

# HAWAI‘I COMMUNITY COLLEGE ANNUAL UNIT REVIEW (AUR)

Information Center

December 29, 2017

Review Period  
July 1, 2016 to June 30, 2017

Initiator: Dorinna Cortez

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*Program/Unit Review at Hawai‘i Community College is a shared governance responsibility related to strategic planning and quality assurance. Annual and 3-year Comprehensive Reviews are important planning tools for the College’s budget process. This ongoing systematic evaluation and assessment process supports achievement of Program/Unit and Institutional Outcomes.*

*Evaluated through a college-wide procedure, all completed Program/Unit Reviews are available to the College and community at large to enhance communication and public accountability. Please see <http://hawaii.hawaii.edu/files/program-unit-review/>*

*Please remember that this review should be written in a professional manner. Mahalo.*

## PART 1: UNIT DATA AND ACTIVITIES

### Unit Description (required by UH System)

<p>Provide the short description as listed in the current catalog. If no catalog description is available, please provide a short statement of the unit's services, operations, functions and clients served.</p>	<p>The Information Center understands that a student's primary focus is their academic success. With that in mind, it is our mission to provide exceptional customer service to all entities to ensure that becoming a student is as stress-free as possible. The Information Center's goal is to serve as the first-stop and guide students through various application processes including Admissions and Financial Aid; as well as provide directions to various resource offices, such as Counseling, Advising and Support Services, the Hale Kea Testing Center, and The Learning Center.</p> <p>The Information Center continues to promote accessibility to higher education, by providing individuals and organizations with accurate, up-to-date information about Hawai'i Community College. While some questions may be considered complex, we will make every effort to clarify issues and assist in resolving them.</p> <p>The Information Center will serve as the central source for information about Hawai'i Community College, anything from general inquiries to referrals to various offices, departments, faculty or staff.</p>
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### Comprehensive Review information (required by UH System)

<p>Provide the year and URL for the location of this Unit's last Comprehensive Review on the HawCC Program/Unit Review website: <a href="http://hawaii.hawaii.edu/files/program-unit-review/">http://hawaii.hawaii.edu/files/program-unit-review/</a></p>	
<p>Year</p>	<p>2016</p>
<p>URL</p>	<p><a href="http://hawaii.hawaii.edu/files/program-unit-review/docs/2016_information_center_comprehensive_unit_review.pdf">http://hawaii.hawaii.edu/files/program-unit-review/docs/2016_information_center_comprehensive_unit_review.pdf</a></p>
<p>Provide a short summary of the CERC's evaluation and recommendations from the unit's last Comprehensive</p>	<p>The Information Center CERC Review is not available at this time.</p>

<p>Review.</p> <p>Discuss any significant changes to the unit that were aligned with those recommendations but are not discussed elsewhere in this report.</p>	<p>N/A</p>
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**ARPD Data: Analysis of Quantitative Indicators** (required by UH System)

Unit data can be found on the ARPD website: <http://www.hawaii.edu/offices/cc/arpd/>

**Please attach a copy of the Unit's data tables and submit with this Annual Unit Review (APR).**

- a) **If you will be submitting the AUR in hard copy, print and staple a copy of the data tables to the submission; the icon to print the data tables is on the upper right side, just above the data tables.**

**OR**

- b) **If you will be submitting the AUR in digital form (WORD or PDF), attach a PDF copy of the data tables along with the digital submission; the icon to download the data tables as a PDF is in the upper right of the screen, just above the data tables.**

**Analyze the Unit's ARPD data for the review period.**

Describe, discuss, and provide context for all 2016-17 ARPD data categories and indicators that are relative to the Unit's provision of services.

Demand - The Information Center receives a variety of inquiries, from directory information to distributing information to our Kauhale. January, March, May, and June are the busiest months mainly due to the start of the Spring semester, midterms, and preparations for VIP registration, Graduation, and enrollment deadlines. The Information Center has an average of 32 inquiries per day including walk-ins, phone calls, emails, and live chats. All walk-in and phone inquiries are tracked on a daily basis and at the end of each month all information is compiled into a single data table (See Appendix A). In April 2017, the Information Center took assisted the ASUH - Hawai'i CC Student Government with distribution of Shared Ride Taxi Coupons; this required the Information Center Staff log information from students who received taxi coupons as well coupon numbers and calculating the total value of taxi coupons each student has received in a calendar year. The Information Center also coordinates all campus tours; through the AY 16-17 25 tours were coordinated for a total of 385 people.

Efficiency - The Information Center employed one Student Assistant during the 2016-2017 school year; that Student Assistant worked up to 20 hours per week during the Fall and Spring semesters and an average of 25 hours per week during the Summer. On a regular work day during both the Fall 2016 and Spring 2017 semesters for three days per week, there would be approximately 7 hours, where there are no Student Assistant coverage in the Information Center. Campus Tours were done mostly by the Information Center Coordinator, however for bigger groups Student Assistants from other Division of Student Affairs Offices we asked to assist.

Effectiveness - Campus Tour evaluations were given out to campus tour groups of 15 or less and a link to the campus tour evaluation is emailed to chaperones of groups larger than 15, in 2016-2017 a total of 37 individual evaluations and 17 group evaluations were received. Based on the responses received it is clear that the Hawai'i CC Faculty, Staff, and Students are friendly and welcoming, that the participants are very satisfied with the knowledge of our tour guides, participants receive enough information about Hawai'i CC campus as a whole but would have liked to visit more programs.

What else is relevant to understanding the Unit's data? Describe any trends, internal/external factors, strengths and/or challenge that can help the reader understand the Unit's data but are not discussed above.

Internal Factor - For the 2016-2017 school year the Information Center was allotted only \$5,082 in Federal Work Study funding, which was only enough for one Student Assistant for the Fall semester at 20 hours per week and for the Spring semester at only 8 hours per week, therefore the Information Center's regular budget was primarily used for student help. Luckily, there is a Student Assistant in the Vice Chancellor for Student Affairs Office (VCSA) who also assists in the Information Center when needed; however that Student Assistant graduated at the end of the Fall 2016 semester. Due to the reduced Federal Work Student funding, the Information Center Staff often needed the help from the VCSA Student Assistant and Secretary.

External Factor - So far for the 2016-2017 school year, the economy has been doing well therefore the Hawai'i Community College enrollment has been gradually decreasing.

Trends - The UHCC Media Preference Survey is distributed annually in November; this survey measures students' preferences when it comes to image and recruitment, college communication, communication access, social media and other demographic information. Some of the information that is applicable to the Information Center includes, age group, impactful methods, best recruiting

strategies, customer service satisfaction, preferred methods of contact, frequency of school communication, and frequency of social media use. Relevant data includes out of 315 surveyed students more than half the population are 16-25 years old (34.6% 16-20, 24.76% 21-25); also of this population more than 40% are continuing students. When it comes to recruitment, students were asked if they recently seen or heard an ad about Hawai'i Community College majority of the responses said they have, mostly on campus; students 16-25 years old prefer to have a College Representative go to their high school. The results of this survey also showed that campus tours and college websites have the most impact on a potential student; students 26-50 years old prefer to have their workplace encourage them to attend school, and students 51 years old and up prefer to be recruited through the college website. Over 90% of students surveyed prefer to be contacted with college information via their school email, these students favor receiving event & college activities, financial aid, program information, and course scheduling information through their college email. When it comes to your college sending you text messages, students feel that this service should mainly be used for school closure/class cancellation notices, emergency/security information, or other important dates. On average students have three email accounts, their primary email account is checked at least five times per day and more than 60% of the students surveyed read and save their college related emails. Students expect responses to voicemail, email and/or website inquiries within 24 hours of their inquiry; also students tend to never use QR Codes to access web pages regardless of their age. In addition to these standard system questions, each campus had the option to add custom questions; Hawai'i CC's custom questions results include more than half the student surveyed say they are satisfied or somewhat satisfied with the communications received regarding the registration procedures, these students also state that UH manoa emails about athletics and long confusing emails from any college office clutters up their inbox, students, would rather receive emails from their home campus with reminders about upcoming deadlines. The Media Preference survey results show that students frequently or always use various social media outlets, and Facebook and Instagram are the most popular; although students tend to be on social media on average 3-4 hours per day, students prefer to use social media mainly for keeping up with family and friends.

Strengths - The Information Center Coordinator having previous financial aid experience assisted the Financial Aid Office with verification processing during a major staffing change and staff shortage from August 2016 through June 2017. Even with the additional workload, the Information Center still operated and served individuals who visited the office accurately and efficiently.

Challenges - Beginning in July 2016 through April 2017, the Information Center staff assisted ASUH - Hawai'i CC Student Government with hosting campus events and various paperwork processing; the assistance of the Information Center Staff was due to the Student Government Advisors lack of

knowledge on campus processes and the reestablishment of the Student Government Senate, this reduced the availability of the Information Center staff and also extended staff work days. Another challenge was limited funding for Student Assistants in the Information Center, oftentimes it was difficult to complete tasks and projects outside of the office due to minimal office coverage.

## UNIT ACTIVITIES

**Report and discuss all major actions and activities that occurred in the unit during the review period, including meaningful accomplishments and successes. Describe how these unit activities helped contribute to student success.**

**Also discuss the challenges or obstacles the unit faced in meeting its goals and supporting student success, and explain what the unit did to address those challenges.**

During the AY 16-17, the Information Center Student Assistant was able to create template for various brochures at the Information Center, these templates are easy to update and print all without having to outsource to the UH Graphics Department. Also during this AY, the Information Center Coordinator worked with the External Affairs and Relations Office to establish a process for streamline an event submission/announcement process; through this process events and announcements were added to the Hawai'i Community College Master Calendar (Google Calendar) and/or the Event Calendar on the Hawai'i CC Website.

The Information Center Coordinator was appointed by the Vice Chancellor of Student Affairs to be a Commencement Co-Chair, this was a task that required year round preparations. This appointment will be permanent and eventually be added to the Information Center Coordinator's position description under job responsibilities. In addition to this task, the Information Center Coordinator has become a trained Passport Agent to be able to provide passport applications and information at the Information Center, the Passport Agent status is renewable each calendar year.

The AY 16-17, was the first full school year of the the Student Publications "Ka 'lo News" a monthly newsletter. The Ka 'lo News started out as a printed newsletter, however, the Student Publications Staff realized quickly that an online version would be most effective in reaching more students. Although the Ka 'lo News is mainly online, limited printed versions are available at Kau Wa'a (Manono Campus), The Learning Center (UH Hilo Campus), and Student Services (Pāalamanui Campus). At the start of the Spring 2017 semester, the Information Center piloted a weekly announcement called Ka 'lo Weekly. This weekly announcement was emailed to all Hawai'i CC Students, Faculty, and Staff at 6 a.m. each Sunday; this emailed included a list of events/activities

happening during the week ahead and a listing of announcements and reminders.

