters</td>
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<tr>
<td>Utilize information sessions as catalyst for enrollments for new classes</td>
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<td>Need instructors with specific knowledge and expertise</td>
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**Notes:**
- Comprehensive Economic Development Strategy (CEDS) brings together community, business and faculty clusters.
- Need instructors with specific knowledge and expertise.
- Utilize information sessions as catalyst for enrollments for new classes.
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<tr>
<td>Increase number of classes to business and/or industry through target topics to benefit many businesses and learners</td>
<td>Meet with business/industry organization to identify areas of need</td>
<td>Marketing Topic expertise CEDS report</td>
<td>OCET Director Coordinators Office Staff</td>
<td>On-going</td>
<td>Increased enrollment and an increased number of different businesses &amp; industries registering employees</td>
<td>Increasing employability Increase capacity building of business workers</td>
<td>Could possibly be done by providing training that meets compliance requirements for business safety and health – OSHA, etc. Met goals for increased off campus classes FYI – businesses not willing to pay overtime for workers to attend training during non-working hours Customized blended learning contract with high tech firm remains under development Met goals for classes in social media, developing dynamic customer service and ed2go online classes</td>
</tr>
<tr>
<td>Increase the number of night classes for FY2011 to 20</td>
<td>Increase radio advertising spots Provide wider variety of classes Secure training contracts with public and private sector clients</td>
<td>PAC radio advertising spots External marketing</td>
<td>OCET Director Coordinators Secretary Office Staff</td>
<td>On-going</td>
<td>Increased night classes</td>
<td>Increasing employability Increase capacity building of business workers</td>
<td>Increased by 2 Added motorcycle safety for nights and weekends</td>
</tr>
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</table>
### Action Plan(s) Office of Continuing Education

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<tr>
<th>Enhance data/base distribution mechanism</th>
<th>Implement tracking system of phone, email, walk in inquiries</th>
<th>Development of tracking form and contact management system</th>
<th>OCET Director</th>
<th>OCET Coordinators</th>
<th>Secretary</th>
<th>Office Staff</th>
<th>Begin January 2011 and On-going</th>
<th>50% increase of contacts by name, type of class, dates</th>
<th>Staff trained and utilizes Big Contacts data base</th>
<th>Met goal</th>
<th>Will continue to use Big Contacts</th>
<th>New system wide electronic registration to be introduced in 2013</th>
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<tr>
<td>Reduce cancellation rates of classes</td>
<td>Market 2011 course offerings through the information sessions on campus, community and company sites</td>
<td>Contact management system e.g. Big Contacts</td>
<td>OCET Director</td>
<td>OCET Coordinators</td>
<td>Secretary</td>
<td>Office Staff</td>
<td>February 2011 to December 2011</td>
<td>Enhanced data base list</td>
<td></td>
<td>Maintained goal of 42% of offerings were successful</td>
<td></td>
<td>KCC market booth</td>
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<tr>
<td>Continue to offer wide variety of courses</td>
<td>Marketing through new/upgraded website, Facebook, blast email using Big Contacts, offer an incentive for instructors to fill classes</td>
<td>Marketing Continued maintenance of Big Contacts</td>
<td>Coordinators</td>
<td>Office Staff</td>
<td>Ongoing</td>
<td></td>
<td>Increase in revenue and enrollment</td>
<td>Increasing employability</td>
<td>Increase capacity building of business workers</td>
<td>Need further training for staff in Big Contacts</td>
<td></td>
<td>Will continue to offer a wide variety of courses based on community demand and availability of instructors</td>
</tr>
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<tr>
<td>Develop programs that promote new areas of workforce development</td>
<td>Community and statewide meetings</td>
<td>Time management and some travel funds CEDS</td>
<td>OCET Coordinators OCET Secretary Partners</td>
<td>On-going</td>
<td>Development of programs in target areas; medical, skilled trades, agricultural with a 5% new program offerings</td>
<td>OCET will continue to offer and expand its course offerings in renewal energy and sustainable agriculture. OCET Director is active on the Workforce Investment Act Board aligning workforce needs with training opportunities. OCET Coordinators are involved in a number of community boards and initiatives including partnering with non-profit agencies to offer classes.</td>
<td>Continue courses established by SESP Roxanne MacDougall Leadership Series was successful as second tier level offering C3T grants already required planning in 2011-12 for 2012-13</td>
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<tr>
<td>Create pathways between credit and non-credit departments</td>
<td>Increase meetings with OCET and Credit Division on campus and at off campus sites</td>
<td>Time management priority for “joint” meetings</td>
<td>OCET Director OCET Coordinators Academic Administrator s and Chair</td>
<td>January 2011 to December 2011</td>
<td>Dual class listings iCan CEDS pod co-chairs met to continue work on projects Added approx 30 new classes to WIA matrix both credit and non-credit. Classroom and online.</td>
<td>OCET continues to accept KCC Ed White Scholarship students into its classes</td>
<td>Continue to offer band, vocal, other music and speech classes Customized classes Contextualized support for both credit and non credit courses offered via iCan CEDS helpful in bringing campus and community groups together</td>
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<tr>
<td>Identify and develop offerings in sustainability</td>
<td>Consult with internal and external personnel</td>
<td>Seed funds through grants and partnerships, Curriculum and instructional expertise</td>
<td>Chancellor, Vice Chancellor, Chairs, Campus and Community Sustainability Committees, OCET Director, OCET Coordinators, RDP Staff, Community Partners, Director of Hoouluwehi, Professor of Agriculture</td>
<td>On-going 2011</td>
<td>Course offerings on sustainable topics increases</td>
<td>OCET will continue to offer and expand its course offerings in renewal energy and sustainable agriculture.</td>
<td>Offered SESP PV classes, Continue to develop new offerings and expand partnerships with Hoouluwehi, renewable energy and skilled trades, along with AG programs and credit courses</td>
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<tr>
<td>Develop short-term study program based on International Ed Agreements with: 5 Maritime Colleges</td>
<td>5 Maritime Colleges: Continue collaboration to develop curriculum for 3-week Intensive English Program in September, 2012</td>
<td>Int’l Ed Coordinator, Int’l Study Program Coordinator, International Ed Committee, Office of the Chancellor, Curriculum &amp; Instructors, Community Specialists</td>
<td>OCET Director, Int’l Study Program Coordinator, Office Staff, Campus International Education Committee</td>
<td>July 2011–June 2012</td>
<td>Program Proposal expanded to include all 5 Maritime colleges; participation includes all relevant Coordinators; Resources identified; Instructors/Curriculum approved; Budget created; Tour dates secured</td>
<td>Maritime Colleges: active collaboration on-going</td>
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<tr>
<td>Develop short-term study program based on International Ed Agreements with: Higashi Nippon/Iwaki Junior College</td>
<td>Initiate collaboration with Higashi Nippon/Iwaki JC; define program goals and submit proposal for study tour</td>
<td>Int’l Ed Coordinator, Int’l Study Program Coordinator, International Ed Committee, Office of the Chancellor, Curriculum &amp; Instructors, Community Specialists, County of Kaua’i</td>
<td>OCET Director, Int’l Study Program Coordinator, Office Staff, Campus International Education Committee</td>
<td>Jan-June 2012</td>
<td>Communication established with relevant counterparts; Study Tour options and costs defined; Feedback received Aug 2012; Budget created; Tour dates secured</td>
<td>5 year MOU signed; Initial contact established</td>
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<td></td>
<td>Seek administrative &amp; financial support</td>
<td>Staff funding Planning</td>
<td>Chancellor</td>
<td>New catalog listings: Jan 2012</td>
<td>TBD</td>
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<td></td>
<td>Extensive meetings with Administration to define new programs, staffing, services for Intl’l Ed</td>
<td>meetings</td>
<td>VC of Academic Affairs</td>
<td>SEVIS updates: Jan 2012 (submit) April 2012 (approve)</td>
<td>IEP student recruitment cannot be initiated until all administrative functions defined and implemented.</td>
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<td></td>
<td>New catalog listings created in credit and non-credit catalogs.</td>
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<td>VC of Student Affairs</td>
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<td>Define roles/responsibilities to expand current SEVIS F-1 visa application (I-17) to include: (1) changes to credit side course listings (two ELI classes become non-credit); (2) addition of non-credit IEP.</td>
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<td>Registrar</td>
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<td>New DSO(s) responsible for non-credit students.</td>
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<td>International Student Advisor</td>
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<td>NAFSA (Hawaii) resources utilized; consultations with Intl’l Ed administrators; OCET staff enters 18 month training program</td>
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<td>OCET Director</td>
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<td></td>
<td>New IEP administrative process/forms and budget developed.</td>
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<td>Intl’l Ed Coordinator</td>
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<td></td>
<td>Marketing/Recruiting materials created; “branding” KCC and defining all opportunities/services for intnl’l students.</td>
<td></td>
<td>Intl’l Study Prog Coordinator</td>
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<td>Propose campus-wide staff/resource sharing to develop student support services for non-credit international students including: Shared/integrated registration system (Banner) Issuing student IDs to non-credit students Provide Wellness Ctr access to non-credit students</td>
<td></td>
<td>International Education Committee</td>
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<td></td>
<td>Provide UIH Portal access to non-credit students Providing tutoring services to non-credit students Developing a mentorship training program for intnl’l student cohorts to support new international students</td>
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*3-Level Intensive English Program (KELA); Curriculum development

*not addressed in this report

New goals For 2012-13 under development with plan to hire full time instructor/coordinator with recruiting emphasis
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<tr>
<td>Increase administrative efficiency</td>
<td>International Study Program Coordinator reports in regular meetings to staff and requests feedback; Standardize forms to request staff support for scheduling, purchase orders and other tasks; Improve accounting efficiency to include all Short term study program costs</td>
<td>Coordinator initiatives</td>
<td>OCET Director Int’l Study Program Coordinator Office Staff</td>
<td>Sept 2011 - June 2012</td>
<td>Reduce emails through comprehensive reporting Improved utilization of staff time/expertise Identification of roles/responsibilities Expanded accounting documentation</td>
<td></td>
<td>New goal</td>
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<td>Guests from Japan, Australia and Indonesia were added in 2012. More anticipated in 2013 with new Instructor/Coordinator</td>
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<tr>
<td>Increase energy efficiency</td>
<td>Purchase new stage lights</td>
<td>Color Kinnetics 1 Led Array supplies/equipment</td>
<td>PAC Manager PAC Technician</td>
<td>January 2011 to December 2011</td>
<td>Lower electric bill</td>
<td>Since the purchase and implementation of our Color Kinnetics and other LED light arrays, our 'hard' electrical savings at the Performing Arts Center has been most appreciable. From a 32,000 watt total at full show usage, we're down to 1,680 watts. Not only that, we've dropped in our use of consumables, like light bulbs and color gels, to practically 0 because the LEDs make them inconsequential.</td>
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</tr>
<tr>
<td>Add to the PAC art collection</td>
<td>Purchase 1 new over size photo</td>
<td>Already in possession of an ocean negative, just need to enlarge and frame</td>
<td>PAC Manager PAC Technician</td>
<td>January 2011 to December 2011</td>
<td>Increased ambiance of facility</td>
<td>The PAC art collection acquisition project is on hold until UH accounting problems settle down. Our vendors don't want to wait to be paid and the Director of OCET doesn't blame them. Once things are flowing properly, we'll plug in and make the purchases. Pieces are literally 'waiting in the wings'.</td>
<td></td>
</tr>
<tr>
<td>Program Goal &amp; Campus Strategic Priority</td>
<td>Action Item</td>
<td>Resources Needed</td>
<td>Person(s) Responsible</td>
<td>Timeline</td>
<td>Indicator of Improvement</td>
<td>PLO impacted</td>
<td>Status</td>
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<tr>
<td>Increase the number of training programs to provide more gardeners and farmers to develop home and community-based gardens and farms</td>
<td>Continue planning, developing and implementing classes, programs and events that strengthen the development of integrated training programs for credit and non-credit students</td>
<td>Suitable space on campus for offices, meeting rooms, classrooms and related libraries, laboratories and acreage for training in the practical skills of gardening, farming and aquaponics, and for research facilities to develop in ways to improve production via means of soil improvement, specific plant nutrient system, etc.</td>
<td>Director of Food Industry Career Pathways Program Participating part-time instructors and full-time faculty with a vested interest OCET Director Chancellor and Vice Chancellor for Academic Affairs Other appropriate administrative and staff personnel</td>
<td>On-going</td>
<td>Increased revenues from classes, events, public donors and grants Increased media coverage Increased support from University and State funding sources</td>
<td>-</td>
<td>New goals and program under revision Course offerings in career pathways did not meet breakeven requirements and were discontinued Other AG courses in Aquaponics and Apiary continued with moderate gains USDA grant has a new part-time Coordinator. Courses under development with Hoouluwehi sponsored Aquaponics and Natural Farming More classes for 2013</td>
</tr>
<tr>
<td>Program Goal &amp; Campus Strategic Priority</td>
<td>Action Item</td>
<td>Resources Needed</td>
<td>Person(s) Responsible</td>
<td>Timeline</td>
<td>Indicator of Improvement</td>
<td>PLO impacted</td>
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</tr>
<tr>
<td>To enrich the quality of these programs with additional resources from both the academic scientific sectors and the practical experiential hands-on sectors</td>
<td>Continue planning, developing and implementing classes, programs and events that strengthen the development of integrated training programs for credit and non-credit students</td>
<td>Suitable space on campus for offices, meeting rooms, classrooms and related libraries, laboratories and acreage for training in the practical skills of gardening, farming and aquaponics, and for research facilities to develop in ways to improve production via means of soil improvement, specific plant nutrient system, etc.</td>
<td>Director of Food Industry Career Pathways Program Participating part-time instructors and full-time faculty with a vested interest OCET Director Chancellor and Vice Chancellor for Academic Affairs Other appropriate administrative and staff personnel Director of Hoouluwehi</td>
<td>On-going</td>
<td>Increased revenues from classes, events, public donors and grants Increased media coverage Increased support from University and State funding sources</td>
<td></td>
<td>New goals and program under revision</td>
</tr>
</tbody>
</table>
## USDA Grant – Indirect partnership with Hoouluwehi Sustainable Institute

