Our purpose is to provide leadership and expert training solutions for the State of Hawai‘i and the Pacific Rim to meet your personal and professional development needs.

LETTER FROM THE DIRECTOR

It is our pleasure to share with you our Pacific Center for Advanced Technology Training (PCATT) and Continuing Education and Lifelong Learning (CELL) annual report.

This report covers activities during Fiscal Year (FY) 2015, July 1, 2014 – June 30, 2015.

FY 2015 marks a milestone, wherein we are celebrating PCATT’s 15th year anniversary. PCATT was established as a consortium in association with the University of Hawai‘i Community Colleges (UHCC) to be a resource to help train Hawai‘i’s workforce in technology jobs that would dominate the economy and bring Hawai‘i to the forefront of technological development. PCATT has provided training in areas including networking, programming, database administration, social media, security, web development, among many others.

This fiscal year also marks the completion of our first full year of operations where all non-credit activities are operating as one business unit reporting to Honolulu Community College’s (HonCC) Chancellor.

The short-term training programs offered by the college are just as important as academic credit programs. We are committed to serving community and workforce needs by integrating insights and knowledge from faculty and industry experts.

This annual report demonstrates what we accomplished on several fronts:

- Establishing K–12 programs to help expose students to different fields of study and career choices with the goal of developing the talent pipeline for the State of Hawai‘i
- Expanding business, industry, and government outreach
- Improving PCATT Consortium engagement
- Participating in community service activities
- Focusing on operational and financial stewardship.

We welcome you to discover how we connected with the community to serve the diverse need for economic and workforce development programs and initiatives across the State of Hawai‘i.
“With the rise in mobile devices, our instructors have created curriculum and delivered classes in Android App Development to high school teachers and students on multiple campuses.”

Realizing the Promise of the 21st Century Community College

VMware Academy
We as an authorized VMware Academy offers classes required for VMware certification. At the request of a major telecom company in Hawai‘i, the VMware vSphere: Install, Configure, Manage course was taught for their employees. Several of these students followed—up with news that they passed the exam and achieved the status of being VCP5–DCV certified.

Cisco Academy
As well as being an established Cisco Academy, PCATT also is home to the Central Pacific Academy Support Center and Instructor Training Center, (ASC–ITC). Currently, the Central Pacific ASC–ITC manages 25 Cisco Academies in Hawai‘i, Guam, American Samoa, Micronesia, Marshall Islands, Arizona, Idaho and California. The ITC conducted various CCNA, CCNP and Cisco Security courses throughout the year. A total of 11 instructors received individualized training.

Coding
We continue to provide classes in Web Development and Programming. With the rise in mobile devices, our instructors have created curriculum and delivered classes in Android App Development to high school teachers and students on multiple campuses. Additional courses in Java programming were conducted; the audience for these courses were banking, telecom and military.

BICSI Training
As the only Building Industry Consulting Service International (BICSI), Authorized Training Facility in Hawai‘i, we continue to provide four courses and proctor exams that prepare cable installers to achieve BICSI certifications from Installer Level 1 to BICSI Technician. In the past year 19 participants from military, government and telecom organizations have participated in BICSI training and exams.

System and Consortium Website Design
Our staff have developed various websites for its own needs as well as other entities and community partners. A few examples are:

- University of Hawai‘i Community Colleges (UHCC) Gala
  – Implemented an e-commerce site to sell tickets to the event
- DCCA (Department of Commerce and Consumer Affairs) —Developed automated tracking for plumber and electricians
- Trades  Designed and implemented a web–based course management system.
- Emeritus College – Launched a new web portal
- Apple Summer Institute and IT Symposium — Developed registration, scheduling systems and mobile app

Staff Professional Development
The most important resource we have is our people. To keep this resource current, creative and connected, employees are encouraged to participate in community and professional development activities. Below is a sampling of how our employees worked to keep their edge and give back:

- Hawai‘i National Great Teachers Seminar
- Coursera and EdX courses in R Programming, Regression for Data Analysis, Machine Learning, Data Wrangling, Python Programming, and Spark for Data Engineering
- Competency Based Education (CBE) for Community Colleges Conference
- Student Success Council Taskforce to Address the UHCC System Math and English Developmental credit programs
- Committee on Disability Access, Honolulu Community College
Classroom Upgrades
To meet the more demanding requirements of our courses and to ensure best value, two computer labs were upgraded to small form factor hardware with a more powerful CPU, more RAM and a current enterprise grade operating system. Two computer labs were upgraded to ultra–short throw projectors capable of supporting a full digital path. White and grayboards in these rooms were replaced with whiteboard walls which provided greater writing surface at lower cost.

