Unit Mission: The mission of the Admissions & Registration Unit (A&R) is to provide accessibility to education opportunities at Hawai‘i Community College through effective, efficient, consistent, and inclusive admissions and registration policies and procedures.

Unit Outcomes: As a result of the “Outcomes Assessment for Administrative and Student Services Units” workshop conducted by Dr. Terri Manning, the A&R Unit has developed the following three unit outcomes which will be used to guide assessment and self-evaluation over the next five years.

UO1) The Admissions & Registration Office will process admission applications in a timely manner.
UO2) The Admissions & Registration Office will deliver excellent and efficient customer service.
UO3) The Admissions & Registration Office will provide clear, pertinent and accurate policy and procedural information through a variety of media.

Assessment Plan: 2011-2012 UO1 (data) and UO2 (survey)
2012-2013 UO2 (survey) and UO3 (focus groups)
2013-2014 UO3 and UO1 (focus groups)
2014-2015 UO1 (data) and UO2 (survey)
2015-2016 re-evaluation of unit outcomes

Proposed Timeline:

October conduct assessment
November evaluation and written report
January implementation of improvement strategies
April conduct assessment
May evaluation and development of improvement strategies
Summer stock taking and staff training aligned with improvement strategies
August-September implementation of improvement strategies