<table>
<thead>
<tr>
<th>Program Goal &amp; Campus Strategic Priority</th>
<th>Action Item</th>
<th>Resources Needed</th>
<th>Person(s) Responsible</th>
<th>Timeline</th>
<th>Indicator of Improvement</th>
<th>PLO impacted</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish methods to provide technical support and counseling to farmers and gardeners in solving problems that impede improved production and distribution of food to local consumers</td>
<td>Continue planning, developing and implementing classes, programs and events that strengthen the development of integrated training programs for credit and non-credit students</td>
<td>Suitable space on campus for offices, meeting rooms, classrooms and related libraries, laboratories and acreage for training in the practical skills of gardening, farming and aquaponics, and for research facilities to develop in ways to improve production via means of soil improvement, specific plant nutrient system, etc.</td>
<td>Director of Food Industry Career Pathways Program, Participating part-time instructors and full-time faculty with a vested interest</td>
<td>On-going</td>
<td>Increased revenues from classes, events, public donors and grants, Increased media coverage, Increased support from University and State funding sources</td>
<td></td>
<td>New goals and program under revision</td>
</tr>
<tr>
<td>Increase marketing and advertising to recruit additional students and instructors</td>
<td>Increase attention to fund raising to address the costs related to achieving the goals</td>
<td></td>
<td>OCET Director, Chancellor and Vice Chancellor for Academic Affairs</td>
<td></td>
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</tr>
<tr>
<td>Continue seeking grants and public donations to support the costs of program expansion</td>
<td>Partnership/closer collaboration with UH Extension and CTAHR for referral, instruction</td>
<td></td>
<td>Other appropriate administrative and staff personnel, Director of Hoouluwehi</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Build more partnerships and alliances with stakeholders in the community (farms, agricultural service businesses, state and local government, the media, foundations and agencies engaged in sustainability programs of various kinds)</td>
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</tbody>
</table>
### USDA Grant – Indirect partnership with Hoouluwehi Sustainable Institute

<table>
<thead>
<tr>
<th>Program Goal &amp; Campus Strategic Priority</th>
<th>Action Item</th>
<th>Resources Needed</th>
<th>Person(s) Responsible</th>
<th>Timeline</th>
<th>Indicator of Improvement</th>
<th>PLO impacted</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employ methods that increase food production by use of seeds that have been improved for their adaptation to Kauai’s semi-tropical environment and therefore produce more abundant yields, and by the increased utilization of aquaponics systems that raise fish for food and use the effluent from the fish breeding tanks as a nutrient rich fertilizer for growing vegetables and herbs in flotation ponds that are adjacent to breeding tanks</td>
<td>Continue planning, developing and implementing classes, programs and events that strengthen the development of integrated training programs for credit and non-credit students. Increase marketing and advertising to recruit additional students and instructors. Continue seeking grants and public donations to support the costs of program expansion. Build more partnerships and alliances with stakeholders in the community (farms, agricultural service businesses, state and local government, the media, foundations and agencies engaged in sustainability programs of various kinds)</td>
<td>Suitable space on campus for offices, meeting rooms, classrooms and related libraries, laboratories and acreage for training in the practical skills of gardening, farming and aquaponics, and for research facilities to develop in ways to improve production via means of soil improvement, specific plant nutrient system, etc.</td>
<td>Director of Food Industry Career Pathways Program Participating part-time instructors and full-time faculty with a vested interest OCET Director Chancellor and Vice Chancellor for Academic Affairs Other appropriate administrative and staff personnel Director of Hoouluwehi</td>
<td>On-going</td>
<td>Increased revenues from classes, events, public donors and grants Increased media coverage Increased support from University and State funding sources</td>
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</tr>
<tr>
<td>Increase the program efforts to raise the funds needed to support these goals</td>
<td>Continue planning, developing and implementing classes, programs and events that strengthen the development of integrated training programs for credit and non-credit students</td>
<td>Suitable space on campus for offices, meeting rooms, classrooms and related libraries, laboratories and acreage for training in the practical skills of gardening, farming and aquaponics, and for research facilities to develop in ways to improve production via means of soil improvement, specific plant nutrient system, etc.</td>
<td>Director of Food Industry Career Pathways Program</td>
<td>On-going</td>
<td>Increased revenues from classes, events, public donors and grants</td>
<td>New goals and program under revision</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Increase marketing and advertising to recruit additional students and instructors</td>
<td>Increased attention to fund raising to address the costs related to achieving the goals</td>
<td>OCET Director</td>
<td></td>
<td>Increased media coverage</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Continue seeking grants and public donations to support the costs of program expansion</td>
<td></td>
<td>Chancellor and Vice Chancellor for Academic Affairs</td>
<td></td>
<td>Increased support from University and State funding sources</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Build more partnerships and alliances with stakeholders in the community (farms, agricultural service businesses, state and local government, the media, foundations and agencies engaged in sustainability programs of various kinds)</td>
<td></td>
<td>Other appropriate administrative and staff personnel</td>
<td></td>
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<td></td>
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<td></td>
<td>Director of Hoouluwehi</td>
<td></td>
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</tr>
</tbody>
</table>
Appendix 2:

Current List of Contacts
Appendix 2

Current List of Contacts

Internal:
Arts & Culture Economic Development Committee
College Cabinet
College Council
College of Tropical Agriculture and Marine Science
Curriculum Committee
Facilities and Safety Committee
Health and Wellness Committee
Hoouluwehi
International Education Committee
Ohana Committee
Recruitment Selection Committees (both chairing and participating)
Rural Development Project
Sustainability Committee
United Way Campus Chair
USDA

External:
County Economic Development Strategy (CEDS)
County of Kauai
Department of Education (State and County)
Ed2Go
Gatlin Education
HARIETT Foundation
Hawaii State Directors of Continuing Education and Training
Kauai Chamber of Commerce
Kauai Economic Development Board
Kauai Landscape Industry Council
Kauai Workforce Investment Board (KWIB)
KWIB Executive. Committee
Learning Resources Network (LERN)
Lihue Business Association
Lions
Motorcycle Safety Foundation
National Association for Foreign Student Advisers (NAFSA)
National Tropical Botanical Gardens
North American Board of Certified Energy Practitioners
Office of Hawaiian Affairs
Rotary
Small Business Development Center
Society of Human Resources Managers (SHRM)
State of Hawaii
United Way
Western Alliance for Community College Academic Leaders

External PAC Contacts:

Brigham Young University-Hawaii
County of Kauai
Garden Island Arts Council
Growing Our Own Teachers on Kauai
Hawaii Children's Theatre
Honolulu Theatre for Youth
Island School
Kamehameha Schools
Kanuikapono Charter School
Kauai Chorale
Kauai Concert Association
Kauai Hospice
Kauai Island Utility Cooperative
KKCR, Kauai Community Radio
Lihue Jehovah’s Witnesses
Living Church of God International
Malie Foundation/Mokihana Festival
Mohala Hou Foundation
People to People Ambassador Programs
Water Department of Kauai
Women In Theatre
YWCA of Kauai
Appendix 3:

Facilities Map and Specifics
@ Corridor

**EXTERIOR OPENINGS PROTECTION:**

Required: ___________  Not Required: X

1. For Types III and IV Construction (Section 602.3 Tables 601 & 602).

2. The sum of the area of protection openings shall not exceed 50% of wall in each story (Section 503.2).

**OCCUPANT LOADS:** Determine the occupant loads and all portions of a building shall be presumed to be occupied at the same time (Table 1004.1.2 maximum floor area allowance per occupant).

<table>
<thead>
<tr>
<th>Room (Occupancy)</th>
<th>Area (S.F.)</th>
<th>Square Feet Per Person</th>
<th>Number of Persons</th>
<th>Minimum Width (IN.)</th>
<th>Number of Exit Required</th>
<th>Number of Exit Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookstore (M)</td>
<td>4,890</td>
<td>30</td>
<td>163</td>
<td>@ 0.2 = 32.6</td>
<td>2</td>
<td>2 (4-36&quot;W DR = 144&quot;W)</td>
</tr>
<tr>
<td>Admin Ofc (B)</td>
<td>3,477</td>
<td>100</td>
<td>35</td>
<td>@ 0.2 = 7</td>
<td>1</td>
<td>1 (2-36&quot;W DR = 72&quot;W)</td>
</tr>
<tr>
<td>Appr Class (B)</td>
<td>768</td>
<td>20</td>
<td>38</td>
<td>@ 0.2 = 7.6</td>
<td>1</td>
<td>1 (1-36&quot;W DR)</td>
</tr>
<tr>
<td>Tel-Com (A)</td>
<td>1,590</td>
<td>20</td>
<td>80</td>
<td>@ 0.2 = 16</td>
<td>2</td>
<td>2 (2-36&quot;W DR = 72&quot;W)</td>
</tr>
<tr>
<td>Classroom (A)</td>
<td>1,155</td>
<td>50</td>
<td>58</td>
<td>@ 0.2 = 11.6</td>
<td>2</td>
<td>2 (2-36&quot;W DR = 72&quot;W)</td>
</tr>
<tr>
<td>Comp Lab (B)</td>
<td>1,158</td>
<td>50</td>
<td>23</td>
<td>@ 0.2 = 4.6</td>
<td>1</td>
<td>1 (1-36&quot;W DR)</td>
</tr>
<tr>
<td>Comp Test (B)</td>
<td>334</td>
<td>50</td>
<td>7</td>
<td>@ 0.2 = 1.4</td>
<td>1</td>
<td>1 (1-36&quot;W DR)</td>
</tr>
<tr>
<td>Comp Lab (B)</td>
<td>1,858</td>
<td>50</td>
<td>37</td>
<td>@ 0.2 = 7.4</td>
<td>2</td>
<td>2 (2-36&quot;W DR = 72&quot;W)</td>
</tr>
<tr>
<td>Storage (B)</td>
<td>680</td>
<td>300</td>
<td>2</td>
<td>@ 0.2 = 0.6</td>
<td>1</td>
<td>1 (1-36&quot;W DR)</td>
</tr>
<tr>
<td>Utility (B)</td>
<td>231</td>
<td>300</td>
<td>1</td>
<td>@ 0.2 = 0.2</td>
<td>1</td>
<td>1 (1-36&quot;W DR)</td>
</tr>
</tbody>
</table>

**TOTAL OCCUPANT LOAD:** 444

**EXIT REQUIREMENTS**

1. Number of exits required (Table 1018.1).

   - 1-500 Occupants = 2 Required Exits

2. Total width of exits shall not be less than the total occupant load determined and multiplying the factor set forth in Table 10-B. (Section 1014.2.1).

