Support Services Review Template

Unit Name: CE-Community Programs

Unit Review Leader: Sharrion Jenkins

Today's Date: 8/27/2014

1 Unit Description

Share information about your unit for other people such as, general public, deans, VP's, support staff, and the greater Austin community. This is an opportunity to promote your unit, share information to ground requests for resources and funding, promote collaboration and inform and recruit students. Once this information is pulled together, units will update this on a yearly basis.

1.1 What is your Mission?
   (What is the purpose of the unit? What do you do?)

The mission of Community Programs is to foster lifelong learning over a wide range of areas. Offerings change as the needs and interests of the community change

1.1.1 How does the mission of the unit support the mission of the college?

As part of its mission, ACC offers non-credit programs that are open to all individuals who wish to improve their job, career, or personal skills. Programs include personal enrichment opportunities; career, business, and professional development courses; and journey training. Continuing adult education is available for academic, occupational, professional, and cultural enhancement.

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1.2   Please tell us who you serve.
         (Faculty, staff, external partners, distance learning, students, etc.)

Community Programs provides training over a wide range of areas. The class offerings serve faculty, staff and students. Additionally, there are a variety of other programs offered through partnerships with community organizations as well as a wide range of programs that promote lifelong learning.

1.3   What services or products does the unit provide?

Community Programs provides training over a wide range of areas. Such as Horticulture and Landscape, Event Professionals, Floral Design, Personal and Professional enrichment, Drama, Sports and Recreation, Arts and Crafts and Event Services.

1.3.1   What is the impact of your unit's activities on students or other key stakeholders?

Community Programs activities impact students and key stakeholders by providing both personal and professional enrichment. The Home and Garden program was awarded a National Exemplary Program Award. The Floral design program is a premier training program for individual wanting to enter the Texas master Florist program. The Building Construction, Landscape Design and the Interior Design Institute programs are among the many topics offered through Community Programs

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1.3.2 What are your unit's goals and what A-1 initiatives are they mapped to?

Board Policy A-1 Intended Outcomes

Student Success Initiatives

SSI1 *Increase persistence (term-to-term & fall to fall)*
SSI2 *Complete developmental and adult education course progression to credit courses*
SSI3 *Increase completion of all attempted courses with a "C" or better*
SSI4 *Increase degree/certificate graduates and transfer rates*
SSI5 *Increase success equity across all racial/ethnic/gender/income groups*

Institutional Effectiveness

IE1 *Balanced instructional offerings among the College's mission elements;*
IE2 *A teaching and learning environment that encourages students to be active, life-long learners;*
IE3 *Accessible and affordable post-secondary and higher education programs and services for all who qualify and have the ability to benefit;*
IE4 *Enrollments reflecting diverse and traditionally underserved populations in numbers that represent the local populations of our Service Area;*
IE5 *Job placement from career workforce programs into family-wage careers;*
IE6 *Efficiently administered programs and services that create an institution that is a good place to work, learn, and otherwise experience the higher-education process.*

Goal #	Unit Goal (description)	Board Policy A-1										
	Example goal: *Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.*	SSI1	SSI2	SSI3	SSI4	SSI5	IE1	IE2	IE3	IE4	IE5	IE6
UG1	Promote a wide range of courses based upon community needs						X	X				
UG2	Streamline the scheduling process	X						X				X
UG3	Create new programs or courses	X						X				X
UG4	Provide support in establishing marketing materials to reach a larger portion of our							X	X			
UG5												

➤ *this table will link to other areas in this report*

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1.3.2 What are Unit Outcomes and Unit Measures?

Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
	Example goal: Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.		*Example outcome: Maintain a system [The Information Portal System "TIPS"] that allows staff and faculty to access enrollment-related data for planning and decision making.*		*Example measure: Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.*
UG1	Promote a wide range of courses based upon community needs	UO1.1	Maintain a system that allows new courses to be introduced per community request	UM1.1.1	Measure usage by enrollment numbers
				UM1.1.2	
		UO1.2		UM1.2.1	
				UM1.2.2	
		UO1.3		UM1.3.1	
				UM1.3.2	
		UO1.4		UM1.4.1	
				UM1.4.2	
		UO1.5		UM1.5.1	
				UM1.5.2	
UG2	Streamline the scheduling process	UO2.1	Maintain automated scheduling process to ensure timely scheduling each semester	UM2.1.1	Track errors and man hours to complete schedule
				UM2.1.2	Track number of submissions to post to web because did not make print schedule deadline
		UO2.2		UM2.2.1	
				UM2.2.2	
		UO2.3		UM2.3.1	
				UM2.3.2	
		UO2.4		UM2.4.1	
				UM2.4.2	
		UO2.5		UM2.5.1	
				UM2.5.2	