With the launch of the new STAR GPS Registration process for Spring 2016 registration, the Information Center Coordinator was selected as one of the STAR GPS Champions. Any registration errors or questions went to the three STAR GPS Champions, the champion was required to research what the issue was that prevented the student for registering, correct the issue, then contact the student to notify them that the issue has been corrected. This was a task that required the Information Center staff to show urgency during regular business hours, as students continued to contact the STAR GPS Champions each time they tried to register.

Near the end of the AY 16-17, the Institutional Research Analyst conducted a Graduate/Leaver Survey. This survey was sent out through students' hawaii.edu email account then the Information Center would contact students who have not completed the survey via telephone. This was a summer project for the Information Center to contact over 200 students to provide them the option to take a survey and be entered to win a prize. The Graduate/Leaver Survey was conducted and the Information Center Staff was required to purchase the prizes, draw a winner, and distribute the prize to the individuals.

The Information Center Staff are required to start fresh with every individual who accesses our services; this may be considered a challenge at times because there isn't a standard to what the individual's inquiry will address. The Information Center services range greatly and in any given day there are inquiries on 11 different areas (Appendix C). To ensure inquiries are answered timely and accurately, the Information Center Coordinator had trainings as needed for the Information Center Student Assistant. The Information Center Coordinator will continue Student Assistant trainings as needed and invite other Student Affairs Offices to participate as well.

Due to funding constraints, The Information Center is allotted \$5,082.00 in Federal Work Study funding, which is only enough for one student assistant position for just over one semester. There are numerous occasions where the Information Center must rely on surrounding office staff to assist with walk-in and phone inquiries. During the school year, student assistants are allowed to up to 20 hours per week, having only one Student Assistant it becomes difficult to cover much of the regular 8-hour workday. During the Fall 2016 and Spring 2017 semesters the Information Center Student Assistant worked the full 20 hours per week, which left 50% of the work week where the Information Center Coordinator was not able to schedule meetings. Throughout the school year, the Information Center Coordinator is constantly working on a variety of tasks including General Catalog fiscal processing, other procurement processes, Campus Tours, College Fairs, and Department Meetings to name a few. The Information Center Coordinator has created a

Bridge-to-Hope Student Assistant position, but has not secured any applicants who are eligible for the position requirements, including being registered for 12 credits (full-time) and being first-to-work eligible. The Information Center Student Assistant Trainings are done as needed. In order to better serve our customers, the Information Center needs to secure more Federal Work Study funding or other funding and continue to promote the current Bridge-to-Hope Student Assistant position to all Hawai'i CC Students.

Throughout the AY 16-17, scheduling campus tours were very difficult due to varying office coverage by the Information Center Student Assistant (Appendix D); the campus tour availability depended on the student work schedule and the willingness of surrounding office staff to cover the Information Center to ensure the Information Center services were always available. The Information Center Coordinator lost Student Assistants and Peer Mentors upon the Halaulani Transfer Success Center and Gear Up Program grants ending. At some point during the AY 17-18, the Student Ambassadors Program will provide assistance with campus tours. Future campus tour training sessions will be coordinated by the Information Center Coordinator to ensure tour guides are properly trained and given updates on resource and program changes. Campus Tour Guide trainings have been successful in past years, however, additional training could not be conducted due to the lack of Student Assistant availability. Campus tour evaluations help to measure the knowledge of the tour guides as well as areas that may be improved. Upon securing funds to hire additional Student Assistants/Student Ambassadors, the Information Center Coordinator will publicize job openings and hire based on the needs of the Information Center.

Similar to previous years, it is clear that there is still confusion as to the Information Center and the Admissions & Records Office being the same office. To help individuals identify the appropriate office, it was suggested that the Administration Offices (The Chancellor's Office, the Vice Chancellor for Administrative Services Office, and the Vice Chancellor for Student Affairs Office) consider vacating Building 378 and switching office spaces with the Financial Aid Office. Thereafter this move can take place, the Admissions & Records Office, Information Center, and the Financial Aid Office will be in Building 378 together and become the Welcome Center. This "Big Move" will begin during the AY 17-18; planning and logistics began in May 2017 with the complete move projected to finalize by the start of the AY 18-19.

### **UNIT WEBSITE**

Has the unit recently reviewed its website? Please check the box below that best applies and follow through as needed to keep the unit's website up-to-date.

The unit does not have a website.

Unit faculty/staff have reviewed the website in the past six months, no changes needed.

Unit faculty/staff reviewed the website in the past six months and submitted a change request to the College's webmaster on \_\_\_\_\_ (date).

Unit faculty/staff recently reviewed the website as a part of the annual unit review process, found that revisions are needed, and will submit a change request to College's webmaster in a timely manner.

*Please note that requests for revisions to Unit websites must be submitted directly to the College's webmaster at*

<http://hawaii.hawaii.edu/web-developer>

## **PART 2: UNIT ACTION PLAN**

### **AY17-18 ACTION PLAN**

**Provide a detailed narrative discussion of the unit's overall action plan for AY17-18, based on analysis of the unit's AY16-17 data and the overall results of Unit Outcomes (UOs) assessments conducted during the AY16-17 review period (reported below). This Action Plan should identify the unit's specific goals and objectives for AY17-18 and must provide benchmarks or timelines for achieving each goal. Please provide attachments and additional documentation as appropriate.**

During the Fall 2016 semester, the Information Center Coordinator completed a Passport Training and became a Passport Agent, however, the Information Center was not able to offer passport applications and information due to two reasons, first the Information Center Staff focused more on the "Big Move" transition and second, applications and information sheets were not given to the Information Center from the Office of Continuing Education and Training. For the AY 17-18, the Information Center Coordinator will renew the Passport Agent status and follow up with the Office of Continuing Education and Training to see if passport applications and information can be distributed out of the Information Center.

Beginning the Spring 2017 semester, the Information Center Coordinator decreased the number of emails being sent to Hawai'i CC Students from four or more emails per week to no more than two per week by sending out "Ka 'lo Weekly" an email announcement sent to all Hawai'i CC Students, Faculty, and Staff each Sunday at 6AM outlining events and deadlines for

the week ahead. In regards to the social media, during the AY 16-17 Hawai'i CC Facebook increased by 259 new page likes; this means that Hawai'i CC Facebook posts reach more students and community members. During the AY 17-18, the Information Center will work with the External Affairs and Relations Office to create and post attractive flyers on all traditional social media outlets.

In order to complete the "Big Move" by the start of AY 18-19, the Information Center Coordinator will work with the Admissions & Records Manager and the Financial Aid Manager to identify an appropriate timeline and all furniture need; once identifying the needs, get furniture quotes and request funds from the Hawai'i CC Administration. Upon securing funding, continue to work together as Welcome Center Managers to coordinate the "Big Move" transition and purchase all necessary furniture by the end of AY 17-18 (in phases, if necessary) until the allocated budget is expended.

As soon as funds are secured, the Information Center Coordinator will establish a Student Ambassadors Program. The purpose of this program is to hire student employees as Student Ambassadors; Student Ambassadors are different from Student Employees because Ambassadors will be cross-trained to assist other Student Service Offices during peak times and/or limited staff availability to ensure services go uninterrupted. All trainings will be done monthly for the Welcome Center Staff, including Student Assistants/Student Ambassadors or as needed for new employees. By the end of the AY 17-18, the Information Center plans to have at least 4 Student Ambassadors; additional hiring will be conducted depending on available funds during the school year. Also, Student Assistants from other Student Affairs Offices will be invited to join future Student Ambassador Training sessions.

Due to infrequent funds, throughout most of the AY 16-17 the Information Center went without Hawai'i CC promotional items and giveaways. By not having Hawai'i CC promotional items for College Fairs, Campus Tours, High School Visits, and various events there were only brochures available and Hawai'i CC Faculty, Staff, and/or Students didn't have anything to really capture the attention of potential students. During the AY 17-18, the Information Center intends to allocate a portion of the provided office budget to purchase Hawai'i CC promotional items. These items will be used for College Fairs, Campus Tours, and High School Visits; for any other events inquiries will be referred to the External Affairs and Relations Office.

## **ACTION ITEMS TO ACCOMPLISH ACTION PLAN**

**For each Action Item below, describe the strategies, tactics, initiatives, innovations, activities, etc., that the unit faculty/staff plan to implement in order to accomplish the goals described in the Action Plan above.**

**For each Action Item below, discuss how implementing this action will help the College accomplish its goals for student success.**

**For each Action Item below, identify how implementing this action will help the unit achieve its Unit Outcomes (UOs).**

**Action Item 1: Purchase Welcome Center Furniture**

Considering the steps of the procurement process, the Welcome Center Managers will need to continuously meet discussing each step of the transition. The first step will be to invite all those involved in the transition to meet and identify a tentative timeline. Once an estimated timeline is created, each department will need to determine what they need to make the transition happen by the designated timeline. Once the "Big Move" is complete, the Welcome Center Managers will need to come together again to distinguish furniture needs, this should be completed by the end of the Fall 2017. Vendors may take up to 2 months to submit a quote, however, to ensure the furniture is received by the end of the AY 17-18, all fiscal paperwork will need to be completed and the order placed with the vendor by February 2018 to allow 7-10 weeks for shipping and 4-6 weeks for assembly. Creating the Welcome Center will improve student success because the Information Center, Admissions & Records, and Financial Aid Offices will become a "one stop shop" for any enrollment needs. Students will be able to get information about programs, complete an admissions application and even a financial aid application all at one location. This should reduce students' confusion about their next steps, because everything that a student needs to enroll and pay for college are in one central location. This will also help the Information Center achieve Unit Outcomes because by providing cross-training and being attentive to the other Welcome Center Offices, all the information provided will be the clear and accurate.

**Action Item 2: Create a Student Ambassadors Program**

Due to the minimal funding for Student Assistants, creating a Student Ambassadors Program will require ample funding. For one student assistants' wages for one academic year is approximately \$12,000, in order for the program to be sustainable funding for at least 4 Student Ambassadors is necessary. Considering the varying class schedules, both Federal Work Study funding and General funding would be beneficial. The type of funds that are

available will determine which students can be hired; Federal Work Study funding can only be used for Hawai'i CC students with financial need and General funding can be used for student with no financial need and students within the UH System. Creating a Student Ambassadors Program will help improve student success because Student Ambassadors will be able to assist all Student Services Offices to ensure that no office will need to close due to lack of office coverage. Student Ambassadors will be trained on all areas of the enrollment process and acquire the knowledge needed to be a Campus Tour Guide. This will contribute to student success and Unit Outcomes because the Information Center will be able to coordinate and host more campus tours and be able to direct students appropriately.