   - 444 Occupant Load x 0.2 = 88.8 IN. Required Width
Appendix 4:

OCET Job Descriptions
Duties & Responsibilities

- Fiscal Management - Manages box office operations; ensures deposit of monies from box office sales. Responsible for facility rentals; contract negotiations; grant applications. Develops and maintains reporting requirements on all aspects of operations.
- Administrative Management - Develops programming goals & objectives for the PAC; plans theater activities; prepares budgets and finalizes all fiscal matters relating to PAC productions; and purchases supplies/equipment.
- **Admin Mgmt - Generates ideas and develops and implements them as productions; serves as production coordinator for special events.
- **Admin Mgmt - Supervise ticketing (box office) and other personnel; recruits, interviews, trains, and supervises casual employees and volunteer ushers/assistants. Oversees house control during performances and intermissions.
- **Admin Mgmt - Assist the Theater Technician in facility maintenance/equipment inventory. Participates on the art gallery committee.
- **Plans, develops and implements theatrical, cultural and other related types non-credit courses or workshops including recruitment of instructors or presenters and coordination of logistics.
- **Artistic & Education Management - Review & recommend artistic, cultural, and education programs for college sponsorship. Contacts and negotiates contracts with agents and managers of performing artists/companies.
- **Artistic & Education Mgmt - Represents college as a member in arts/networking organizations; attends booking conferences at regional and national levels; develops community outreach.
- **Community Relations - Develops and implements publicity and public relations plans to market the college through PAC events. Prepares/writes news and promotion releases and advertisements for PAC events and presentations.
- **Community Relations - Prepares/updates PAC calendar of events on Kauai CC website.
- **Community Relations - Serves as a member of the PAC fundraising committee; plans, coordinates and implements fundraising projects; and writes proposals for outside funding via grants. Conducts surveys to assist in artistic and cultural programming.
- **Position is required to work a variable work schedule and may be required to work outside of normally scheduled work hours including day, evenings, weekends and holidays.
Duties & Responsibilities
note: ** represents Essential Functions determined by the supervisor or designated personnel representative.

- ** Writes grants for submission to various agencies.
- ** Works under the general direction of the Director of the Office of Continuing Education and Training (OCET)
- ** Provides assistance in identifying resources, facilitating grant development and submission of grants, including proposals to federal, state and local agencies, identifying possible supportive contractual grant writers if needed.
- ** Researches and identifies promising grant funding opportunities. Pursues external grant opportunities local, national, federal and foundation sources which support program and college strategic and long-range directions.
- ** Convenes program working groups and community stakeholders and utilizes effective techniques to develop working proposals.
- ** Keeps abreast of changes and developments that may affect grant development. Collects and disseminates information relative to available grants.
- ** In cooperation with OCET, provides training workshops and other means of effectively encouraging grant development.
- ** Advises Director of OCET of external and internal developments affecting the availability and/or future of grant funding programs.
- ** Assists in the monitoring, reporting and renewal of existing grants. Works with institutional research staff to develop, implement and improve evaluation plans.
- ** Maintains confidentiality of proposed project details.
Performance Evaluation System

University of Hawai‘i: Performance Evaluation System

Position: 0077157, MEDIA DESIGN & PRODUCTION

Approved Date & Time: 2/2/2006 5:41:04 PM
Effective Date: 2/16/2006

Duties & Responsibilities

- **Oversee/coordinate/perform all operational and technical aspects of PAC events: light design, cabling, position pipes & stands, focus & patch. Train & supervise casual hire tech assistants.**
- **Oversee, coordinate and perform the technical aspects of outside community functions that use the PAC.**
- **Order supplies, equipment, and parts for the PAC and Media Services. Contacts vendors for prices. Takes and maintains inventory of theater and campus audio-visual equipment.**
- **Performs troubleshooting and repairs for all specialized (sound and lighting) theater equipment and campus audio-visual equipment. Theater equipment includes but is not limited to Colortron light bank, Soundcraft mixer, Crown amplifiers, etc.**
- **Perform other duties as assigned, which may include but is not limited to, design & maintenance websites, maintenance of the Safety Procedures & Operations Manual, and providing technical support for the airing of events via local cable channels.**
- **Serve as technical director on assigned Kauai CC productions: set & prop construction, lighting & sound setup.**
- **Assist in the production and delivery of TV, radio, video, and other formats for coursework and promotional activities. Duties include such things as technical advice and assistance, post production editing, training others in operations, etc.**
Work at UH Advertisement

Title: Instructor, CC (Training Coordinator)
Position Number: 0089685
Hiring Unit: Continuing Education and Training
Location: Kauai Community College
Date Posted: November 22, 2010
Closing Date: December 13, 2010
Salary Information: C2A, $4,612 monthly minimum; subject to collective bargaining adjustments.
Monthly Type: 11 Month
Tenure Track: Non Tenure
Full Time/Part Time: Full Time
Temporary/Permanent: Permanent

Temporary with the possibility of renewal, general funds, to begin approximately Jan 2011, pending availability of funds and actual staffing requirements.

Duties and Responsibilities:

Under the general supervision of the Director of Continuing Education and Training (OCET), the position is responsible for planning, promoting, coordinating and overseeing non-credit classes and customized training programs related to the enhancement of workforce skills and/or personal development.

Serves as a liaison with local businesses and government agencies to identify their educational and training needs and promote the services of OCET.

Develops curriculum, coordinates and may teach non-credit courses including managing the profitability of class offerings.

Recruits and supervises non-credit lecturers and other educational support staff and assists with program promotional efforts in the community.

Evening, weekend and off-campus work is required to facilitate effective and timely client/customer services.

Other duties as assigned.

Minimum Qualifications:

Master's degree in any field/discipline offered at the college OR
Bachelor's degree in any field/discipline offered at the college plus three years related work experience in business, workforce development, and/or education.

Desirable Qualifications:

Demonstrated experience in educations curriculum or non-credit training program development.

Demonstrated effectiveness in interpersonal relationships and strong communications skills, both verbal and written.

Demonstrated experience in non-credit business or workforce development education programs, program management, sales and promotion.

Demonstrated ability to develop and implement teaching strategies.
Knowledge of community college mission and general and vocational education.

Demonstrated ability to effectively communicate with diverse constituencies.

Demonstrated ability to work effectively with community groups.

Demonstrated ability to work effectively with professional staff and instructional assistants.

Knowledge of department of labor workforce programs.

Knowledge of distance and blended learning methodologies.

To Apply:
Submit 1) UHCC Form 27 (standard format) (large format) 2) graduate and undergraduate transcript(s) showing degree and coursework to date appropriate to the position (Copies of official transcripts are acceptable; however, original official transcripts will be required at the time of hire. On-line transcripts or academic record/grade summaries will NOT be accepted. Diplomas and copies will not be accepted.), 3) a brief statement (not to exceed two pages) outlining how you meet the minimum and desirable qualifications, 4) one or more letters of recommendation attesting to job performance and personal character, and 5) resume to the address below. All requested documents/information must be postmarked by the closing date and become the property of the college. Emailed or other electronically submitted documents will not be accepted or considered. Failure to submit all required documents shall deem an application to be incomplete and will not be considered.

Address:
Kaua'i Community College
Human Resources
3-1901 Kaumualii Hwy.
Lihu'e, HI 96766

Inquiries:
Human Resources Office; 808-245-8372

The University of Hawaii is an equal opportunity/affirmative action institution and is committed to a policy of nondiscrimination on the basis of race, sex, gender identity and expression, age, religion, color, national origin, ancestry, disability, marital status, sexual orientation, status as a protected veteran, National Guard participation, breastfeeding, and arrest/court record (except as permissible under State law).

Employment is contingent on satisfying employment eligibility verification requirements of the Immigration Reform and Control Act of 1986; reference checks of previous employers; and for certain positions, criminal history record checks.

In accordance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, annual campus crime statistics for the University of Hawaii may be viewed at: http://ope.ed.gov/security, or a paper copy may be obtained upon request from the respective UH Campus Security or Administrative Services Office.
UNIVERSITY OF HAWAI‘I, Excluded

EXECUTIVE / MANAGERIAL
POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>1. Name: Last Name</th>
<th>First</th>
<th>Middle Initial</th>
<th>4. Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helen Cox, Chancellor</td>
<td>#89102</td>
<td></td>
<td>Kauai Community College</td>
</tr>
</tbody>
</table>

2. Title of Position
Director of Continuing Education and Training

3. Reports to (Name, Title, Position No.):
Helen Cox, Chancellor, #89102

4. Campus
Kauai Community College

5. College/Office
Continuing Education & Training

6. Department
Director

7. Section

8. Unit
Kauai CC

9. Attach the following:

a. Detailed description of the duties and responsibilities and the percentage of time allotted to each group of duties. Include the kind and extent of authority vested in the position for decision making and for directing or controlling activities.

b. List names, class titles and position numbers of all immediate subordinate positions.

c. Description of the nature and extent of guidance and direction received.

d. Description of the nature and extent of the check or review of work.

e. Description of the contacts with other departments or University organizations, with outside organizations, and with the general public.

10. Statement to be attached by supervisor (optional):

a. If description was prepared by employee, state any exceptions or additions. These should be resolved and communicated to the employee.

b. What do you consider the most important duties of this position?

UH Form 63 (Rev. 01/99)
11. Qualification Requirements. Indicate the qualifications which you think should be required in this position. Keep the position itself in mind rather than the qualifications of the individual who may occupy it.

<table>
<thead>
<tr>
<th></th>
<th>Essential Qualifications</th>
<th>Desirable Qualifications</th>
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</thead>
<tbody>
<tr>
<td>Education: general,</td>
<td>see attached</td>
<td>see attached</td>
</tr>
<tr>
<td>special or professional</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Experience: quantity &amp;</td>
<td>see attached</td>
<td>see attached</td>
</tr>
<tr>
<td>quality</td>
<td></td>
<td></td>
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<tr>
<td>Licenses, certificates,</td>
<td></td>
<td></td>
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<tr>
<td>or registration:</td>
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<tr>
<td>Special, knowledge,</td>
<td>see attached</td>
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<tr>
<td>abilities, and skills:</td>
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</tr>
</tbody>
</table>

12. CERTIFICATION: I certify that the foregoing information is accurate and complete.

Employee’s Signature  Date

[Signature]

Date

[Signature]

Date

[Signature]

Date

Attachments: Description of Duties and Responsibilities
Table of Organization
Supervisor’s attachment (optional)
9a. Detailed description of the duties and responsibilities and the percentage of time allotted to each group of duties.

