C4ward Concierges
Currently active: Jill Abbott, Porscha Dela Fuente, Steve Harris, Yao Hill, Susan Inouye, Lisa Kanae, Amy Patz Yamashiro, Leigh Dooley

Motivation
Did you know that less than 10% of folks who attend conferences or one-shot workshops make any changes in their practice? We needed more effective professional development, something that involves collaboration and lots of support.

Intended Outcomes
Goal 1: C4ward aims to increase awareness of the professional development, professional relationship-building, and support, leadership development, wellbeing activity opportunities among all faculty at the College. (KNOW)
Goal 2: C4ward aims to maintain and improve faculty excellence by providing resources and opportunities for all faculty professional and personal development in pedagogy, professional pathways, professional relationship-building, leadership, and well-being. (DO)
Goal 3: C4ward aims to enhance morale and sense of trust among faculty, to empower faculty to be confident, responsible, willing, and able to exercise institutional responsibilities and to seek and provide help for professional and personal development. (EMPOWER)

Strategies
Based on research into Communities of Practice, Professional Learning Communities, and the Apprenticeship Model, and based on the success of some of our own professional development initiatives (Transformed for Learning Cohorts, Lautima Training, Real World Academics, 4Ts, etc.), we developed the C4ward concept: Educators working collaboratively over a significant period of time to explore their passions and improve their practice.

C4wards of two types evolved: Institutional Improvement and the more grassroots Support for Innovation and Life Balance. Institutional Improvement C4wards carry out essential work of the institution, often based on commitments made in grants or in the strategic plan. Support for Innovation and Life Balance C4ward are suggested by faculty and staff members, and goals are set by the members of the C4ward.

Both kinds of C4wards are facilitated by a concierge, who sets gatherings, tracks progress, facilitates assessment, keeps notes, etc.

Concierges participate in C4ward Concierge Training and continue to gather in their own C4ward (C4ward Concierges) to develop and refine their facilitation skills, to support one another in their work, and to ensure that the ongoing shaping and assessment of the program is a collaborative endeavor.

How It Worked/Outcomes
We observe in participants:
• increased enjoyment and engagement
• increased willingness to take risks in professional practice
• increased confidence in ability to effect positive change
For more information about C4ward Assessment, please see Evaluation of the Community of Practice Model—C4ward poster

Resources
• C4ward program funded by Title III and by a generous donation from the Wo Family.
• For copies of articles we used as resources to help shape the program, please contact Leigh.
• Our biggest resource is the team involved in shaping the program: Jill Abbott, Porsche Dole Fuente, Steve Harris, Colotto Higgins, Yao Hill, Krista Hisor, Susan Inouye, Lisa Kanae, Kristine Koray-Smith, Mark Lawhorn, Kawika Napoleon, Louise Pagotto, Sally Postana, Louise Yamamoto, Leigh Dooley.

Contact Information: For more information about C4wards and/or if you’re interested in becoming a Concierge, please contact Leigh Dooley at ldooley@hawaii.edu, x9703.

Acknowledgement:
VCAA Louise Pagotto, Dean Charles Sasaki, Institutional Researcher Yao Hill, Title III Grant, Wo Family