Netlab Upgrades
Netlab, the remote lab environment, is an important resource for the Cisco Networking Academy. A major upgrade was started this year so that it can support new Cisco curriculum as well as Ethical Hacking and Security+ courses. Current up to date firewalls and a VPN concentrator were put in service to assist with management and security of the system. To complete the upgrade, current model Cisco switches, routers and firewalls were ordered. These upgrades were implemented not only to provide our clients with an up to date and secure learning environment but also to allow us to maintain its status as an Instructor Training Center for Cisco Academies in the Central Pacific.

Marketing and Communications
• Schedule of Courses—we produced a quarterly Schedule of Courses that is printed and mailed to approximately 1,900 subscribers. To focus on how people are connected personally and through our electronic devices, the theme for the year was “Select Now.” We continued the support and mentorship of select students from Honolulu Community College’s Communication Arts (CA) program by utilizing CA students to design and produce the printed brochure.
• PCATT and CELL Websites
• PCATT eZine – A monthly electronic newsletter
• Social Media – PCATT connects with customers and supporters through social media via Twitter, Facebook, Pinterest, Google+ and a WordPress blog

Apple Summer Institute
PCATT and Apple Education co–hosted the 8th annual Apple Summer Institute which is a professional development event for educators and tech specialists for grades K through graduate school. This event served 165 education professionals. Participants at the annual ASI rated the event 8 on a 10 point scale.

IT Symposium
The 13th Annual IT Symposium brought teachers from Hawai‘i’s schools and colleges together for a two day event. This professional development event was attended by 121 technical support professionals and teachers from around the state. We received a rating of 4.5 on a 5 point scale.

Community Outreach
To engage industry, community, and military customers as well as to identify partnership opportunities, we participated in or sponsored various conferences and events. Below is a sampling:
• Society of Human Resource Managers Conference
• AFCEA TechNet Asia Pacific
• Honolulu Community College Open House
• Honolulu Community College Sustainability Showcase
• Pacific Business News Tech Panel
• Four Pillars Digital Marketing Seminar
• Job Quest Job Fairs
• Aso College Technical Training

This is the fourth year that we have been the primary focus for the Aso College Technology Student Visitation. Ten (10) college students from Fukuoka, Japan we hosted by local families part of the week while they attended technology related events and received advanced technical and English language training.

• Central Pacific Academy Support Center and Instructor Training Center

The Cisco Academy at PCATT is accustomed to being the first to implement and accomplish activities and this year, Moanalua Middle school became the first middle school Cisco Academy in the western United States.
Customer Service and Training Facilitation

- Local companies frequently chose to conduct their training at PCATT to avail themselves of our high-tech facility, technical support and superior customer service. We consistently receive high ratings with this year’s rating being a 5, (5 is the highest rating, 1 is the lowest rating).

Two trainers who had the opportunity to teach at our facility shared the following comments:

“In our extensive travels throughout the 50 states and 6 foreign countries, PCATT is hands-down #1 for all around service, quality of facilities, and friendly well-trained staff.”

—Barry Cassell, President and CEO, Cassell Consulting, Vancouver, Washington

“The PCATT provided an outstanding teaching and learning environment for our workshop.”

—Len Thomas, Reader in Statistics, University of St. Andrews, Scotland.

Developing Hawai‘i’s Workforce

Pathways to Credit

As part of our strategic plan, we are building pathways between credit and non-credit programs. In process is work on the curriculum approval process for Cisco Academy and VMware IT Academy courses. These courses align closely with the Computing, Electronic and Networking Technology (CENT) program at Honolulu Community College. Other promising candidates for noncredit to credit pathway development are Cybersecurity, Entrepreneurship and Data Sciences and these will be investigated in the coming year.

TSA

The Transportation Security Administration (TSA) created an educational program for its Transportation Security Officers (TSOs) across the nation. This program provided TSO’s the opportunity in attaining an Associate’s Degree or Certificate in a related field. Since 2011, Honolulu Community College, through a partnership between the Administration of Justice (Aj) credit program and continuing education and our local TSA Administrator, we provided training to our local TSOs in Hawai‘i. The program of 3 courses totaling 3 credits each comprises: Introduction to Homeland Security, Introduction to Intelligence Analysis and Introduction to Border Security. Upon completion of the program, participants receive 9 credits. In the spring semester a group of 13 participants completed the Introduction to Homeland Security course.

