OCET
2018-2019 Academic Year

What successes does your data reflect?

- 53% (8 out of 15) respondents said “my participation in this organization was important and valuable to the campus” was “often” or “always”.
- 73% (11 out of 15) respondents said “members had equal opportunity to participate” “often” or “always”.
- 100% of respondents “want to see change in the field of CE on our campus”.
- 87% of respondents “have a desire to participate in changing the field of CE on our campus”.

What improvement areas does your data reflect?

- 67% (10 out of 15) respondents felt that the “council worked effectively towards fulfilling its purpose and responsibilities” “sometimes”, “rarely” or “never”.
- 67% (10 out of 15) respondents felt that “Members had adequate information to make informed recommendations” “sometimes” or “rarely”.
- 60% (9 out of 15) respondents said “Meetings were efficient” “sometimes”, “rarely” or “never”.
- 60% (9 out of 15) respondents said “Follow-up (action) items and persons responsible were clearly communicated” “sometimes”, “rarely” or “never”.
- Improve collaboration and bonding.
- Improve communication, team cohesion and inclusiveness.
- Increased transparency.
- Clear goal and mission.
- Ineffective and efficient meetings.
What goals emerge from the data?

The following goals were determined by the OCET Council. If we achieve these goals, we will be able to continue our successes and improve in the areas highlighted by the survey:

- To accurately measure, monitor, and make decisions based on OCET Campus Council Survey results and initial Key Performance Indicators (KPIs) data.
- To determine and prioritize actions needed to restructure OCET to maximize/align its resources to plan for serving as a bridge to and from credit courses and programs, for increasing enrollment and sustainable revenue, with a resulting plan.
- To define, create, and streamline innovative/efficient processes to enable high level customer service.
- To review and update all course and program assessment tools to find a common tool, thereby enabling OCET to evaluate the effectiveness of its offerings.

Please refer to the attached survey results.
What do you notice?
What do you wonder?
Analyze and reflect.

The Accreditation Work Group will guide you through discussions in fall to dive into the goal planning phase.

Engage in data-informed conversations.

What stands out? Which elements from the survey can you use to form your initial goals?

Be objective.

Understand what is happening before moving to the why.

Ask questions. Share what you notice and what you wonder about the survey responses with one another.

Process
Continuous Improvement
Kapi'olani CC

What do you notice?
What do you wonder?
Q1. Please indicate the frequency of each scenario:

- Follow-up (action) items and persons responsible were clearly communicated:
  - Never: 2
  - Rarely: 4
  - Sometimes: 7
  - Often: 2

- Meetings were efficient:
  - Never: 2
  - Rarely: 4
  - Sometimes: 5
  - Often: 3

- Members had adequate information to make informed recommendations:
  - Never: 3
  - Rarely: 7
  - Sometimes: 3

- Members had equal opportunity to participate:
  - Never: 3
  - Rarely: 8
  - Sometimes: 4

- My participation in this organization was important and valuable to the campus:
  - Never: 3
  - Rarely: 5
  - Sometimes: 5

- The council worked effectively towards fulfilling its purpose and responsibilities:
  - Never: 2
  - Rarely: 3
  - Sometimes: 8
  - Often: 1

- My participation in this organization was important and valuable to the campus.
Q2. Do you want to see change in the field of Continuing Education on our campus?

100% | Yes | 15 Respondents
Q3. Do you have a desire to participate in changing the field of Continuing Education on our campus?

- Yes: 87% (13 respondents)
- No: 13% (2 respondents)
Q4. As a member, please share areas where your council is excelling.

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<th>Participation</th>
<th>3). Civil and courteous behavior</th>
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<td>2). Efficient Meetings</td>
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Centralizing programs to work as one CE unit.

Unsure

Regular meetings and notes.

The Council has been an important first step in connecting the various Continuing Education units on campus.

Leadership

Provides an opportunity for members of CEET to come together as many of us do not interact with each other on a daily basis.

Communication and encouragement

The monthly meetings bring together members of the council and sharing ideas is comfortable. Most would probably agree they can share openly without being judged negatively.

Participation

1). Participation

2). Efficient Meetings

3). Civil and courteous behavior

Centralizing programs to work as one CE unit.

Each department is pragmatic on its own.
Q5: As a member, please share areas where your council can improve.

As a member, please share areas where your council can improve.

1. Follow-up and execution of recommendations that were approved by the council.
2. Identification and focus on 2-3 topics for the agenda so council members truly participate in refining, resolving, and implementing. Instead of trying to cover a lot of "touching on" various topics "quickly" each council meeting, keep a critical topic while keeping in mind "Kupono".

The council needs to do more to collaborate and help each department succeed instead of working in silos.

• Communication is a challenge.
• Emails to certain members are left unanswered.
• Some of the processes are not truly transparent.
• Sometimes time management of the meetings is not honored and time is essentially wasted.
• Follow-through does not always happen with every team member.
• The desire to change is evident but that change has to occur for the entire campus and system. I’m not sure we have the ability to influence the change that is needed.

The Marketing Education piece is stagnant. There needs to be a team that is the credit and noncredit sides of the house that is actively engaging High Schoolers.

Improve communication, team cohesion and inclusion within the team.

The common goal and mission should be paramount—once understood all efforts should be put toward success.

Group instead of one unit against the world.

1). Follow-up and execution of recommendations that were approved by the council.
2). Identify and focus on 2-3 topics for the agenda so council members truly participate in refining, resolving, and implementing. Instead of trying to cover a lot of "touching on" various topics "quickly" each council meeting, keep a critical topic while keeping in mind "Kupono".

The council needs to do more to collaborate and help each department succeed instead of working in silos.
The thoughts, feelings, and ideas shared in each survey will inform decisions moving forward.

Mahalo to all who shared their voice.