<table>
<thead>
<tr>
<th>Task Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive level position reporting to the Chancellor and responsible for directing and overseeing the overall administrative, operational and budgetary affairs of the Office of Continuing Education and Training (OCET), Performing Arts Center (PAC), and Apprenticeship Trades program at Kaua‘i Community College and other externally funded programs.</td>
<td>25%</td>
</tr>
<tr>
<td>Establish operational practices/policies, implementation strategies and performance objectives that will facilitate attainment of OCET’s mission and goals within the context of the overall college mission and goals, as well as continually improve the quality and effectiveness of programs and services.</td>
<td>20%</td>
</tr>
<tr>
<td>Guide and direct the development, coordination, implementation and promotion of educational and training programs that help to advance the educational attainment of Kaua‘i’s adult population and contribute to the economic development and quality of life on this island. Such programs may include but are not limited to noncredit workforce/apprenticeship trades training, credit–noncredit hybrid classes, international educational activities and educational seminars/workshops sponsored by the OCET including performances and events conducted at the PAC.</td>
<td>15%</td>
</tr>
<tr>
<td>Establish good working relationships with the other college divisions, private businesses, community organizations and individuals aimed at developing collaborative partnerships that will enhance KCC’s ability to better serve the community.</td>
<td>15%</td>
</tr>
<tr>
<td>Facilitate the promotional and public relations efforts of KCC to enhance community awareness about the programs, activities and services offered by the College.</td>
<td>15%</td>
</tr>
<tr>
<td>Maintain favorable working relationship with local media for public relations, community information in the dissemination of college information to the general public and/or special interest groups who may require the services of the college.</td>
<td>15%</td>
</tr>
<tr>
<td>As assigned by the Chancellor, oversee various workforce training and/or economic development related grant programs at KCC to ensure that they are effectively implemented, aligned with the College’s mission, and meet applicable regulations and laws.</td>
<td>15%</td>
</tr>
<tr>
<td>Plan and supervise the apprenticeship and journeyman upgrading programs of the college. Supervise the Apprenticeship Coordinator and work with trade unions and trust fund officials to meet the needs of students and industry in such programs. Ensure the coordination of these programs with related college career/technical programs.</td>
<td>5%</td>
</tr>
<tr>
<td>Plan and supervise cultural arts, theater and film programs of the college. Supervise the Theatre Manager to ensure the effective and efficient use of the Performing Arts Center as both a college and community resource.</td>
<td>5%</td>
</tr>
</tbody>
</table>
b. List names, class titles and position numbers of all immediate subordinate positions.

Permanent and general funded positions in accordance with University of Hawai'i Organizational Charts.

Glenn Hontz, Instructor (Coordinator of USDA grant), #88018T
Kevin Mince, Rural Development Project Coordinator for Kauai CC (RCUH)

c. Description of the nature and extent of guidance and direction received.

BOR policies, Executive policies and procedures, APMs and KCC policy and procedural guidelines are available for general guidance. The position is a part of the Chancellor’s leadership team and a member of the College Council. The College Strategic Plan and regular planning updates in the form of cumulative Program Reviews or Annual Program Review Updates provide specific goals and performance objectives for the OCET unit and the College as a whole.

d. Description of the nature and extent of check or review of work.

Within the context of the campus mission and goals, the OCET unit has its goals, expected outcomes and measurable performance indicators. Review of work is based upon the achievement of goals and measurable outcomes. An annual Program Review Update is submitted to the Chancellor and a cumulative program review is completed every five years. Regular reports on unit activities are given at periodic management meetings.

e. Description of the contacts with other departments or UH organizations, with outside organizations and the general public.

Substantial contact with outside business organizations and individual businesses is expected, e.g., Chamber of Commerce, Kaua'i Visitors Bureau, Kaua'i Workforce Investment Board, Kaua'i Economic Development Board, labor unions. Coordination with other academic units, administrative services and student services is required. OCET directors on the other community college campuses meet on a regular basis to coordinate activities as appropriate. The general public makes up the bulk of the customers served by the unit.

11. Qualification Requirements. Indicate the qualifications which you think should be required in this position. Keep the position itself in mind rather than the qualifications of the individual who may occupy it.
### Director of Continuing Education & Training
Position No. 89178

11. Qualification Requirements.

<table>
<thead>
<tr>
<th>Education: general, Special or professional</th>
<th>Essential Qualification</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Masters degree or equivalent combination of education and experience.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Experience: quantity &amp; quality</th>
<th>Work experience in administration, management, public relations, education and training, or other relevant areas which is at the C4-level or have demonstrated a record of comparable professional experience</th>
<th>Successful experience managing a business.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge of fiscal operations and budget development.</td>
<td>Experience in marketing and public relations.</td>
<td>Experience in community and economic development.</td>
</tr>
<tr>
<td></td>
<td>Grant writing and management experience.</td>
<td>Community college experience.</td>
</tr>
<tr>
<td></td>
<td>Experience working with sustainability issues.</td>
<td></td>
</tr>
</tbody>
</table>

| Licenses, certificates, or registration: |
| Special, knowledge, Abilities, and skills: | Familiarity with basic computer applications such as word-processing, spreadsheet, database, e-mail and presentation software. |
| | Knowledge of the principles and practices of workforce development and training. |
| | Demonstrated interpersonal skills in a diverse, multi-cultural environment. |
| | Demonstrated communication skills, written and verbal to a variety of audiences. |
| | Knowledge of and experience with international education. |
| | Knowledge of community college mission |
I. IDENTIFYING INFORMATION

Position No.: 28250  
Department: University of Hawai‘i  
Division: Kaua‘i Community College  
Branch: Director’s Office

II. INTRODUCTION

The Office of Continuing Education and Training (OCET) plans, implements, promotes and publicizes various non-credit, trades and apprenticeship, grant program activities, and cultural and artistic performances. The Director is engaged in a combination of administration, public relations and community service activities.

The Secretary II serves as the trusted personal assistant to the Director in performing confidential, complex (senior-level) clerical work involving a wide range of functions as well as oversees and supervises the daily operations of the Office. The Director serves in a cabinet level position and reports to the Chancellor of the College.

Since the Director is oftentimes attending off-campus activities and meetings, this position will be required to work Monday to Friday from 9:00am to 6:00pm. In addition, the position may required to work varied temporary hours outside this normal schedule that includes nights, weekends and/or holidays as warranted and directed.

III. MAJOR DUTIES AND RESPONSIBILITIES

A. Operational Oversight and Office Coverage 25%

1. Oversees the daily activities of the office related registration, collection/deposits of payments, and scheduling/coordination of facilities and equipment for all of OCET’s training programs and events.

2. Oversees the fiscal processes of the office including but not limited to the procurement and payment for supplies, travel, equipment, maintenance/professional services agreements, tracking financial activities, and monthly reconciliation with the KauaiCC Fiscal Office.

3. Oversees and ensures that subject-matter, program, financial, and personnel information are filed (paper and electronically) in an organized, effective and legally compliant manner.

4. Works with the training coordinators to ensure that adequate office clerical assistance is provided to support and implement the trainings, programs and projects undertaken by OCET.

5. Works evening hours and weekends to provide operational clerical support coverage as may be required by OCET.
B. Administrative Duties

1. Assist the Director with the preparation of OCET’s annual budget and maintains/updates inventory records of all equipment under OCET’s control.

2. Compiles and verifies the accuracy of informational data from all of OCET’s program areas, summarizes data using tables, graphs, charts or diagrams. Prepares consolidated worksheets and summary totals of financial, enrollment, attendance, instructor/class evaluations, and other reports requested by Director or other departments/agencies.

3. Monitors frequent and critical deadlines that must be met and prepares progress reports, contract renewals (ETF, WIA, WDD, etc.), bids, service agreements, and other subject matter reports for the Director’s review and approval.

4. Coordinates and prepares class schedules for the apprenticeship and journeyman trades program. Oversees the set up and maintenance of office files and records for each student’s accumulative school hours and distributes such information to the proper regulatory and user groups.

5. Facilitates work flow, coordination and supervisory controls of clerical personnel within the office based on knowledge of the attitudes, views, policies and needs of the operation and the Director. Monitors work productivity and recommend professional development training that will improve operational effectiveness, productivity and customer service.

6. Initiates, establishes and performs procedures to operate the office efficiently. Revises forms and procedures as needed to improve effectiveness, productivity and service. Establishes, maintains and updates the office procedures manual. Maintains and updates Kaua’i Community College Policy Guidelines, Community College Chancellor’s Memos, and other UH policies for OCET.

7. Assists in drafts informational releases and publicizing cultural events, lectures and other College activities. Coordinates the distribution of flyers/posters, press releases and public service announcements throughout the campus and various island locations. Conducts informational student tours for OCET.

8. Assists in the hiring of OCET instructors and other casual personnel, arranges interviews, prepares the required employment forms for submittal to the personnel office for processing, maintain and up-date internal employment files including sick leave and vacation records, submit payment requests for payroll processing, and prepare personnel reports as may be requested by the Director, State agencies, Labor Unions, and the College.

9. Responsible for the custody of OCET’s petty cash fund.

C. Clerical and Related Duties.

1. Receive and screen/direct telephone calls and public visitors in a professional and courteous manner by providing factual information about OCET’s
programmatic offerings, facilities use procedures, and other substantive questions that do not require technical research or high level detailed knowledge. Determines whether certain calls and callers should be brought to the attention of the Director and tactfully makes appropriate referrals.

2. Receives and screens all incoming mail addressed to the Director. Determines those which must be referred to the Director or handled personally, and refers those which should be handled by other appropriate personnel. Maintains a record of incoming correspondence or action documents and follows up on work in process to insure timely reply or action. Composes replies to inquiries and non-technical correspondence which requires specific knowledge of operational methods, procedures, policies or other information.

3. Performs liaison duties between the Director and his/her subordinates and representatives from other offices/agencies. Maintains the Director’s calendar and schedules appointments and conferences as may be requested. Reminds the Director of such appointments, prepares, organizes and distributes materials, and takes notes or records the discussion and transcribes proceedings of said meetings.

4. Establishes and maintains subject-matter files for the Director. Takes initiative in establishing or revising files to meet current needs. Retrieves records upon request or in anticipation of Director’s needs.

5. Based on verbal instructions or notes from the Director, composes a variety of letters and memoranda in final form for signature. Reviews outgoing correspondence for procedural and grammatical accuracy, conformance with general policy, factual correctness and adequacy of treatment.

6. Performs other related duties as assigned by the Director.

<table>
<thead>
<tr>
<th>Supervises Position(s) No.</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>42210</td>
<td>Clerk Typist II</td>
</tr>
<tr>
<td>46849</td>
<td>Clerk III</td>
</tr>
</tbody>
</table>

IV. CONTROLS OVER THE POSITION

A. Supervisor: Director, OCET  
Position No: 89178

B. Nature of Supervisory Control Exercised Over the Work.

Guidance and instruction received from the Director of Continuing Education and Training is minimal. The Secretary II is expected to have knowledge of the substantive work on the organization. Although the Secretary II performs the routines in connection with the management of the office in accordance with established procedures and instructions, decisions are required because problems are often not covered by established procedures and practices. A thorough knowledge of the programs is required in order to solve problems when they occur.

Instructions are provided by the Director when new assignments are made and assistance is provided when unusual or highly complex problems arise. Completed assignments are
reviewed for accuracy and conformance with instructions prior to disposition. The secretary receives no instructions for ongoing assignments.

C. Nature of Available Guidelines Controlling the Work.

Administrative Procedures Manual

V. REQUIRED LICENSES, CERTIFICATES, ETC.

None

VI. RECOMMENDED QUALIFICATIONS

A. Knowledge: See class specifications

B. Skills & Abilities: See class specifications

C. Education: See class specifications

D. Experience: See class specifications

VII. TOOLS, EQUIPMENT & MACHINES

Computers, printers, typewriter, photocopying machine, fax machine, calculator, etc.
I. Identifying Information

Position Number: 46849
Department: University of Hawaii
Division: Kauai Community College
Branch: Public Service
Section: Director
Unit: Kauai CC
Geographic Location: Lihue, Kauai

II. Introduction

The Office of Continuing Education and Training (OCET) administers all non-traditional programs, including non-credit instructional programs and activities, cultural programs, the Performing Arts Center (a 550 seat campus theater), the apprenticeship program, as well as several extra-mural federally funded grant programs. OCET operates in a market driven semi-entrepreneurial environment and is expected to generate sufficient revenues to cover its direct operational expenses.

This position works independently to perform highly complex clerical work and is responsible for the daily coordination of the multi-faceted operational needs of the Office. This position supervises and directs the work of subordinate personnel to ensure the timely and accurate completion of assigned work. This position receives general supervision from the Secretary and programmatic direction from the OCET professional staff and the Director.

III. Major Duties and Responsibilities

A. Operational Oversight and Support 60%

1. Receives and screens/directs telephone calls and public visitors in a professional and courteous manner by providing factual information about OCET’s programmatic offerings, facilities use procedures, and other substantive questions.

2. Handles in-person and/or remote (phone, facsimile, e-mail, etc.) participant registration. Collects tuition/fees for all OCET sponsored classes and events (non-credit, apprenticeship, international education, workshops, etc.). Ensures that all registration and payment information are accurately and completely entered into registration program (ClassWare).