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Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
UG3	Create new programs or courses	UO3.1	Maintain a system that allows new courses to be introduced annually	UM3.1.1	Review programs annually for new course offerings
				UM3.1.2	
		UO3.2		UM3.2.1	
				UM3.2.2	
		UO3.3		UM3.3.1	
				UM3.3.2	
		UO3.4		UM3.4.1	
				UM3.4.2	
		UO3.5		UM3.5.1	
				UM3.5.2	
UG4	Provide support in establishing marketing materials to reach a larger portion of our service area	UO4.1	Maintain working relationship with marketing and othe pertinent departments to ensure appropriate marketing materials	UM4.1.1	Review and update website for unit marketing materials
				UM4.1.2	Review and update in-house promotional materials per unit
		UO4.2		UM4.2.1	
				UM4.2.2	
		UO4.3		UM4.3.1	
				UM4.3.2	
		UO4.4		UM4.4.1	
				UM4.4.2	
		UO4.5		UM4.5.1	
				UM4.5.2	
UG5	0	UO5.1		UM5.1.1	
				UM5.1.2	
		UO5.2		UM5.2.1	
				UM5.2.2	
		UO5.3		UM5.3.1	
				UM5.3.2	
		UO5.4		UM5.4.1	
				UM5.4.2	
		UO5.5		UM5.5.1	
				UM5.5.2	

➢ this table will link to other areas in this report

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2.5.2 Unit Outcomes Assessment

Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
	Example unit measure: *Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.*					
UM1.1.1	*Measure usage by enrollment numbers*	0.40	0.75	0.90	0.83	*UO1.1*
UM1.1.2	*0*				#VALUE!	*UO1.1*
UM1.2.1	*0*				#VALUE!	*UO1.2*
UM1.2.2	*0*				#VALUE!	*UO1.2*
UM1.3.1	*0*				#VALUE!	*UO1.3*
UM1.3.2	*0*				#VALUE!	*UO1.3*
UM1.4.1	*0*				#VALUE!	*UO1.4*
UM1.4.2	*0*				#VALUE!	*UO1.4*
UM1.5.1	*0*				#VALUE!	*UO1.5*
UM1.5.2					#VALUE!	*UO1.5*
UM2.1.1	*Track errors and man hours to complete schedule*	0.40	0.75	0.90	0.83	*UO2.1*
UM2.1.2	*Track number of submissions to post to web because did not make print schedule deadline*	0.40	0.75	0.90	0.83	*UO2.1*
UM2.2.1	*0*				#VALUE!	*UO2.2*
UM2.2.2					#VALUE!	*UO2.2*
UM2.3.1					#VALUE!	*UO2.3*
UM2.3.2					#VALUE!	*UO2.3*
UM2.4.1					#VALUE!	*UO2.4*
UM2.4.2					#VALUE!	*UO2.4*
UM2.5.1					#VALUE!	*UO2.5*
UM2.5.2					#VALUE!	*UO2.5*
UM3.1.1	*Review programs annually for new course offerings*	0.75	0.80	0.90	0.89	*UO3.1*
UM3.1.2					#VALUE!	*UO3.1*
UM3.2.1					#VALUE!	*UO3.2*
UM3.2.2					#VALUE!	*UO3.2*
UM3.3.1					#VALUE!	*UO3.3*
UM3.3.2					#VALUE!	*UO3.3*