**Action Item 3: Purchase Hawai'i CC Promotional Items**

During the AY 16-17, the Information Center was not able to secure funding for promotional items. The Information Center plans to set aside an allocation for promotional items during the AY 17-18. These promotional items will help attract individuals to the Hawai'i CC Campus and also give Hawai'i CC representatives the opportunity to promote both the Manono and Pāalamanui campuses, our programs, and available resources. These promotional items will encourage student success by giving students items that they may need for college, items such as, folders, pens, etc. These items will have the Hawai'i CC logo, seal, and contact information which will create awareness in our community about Hawai'i CC. Promotional items will similarly help the Information Center achieve their Unit Outcomes by the increased awareness and functional items that are given out serve as a reminder to individuals about higher education and attainment of students' educational goals.

**RESOURCE IMPLICATIONS**

*NOTE: General "budget asks" are included in the 3-year Comprehensive Review.*

*Budget asks for the following three categories only may be included in the APR:*

*1) health and safety needs, 2) emergency needs, and/or 3) necessary needs to*

*become compliant with Federal/State Laws/regulations*

**Provide a brief statement about any implications of or challenges due to the unit's current operating resources.**

At this time, still the major concern is the Information Center office coverage; there isn't

enough Federal Work Study or General funding to hire more than one Student Assistant, and no eligible applicants have applied for the Bridge-to-Hope Student Assistant position. If additional or other funding sources are not available, possibly budgeting for an Information Center Office Assistant can be considered to ensure that there is enough office coverage when scheduling Campus Tours, events, meetings, etc.

Also, to create a welcoming atmosphere for the service area of the Welcome Center, the furniture and surroundings should be presented in such a way that encourages individuals to visit and enroll at Hawai'i CC. When discussing the Welcome Center transition funding to purchase furniture may need to be done in phases because purchasing furniture for three departments can be very expensive and funding may be limited.

**BUDGET ASKS**

For budget ask in the allowed categories (see above):	
Describe the needed item(s) in detail.	N/A
Include estimated cost(s) and timeline(s) for procurement.	N/A
Explain how the item(s) aligns with one or more of the strategic initiatives of <u>2015-2021</u> Strategic Directions: <a href="http://hawaii.hawaii.edu/sites/default/files/docs/strategic-plan/hawcc-strategic-directions-2015-2021.pdf">http://hawaii.hawaii.edu/sites/default/files/docs/strategic-plan/hawcc-strategic-directions-2015-2021.pdf</a>	N/A

**PART 3: UNIT OUTCOMES ASSESSMENTS**

**For all parts of this section, please provide information based on assessments of Unit Outcomes (UOs) and/or Student Learning Outcomes (SLOs) conducted in AY16-17**

**Unit Outcomes**

Provide the full text of the unit’s current approved Unit Outcomes (UO) and Student Learning Outcomes (SLOs); indicate each UO’s/SLO’s alignment to one or more of the Institutional

Learning Outcomes (ILOs). The College's ILOs may be found on the Assessment website:  
<http://hawaii.hawaii.edu/files/assessment/outcomes.php#ilo>

<b>UO #</b>	<b>UNIT OUTCOMES (text)</b>	<b>Aligned to ILO #</b>
1	The Information Center will provide pre-admission information to interested students and community groups/organizations provided through traditional social and media outlets.	1, 2, 3, 4
2	General college information and resources will be distributed through various traditional media and social outlets.	1, 2, 3, 4

### **Assessment Strategies**

For each UO/SLO assessed in AY16-17, discuss the assessment strategy, including a description of the type of assessment tool/instrument used, e.g., student surveys provided to all student participants in an activity or event, or a log/count of services provided, etc.

<b>UO #</b>	<b>Assessment Strategies</b>
1, 2	During the 2016-2017 school year, 25 campus tours were coordinated for a total of 385 participants (Appendix F). October, March, and April are the busier months with approximately 4 tours each month. On average, there are 2 tours per month, except August and December because there are no classes in session and the Information Center receives a higher volume of walk-in and phone inquiries. The Hawai'i CC - Campus Tour Evaluation (Appendix G) includes a combination of likert scale questions and qualitative answer questions. These questions measure items like the satisfaction of the tour guides knowledge, how the campus tour prepared individuals for enrolling in college, ways to improve a campus tour, and ranking the amount of information received during the tour. The Information Center offers large group and individual campus tour; campus tour evaluations are given out to each participant for groups of 15 or less and a link to the campus tour evaluation is emailed to chaperones of groups larger than 15.

### **Results of Unit Outcomes and Student Learning Outcomes Assessments**

**For each UO/SLO assessed in AY16-17 listed above, provide:**

- a statement of the quantitative results;
- a brief narrative analysis of those results.

**UO/SLO#:**

The results of the Media Preference Survey showed that a college website and campus tours are methods that would have most impact for a potential student; also, the best strategy for recruiting students are college representatives visiting high schools for ages 16-30 and work or job encouragement for ages 31 and up. In addition, more than 40% of respondents felt satisfied with the customer service they received during the first three weeks of classes. This survey proved that students prefer to be contacted with various college information via their college email; also, that when receiving an email most students usually read and save the email and none of respondents use QR codes to access the internet. These data results even go as far to display that respondents use YouTube, Facebook, and Instagram more than 60% of the time, however, the favorite social networking site is Facebook. According to the results, on average respondents used social media 3-4 hours per day normally from 6pm to midnight.

According to the Hawai'i CC - Campus Tour Evaluation results, More than half of respondents were strongly agreed that the Hawai'i Faculty, Staff, and Students were friendly and welcoming. When it came to the knowledge of the tour guide, more than 85% of respondents were satisfied or very satisfied; and the information respondents received was just right for 80% of the respondents. More than 65% of the respondents enjoyed the length of the tour, it wasn't too short or too long. 70% of the respondents agreed or strongly agreed that the campus tour prepared them for enrolling in college (See Appendix H).

### **Other Comments**

**Include any additional information that will help clarify the unit's assessment results, successes and challenges.**

N/A

**Discuss, if relevant, a summary of student survey results, CCSSE, special evaluations, or other special assessment projects that are relevant to understanding the unit's services, operations, functions and clients.**

N/A

**Next Steps – ASSESSMENT ACTION PLAN for AY17-18**

**Describe the unit's intended next steps to support improvements in student success and achievement of its UOs/SLOs, based on the unit's overall AY16-17 assessment results.**

Include any specific strategies, tactics, activities or plans for improvement to the unit's future assessments of its services, operations or functions

During the AY 17-18, the Information Center Coordinator will work on purchasing any furniture needed for the Welcome Center transition. Once the Center is up and running, a Welcome Center Survey will be formulated and distributed to all Hawai'i CC Students, Faculty, and Staff to measure the effectiveness of all Welcome Center's services. All Welcome Center Student Assistants/Student Ambassadors will be cross-trained all all Student Services areas, trainings will be mandatory and held at least once per month, evaluations will be distributed after each training session for assessment purposes. The intention of this cross-training is to ensure that Student Assistants/Student Ambassadors are properly informed on each step of the enrollment process and are able to accurately guide any customer through that process; in addition, the Student Assistants/Student Ambassadors will be able to cover other Student Affairs Offices, including the Counseling, Advising, and Student Support Services Office, New Student Orientation Sessions, etc. at times that these offices may be short staffed.

# APPENDICES

## Appendix A

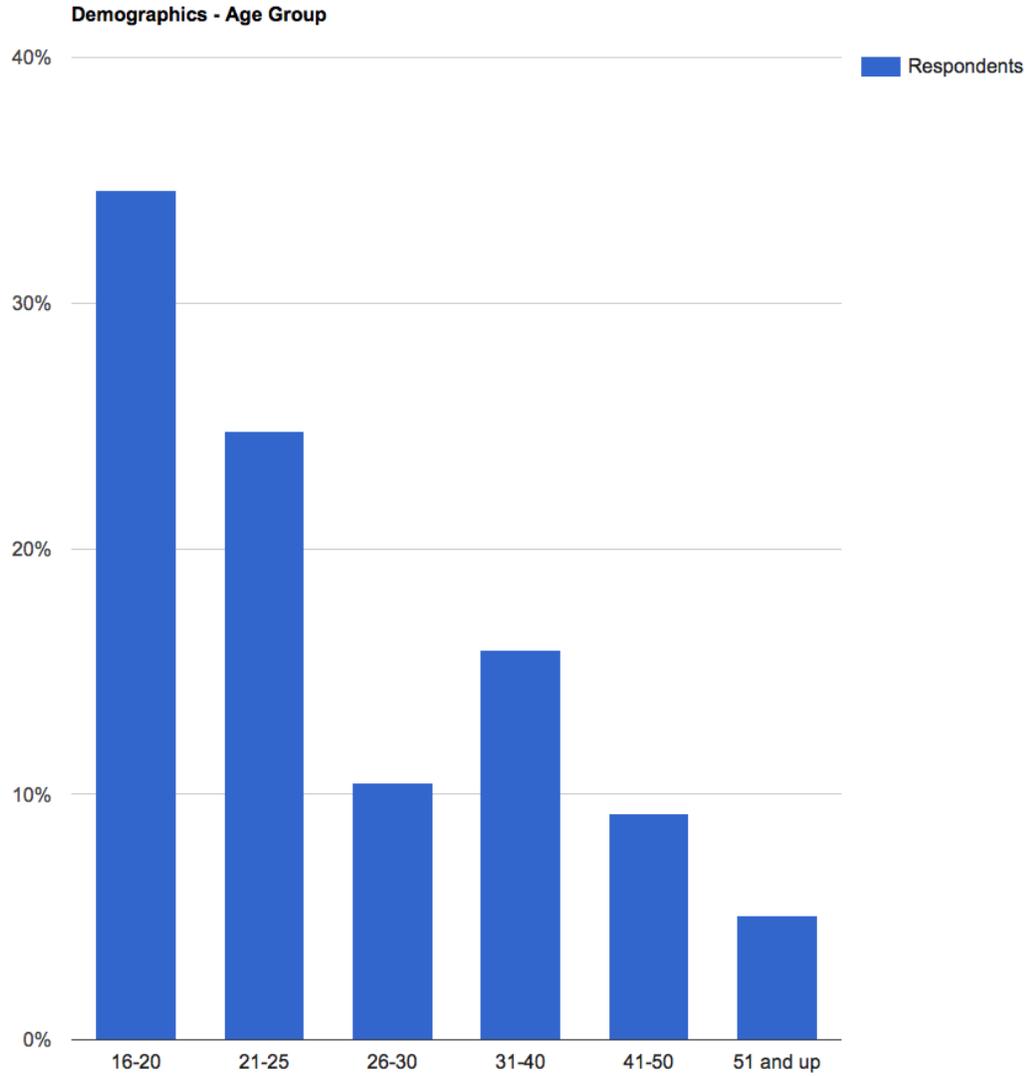
### Activity Log - Telephone (2016-2017)