Digital Literacy—Hawai‘i State Public Library System

The Hawai‘i State Public Library System needed a method to help librarians teach patrons with limited computer user skills. With funding from the Department of Commerce and Consumer Affairs—Broadband Division, they turned to us. Our staff produced the Digital Literacy curriculum, complete with all resources needed by the librarians to conduct the course. To make the best use of the customized materials, two train-the-trainer sessions were conducted for 24 librarians.

Hawai‘i Science Bowl

We supported the Hawai‘i Regional Science Bowl by being a sponsor. One of our faculty members served as the Vice President of the Executive Committee. Honolulu Community College hosted the 2015 Hawai‘i Science Bowl where 20 teams representing high schools across the state participated in a Jeopardy style Science and Math competition. This year 98 students participated in the Hawai‘i Regional Science Bowl.

Application Development Curriculum

A faculty member in collaboration with a credit professor developed and taught two new credit courses:

- CA142 – Web Page Layout – Wordpress for Responsive Website
- CA197G – Intro to Game Development – Unity Software for Gaming

Other new courses included:

- iPhone and Android Mobile Application Development
- Mobile Web Applications with jQuery Mobile
- HTML5, CSS3, and jQuery for Responsive Websites
“We continue to build our capacity in this area of training by working closely with industry stakeholders.”
Department of Labor and DevLeague
We collaborated with the Hawai‘i Department of Labor and DevLeague to produce a proposal for the U.S. Department of Labor American Apprenticeship Initiative. The funds seek to serve approximately 300 individuals in the area of Data Science, Database Administration and Software Development with Project Management elements included in the training.

Trade Adjustment Assistance Community College and Career Training Grant (TAACCCT) Round I—Photovoltaic
We provided photovoltaic training at Windward Community College through a grant funded by the Department of Energy Solar Instructor Training Network for the California—Hawai‘i region. A group of 15 participants completed the Introduction to PV Design and Installation course in June 2015.

(TAACCCCT) Round I—Electric / Hybrid Vehicle Training
Further supporting Green Energy initiatives, through a Department of Labor TAACCCT Round I grant, we partnered with HonCC’s Automotive Technology program to develop curriculum and offer classes to train participants in Electric / Hybrid Vehicle maintenance. The first class in the program was conducted in June with 6 participants. We continue to build our capacity in this area of training by working closely with industry stakeholders.

(TAACCCCT) Round I—iCAN
Individualized Career Achievement Network (iCAN) provided a nontraditional pathway to higher education. Displaced and unemployed workers sought either a college education or industry recognized certificates to enter the workforce. This year, iCAN trained and graduated 8 participants and began a second training session with 5 participants.

(TAACCCCT) Round IV—Cybersecurirty
One of our faculty members assisted with securing funding under this grant for the equipment and installation of NETLAB+ Professional Edition systems. These systems were installed at four University of Hawai‘i Community Colleges. The Professional Edition of NETLAB+ allows a much greater capacity of instruction that the Standard Edition. The installation of these system allows cooperative development of training and provide students with greater learning flexibility.

Department of Labor Partnership
In partnership with the Department of Labor and Industrial Relations, University of Hawai‘i Community College’s Workforce Development Office, member companies of the Ship Repair Association of Hawai‘i (SRAH) and the College, we provided a Marine Welding program to 13 participants. The participants received welding and specific industry training to meet the needs of the Marine industry workforce, as well as gained the opportunity for an on–the–job–training (OJT) work experience with member companies of SRAH.

Enrollment Services
Our friendly registration staff served participants from various non–credit programs, these are discussed in the following sections. Average evaluations ratings of the registration process for the year was 4.67 on a 5 point scale. Customer feedback demonstrated to us areas in which to improve our processes, interactions and communication with participants to ensure the best possible training experience.

Plumbers and Electricians Code Updates
In order to maintain their licenses, electrician and plumbers are required to attend a continued competency course every three years. We conducted 48 classes for 763 plumbers and 6 classes for 70 electricians for the current code of each profession. In anticipation of the next electrician’s code update, a train–the–trainer class was conducted for industry stakeholders and instructors who will teach classes throughout the UHonCC system.

Welding
Non–credit welding classes were conducted in cooperation with HonCC’s credit Welding program. Twenty–five participants received welding training over 8 classes.

ICE
Introduction to College English (ICE) is a non–credit course that helps non English speakers improve their language skills. These participants can chose to continue to a credit program at UH campuses. A total of 16 participated.