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Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
UM3.4.1					#VALUE!	UO3.4
UM3.4.2					#VALUE!	UO3.4
UM3.5.1					#VALUE!	UO3.5
UM3.5.2					#VALUE!	UO3.5
UM4.1.1	*Review and update website for unit marketing materials*	0.50	0.75	0.90	0.83	UO4.1
UM4.1.2	*Review and update in-house promotional materials per unit*	0.50	0.75	0.90	0.83	UO4.1
UM4.2.1					#VALUE!	UO4.2
UM4.2.2					#VALUE!	UO4.2
UM4.3.1					#VALUE!	UO4.3
UM4.3.2					#VALUE!	UO4.3
UM4.4.1					#VALUE!	UO4.4
UM4.4.2					#VALUE!	UO4.4
UM4.5.1					#VALUE!	UO4.5
UM4.5.2					#VALUE!	UO4.5
UM5.1.1					#VALUE!	UO5.1
UM5.1.2					#VALUE!	UO5.1
UM5.2.1					#VALUE!	UO5.2
UM5.2.2					#VALUE!	UO5.2
UM5.3.1					#VALUE!	UO5.3
UM5.3.2					#VALUE!	UO5.3
UM5.4.1					#VALUE!	UO5.4
UM5.4.2					#VALUE!	UO5.4
UM5.5.1	*0*				#VALUE!	UO5.5
UM5.5.2	*0*				#VALUE!	UO5.5

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Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)

2.5.3   If you have qualitative data that cannot be entered in data table above, please describe them

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3 Improvement Plan

Outline your unit's objectives (improvements) based on the challenges and opportunities you determined in the analysis section (Part 2).
Include a list of the objectives (improvements) you propose and measures for success.

3.1 Unit Objectives (improvements), Measures, Challenges or opportunities
<mark>(data linked to table 4)</mark>

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
	Example: *Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.*	**Example:** *Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.*			**Example:** *Review of activity accessing TIPS indicated that most TIPS users were OIEA staff; need to expand use of TIPS to more staff and faculty.*			
OB1.1	Develop new courses and/or programs based upon community feedback	Measure participation by enrollment numbers	0.40	0.90	Obtaining accurate measurement of needs/desires of potential courses	Coordinator	UO1.1	Maintain a system that allows new courses to be introduced per community request
OB1.2							UO1.2	0
OB1.3							UO1.3	
OB1.4							UO1.4	
OB1.5							UO1.5	
OB2.1	Streamline scheduling process	Measure by submission errors	0.75	0.90	Review timelines for print and web submission	Coordinator	UO2.1	Maintain automated scheduling process to ensure timely scheduling each semester
OB2.2							UO2.2	
OB2.3							UO2.3	
OB2.4							UO2.4	
OB2.5							UO2.5	
OB3.1	Develop new courses and/or programs based upon community feedback	Measure participation by enrollment numbers	0.40	0.90	Obtaining accurate measurement of needs/desires of potential courses	Coordinator	UO3.1	Maintain a system that allows new courses to be introduced annually
OB3.2							UO3.2	
OB3.3							UO3.3	
OB3.4							UO3.4	
OB3.5							UO3.5	
OB4.1	Establish appropriate marketing materials to reach larger audience	Measure by feedback	0.40	0.90	Create strong online presence	Coordinator	UO4.1	Maintain working relationship with marketing and othe pertinent departments to ensure appropriate marketing materials

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Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
OB4.2							UO4.2	
OB4.3							UO4.3	
OB4.4							UO4.4	
OB4.5							UO4.5	
OB5.1							UO5.1	0
OB5.2							UO5.2	0
OB5.3							UO5.3	0
OB5.4							UO5.4	0
OB5.5							UO5.5	0

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Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome

3.2   Does the unit have sufficient control over the objectives (improvements) and key strategies to implement them effectively?

YES   ☐   NO   ☐

3.2.1 If not, please describe your unit plans to successfully implement this objective (improvement).

One of our objectives is to establish marketing materials to reach larger audience. These materials are tied to the marketing department and the ACC website updates. The website is currently under construction, with a master plan to provide marketing materials for each area of Community Programs.

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3.3 Objectives and Key Strategies with Timeline and Costs
> *(NO more than 3 strategies for each objective (improvement)*

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
Example	OIEA staff will develop content for a new TIPS training workshop.	Year 1					$ 100	OB1.1	
Example	OIEA staff will create a short video that will be posted on the website demonstrating how to use TIPS.	Year 2					$ 1,500	OB1.1	
Example	OIEA staff will offer at least one new workshop through Professional Development Office.	Year 3					$20,000	OB1.1	
OKS1.1.1	T	Year 1					$ 100	OB1.1	Develop new courses and/or programs based upon community feedback
OKS1.1.2	CP will post photos and tutorials on website	Year 2					$ 5,000		
OKS1.1.3	CP will launch new programs with needed markeing materials	Year 3					$10,000		
OKS1.2.1								OB1.2	0
OKS1.2.2									
OKS1.2.3									
OKS1.3.1								OB1.3	0
OKS1.3.2									
OKS1.3.3									
OKS1.4.1								OB1.4	
OKS1.4.2									
OKS1.4.3									
OKS1.5.1								OB1.5	
OKS1.5.2									
OKS1.5.3									
OKS2.1.1	CP will continue to develop its automated scheduler for instructors	Year 1					$ 100	OB2.1	Streamline scheduling process
OKS2.1.2									
OKS2.1.3									
OKS2.2.1									