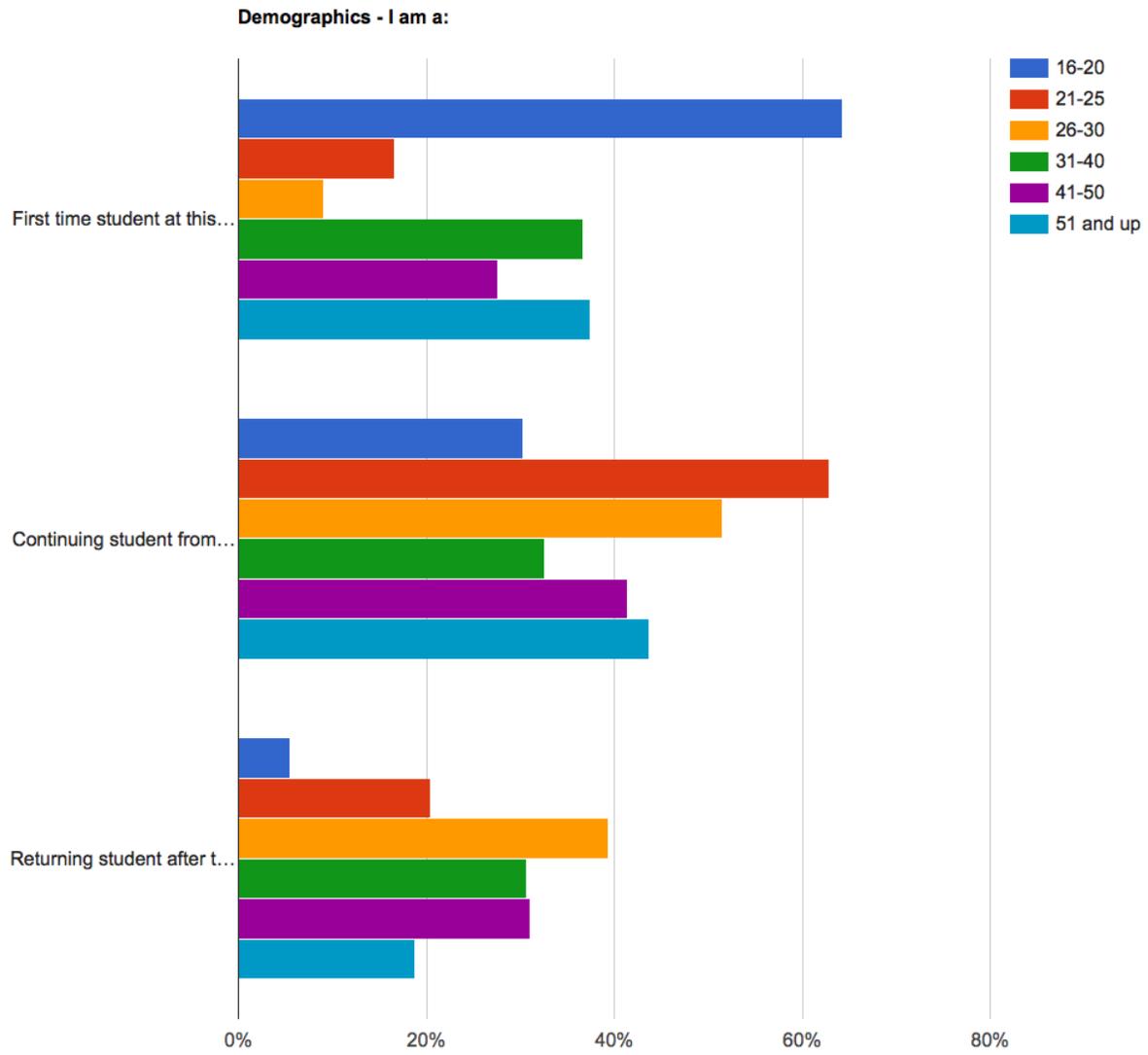
	July	August	September	October	November	December	January	February	March	April	May	June	Total	%
Academic Calendar	1				1					1	2	2	8	0.46%
Admissions & Records	20	14	12	17	6	16	17	9	24	25	18	33	211	12.11%
Application		1	2	3	2	2	2		2	2	2	6	24	1.38%
ATE			5		3	5	4		1		1	1	20	1.15%
Business Office	5	4	3	8	4	4	7		4	6	1	1	47	2.70%
Cafeteria	2		3	1	10		2	6	3	1			28	1.61%
Campus Map		3	1	3		1	6	2	6	5	2		29	1.66%
Campus Tour		1				1		1	3			2	8	0.46%
Chancellor/VCSA/VCAA	4		8	14	1	1	6	9	18	2	5	19	87	4.99%
Childrens Center	1					2	3	4					12	0.69%
Computer Services (ACU)							6	7	1	2	5	2	23	1.32%
Counseling/Orientation	14	11	4	7	18	11	17	8	6	11	16	23	146	8.38%
Faculty/Staff/Instructor	6	9	15	13	16	16	19	10	22	20	39	9	194	11.13%
Financial Aid	1	3	11	5	1	7	11	4	15	2	4	4	68	3.90%
Gear Up				1		1	2	1		1	2	3	11	0.63%
Ha'awi Kokua	1	1		2	2	1	1	2	1		2	2	15	0.86%
Hale Kea Testing Center	17	8	2	10	14	17	11	15	13	5	14	13	139	7.97%
Human Resources (HR)	2	1	2	2	2	1	3	5		1	4	2	25	1.43%
I Ola Haloa/Halaulani	1	1											2	0.11%
IEP						1							1	0.06%
ITS Help Desk				4	1		1		1		2		9	0.52%
Learning Center (TLC)		1	2		4	1		1	1				10	0.57%
Lost & Found/Security			1	1		2		1	2	2		2	11	0.63%
Na Pua Noeau		4											4	0.23%
OCET	18	6	42	32	27	41	59	40	63	36	16	47	427	24.50%
Other Campus									1		5	1	7	0.40%
Palamanui (West Hawaii)	2		2	1	1	2	2	1		1	4	2	18	1.03%
Passport										2	23	7	32	1.84%
POM	1		1	2	1		2	1	2	3	2	1	16	0.92%
Publication (Ka 'o News)											1		1	0.06%
Therapy & Support Services			1										1	0.06%
UH Hilo/Bookstore/Library	2	8	6	2	2	2	10	2	6		6	7	53	3.04%
Voice Mail	17	8	5	6	1	4	1		8	5	1		56	3.21%
<b>TOTAL</b>	<b>115</b>	<b>84</b>	<b>128</b>	<b>135</b>	<b>119</b>	<b>139</b>	<b>190</b>	<b>129</b>	<b>204</b>	<b>134</b>	<b>177</b>	<b>189</b>	<b>1743</b>	<b>100.00%</b>

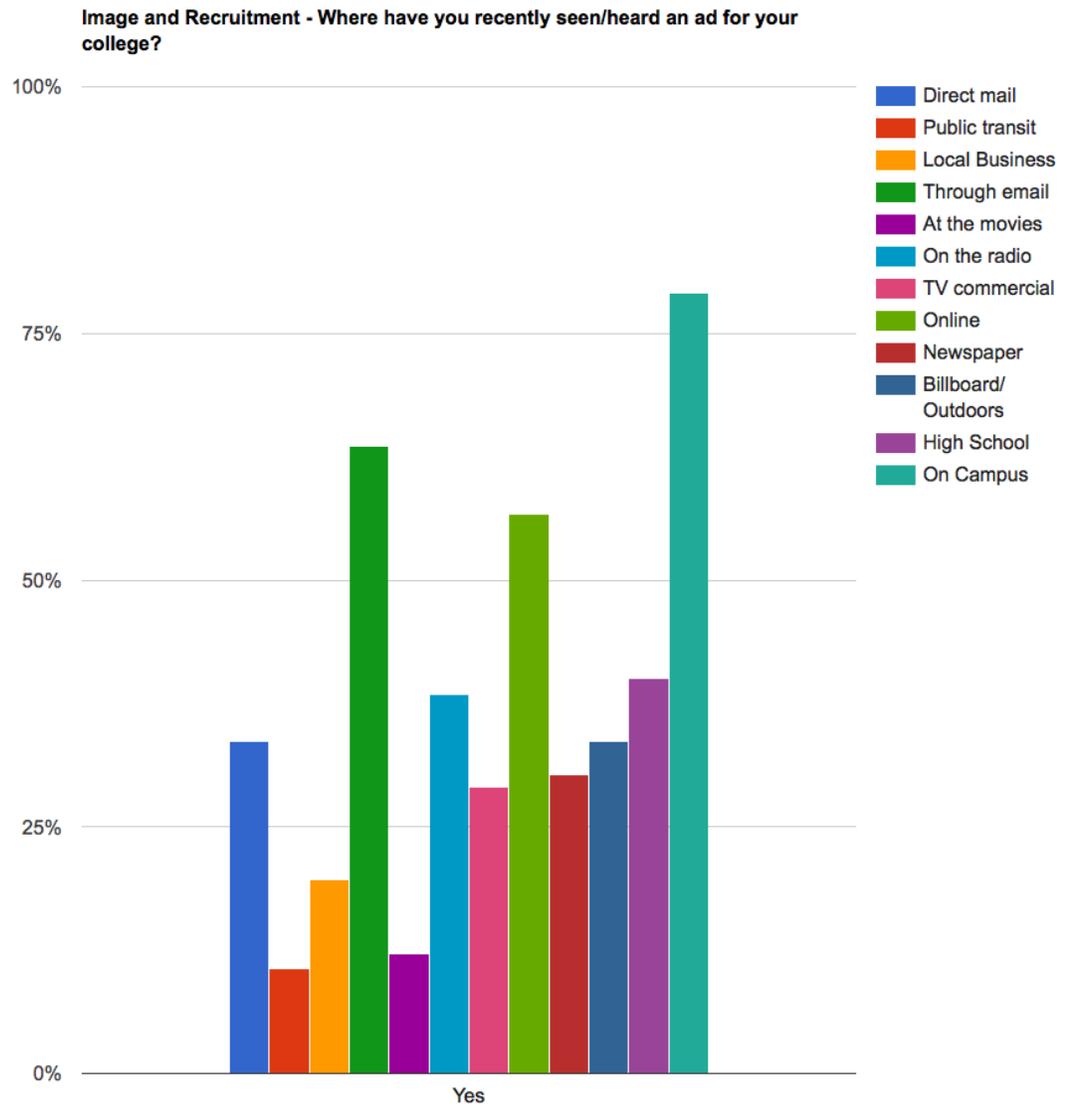
### Activity Log - Walk In (2016-2017)

