

**Kaua`i Community College
Annual Program Review Update (APRU)/Comprehensive Program Review (CPR) for
Innovation Center**

At a minimum, each program or unit Annual Program Review Update shall include measures described in [UHCCP 5.202](#). Additional measures may also be used for program or unit assessment.

Program or Unit Mission Statement

Identify issues internally and externally, with an indigenous lens and cultural perspective, the Innovation Center at Kaua'i Community College (IC@KCC) will support learning experiences and hands-on projects that are faculty-led, interdisciplinary, and address a community need while teaching relevant skillsets to students.

Part I. Program Description

Date of Last Comprehensive Review	N/A
Date Website Last Reviewed/Updated	10/19/2018 http://kauai.hawaii.edu/innovation-center
Target Student Population	All students, including alumni and community
External Factor(s) that Affected the Program or Unit	N/A

Part II. Analysis of Quantitative Indicators

Include the Annual Review of Program Data (ARPD; all [Instructional programs](#) and [Academic Support](#) programs - Library, Technology Resources, Testing Center, Tutoring, and Financial Aid), program-developed metrics (Institutional Effectiveness programs, Office of Continuing Education and Training, campus committees), or metrics required by [UHCCP 5.202](#) that are not provided as ARPD ([Administrative Service](#) programs and some Student Support [programs](#)) under review in table format below (EP 5.202 and UHCCP 5.202).

	2018-2019	2019-2020	2020-2021
DEMAND			
# of students served			
# of community connections and networking events/sessions: <ul style="list-style-type: none"> • # of community members served • # of businesses and organizations served • # of community events and sessions participated/attended/facilitated 			
# of alumni involvement/support			
# of faculty involvement/support			
# of staff involvement/support			
# of missed opportunities			
EFFICIENCY			
# of ideas submitted to the ICAB			
% of converted ideas to commercial			
# of commercial viability			
# of business models explored			
# of experiments run or % of failures			
# of staff			
EFFECTIVENESS			
Net Promoter Score			

The Overall Program Health is _____

The 2017-2018 APRU will serve as a document to establish baseline data to evaluate the demand, efficiency and effectiveness of the Innovation Center moving forward. The projects inherited were not tracked nor held accountable to be viable and sustainable projects after grants were exhausted. As a result, mission and vision statements and an advisory board were created to evaluate ideas prior to generation to ensure the project is for the greater community and viable, sustainable, involving multidisciplinary faculty, students and community.

The Innovation Center is a one-person, stand-alone unit located at the Farm Building 104. The Innovation Center strives to fulfill the following functions:

- An umbrella for innovative interdisciplinary hands-on and project based learning in which students become part of the solutions to the community issues.
- Assist and support each of these current projects and potential projects by managing the internal coordination and external partnerships that are necessary for their success.

Our strengths are the collaboration and networking that current exist in the community with the Coordinator of the Innovation Center. The intent is to utilize the strengths of networking by providing events and island-wide talk story sessions, to improve upon the college's image and communicating achievements. Sharing with the community what is happening, what will be happening and also seek partners in projects that benefit the community. Emphasizing that the college is a resource for community, businesses and organizations.

With the continued decline in enrollment and graduation, we need a hub to engage fun and innovative learning again with our community, assist those idea generators, empower the future entrepreneurs with resources and technology to uplift, build and strengthen the desire to continue learning.

Part III. Assessment Data (EP 5.202)

Assessment results for Program Service Outcomes (PSOs).

Report on PSO assessment for the prior year.

1. List of the PSOs.
2. Indicate PSOs that were assessed in the year of this APRU.
3. Assessment findings.
4. Changes that have been made as a result of the assessment findings.
5. Next planned assessment date.

PSO	Assessed During this APRU Cycle (Y or N)	Findings	Improvements Implemented	Next Assessment Date
Create a criteria matrix for assessing and tracking projects				2018-2019
Create a database for tracking students, staff, faculty, community and projects				2018-2019
Conduct workshops/sessions to engage students, staff, faculty and community				2018-2019

Part IV. Results of Prior Year Action Plans (UHCCP 5.202)

Action Plan	Anticipated Outcome	Actual Outcome

List any additional significant actions that impacted your program (e.g., new certificate, loss or gain of faculty or staff, stop outs, etc.).

Part V. Analysis of Alignment with CPR

List the goals that were identified to be initiated, continued, or completed during this APRU cycle, in your last CPR, and if they were achieved. Be sure to include the benchmark, desired outcome, actual outcome, and unit of measure. If you completed your last CPR prior to 2018, please refer to * in this section.

Goal/Strategic Goal or Priority**	Achieved (Y or N)?	Benchmark	Desired Outcome	Actual Outcome	Unit of Measure

**All Strategic Goals and Priorities are Aligned to the College Mission.

Describe any impacts these goals had on your health indicator(s).

*Based on findings in Parts I – IV, develop an action plan for your program or unit from now until your next CPR date. This should include goals that align with the College Mission, measurable outcomes, benchmarks, and alignment to the College’s Strategic Priorities, and/or Strategic Goals. Be sure to focus on weaknesses identified in ARPD data, P LO outcomes, results of survey data, and other data used to assess your unit or program. This plan should guide your program and subsequent APRUs, but may be amended based on new initiatives, updated data, or unforeseen external factors.