3. Prepares weekly registration database informational reports (enrollment, class cancellations, attendance, tuition fee revenues, etc.) to facilitate OCET’s ability to make critical business decisions including additional periodic reports that may be required by governmental agencies, business/trade organizations, and the UH system. Works directly with
registration software vendor (ClassWare) or KauaiCC IT staff to resolve any program, reporting and/or database problems and issues.

4. Conducts timely invoicing of customers (within 30-days) and provides systematic follow-up (within 60-days) on all outstanding receivables. Manages and provides an aging report for the Director's review.

5. Takes reservations, processes appropriate forms, collects use fees, and arranges for special needs as required to ensure the efficient and optimal use of OCET classroom facilities in accordance with Kaua‘i CC's policy guidelines. Maintains control and oversight of all facility keys housed at OCET and provide an accurate and current reporting on OCET's facilities use including the Performing Arts Center.

B. Administrative Support 30%

1. Assists in the hiring of instructional personnel by preparing the required employment forms for submittal to the personnel office for processing; maintains and up-dates internal employment files; submits payment requests to personnel for payroll processing; and prepares personnel reports as may be requested by training coordinators, state agencies, labor unions, and the College.

2. Provides direct administrative assistance and coordinates personnel to support OCET's international education program. Assist in preparing the itinerary, arranging accommodations (lodging/transportation), scheduling and coordination (instructors/classes/activities), procuring vendor services, communicating with families to arrange home stays, and handling international student concerns as directed (will require evening and weekend work).

3. Assists instructors with clerical services, photocopying, telephone calls, etc., which requires regular evening and Saturday work.

4. Undertakes directly or assigns responsible clerical personnel to assist in the development, design, printing, mailing, and distribution of the OCET and Apprenticeship schedule of classes. Provides instructor support with classroom preparation, providing instructional/training materials, and arranging for equipment needs (will require evening and weekend work).

5. Undertakes directly and/or assign responsible clerical personnel to contact vendors for prices, prepare requisitions using the Fiscal Management Information System (FMIS) and Research Corporation of the University of Hawaii (RCUH) to procure supplies/equipment including more complex purchasing documents (RFQ's, bids, approval forms) for the customized training programs and follow up for non-delivery of goods.
6. Undertake directly and/or assign responsible clerical personnel to arrange, process, and complete travel/accommodations request forms as necessary.

7. Coordinates, supervises and directs the work of student assistants to ensure that routine daily tasks are accomplished (mail, filing, general typing, etc.). Recommend, establish and implement operational processes and procedures to improve the effectiveness and efficiency of routine daily activities.

C. Clerical Support and Related Duties

1. Prepares letters, memoranda, and other materials for OCET’s programs from notes, handwritten drafts, and verbal instructions. Reviews documents for clarity of formal, grammatical and punctuation consistence, and corrects spelling as necessary.

2. Duplicates materials using photocopying machine, scanners and other general office equipment.

3. Recommends and attend professional development training that will keep skills updated.

4. Performs other related duties as assigned.

IV. Controls Exercised Over The Work

A. Supervisor

Position No.: 28250 Class Title: Secretary II

B. Nature of Supervisory Control Exercised Over the Work

1. Instructions Provided

Because of the highly complex nature of work and responsibilities assigned to the position, instructions or guidelines are limited to definition of areas of responsibility and the employee is expected to independently plan his/her own work assignments and/or direct and coordinate the work of subordinate clerical personnel to accomplish the desired results.

2. Assistance Provided

The individual is expected to work with minimum supervision and to identify problems of procedural non-compliance for Supervisor’s attention.
3. Review of Work

The Supervisor reviews the Clerk's overall performance by periodical conferences and evaluations to ensure that the work is acceptable and that deadlines are met.

C. Nature of Available Guidelines Controlling the Work

1. Policy and Procedural Guides Available

   (1) UH Administrative Procedures Manual
   (2) OCET Procedures Manual
   (3) ClassWare User Manual

2. Use of Guidelines

   Pertinent regulations, policies and procedural guides cover all technical aspects of the work. The employee is expected to know and apply pertinent laws, rules, regulations, policies, and procedures concerning areas of responsibilities.

V. Required Licenses, Certificates, Etc.

   Not applicable.

VI. Recommended Qualifications

   A. Knowledge - See class specifications.

   B. Skills/Abilities - See class specifications.

   C. Education - See class specifications.

   D. Experience - See class specifications.

VII. Tools, Equipment, and Machines

   Personal computers, printers, fax machines, photocopiers, typewriters, and adding/calculating machines.
I. Identifying Information

Position Number: 42210
Department: University of Hawai‘i
Division: Kaua‘i Community Colleges
Branch: Continuing Education and Training
Section: Director
Unit: Kaua‘i CC
Geographic Location: Lihu‘e, Kaua‘i

II. Introduction

The Office of Continuing Education and Training (OCET) administers all non-traditional programs, including non-credit instructional programs and activities, cultural programs, the Performing Arts Center (PAC), the Apprenticeship program, and several federally funded projects.

The primary responsibility of this position is to perform a variety of clerical and procurement duties to meet the daily operational needs of the office in a timely, accurate and effective manner.

Since many of OCET’s programs and activities are held during the evenings and weekends, this position will be required to provide office coverage on Saturdays. Consequently, the normal workweek for the position will commence on Tuesday and end on Saturday unless otherwise approved by the supervisor. The position will be provided Sundays and Mondays off and if a holiday falls on a Monday, the position will receive following Tuesday as the holiday.

The position will also be required to occasionally work evening hours.

III. Major Duties and Responsibilities

A. Clerical Support 50%

1. Provides general office support for all of OCET’s programs including but not limited to non-credit training, international education, PAC, and Apprenticeship including but not limited to typing, filing, and registering participants in non-credit classes and workshops using the computerized registration program, and conducts follow-up phone/written surveys of registrants.

2. Types into final form reports, letters, and memoranda from notes, handwritten drafts, and verbal instructions as provided by OCET Director and/or Coordinators. Reviews final documents for proper clarity, format, grammar, spelling, punctuation and completeness.
3. Receives and properly handles or refers routine walk-in and phone inquiries and/or requests regarding OCET programs, the Performing Arts Center and use of other campus facilities in a professional, tactful and pleasant manner. Refers other calls to appropriate personnel.

4. Duplicates materials using the photocopying machines. Transmits documents via facsimile and e-mail.

5. Arranges for facilities, equipment and instructional materials and supplies requested by the Clerk IV as well as the Coordinators and/or Director.

B. Fiscal Support. 35%

1. Prepares, processes and tracks requisitions using ePurchasing system for the procurement of supplies and services including contacting vendors for pricing. Prepare appropriate University purchasing documents (RFQ's, bids, approval forms, etc.) as may be required. Conducts timely and systematic follow-up on non-receipt of goods and payables.

2. Reconciles daily deposits, prepares the appropriate forms for submittal to the fiscal office for processing and deposit. Provides internal tracking of all deposits for follow-up and monthly reconciliation with the Fiscal Office.

3. Makes travel arrangements including but not limited to air, lodging, car rental and other items as necessary. Prepares travel requests and travel completion reports.

C. Other Duties 15%

1. Assists with timesheet and payroll processing in the absence of the Clerk IV.

2. Serves as proctor for OCET testing services.

3. Performs other related duties as may be required.

IV. Controls Exercised Over The Work

A. Supervisor

Position No: 28250 Class Title: Secretary II

B. Nature of Supervisory Control Exercised Over the Work
1. Instructions Provided

Because of the type of work and responsibilities assigned to the position, instructions or guidelines are limited to definition of areas of responsibility, such as maintaining all records for the OCET, and the employee is expected to independently plan his/her own work assignments in order to accomplish desired results.

2. Assistance Provided

The individual is expected to work with minimum supervision and to identify problems of procedural non-compliance for supervisor's attention.

3. Review of Work

The supervisor reviews the Clerk Typist’s work by periodical conferences and written evaluations to ensure that the work is acceptable and that deadlines are met.

C. Nature of Available Guidelines Controlling the Work

1. Policy and Procedural Guides Available

UH Administrative Procedures Manual
OCET Procedures Manual

2. Use of Guidelines

Pertinent regulations, policies and procedural guides cover all technical aspects of the work. The employee is expected to know and apply pertinent laws, rules, regulations, policies, and procedures concerning areas of responsibilities.

V. Required Licenses, Certificates, Etc.

None

VI. Recommended Qualifications

A. Knowledge

See class specifications.
B. Skills/Abilities

See class specifications.

C. Education

See class specifications.

D. Experience

VII. Tools, Equipment, and Machines

Personal computers, printers, fax machines, photocopiers, typewriters, and adding/calculating machines.

VIII. Work Schedule

The normal work hours for the position are Tuesday to Saturday from 7:00am to 4:00pm. The position will be provided Sundays and Mondays off and if a holiday falls on a Monday, the position will receive following Tuesday as the holiday.

However, the position may required to work varied temporary hours outside the normal schedule that includes nights, weekends and/or holidays as warranted and directed.
Work at UH Advertisement

<table>
<thead>
<tr>
<th>Title:</th>
<th>Instructor, CC (International Program Coordinator)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Number:</td>
<td>0086800T</td>
</tr>
<tr>
<td>Hiring Unit:</td>
<td>Continuing Education and Training</td>
</tr>
<tr>
<td>Location:</td>
<td>Kauai Community College</td>
</tr>
<tr>
<td>Date Posted:</td>
<td>August 21, 2012</td>
</tr>
<tr>
<td>Closing Date:</td>
<td>September 21, 2012</td>
</tr>
<tr>
<td>Salary Information:</td>
<td>C2C11, $4621, monthly minimum</td>
</tr>
<tr>
<td>Monthly Type:</td>
<td>11 Month</td>
</tr>
<tr>
<td>Tenure Track:</td>
<td>Non Tenure</td>
</tr>
<tr>
<td>Full Time/Part Time:</td>
<td>Full Time</td>
</tr>
<tr>
<td>Temporary/Permanent:</td>
<td>Temporary - Not to Exceed: June 30, 2013</td>
</tr>
</tbody>
</table>

Other Conditions: To begin approximately Nov 2012, temporary NTE 8/30/2013, with possibility of renewal pending availability of funds, actual staffing requirements, program needs, and satisfactory performance. Possibility of conversion to tenure track position. May include instructional assignment and/or travel. Possible evening, weekend, and off-campus assignments.

Duties and Responsibilities

As a direct report to the Director of Continuing Education and Training, is responsible for recruiting, developing, marketing, implementing, managing, and evaluating the International Program at KCC.

Markets the international program by developing marketing tools, including using social media, blogs and an interactive website (including supervision of translation into foreign languages) to recruit potential students and grow the program.

Develops and coordinates relationships with short-term contract groups and students attending for credit or non-credit course offerings.

Prepares schedules, activities, budgets, and contracts in coordination with faculty for short-term international education programs.

Develops and maintains relationships with overseas agencies and institutions and participates in recruitment and college promotion activities including correspondence with prospective students, agencies and institutions; exercising diplomacy and good judgment.

Serves as Designated School Officer (DSO) if eligible and oversees/manages the Student Exchange and Visitors Information System (SEVIS) and I-20 documentation.

Provides accurate information as requested by the U.S. Department of Homeland Security (DHS) and the U.S. Department of State (DOS) in accordance with federal regulations, FERPA guidelines and campus policies.
Understands and keep current with immigration regulations as they pertain to the SEVIS program, and effectively communicate regulatory changes and updates to international students, staff and relevant KCC departments and units.

Plans and coordinates orientation and pre-arrival services for new students.

Advises international students on educational opportunities, application and admissions course registration, academic guidance, resolution of student problems or issues, cross-cultural adjustment, housing, and establishing financial accounts.

Prepares weekend and out-of-class activities for students when appropriate.

Maintains international program databases and manages program data to generate periodic reports.

Oversees fiscal management and budgeting of the International Program.

Refers candidates to Student Services Division for placement test, writing sample test and oral interview for all incoming students for placement into correct level English class.

Develops curriculum in cooperation with faculty for international classes and programs.

Demonstrated ability to understand oral and written documentation in English, write reports and procedures, and communicate effectively in a variety of situations.

Other duties as assigned.