	July	August	September	October	November	December	January	February	March	April	May	June	Total	%
Admissions & Records	26	30	14	10	31	38	66	18	32	57	64	79	465	26.14%
Application	6	2	3	5	8	15	8	7	10	12	13	16	105	5.90%
Bathroom	1	1	5	3		2	3	1	1	3	1	1	22	1.24%
Bus Schedule	1												1	0.06%
Business Office	10	8	6	3	7	8	13	9	10	8	8	6	96	5.40%
Cafeteria						2				2	2	9	15	0.84%
Campus Map/Directions	1	4	1	3	4	4	39		1	2	11	10	80	4.50%
Campus Tour		10											10	0.56%
Catalog			2	2	1				1				6	0.34%
Chancellor/VCSA/VCAA	7	3	6	6	9	13	17	14	10	8	14	10	117	6.58%
Counseling/Orientation	27	14	3	6	19	21	27	5	13	33	23	35	226	12.70%
Childrens Center								1	1	1			3	0.17%
Faculty/Staff/Instructor	1	1	8	1	2	3	4	6	2	2	4	3	37	2.08%
Financial Aid	6	3	11	9	2	4	1	1	4	4	6	12	63	3.54%
Gear Up					1			1					2	0.11%
Ha'awi Kokua		1		1				1	1		1	1	6	0.34%
Hale Kea Testing Center	4	3	3	3	7	5		2	3	6	4	6	46	2.59%
Human Resources (HR)	1		1	1				2		1	1		7	0.39%
IEP	2	1		1					1		2	2	9	0.51%
I Ola Haloa (HLS)				1	4								5	0.28%
Learning Center (TLC)						1		1					2	0.11%
Lost & Found/Security			1	1	1	1		2					6	0.34%
OCET	30	7	25	29	16	17	40	31	35	32	27	31	320	17.99%
Phone Use	2	5	8	1	2		8	14	3	3	4	10	60	3.37%
POM/Mail Room	2			3									3	0.17%
Taxi Coupons										3	6	1	10	0.56%
Ticket (World Culture Night)					26								26	1.46%
UH Hilo/Bookstore/Library	1	1	3			3	10	2	1		3	1	25	1.41%
Voice Mail		1											1	0.06%
<b>TOTAL</b>	<b>128</b>	<b>95</b>	<b>100</b>	<b>89</b>	<b>140</b>	<b>137</b>	<b>236</b>	<b>118</b>	<b>129</b>	<b>177</b>	<b>194</b>	<b>236</b>	<b>1779</b>	<b>100.00%</b>

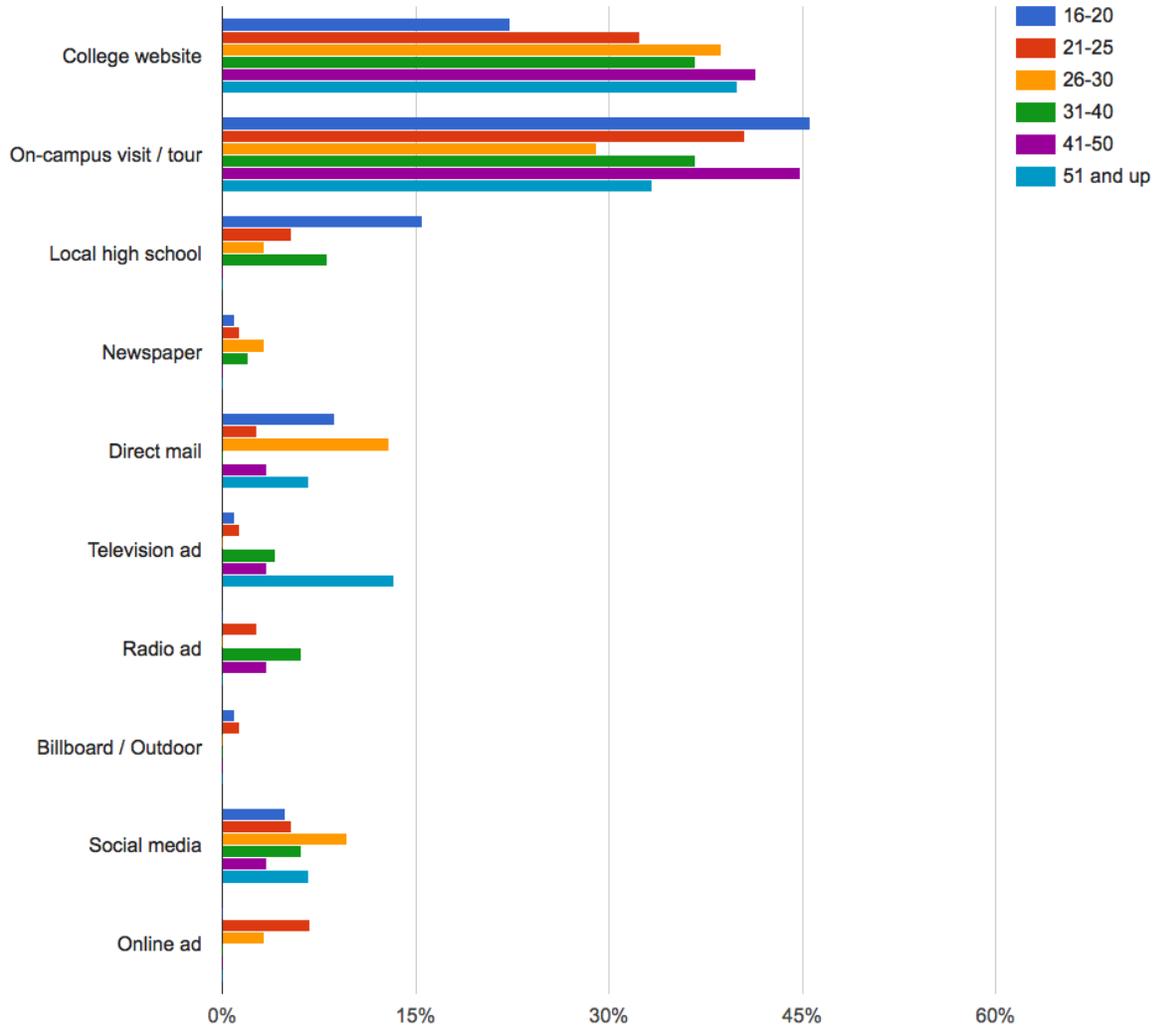
Appendix B  
Media Preference Survey Data