Goal	Strategic Goal/Priority (List number)	Benchmark	Desired Outcome	Unit of Measure	Year(s) Implemented
Establish the IC infrastructure.	13	N/A	Students, Faculty, Staff and Community Adoption	# of visitors	Year 2 (2018-2019)
Deliver and provide best practices and best-in-class services to community.	16	N/A	Students, Faculty, Staff and Community Adoption		Year 2 (2018-2019)
Provide hands-on, project based learning	11	N/A	Students, Faculty, Staff and	# of connections	Year 3 (2019-2020)

experiences for students.			Community Adoption		
Provide opportunities for students and faculty to work on interdisciplinary, real world projects.	8, 9	N/A	Students, Faculty, Staff and Community Adoption		Year 3 (2019-2020)
Create an innovative center encouraging activities and projects based on Native Hawaiian values.	2	N/A	Students, Faculty, Staff and Community Adoption		Year 3 (2019-2020)
Build new relationships and strengthen existing relationships with industry partners, community, Kamehameha Schools, Office of Hawaiian Affairs, Queen Lili`ukalani Trust and Native Hawaiian Chamber of Commerce. Native Hawaiians	2, 5, 8, 10, 17, 20		Students, Faculty, Staff and Community Adoption		Year 3 (2019-2020)

Part VI. Resource Request(s) for next year (from CPR Plan for your program or unit, or one(s) developed in Part V above if CPR was completed prior to 2018).

If no resources are being requested, place an “X” here. -----

Program Goal	16; 13
Resource Requested*	- Attend seminars, workshops and conferences, as well as visit local and Hawaii innovation centers and on the mainland. - Signage and marketing material
Cost and Vendor	- \$4000.00 varied (Conference, Travel, Room and M&I) - \$1000.00 varied, local
Annual Recurring Cost	- \$4000.00 - N/A
Useful Life of Resource	- 1 year - indefinite
Person(s) Responsible and Collaborators	Jennifer Ingersoll
Timeline	Year 2 and 3

*An approved ITAC Request Form must be attached for all technology requests



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**THE INNOVATION CENTER
ANNUAL REPORT OF PROGRAM DATA
DATA GLOSSARY 2018**

Annual Report of General and Pre-Professional Education Program Data Glossary 2018

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Demand Indicators

1 - # of Students served

Data Source: Innovation Center Tracking Database

Definition / Description: The total number of Students that have come into the Innovation for an event or assisted on a project and/or needed assistance on a project.

2 - # of Community Connections and Networking

Data Source: Innovation Center Tracking Database

Definition / Description: The total number of the following:

Community members served; Businesses and organizations served; Community events and sessions participated/attended/facilitated

3 – # of alumni involvement

Data Source: Innovation Center Tracking Database

Definition / Description Total number of alumni involvement for an event or assisted on a project and/or needed assistance on a project.

4 – # of faculty involvement

Data Source: Innovation Center Tracking Database

Definition / Description The total number of faculty involvement for an event or assisted on a project and/or needed assistance on a project.

5 - # of staff involvement

Data Source: Innovation Center Tracking Database

Definition / Description The total number of staff involvement for an event or assisted on a project and/or needed assistance on a project.

6 -# of missed opportunities

Data Source: Innovation Center Tracking Database

Definition / Description The total number of missed opportunities due to faculty, staff and/or community involvement on a project. Reasons for missed opportunities captured.

Efficiency Indicators

7 – # of IC policy and/or procedures created

Data Source: Innovation Center Tracking Database

Definition / Description The total number of policy and/or procedures created for the Innovation Center

8 - # of ideas submitted to the ICAB (Innovation Center Advisory Board)

Data Source: Innovation Center Tracking Database

Definition / Description

9 – # of commercial viability

Data Source: Innovation Center Tracking Database

Definition / Description The number of projects that were commercial viable

10 - # of business models explored

Data Source: Innovation Center Tracking Database

Definition / Description The number of business models explored

11 - # of experiments run or % of failures

Data Source: Innovation Center Tracking Database

Definition / Description The number of experiments run or failure of projects conducted

Effectiveness Indicators

1 - Net Promoter Score from Innovation Center Survey:

Data Source:

Definition/Description

Net Promoter Score®, or NPS®, measures customer experience and predicts business growth. This proven metric transformed the business world and now provides the core measurement for customer experience management programs the world round.



$$\% \text{ PROMOTERS} - \% \text{ DETRACTORS} = \text{NPS (NET PROMOTER SCORE)}$$

The NPS Calculation

Using a 0-10 scale: How likely is it that you would recommend [brand] to a friend or colleague?

Respondents are grouped as follows:

- **Promoters** (score 9-10) are loyal enthusiasts who will keep buying and refer others, fueling growth.
- **Passives** (score 7-8) are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.
- **Detractors** (score 0-6) are unhappy customers who can damage your brand and impede growth through negative word-of-mouth.