Minimum Qualifications

Masters degree in English as a Second Language, Business Administration, Education, International Relations, Social Sciences, Human Development, or English

OR Bachelors degree in English as a Second Language, Business Administration, Education, International Relations, Social Sciences, Human Development, or English and (3) years of prior administrative experience in an international education or related program; or equivalent education/training or experience.

Desirable Qualifications

Experience working with international students in an academic environment, especially in student recruitment and retention.

Experience living or working overseas.

Demonstrated knowledge of the purpose and operations of an international program office on a college campus.

Knowledge of BANNER database knowledge.

Experience teaching ESL.

Knowledge of University of Hawai‘i administrative and fiscal processes and procedures.

Experience working with immigrant, adult, and multicultural populations.

Proficient in Excel, Microsoft Word and knowledge of other types of computer applications related to instruction or administrative work.

Experience in marketing an ESL or EFL program.

Knowledge of distance and blended learning methodologies.

To Apply: Submit 1) UHCC Form 27 (standard format) (large format), 2) transcript(s) showing degree and coursework to date appropriate to the position (Copies of
official transcripts are acceptable; however, original official transcripts will be required at the time of hire. Online transcripts or academic record/grade summaries will NOT be accepted. Diplomas and copies will not be accepted.), 3) a brief one-page statement outlining how you meet the minimum and desirable qualifications, 4) one or more signed, original letters of recommendation attesting to job performance and personal character, and 5) résumé to the address below. Original signature required on application. All requested documents/information must be postmarked by the closing date and become the property of the College. Email or other electronically submitted documents will not be accepted or considered. Failure to submit all required documents shall deem an application to be incomplete and will not be considered. All minimum qualifications must be met by the effective date of appointment. Separate documents and application materials must be submitted for each position.

Address: Kaua'i Community College
Human Resources Office
3-1901 Kaumualii Hwy.
Lihue, HI 96766

Inquiries: Human Resources Office; 808-245-8372

The University of Hawaii is an equal opportunity/affirmative action institution and is committed to a policy of nondiscrimination on the basis of race, sex, gender identity and expression, age, religion, color, national origin, ancestry, citizenship, disability, genetic information, marital status, breastfeeding, income assignment for child support, arrest and court record (except as permissible under State law), sexual orientation, national guard absence, or status as a covered veteran.

Employment is contingent on satisfying employment eligibility verification requirements of the Immigration Reform and Control Act of 1986; reference checks of previous employers; and for certain positions, criminal history record checks.

In accordance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, annual campus crime statistics for the University of Hawaii may be viewed at: http://ope.ed.gov/security/, or a paper copy may be obtained upon request from the respective UH Campus Security or Administrative Services Office.
Appendix 5:

List of Current Instructors
Appendix 5

List of Current Instructors
Aaron Tada, Tennis
Anthony Vea, Equipment Operation
Bernie Tsao, Aquaponics
Chris Sweitzer, Beginning Computer
Dan Abadilla, Security Guard
Dennis Chun, Tour Guide Certification
Esther Miller, Motorcycle Basic Rider Training
Francis DuBois, Figure Drawing
Fred Styer, OSHA Safety
Gail Oberg, Electronic Financial Management
Gordon Doo, Personal Growth
Jimmy Trujillo, Apiary
Josh Fukino, Natural Farming
Lawrence O’Toole, Design
Linda Farr, Stress Relief
Linda Sherman, Social Media
Ling Yang Rita, Chinese Language
Mark Arthur, Microsoft Office
Michael Shimatsu, OSHA Safety
Miles Tanabe, Security Guard
Patrick Stack, Mediation & Professional Development
Peggy Lake, Job Development/Hookipa, APEC
Robert Conti, Solar Photovoltaic/Thermal/Maintenance/Sales
Roxanne McDougall, Professional Development
Sam Pae & Ian Masterson, Ocean Safety
Savitri Kumaran, Healing Touch
Steven Carvalho, CDL
Therease Goodridge, Korean Language
Tom Lodico, Professional Development
Vera Blalock, Professional Development/Basic Office Skills
Wes Kaui, Security Guard

Special subject instructors:
Bruce Getzan, Historical References
Chuck Blay, Hawaii Geology
Chungliang Al Huang, Tai Ji;
Heather Harden, Women, Power & Money, Kids and Cash
Kazu Kauinana, Figurative Sculpture
Nelson Secretario, Financial Planning
Appendix 6:

OCET Instructor Handbook

Course Evaluation

Course Proposal Form
Office of Continuing Education and Training (OCET)

INSTRUCTOR HANDBOOK

Spring 2013
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INTRODUCTION

Welcome aboard and thank you for joining the Kaua‘i Community College Continuing Education & Training (KCC OCET) team! This handbook will provide you with general information about the College, its organizational structure and services, policies, guidelines, and procedures regarding KCC OCET classroom instruction. It contains valuable information to help guide you in your role as a non-credit instructor at Kaua‘i Community College. We look forward to working with you in providing the highest quality training to the people of our community.

If you have concerns relating to topics not covered in this booklet or just want more information and clarification, please feel free to contact your Training Coordinator. You are also encouraged to visit our OCET website at http://info.kauai.hawaii.edu/training/ to learn more about our Kaua‘i Community College Continuing Education Program.

GENERAL INFORMATION

University of Hawai‘i – Kaua‘i Community College

The University of Hawai‘i is one of 18 departments in State government. It has evolved since its inception in 1907 into a multi-institution system comprised of a major research university (UH Manoa), a four-year campus (UH Hilo), an upper-division college (UH-West Oahu), and the Community College System comprised of seven community colleges (Kaua‘i, Maui, Hawai‘i, Leeward, Honolulu, Kapi‘olani, and Windward), as well as the Employment Training Center. The Board of Regents (BOR) governs all eleven public institutions of post-secondary education.

Kaua‘i Community College, founded in 1965, provides two-year college transfer and general education programs, technical, vocational, continuing education, community service, and other programs and services appropriate for the residents of Kaua‘i. The college serves students and community members, through its credit and non-credit course offerings, and it also provides outreach support to bachelor’s and graduate degree programs offered by UH-West O‘ahu, UH Hilo and UH Manoa. Kaua‘i Community College is an Equal Opportunity/Affirmative Action Employer and employs approximately 200 faculty and staff persons. To view a map of the campus, please go to http://kauai.hawaii.edu/map/campusmap.html.

Each employee is part of a total College commitment to the value of human life and learning. In sharing our training and our active concern, we empower students in their reach toward their own visions. We offer opportunities to survey human cultures and their explorations in literature and the arts, philosophy, history, mathematics, and the sciences both for understanding and as preparation for further academic work. We offer opportunities for development of job-entry skills, career upgrading, and personal growth. We help students develop skills and attitudes for critical thinking, effective communication, and responsibility for human welfare that will let them flourish in their chosen spheres of meaning, whether island, state, nation or world. We extend
our unique community role, as the only public institution of higher education based on this island, beyond the programs we offer, linking with other institutions that can help our community meet the needs of society and of self. We invite you to read more about Kaua'i Community College’s mission statement and vision at: http://info.kauai.hawaii.edu/admin/index.htm#mission.

Role of the KCC OCET Office

Flexible, timely responses to needs beyond the traditional college curriculum are the hallmark of the KCC OCET Office. Instructional courses focus on training programs in the business and visitor industries, vocational upgrading, supervisory skill development, and personal enhancement. Special programs include re-training for dislocated workers, international study tours, and cultural performances staged at the College’s Performing Arts Center. A variety of instructional, cultural, recreational, vocational, problem-solving and general informational services are available.

The KCC OCET Office also offers non-credit courses for a variety of programs in the areas of computer education, digital media, professional development, financial management, Hawaiian culture, safety training, “green” and agriculture courses, ocean safety, and trades training. We also provide training in specialized courses designed for the preparation of examinations that lead to national or state certification.

Non-credit courses are open to individuals 18 years or older who can benefit from them. While there are no prerequisites, specific courses may require some prior experience to obtain maximum benefit. Students who complete all training requirements will receive a Certificate of Participation.
CAMPUS ORGANIZATION

Below are brief descriptions of the primary functions of the other major offices and divisions of Kaua‘i Community College. For more information, visit our website at http://kauai.hawaii.edu/ and click on the appropriate menu item.

Office of the Chancellor.
Responsible for the overall management of the instructional, academic support, student services, institutional support, and continuing education and training programs of the College. (Phone: 245-8283)

Office of the Vice Chancellor for Academic Affairs.
Responsible for the academic management of the College by (1) administering the overall instructional program and (2) developing and evaluating academic support services. (Phone: 245-8229)

- Language, Art, and Humanities (LAH)
- Science and Mathematics (SAM)
- Trade Technology (TT)
- Health Education (HED)
- Business Education (BED)

Office of the University Center and Academic Support.
These services are as follows:

- **Library.** Provides all library services that include books, magazines, pamphlets, tapes, video materials, films, slides and other materials, as well as reference and bibliographic assistance. (Phone: 245-8233)

- **Media Services.** Plans, coordinates, and administers the College’s media program by assisting faculty and staff in the selection, use, and design of materials and equipment. Kaua‘i Community College, through Media Services, is also a transmitting and receiving site for HITS (Hawai‘i Interactive Television System). (Phone: 245-8238)

- **University Center.** Provides support for courses and programs made available from other institutions within the University of Hawai‘i System. Baccalaureate Programs, graduate degrees are offered. (Phone: 245-8238)

- **The Learning Center.** Provides services to students and faculty including computer-assisted instruction and other instructional support services. (Phone: 245-8346)

- **Computer Services.** Administers and maintains all computing and data processing equipment and software, including systems development and maintenance, systems analysis, and design and application programming as well as training staff persons. (Phone: 245-8342)
Office of the Vice Chancellor for Student Services.
Plans, coordinates, and supervises student recruitment, testing, guidance, and placement as well as student governance and commencement activities. Important components of this program area include: Admissions & Registration, Counseling and Testing, Financial Aid, and Student Activities. (Phone: 245-8212)

Office of the Vice Chancellor of Administrative Services.
Supervises and administers budget preparation and control, financial management, facilities management, auxiliary services, and human resources. The three main program areas of Administrative Services include: Business Office, Operations and Maintenance, and Human Resources (Personnel Office). (Phone: 245-8230)
COLLEGE/UNIVERSITY POLICIES
These policies apply to the entire university community, including faculty, staff, students and visitors. OCET instructors should familiarize themselves with these policies and use them to provide a safe and secure learning environment for themselves and their students.

Campus Safety
Kaua‘i Community College is concerned about the safety and welfare of all campus members and guests, and is committed to providing a safe and secure environment. Because no campus is isolated from crime, the College has developed a series of Policies and Procedures that are designed to ensure that every possible precautionary measure is taken to protect persons on the campus.

In classrooms, labs and shops, and on field trips, the personal safety of students and instructors is extremely important. Safety lectures, demonstrations, quizzes, and other safety activities are a regular part of the Kaua‘i Community College instructional program.

Certain types of protective equipment are required for participation in many activities taking place in classrooms, labs, and shops. Students are required to participate fully in safety-related instruction, furnish their own personal protective equipment, supplies, and uniforms when required, and utilize College protective equipment when provided. Failure to act in a safe, responsible manner may result in immediate removal from class.

Risk and Release forms are available from the KCC OCET and must always be signed by each student for field trips and instructional activities involving potentially dangerous procedures, tools and materials. Please consult with your training coordinator prior to the start of your class if your course activities involve potentially dangerous procedures, tools and materials.

For more information on the most current Campus Safety Policy, please visit the College website at http://kauai.hawaii.edu/emergency.htm or contact the Vice Chancellor of Administrative Services (Safety Officer) at 245-8230 or the Vice Chancellor of Student Affairs at 245-8313.

This Official Notice, by the University of Hawai‘i Office of the President, is issued pursuant to the requirements of the federal Drug-Free Schools and Communities Act of 1989 and the Drug-Free Workplace Act of 1988.

The University of Hawai‘i has published an official notice pursuant to the requirements of the Federal Drug-Free Schools and Communities Act of 1989 and the Drug-Free Workplace Act of 1988. A copy of this publication is available at the KCC OCET Office. The following paragraphs are excerpts from the Official Notice to Faculty, Staff and Students Regarding Substance Abuse in University Campus Communities and Worksites.