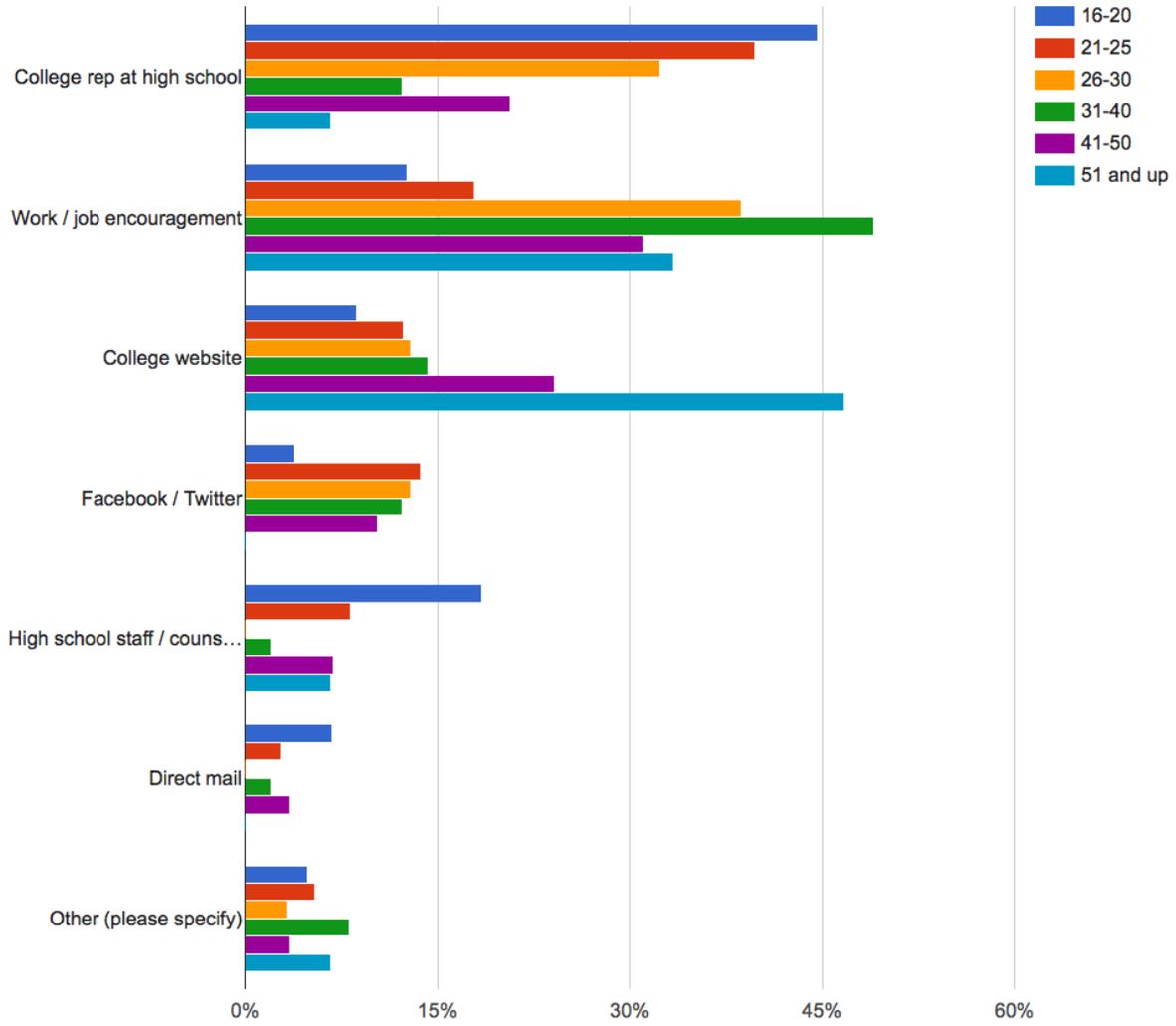




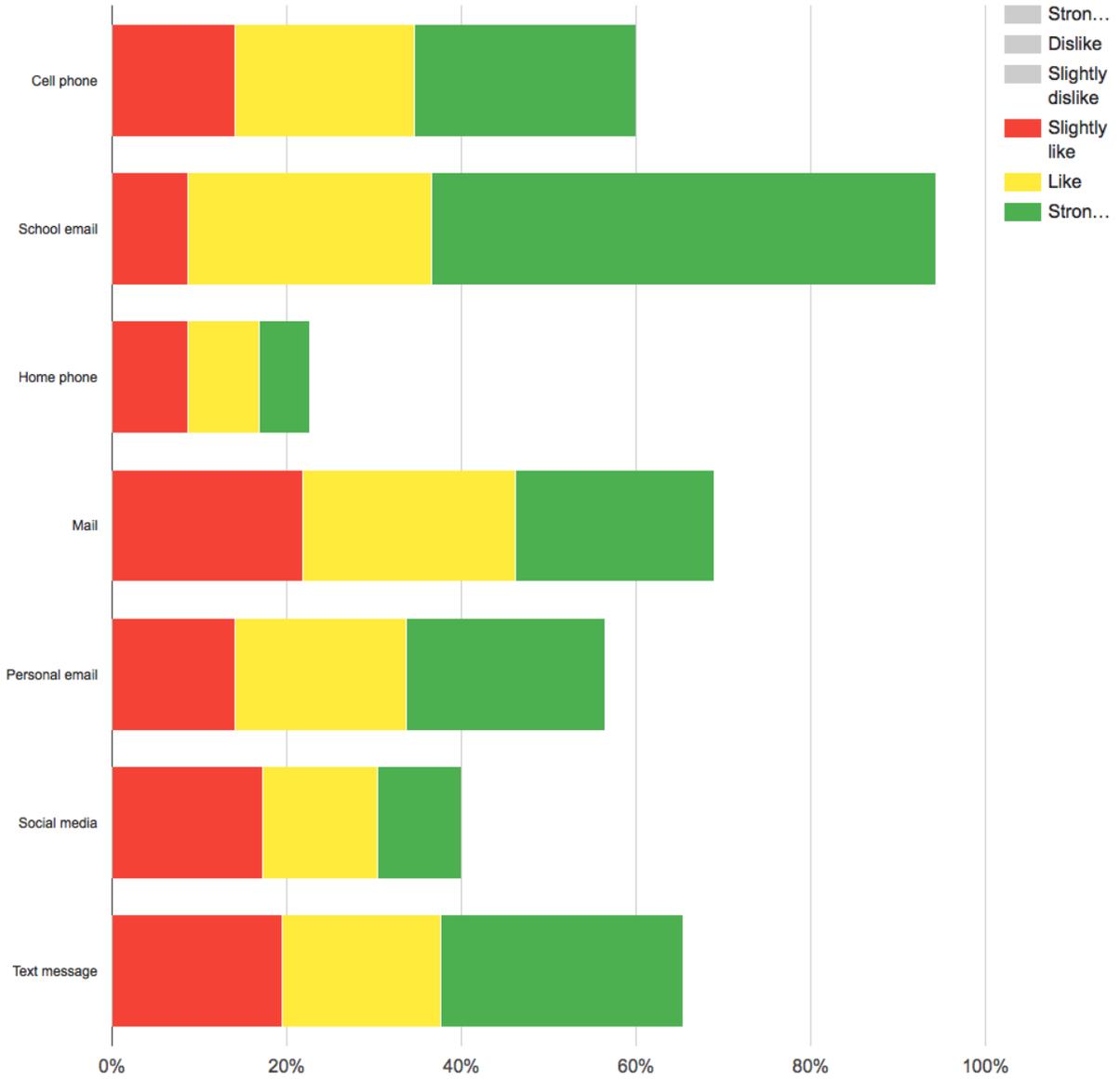
**Image and Recruitment - Which method would have most impact, if you were a potential student?**

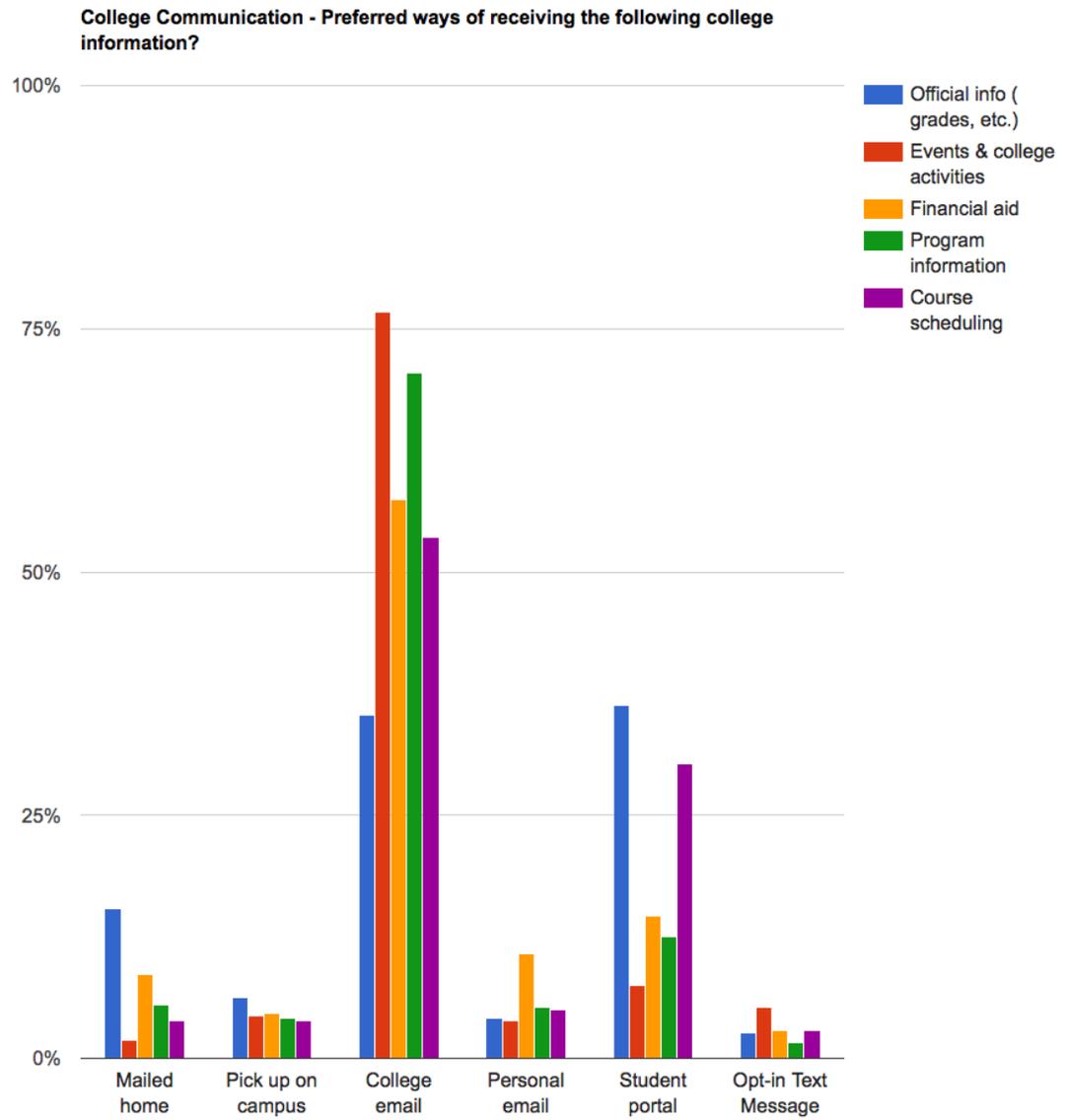


**Image and Recruitment - In your opinion, what is the best strategy for recruiting people your age?**

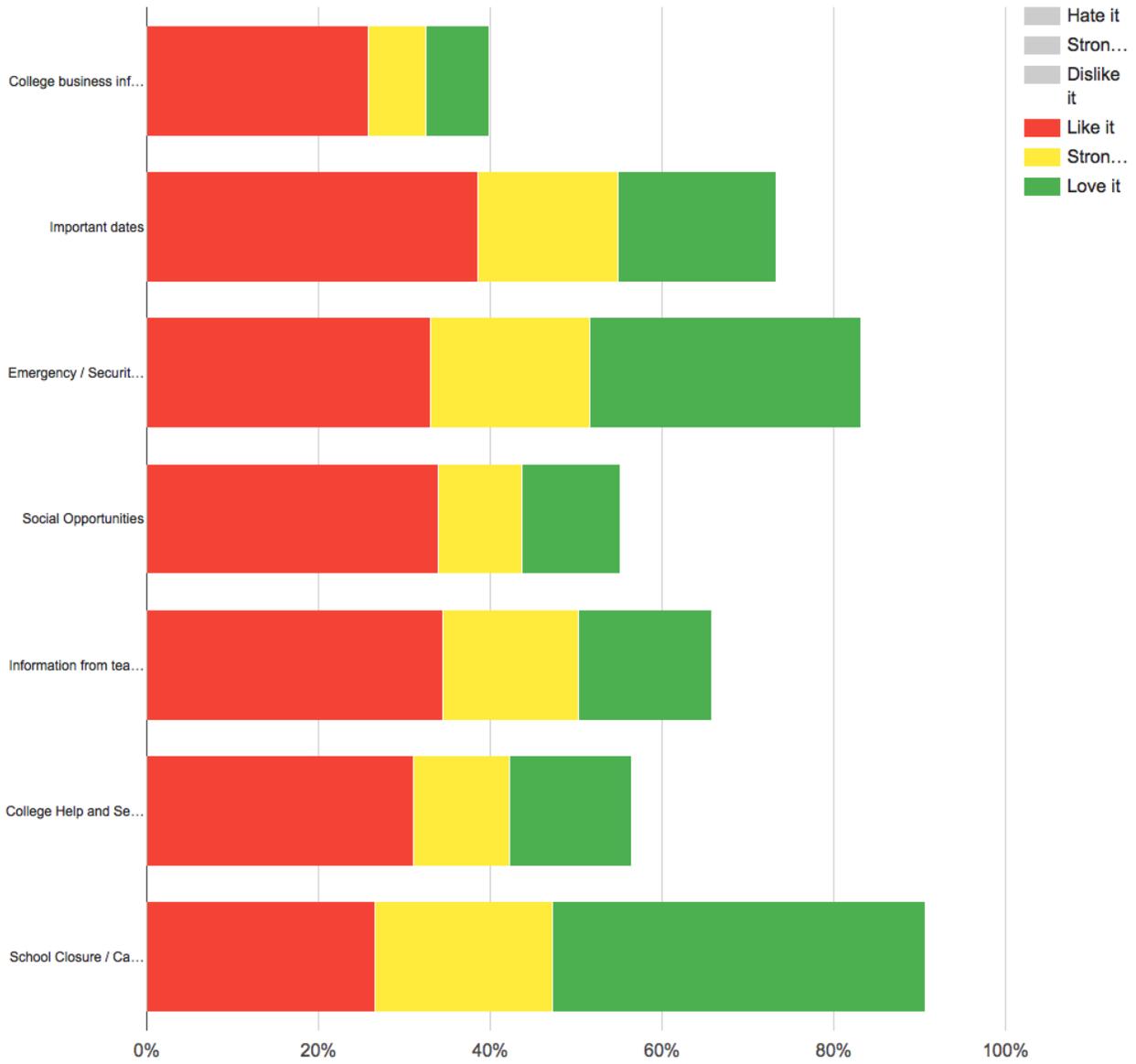


College Communication - Preferred ways of being contacted with college information?