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	*Related Objective (Improvements)*	*Related Objectives (Improvements)*
OKS2.2.2								OB2.2	
OKS2.2.3									
OKS2.3.1								OB2.3	
OKS2.3.2									
OKS2.3.3									
OKS2.4.1								OB2.4	
OKS2.4.2									
OKS2.4.3									
OKS2.5.1								OB2.5	
OKS2.5.2									
OKS2.5.3									
OKS3.1.1	Review process for collecting community needs	Year 1					$ 100	OB3.1	Develop new courses and/or programs based upon community feedback
OKS3.1.2	Implement additional methods of course development based upon need	Year 2					$ 5,000		
OKS3.1.3	Act/improve methods	Year 3					$10,000		
OKS3.2.1								OB3.2	
OKS3.2.2									
OKS3.2.3									
OKS3.3.1								OB3.3	
OKS3.3.2									
OKS3.3.3									
OKS3.4.1								OB3.4	
OKS3.4.2									
OKS3.4.3									
OKS3.5.1								OB3.5	
OKS3.5.2									
OKS3.5.3									
OKS4.1.1	Review existing materials	Year 1					$ 100	OB4.1	Establish appropriate marketing materials to reach larger audience
OKS4.1.2	Revise/improve existing materials	Year 2					$ 5,000		
OKS4.1.3	Launch new materials	Year 3					$10,000		

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OKS4.2.1									
OKS4.2.2								OB4.2	
OKS4.2.3									
OKS4.3.1									
OKS4.3.2								OB4.3	
OKS4.3.3									
OKS4.4.1									
OKS4.4.2								OB4.4	
OKS4.4.3									
OKS4.5.1									
OKS4.5.2								OB4.5	
OKS4.5.3									
OKS5.1.1									
OKS5.1.2								OB5.1	0
OKS5.1.3									
OKS5.2.1									
OKS5.2.2								OB5.2	
OKS5.2.3									
OKS5.3.1									
OKS5.3.2								OB5.3	
OKS5.3.3									
OKS5.4.1									
OKS5.4.2								OB5.4	
OKS5.4.3									
OKS5.5.1									
OKS5.5.2								OB5.5	0
OKS5.5.3									

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	*Related Objective (Improvements)*	*Related Objectives (Improvements)*

3.4   Describe how the evaluation measures are appropriate and relevant for the proposed objectives (improvements).

1. What improvements have been planned/implemented: Regarding scheduling - having the system automated has given the instructor time to look at the classes as well as give them an active calendar so that there no mistakes. The process by which instructors give and get scheduling information is now automated. The schedule is sent out electronically and received electronically. Regarding creating new programs - revising and launching a new ACC website that is tied to new promotional materials will reach a larger service area and assist with feedback on community needs for additional courses.

2. How did you decide that these improvements would benefit your unit or what weakness is the unit trying to improve: Regarding scheduling -
We were constantly having problem with the schedule, it was a chore to get instructors to get the schedule in on time, once we received the information from the instructor we had to go back and make sure the dates and times lined up with the appropriate class. This process took months to complete, once this was done the information went to another department that would go over the information and once get send additions or charges. Regarding new courses and promoting them - this is a necessary step in growing the program.

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	*Related Objective (Improvements)*	*Related Objectives (Improvements)*

3.5   Describe the process used to evaluate the results of your improvements (objectives), and indicate who participated in the review.

3. How did you decide that these improvements would benefit your unit (or what weakness is the unit trying to improve?)
We were trying to make sure that all classes were received early enough to go into the schedule. we were also wanting to ensure that all classes that were online were also all in the CE schedule. This process also cut down on the number of errors.

4.Measures: what measures are going to be used to determine if the improvements were successful.
We will track the number of errors, and the man hours used to complete the schedule.
We also will track the number of submission to have classes posted to the web because they did not make the schedule.