Illicit Drugs and Alcohol - In conformance with the existing law, University faculty, staff, and students are not permitted to manufacture, distribute, possess, use, dispense or be under the influence of illegal drugs and/or alcohol as prohibited by State and Federal law, at University-sponsored or approved events or on University property or in buildings used by the University for education, research or recreational programs. Consistent with its mission, the University will

Kaua‘i Community College - KCC Training Office

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cooperate with law enforcement agencies responsible for enforcing laws related to the use of illegal drugs and alcohol. Faculty and staff found in violation of this part are subject to disciplinary action as provided in collective bargaining agreements, University policy, and other applicable State laws and rules. Reasonable suspicion of possession or use of illegal drugs and substances on campus may subject the students involved to investigation. Sanctions which maybe imposed on violators of the alcohol and drug related sections of the Student Conduct Code include disciplinary warning, probation, suspension, expulsion, or rescission of grades or degree. Copies of the full text of the Code are available at the Office of the Vice Chancellor of Student Affairs.

The purchase, possession or consumption of alcoholic beverages is regulated by state law. University faculty, staff, and students are expected to know and abide by State law and by University rules and regulations governing the use and consumption of alcoholic beverages on campus. Students are referred to Board of Regents policy, executive policies and campus guidelines regulating the use and consumption of alcoholic beverages on campus.

Campus-sponsored activities on campus that involve either the serving or selling of alcoholic beverages must be in compliance with applicable College/University policies and State law. Copies of policies governing the possession, consumption, serving, and sale of alcoholic beverages on the University Hawai‘i Community College campus are available at the Office of the Vice Chancellor of Student Affairs.

The University recognizes that substance abuse is a complex problem that is not easily resolved solely by personal effort and may require professional assistance and/or treatment. Students, faculty and staff members with substance abuse problems are encouraged to take advantage of available diagnostic, referral, counseling, and prevention services. The University will not excuse misconduct by employees and students whose judgment is impaired due to substance abuse.

*Lethal Weapons* - Firearms, spear guns, and bows and arrows are prohibited on campus except with specific prior permission of the Chancellor.

*Sexual Harassment* - It is the policy of the College to provide a safe and comfortable learning and working environment for students and employees. Sexual harassment is a form of discrimination that can undermine the foundation of trust and mutual respect that must prevail if the College/University is to fulfill its educational mission. Sexual harassment will not be tolerated in any part of the College/University’s programs and activities. Sanctions will be imposed on members of the College/University community who violate this policy. Disciplinary actions against employees will be subject to the collective bargaining agreements. For more information, please contact the EEO/AA Coordinator (245-8323).

To view the Executive Policy E1.203 *Policy on Sexual Harassment and Related Conduct*, visit the website at: [http://www.svpa.hawaii.edu/svpa/ep/e1/e1203.pdf](http://www.svpa.hawaii.edu/svpa/ep/e1/e1203.pdf)
Sex Offenses - As with any criminal offense that occurs on campus, students should report any incidents of sexual harassment, rape, attempted rape, or sexual assault to the Vice Chancellor for Administrative Affairs (245-8230) and the Kaua‘i Police Department (911).

Assistance is available at the Office of the Vice Chancellor of Student Affairs for students who would like to change their academic and/or living situations following an alleged sexual assault incident as well as for those who need counseling. Information on how to best minimize becoming a victim of sexual assault is provided in a brochure entitled “Sex: Assault, Reducing the Risk and Coping with an Attack.” Complimentary copies are available at the Office of the Chancellor of Student Affairs.

Smoking - in accordance with the State’s No Smoking Act, Act 108, SLH 1976 and Act245, SLH 1987, and University policy smoking is prohibited in any of the classrooms, laboratories, conference rooms, and other covered structures of the College.

Effective January 2003, the University of Hawai‘i system implemented a new Tobacco Products policy in an effort to improve the working and learning environment of the university, and protect faculty, staff, students and visitors from secondhand smoke exposure while on University of Hawai‘i campuses.

According to the policy, smoking is prohibited in the following areas:

a) All interior space owned, rented, or leased by the College/University;
b) In building courtyards, breezeways, and terraces, on exterior stairways and access ramps, and outdoor dining patios, terraces, and lanais;
c) Within 20 feet of building entrances, exits, air intake ducts, vents, and windows of buildings that are not air-conditioned;
d) Within 50 feet of designated pick-up and drop-off points for campus and public bus transportation;
e) Within the gates of the campus outdoor sports and performing arts stadiums and arenas, including walkways, corridors, and seating areas
f) Any area that has been designated by the person having control of the area as a non-smoking area and marked with a no smoking sign.

This policy applies to the entire university community, including faculty, staff, students and visitors. For prompt and appropriate response at the various UH campuses, administrators will designate an office to handle inquiries and complaints relating to the policy at their campus.

For contact information at a specific campus or additional details about the policy, visit http://www.hawaii.edu/smokingpolicy.

Additional Requirements for Employees Engaged on Federal Contracts and Grants. The Drug-Free Workplace Act of 1988 (Public Law 00-690, Title V, Subtitle D) requires that College/University employees directly engaged in the performance of work on a federal contract or grant shall abide by this policy as a condition of employment and shall notify the College/University within five days if they are convicted of any criminal drug statute violation
occuring in the workplace or while on College/University business. The College/University is required to notify the federal contracting or granting agency within ten days of receiving notice of such conviction and to take appropriate corrective action or to require the employee to participate satisfactorily in an approved drug abuse assistance or rehabilitation program.

**Campus Parking and Operation of Motor Vehicles**
The purpose of these rules is to increase pedestrian safety, reduce traffic congestion, and provide for safe and orderly and parking on the campus. Any motor vehicle may be removed from the campus at the expense of the owner/driver of the vehicle if it is in violation of these rules.

Violations include: a) parking in prohibited areas such as, but not limited to, the following: on grassed areas, medial strips, sidewalks, in reserved or loading stalls, in “No Parking” areas, or along areas painted YELLOW (e.g., too close to intersection, in loading zones, and in driveway areas); b) driving on areas other than streets, roads or parking areas; c) speeding over 15 miles per hour or other posted limits; d) reckless driving; e) failure to heed directions of a duly authorized officer; and f) failure to heed directions given on an official sign (e.g., failure to stop at stop sign).

All owners and operators of motor vehicles parked or operated on campus shall assume the risk of, and the College and University shall not be responsible or liable for, any loss or damage occasioned by fire, theft, or other casualty to motor vehicles or any contents therein. Each such owner and operator of a motor vehicle parked or operated on campus shall indemnify and save harmless the College and University from and against all claims, demands, costs, and expenses whatsoever arising out of or in connection with parking or operation of such motor vehicle on campus.

**Discrimination Complaints & Affirmative Action Policy**
The University of Hawai’i is committed to a policy of nondiscrimination on the basis of race, color, national origin, sex, physical and mental disability, and age in all of its programs, policies, procedures and practices. This nondiscriminatory policy covers students, employees and applicants for admission and employment. It covers admission and access to, participation, treatment and employment in University programs and activities. State and federal laws that prohibit discrimination in employment on the basis of veteran status, marital status, religion, ancestry, and arrest and court record also cover employees and job applicants.

Any community college student, employee or applicant who believes he or she has been a victim of unlawful discrimination may file a complaint with the campus designee. The designee will counsel the Complainant about avenues for pursuing the complaint. Discrimination complaints may be filed concurrently with an external agency to meet state and federal agency deadlines without jeopardizing an individual’s right to a University investigation.

Students, employees, or applicants for admission or employment who believe that they have been discriminated against on the basis of race, sex, age, religion, color, ancestry, sexual orientation, national origin, disability, marital status, veteran’s status, or arrest and court record may file a complaint with JoRae Baptiste, EEOAA Coordinator (Phone: 245-8323, One Stop Center, Business Office). The EEOAA Coordinator will explain the available avenues of recourse and direct the person to the appropriate person or office. The process of addressing
allegations of discrimination are described in the CCCM No. 2210 UH Community College Procedure and Guidelines, Relating to Complaints of Discrimination and in Campus Section 504/ADA Grievance Procedure. Students may also file complaints of discrimination with the Office for Civil Rights, 915 Second Avenue, Room 3310, Seattle, WA 98174-1099. Phone: (206) 220-7920. FAX: (206) 220-7887.


**Educational Rights & Privacy of Students Policy**

Kaua’i Community College subscribes to the requirements of the Family Educational Rights and Privacy Act of 1974. The rights of students under the Act include the following, subject to conditions and limitations specified in the Act:

- The right to inspect and review education records.
- The right to request to amend education records.
- The right of protection from disclosure by Kaua’i Community College of personally identifiable information contained in education records without the permission of the student involved.
- The right to file complaints concerning alleged failure by Kaua’i Community College to comply with the Act.

Please note that student names and addresses should not be used for personal gain. For further information, please refer to Administrative Procedure A7.022, Procedures Relating to Protection of the Educational Rights and Privacy of Students. (Available at Dean of Student Services Office or visit the website at http://www.hawaii.edu/svpa/apm/a700/a7022a.pdf)
OCET INSTRUCTOR GUIDELINES (Topics listed alphabetically.)

Your Training Coordinator is your primary contact while employed with OCET. Please consult with him/her about questions you may have regarding any of the following.

Children on Campus
The College does not permit children to be on campus while their parents are on duty except in cases of emergency. If your children have to be on campus while you are on duty, they must be supervised and not permitted to move about the campus unsupervised.

Classroom Keys
All classroom and facilities keys taken out of the OCET office must be signed out for, and signed back in when returned, for each day of class. Keys are not to be duplicated, taken off campus or kept overnight. While the keys are in your possession, you are solely responsible for the keys. If you lose a key, you will be charged for the cost of replacing the key and its locks. If the OCET office is closed when you are to return the keys, please drop them, along with your attendance sheet, into the OCET drop-box located on the left-side of the OCET Office front door.

Classroom Setup
OCET classrooms are setup in the traditional desk and chair format to accommodate the majority of classroom users. Instructors requiring a different configuration must notify the OCET office prior to the start of the class. Instructors are responsible for any re-arrangement of the classroom furnishings and must restore the classroom to its original configuration at the end of each class session. New instructors should arrange a “walk-thru” of KCC OCET’s facilities and classrooms with their Training Coordinator prior to the start date of their course to become familiar with the location and setup of the classrooms.

Compensation, Incentive Payments & Payroll Requirements
Compensation - KCC OCET instructors are paid per student contact hour. There is no compensation for curriculum development or classroom prep time work unless special arrangements have been made between the instructor and KCC OCET prior to start of instruction. The current OCET rate of pay is $34 per student class time contact hour.

Payroll Requirements & Processes - All class attendance sheets must be signed by all attending students and the instructor and submitted to the OCET office at the end of every class session. Attendance sheets are used as a verification of work completed. Any un-submitted or unsigned attendance sheets will delay the timely arrival of your pay. Note that there are attendance sheets for each class session.

KCC OCET works within the processes and timelines of the University of Hawai‘i fiscal system. Please know that your first salary payment from KCC OCET will arrive no sooner than six (6) weeks from the date your first time sheet is submitted for processing. Time sheets are submitted every two weeks on the 15th an last day of the month. Pay days are on the 5th and 20th or on the work day nearest to them of every month. Payments are made by a direct deposit into your personal bank account unless other arrangements have been setup.
**Copying Services**
We will be glad to print handout copies for your class. Please insure that they are received (preferably electronically) by our office at least 10 business days prior to your class start date. All handouts must be labeled with the course name and dates. Federal copyright laws prohibit our department from duplicating copyrighted material without the permission of the publisher or author, so please do not include these materials as they will not be reproduced.

**Curriculum & Instructional Materials, Student Learning Outcomes**

*Instructor Proposed Courses* - A completed Course Proposal form must be on file at the KCC OCET office before KCC OCET will offer the course to the public. The KCC OCET Course Proposal form must contain a course description, a list of student learning objectives, a course outline or syllabus, a summary of the instructor’s qualifications, and all course handouts.