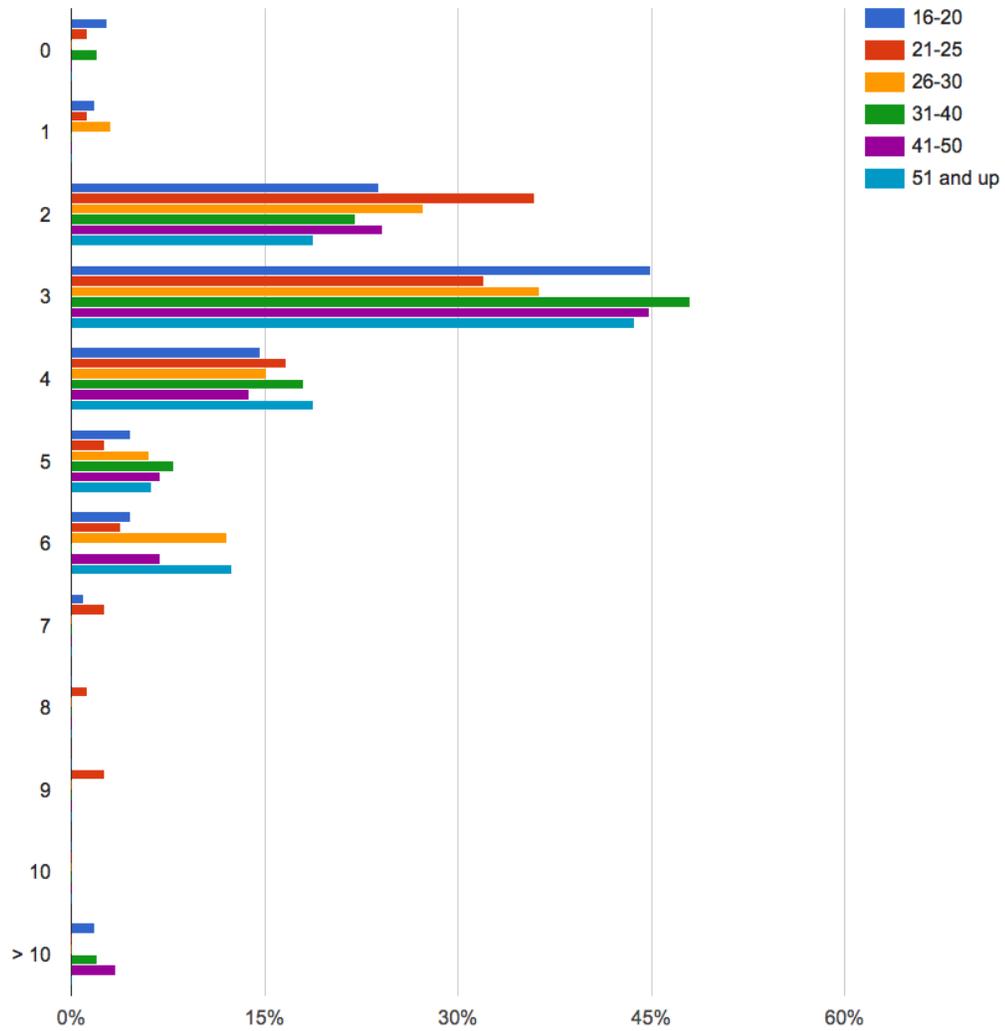




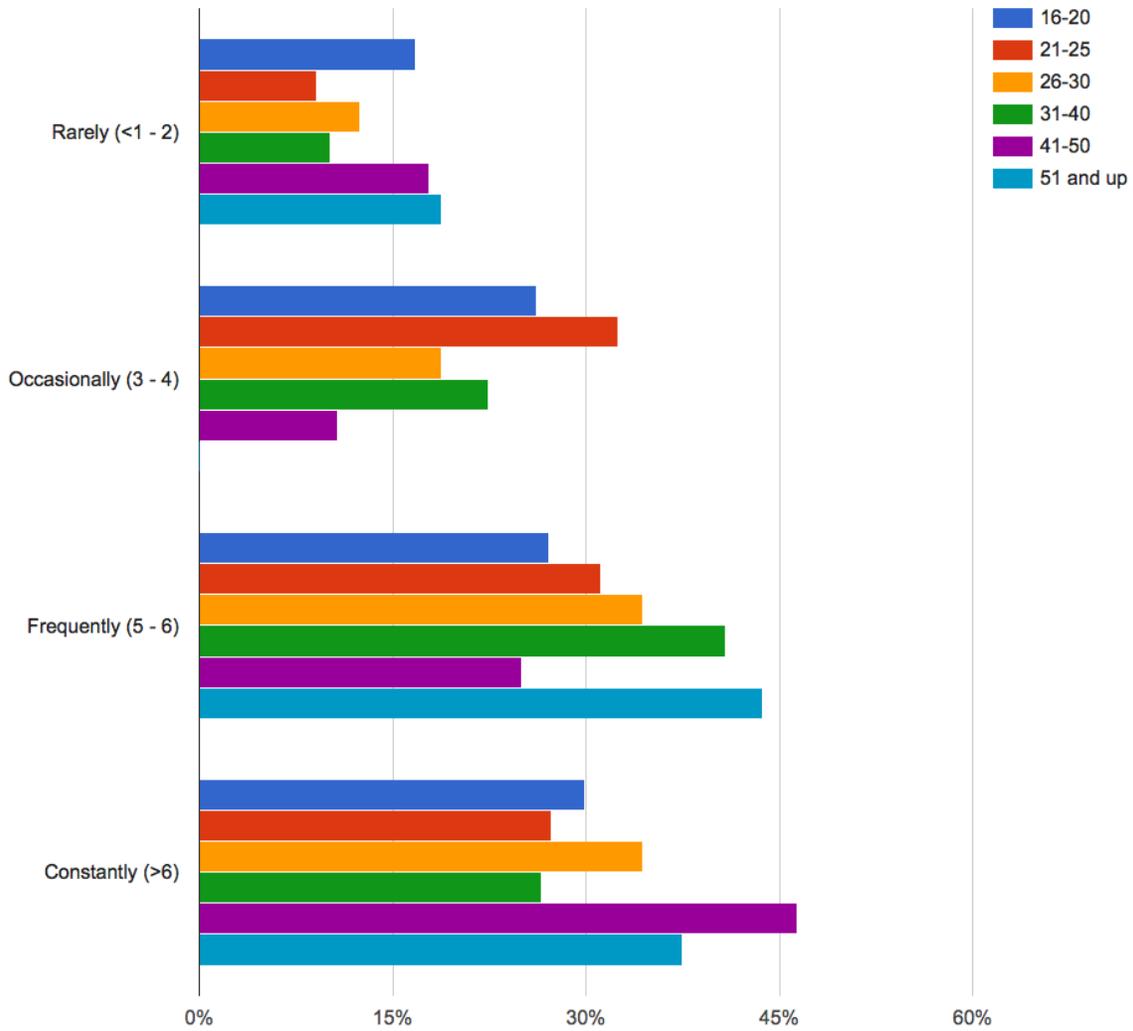
College Communication - How do you feel about the college using text messaging for the following?



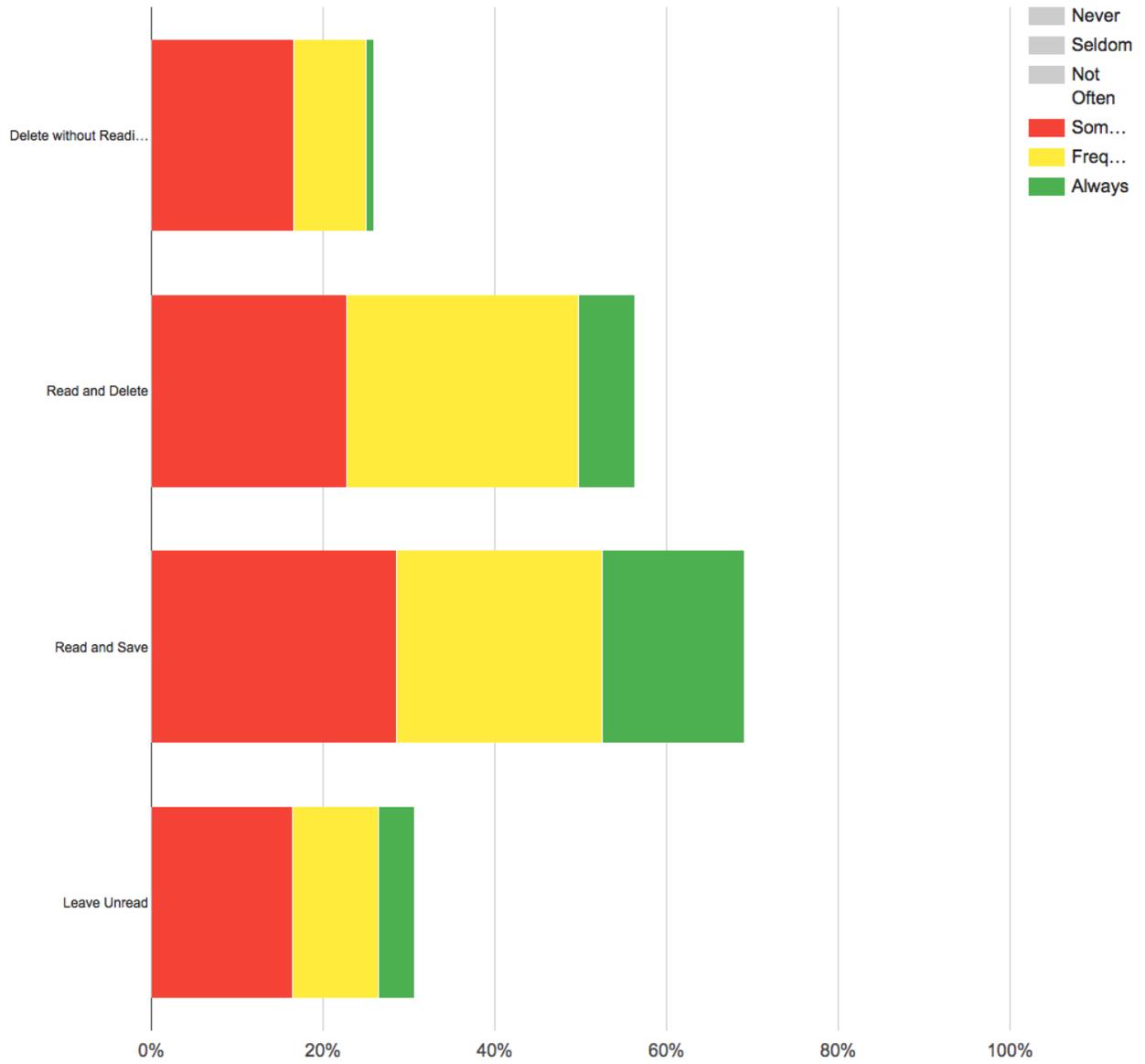
Communication Access - How many email accounts do you have (inc. work, school & personal)?