3a. Baseline data: the data used to determine improvements were needed:
the number of added sections that were received via email to coordinators and/or specialist
3b. Target goals: the data that shows your improvements have achieved your goals 90% of the classes in the schedule will also be online
   The CE printed schedule and the online schedule match
3c. Current data: where you are currently in reaching your target 0.75
    We have surpassed the 0.75 percent we are now at 90%.

Who:The instructors who participated where all the instructors in Community Programs, What : The Summer schedule, When: during the scedule planning time frame.

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4 Evaluation and Reporting

Present the quantitative and qualitative information (data) you collected after implementing each proposed solution/strategy in your unit plan, and write a summary of results and analysis of future needs. This section is to be completed after your unit's objectives (improvements) have been implemented and data has been collected on the success of the improvements.

4.1 Evaluation of Implemented Objectives

<mark>(some data linked to table 3.1)</mark>

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
Example	*Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.*	*Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.*					*UO1.1*
OB1.1	Develop new courses and/or programs based upon community feedback	Measure participation by enrollment numbers	0.40	0.50	0.90	56%	*UO1.1*
OB1.2	0	0	0.00		0.00	#DIV/0!	*UO1.2*
OB1.3	0	0	0.00		0.00	#DIV/0!	*UO1.3*
OB1.4						#VALUE!	*UO1.4*
OB1.5						#VALUE!	*UO1.5*
OB2.1	Streamline scheduling process	Measure by submission errors	0.75	0.75	0.90	83%	*UO2.1*
OB2.2						#VALUE!	*UO2.2*
OB2.3						#VALUE!	*UO2.3*
OB2.4						#VALUE!	*UO2.4*
OB2.5						#VALUE!	*UO2.5*
OB3.1	Develop new courses and/or programs based upon community feedback	Measure participation by enrollment numbers	0.40	0.50	0.90	56%	*UO3.1*
OB3.2						#VALUE!	*UO3.2*
OB3.3						#VALUE!	*UO4.3*
OB3.4						#VALUE!	*UO3.4*
OB3.5						#VALUE!	*UO3.5*

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Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
OB4.1	Establish appropriate marketing materials to reach larger audience	Measure by feedback	0.40	0.50	0.90	56%	UO4.1
OB4.2						#VALUE!	UO4.2
OB4.3						#VALUE!	UO4.3
OB4.4						#VALUE!	UO4.4
OB4.5						#VALUE!	UO4.5
OB5.1	0					#VALUE!	UO5.1
OB5.2						#VALUE!	UO5.2
OB5.3						#VALUE!	UO5.3
OB5.4						#VALUE!	UO5.4
OB5.5	0					#VALUE!	UO5.5

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Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome

4.2   Briefly summarize the degree to which the targets were met.
   ➢ *Note the key strategies or activities designed to implement the objectives (improvements)*

Regarding scheduling: We were constantly having to take nearly three months to get the CE schedule back from instructors. Originally we had a form the instructors had to fill out and send into the coordinator, there was no process in place where all the information was in one place and the instructors only had to pick and choose the classes they wanted to teach and everything else would populate for them. The new system does just that. Once an instructors clicks on their name all the classes they teach populated in one place, they click on what class they want to teach the dates and location and click submit. That forms comes immediately to the coordinator . No need to print and mail or fax the form back. Once the form is received it is downloaded on the spread sheet that goes the department that schedules all the classes.

4.3   What impact did your implemented improvements (objectives) have on the unit's goals and outcomes?

This process has taken about 60 days out of the original time needed to receive information. We were constantly having to take nearly three months to get the CE schedule back from instructors. Originally we had a form the instructors had to fill out and send into the coordinator, there was no process in place where all the information was in one place and the instructors only had to pick and choose the classes they wanted to teach and everything else would populate for them. The new system does just that. Once an instructors clicks on their name all the classes they teach populated in one place, they click on what class they want to teach the dates and location and click submit. That forms comes immediately to the coordinator . No need to print and mail or fax the form back. Once the form is received it is downloaded on the spread sheet that goes the department that schedules all the classes. This process has taken about 60 days out of the original time needed to receive information

4.4   Briefly describe how the results of the improvements contributed to advancing the mission and goals of the college.

The improvements contribute to the college's mission and goals by assisting, broadening and opening up in a wide range of programing for students, staff, faculty and the community at large. The college currently enrolls more than 43,000 credit students and serves an additional 15,000 students each year through noncredit programs.