While you are employed as an instructor with KCC OCET, KCC OCET reserves the right to the exclusive use of your curriculum for any course you are currently teaching for KCC OCET.

*KCC OCET Courses* – Instructors should not delete, add, or modify any of KCC OCET’s course curriculum and/or instructional materials. If an instructor feels that changes are necessary, he/she must get the approval of the Training Coordinator before implementing the changes in the classroom.

KCC OCET’s curriculum and/or instructional materials may not be used in whole or in part for the purpose of personal or business gain unless authorized by the Director of KCC OCET. The use of equipment, facilities, campus resources or solicitation for personal or business gain is also prohibited. Curriculum developed for KCC OCET while on the payroll of KCC OCET becomes the property of KCC OCET.

**Dress Code**
KCC OCET and professional business etiquette dictate that its instructors should maintain good personal hygiene and wear comfortable business attire as appropriate for the course being conducted.

**Emergencies**
In an emergency, call the KAUA‘I POLICE DEPARTMENT at 911 (9-911 when using the campus phone system) and notify Campus Security at 212-2679.

If the emergency involves serious bodily injury, hospitalization, police involved action, property damage or inability to secure the facility, also call the Director of OCET and your Training Coordinator.

**Emergency – Unable to Teach**
Please let the OCET Office know as soon as possible if you are unable to teach your class, as it is very difficult to notify the students and/or find another instructor on short notice. Depending on the circumstances, OCET will re-schedule the class or find a substitute instructor to fill-in for
you. You cannot, on your own, appoint a “subcontractor” or hire a replacement instructor to substitute teach for you.

If the office is closed, please call your Training Coordinator or any of the numbers listed below.

<table>
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<th>Dr. Bruce Getzan</th>
<th>Tracy Hirano</th>
<th>Peggy Lake</th>
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<tr>
<td>Director</td>
<td>Training Coordinator</td>
<td>Training Coordinator</td>
</tr>
<tr>
<td>Cellular: 635-0047</td>
<td>Cellular: 651-0570</td>
<td>Cellular: 634-6545</td>
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**Food and Beverages in Classrooms**
Kaua‘i Community College is fortunate to have an effective and conscientious custodial and maintenance staff. However, we still need everyone’s cooperation to maintain a safe and clean learning environment. As a general rule, no food and/or beverages should ever be brought into any classroom without the prior permission of the OCET Director, Office Manager or your Training Coordinator. If, however, you are permitted to have food in the classroom, please remove all leftovers and associated trash from the classroom and place them in and outdoor trash receptacle or trash bin. **Absolutely no food or beverages are ever allowed in any of the OCET computer labs.**

**Multi-media Services**
Please include any request for multimedia equipment on your Course Proposal form. If you require these services after your course has started, notify your Training Coordinator as soon as possible. Note that multimedia equipment requests may take at least one week to complete.

**Lost & Found**
Information for lost and found articles may be obtained at the Business Office, the Library Circulation Desk, or Student Services. The number to call is 245-8311. For items lost in the Perfroming Arts Center, call 245-8352. For items lost in the OCET classrooms contact the OCET office at 245-8318.

**Recycling**
Faculty, students, and visitors are encouraged to actively participate in the College’s recycling efforts. Recycling collection stations can be found in every building. Each station has containers for placing recycled paper, bottles and cans.

**Tuition Payment**
By law, only KCC OCET office personnel are allowed to collect and process tuition payments. For your own protection, do not collect tuition payments from anyone. Direct individuals to the KCC OCET Office for all tuition payment processing. At off-campus classroom sites, have the individual call the OCET office at 245-8318 where they can make the tuition payment by credit card.
OCET CLASSROOM/LAB USE PROCEDURES

Prior to Classes
- Instructors should call the OCET office periodically to check on the enrollment status of their course. If there is insufficient enrollment three (3) working days prior to the start date of the course, the course will be cancelled. You will be notified by your Training Coordinator of the cancellation three (3) working days prior to the date of your class.

Day of the Class
- Instructors should pick up their course packet (sign-in sheets, attendance roster, certificates and evaluations) keys and handout materials/books from the OCET office at least 15 minutes prior to the start of the class. OCET’s office hours are Monday through Friday 7:00 a.m. to 4:30 p.m., and Saturdays 7:00 a.m. to 2:00 p.m. when the regular College Spring and Fall semesters are in session. If you are unable to pick up your packet during these office hours, contact your Training Coordinator to make other arrangements.

- Instructors must have their assigned classroom opened at least 15 minutes before the published class start time. Please start your class on time and not wait for late-comers so as to be fair to those who came on time.

- All students and the instructor must sign in on each attendance sheet. It is important that OCET maintain good attendance records for reporting purposes. If a student fails to sign in, please indicate on the student’s signature line “Attended” and initial next to it. Attendance sheets must be submitted to the OCET office after each class session. Note: Your timesheets cannot be processed until all of your attendance sheets and evaluations for that pay period are received by the KCC OCET Office.

In some circumstances, students may request that you sign additional attendance forms as required by their sponsoring agency or company. Please accommodate these students.

- No one should be allowed to attend a class if she/he is not listed on the class attendance sheet (officially registered). If an individual shows up for class and is not listed, immediately direct them to the KCC OCET office to register.

If the KCC OCET office is closed, the instructor has the discretion of allowing the individual to attend the class session. However, the individual should be told that he/she needs to be official registered by the next class session or will not be allowed into class again. Unregistered individuals are not allowed to take any training manuals and materials out of the classroom.

- Students who successfully complete a course are given a Certificate of Completion at the end of the last class session. If you are teaching at an off-campus site, certificates for your students will be included in your first day packet for distribution at the end of the last class session. Please review and sign these and notify the OCET office immediately of any misspelled names or errors on the certificates so they can be corrected before distribution.
• **Students** **must** **be** **given** **the** **opportunity** **to** **complete** **a** **course** **evaluation** **at** **the** **end** **of** **each** **course**. **We** **rely** **on** **their** **feedback** **to** **continually** **improve** **on** **our** **offerings** **and** **services**, **and** **will** **appreciate** **your** **help** **in** **facilitating** **this** **process**. **Evaluations** **should** **be** **distributed** **near** **the** **close** **of** **the** **last** **class** **session**. **Direct** **students** **to** **place** **their** **completed** **evaluations** **in** **the** **locked** **evaluation** **collection** **box** **located** **near** **the** **teacher's** **station** **in** **each** **classroom**. **Evaluations** **will** **be** **compiled** **and** **summarized**, **and** **a** **copy** **will** **be** **sent** **to** **you**.

• **Computer** **Classes** - **The** **same** **test** **form** **is** **used** **as** **both** **a** **Pre-test** **and** **Post-test** **to** **measure** **skill** **development**. **Please** **have** **students** **check-off** **their** **test** **sheet** **as** **Pre-Test** **or** **Post-Test** **as** **appropriate**. **Instructors** **are** **required** **to** **correct** **all** **tests** **prior** **to** **submitting** **them** **to** **the** **KCC** **OCET** **Office**.

Be aware that the OCET computer lab computers are setup with a system called “Deep-Freeze”. All computer work, changes, settings, and saved files are removed and the computers reset back to its original state when the computers are turned off. If your course requires that the student’s computer work be saved, see your Training Coordinator to arrange for this feature.

**After Classes**

• Turn off all the electronic equipment used - projectors, SmartBoard, computers, TV monitors, VCR & DVD players, etc.

• Erase all whiteboards/chalkboards and replace all caps on markers.

• Remove all food & beverage items and related trash from the classroom. (Trash should be placed in an outdoor trash receptacle or bin.)

• Turn off air conditioning (if applicable). Check for multiple units as they must be turned off individually.

• Turn off all classroom lights.

• Close and lock all classroom doors and windows.

• Lock restrooms (if applicable) and turn off their lights.

• Return attendance sheets, keys, and evaluations, to the OCET office or drop box before leaving the campus.
I hereby acknowledge that I have received, read, and understand in its entirety the Kaua‘i Community College Office of Continuing Education & Training Instructor Handbook.

As a employee at the Kaua‘i Community College Office of Continuing Education & Training, I will do my best to comply with the policies and procedures as stated in the Instructor Handbook and understand that failure to do so may result in my termination from Kaua‘i Community College Office of Continuing Education & Training.

I understand that this form will be kept on file as part of my personnel records at the Office of Continuing Education & Training.

Instructor’s Printed Name

Instructor Signature Date
Course Proposal, Non-Credit Programs
Office of Continuing Education and Training (OCET)
Kaua‘i Community College (KCC)

Please complete all sections of this course proposal and attach your resume. Information contained in your resume need not be duplicated on this form. Incomplete forms will be returned.

To prevent duplication of training, KCC OCET reserves exclusive rights to the use of your curriculum until your contract with KCC OCET has ended.

The content of this proposal is confidential and will be used only for the purposes of OCET staff review. Any proposal not accepted for a course offering will be returned.

Per the current UHPA Bargaining Agreement, the non-credit instruction rate of pay is $34.85 per instructional hour.

Course Title: ________________________________________________________________

Instructor's Name: __________________________________________________________

Course Description:
Please describe your course. Be specific - list information to be covered and the benefits of taking the course. If your class is designed for a particular audience, please specify. Indicate prerequisites and any information or materials participants should bring. (APPROXIMATELY 50-60 WORDS MAXIMUM)

Student Learner Outcomes:
Please list the specific knowledge and skills participants will have gained after completing this course. (Use additional paper as needed.) “At the end of the course, each student will be able to .........................”

Course Outline/Syllabus:
Please provide an outline of the main subjects to be covered and the approximate amount of time to be spent on each subject. This should be created on a separate sheet/s of paper.

Proposed total hours of training: _______________ Total number of meetings: _______________
Proposed times of the day for the course: ____________________________

Maximum # of students per class: __________  Minimum # of students per class: __________

Textbooks required: ________________________________________________

Audio Visual Equipment required: ____________________________________

Other Equipment / Materials needed: _________________________________

**Instructor's Biographical Sketch:** (Attach resume)

Instructor's Name: __________________________________ Phone #: __________

Email address: ____________________________________________________

Mailing address: __________________________________________________

Please write a brief description of your background especially as it applies to your ability to teach this course. This description may be used in our catalogs and other marketing materials. (35 WORDS MAXIMUM)


I certify that the information provided in this proposal and the attached resume is true and complete.

__________________________________________________________________

Instructor's Signature ____________________ Date ____________

**Send completed proposal to:**
Kaua'i Community College, Office of Continuing Education and Training – OCET
3-1901 Kaumualii Hwy.
Lihu'e, HI 96766
Fax: 808-245-8271 Tel: 808-245-8318

**For Office Use Only**

Received Date: __________________ Review Date: __________________

_____ Approved:  _____ Not approved:  ____ Already being offered.

_____ Not cost effective.  ____ Other: ________________________________
Kauai Community College  
Course Evaluation

Name of Course:  
Class Code:  
Instructor:  

Start Date:  
End Date:  

To help us evaluate the course, workshop or seminar which you have attended, would you please complete the following questionnaire and include any comments you feel would be important.  

5 – Excellent  4 – Above Average  3 – Average  2 – Fair  1 – Poor  

**Instructor**  
5  4  3  2  1 The instructor clearly stated the objectives for the training or course.  
5  4  3  2  1 The instructor was well informed about the subject.  
5  4  3  2  1 The material was presented in a way that was easy to understand.  

**About the Course**  
5  4  3  2  1 The course was accurately described in our class schedule/brochure.  
5  4  3  2  1 Course objectives were met in the time provided.  
5  4  3  2  1 Training materials were appropriate for the course.  

**Student Learning Outcomes**  
5  4  3  2  1  
5  4  3  2  1  
5  4  3  2  1  
5  4  3  2  1  
5  4  3  2  1  
5  4  3  2  1  

**Overall**  
5  4  3  2  1  Please rate the overall training experience.  

What did you like best?  
__________________________________________________________________________________________________________________________________________  

What did you like least?  
__________________________________________________________________________________________________________________________________________  

Is there anything else you would like for us to know?  
__________________________________________________________________________________________________________________________________________  

(Optional)  
Place of employment________________________________________ Position__________________________________________  

Mahalo!