Emeritus College
The Emeritus College is operated and classes are taught by senior volunteers. The Emeritus college offered open computer lab for Emeritus Club members and open workshops in basic skills along with more advanced topics such as securing your PC and creating movies and slideshows. The Emeritus Club maintained 77 active members and engaged 153 seniors in training workshops.
PCATT Consortium Funding and Initiatives

During FY 2015, PCATT awarded 5 funding allocations to support other member campuses:

- The University of Hawai‘i Community Colleges System office was awarded funds which provided for travel to represent PCATT at the National Coalition for Advanced Technology Centers (NCATC) Annual Conference, Workforce Development Institute (WDI) and National Energy Education Network (NEEN).

- The Office of Continuing Education and Training at Hawai‘i Community College was awarded funds for travel for the Database Administrator to attend the 2015 Cisco Live conference and to take the Cisco certification written exam.

- Career & Technical Education at Leeward Community College received an award to cover registration fees for 25 participants from 7 UH community college campuses to attend the UHCC Continuing Education Leadership Institute held at Hawai‘i Community College, May 2015.

- The Office of Continuing Education and Training at Kaua‘i Community College received an award to purchase software (including a two year maintenance fee) for their GIS/GPS course.

- The Destiny One System Administrator, Office of Continuing Education and Workforce Development, Leeward Community College received an award to provide Destiny One Web Service software and license for the registration system used by all 7 community college campuses.

A total of $24,450 of PCATT consortium funds were used to provide 5 awards for FY 2015.
### Revenue

<table>
<thead>
<tr>
<th>General Education (14%)</th>
<th>Human Services (11%)</th>
<th>Technology (31%)</th>
<th>Trades (41%)</th>
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<tr>
<td>Senior Citizen (3%)</td>
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100%

### Customer Satisfaction

#### Overall Experience Satisfaction

99.87%

#### Open Enrollment and Ratings

<table>
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<tr>
<th></th>
<th>Facility Satisfaction</th>
<th>Registration Satisfaction</th>
<th>Instructor Mastery</th>
<th>Instructor Preparation</th>
<th>Instructor Communication</th>
<th>Instructor Interaction</th>
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<td>Rating</td>
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*Based on a 5 point scale*

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<th>Overall IT Symposium</th>
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<thead>
<tr>
<th>Overall Pre IT Symposium Workshops</th>
<th>Rating</th>
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<td>4.60</td>
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### Customer Distribution

- Training Facilitation (14%)
- Trades (16%)
- Technology (7%)
- Senior Citizens (3%)
- General Education (3%)
- High Stakes Testing (24%)
- Early Childhood (33%)
“In developing continuing education programs, we must design these programs to support and link the outcomes of existing and emerging jobs within Hawaii’s economy and ensure that participants have the necessary technical and soft skills to be successful.”
Looking Forward 2015–2016 Plans

The Pacific Center for Advanced Technology Training and our Continuing Education and Lifelong Learning Plan is based on several key principles:

• The UHCC’s are an integral component of workforce development in the State and a leader in identifying workforce needs by developing and delivering training programs to enable participants to gain employment.
• Our primary focus is to support noncredit participants in their journey to enhance their skills and professional development.
• Being conveniently located near Downtown Honolulu positions the campus to be the center for business and industry professional development and ongoing training.
• Contributing to a sustainable environment for all constituents of the College.
• Intense focus on our customers’ needs which includes participants, business, industry, government, and our community.
• Listening, identifying and delivering relevant new courses, programs, seminars and other educational activities to meet the unique and diverse workforce needs of the State.
• Continuing to build our training capacity by engaging and working closely with industry stakeholders.

Training and Workforce Development

• Engaging K–12 students and their parents statewide to promote and encourage them to prepare for college and understand career pathway choices and prepare them for success in the workforce and their communities.
• Establishing strategic partnerships with the industry. This will allow us to anticipate and align programs and curricula with community and workforce needs. In developing continuing education programs, we must design these programs to support and link the outcomes of existing and emerging jobs within Hawai’i’s economy and ensure that participants have the necessary technical and soft skills to be successful.

Hawai’i Innovation Initiative

• Our purpose is to facilitate the diversification of Hawai’i’s economy and thus the creation of more high quality jobs in the State by leading the development of innovation, education and training that addresses the challenges and opportunities faced by Hawai’i. We will also strengthen the role of PCATT as a State Consortium and play a lead role in advancing technology training in the State.

High Performance Mission Driven System (HPMS)

• Through cost–effective, transparent and accountable practices, ensure financial viability and sustainability of our organization. We will employ business basics and best practices in management, administration and operations.
• Our plan during this period is to increase our revenue and profit and to scale the business.