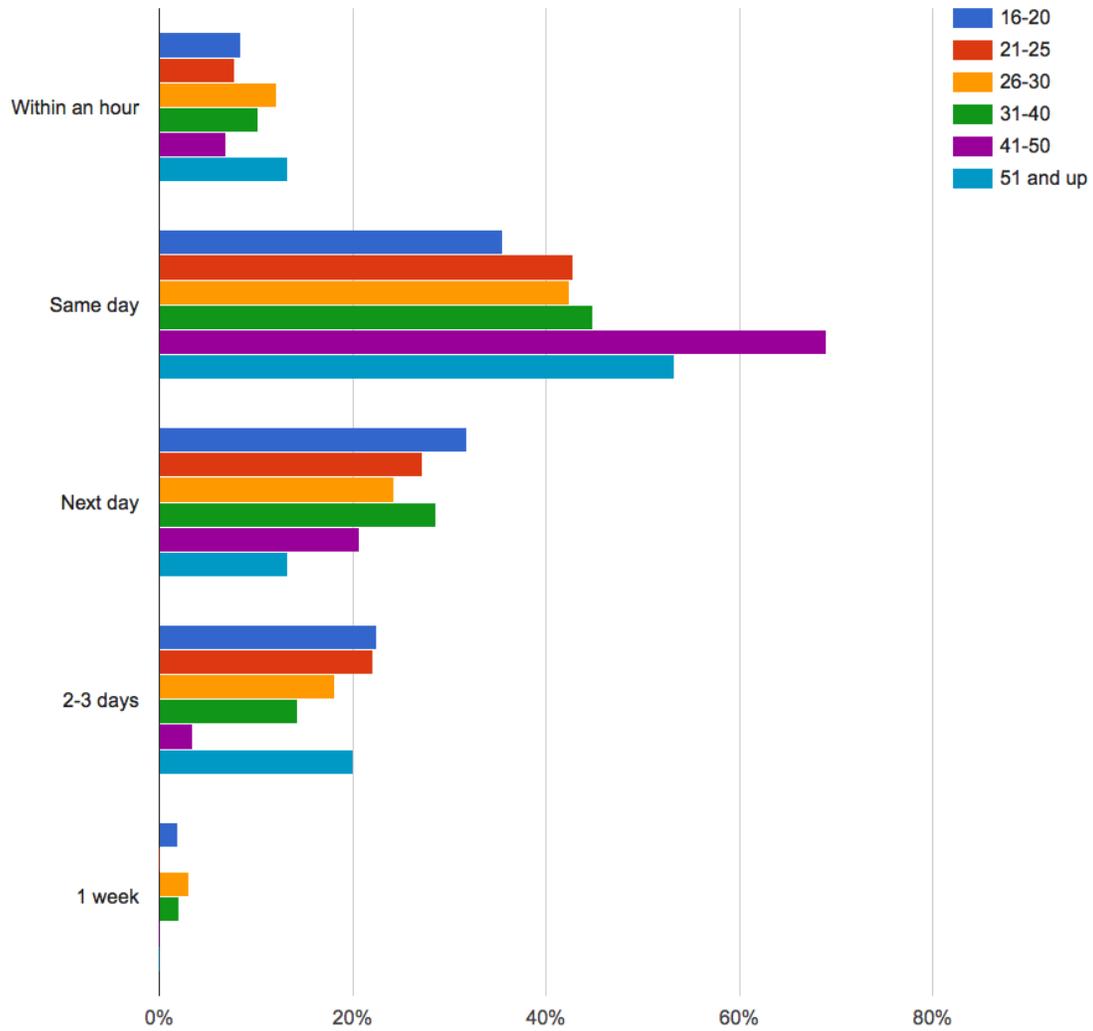
**Communication Access - How many times per day do you check your primary email account?**



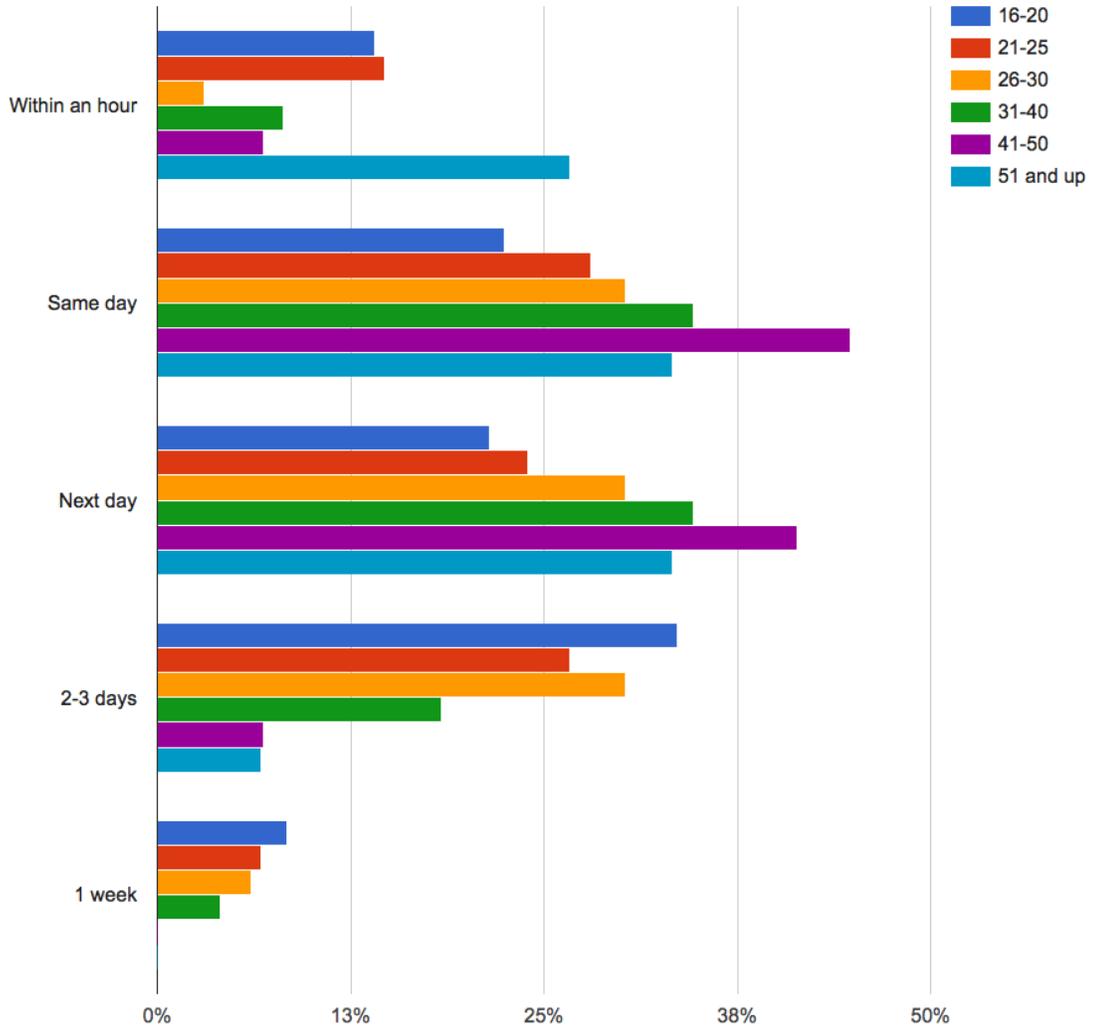
Communication Access - What do you typically do when receiving a college related email?



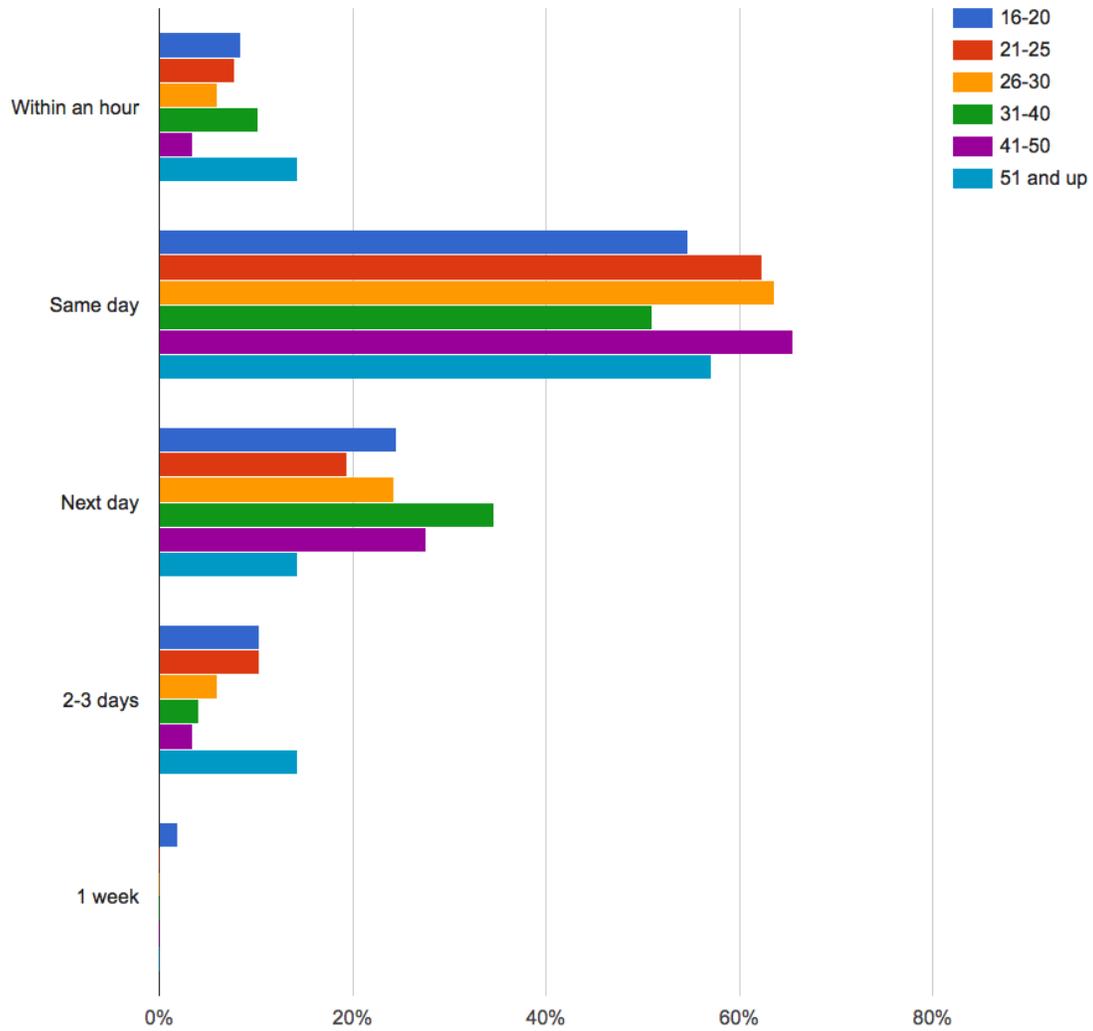
**Communication Access - How soon do you expect an answer when you send an email?**



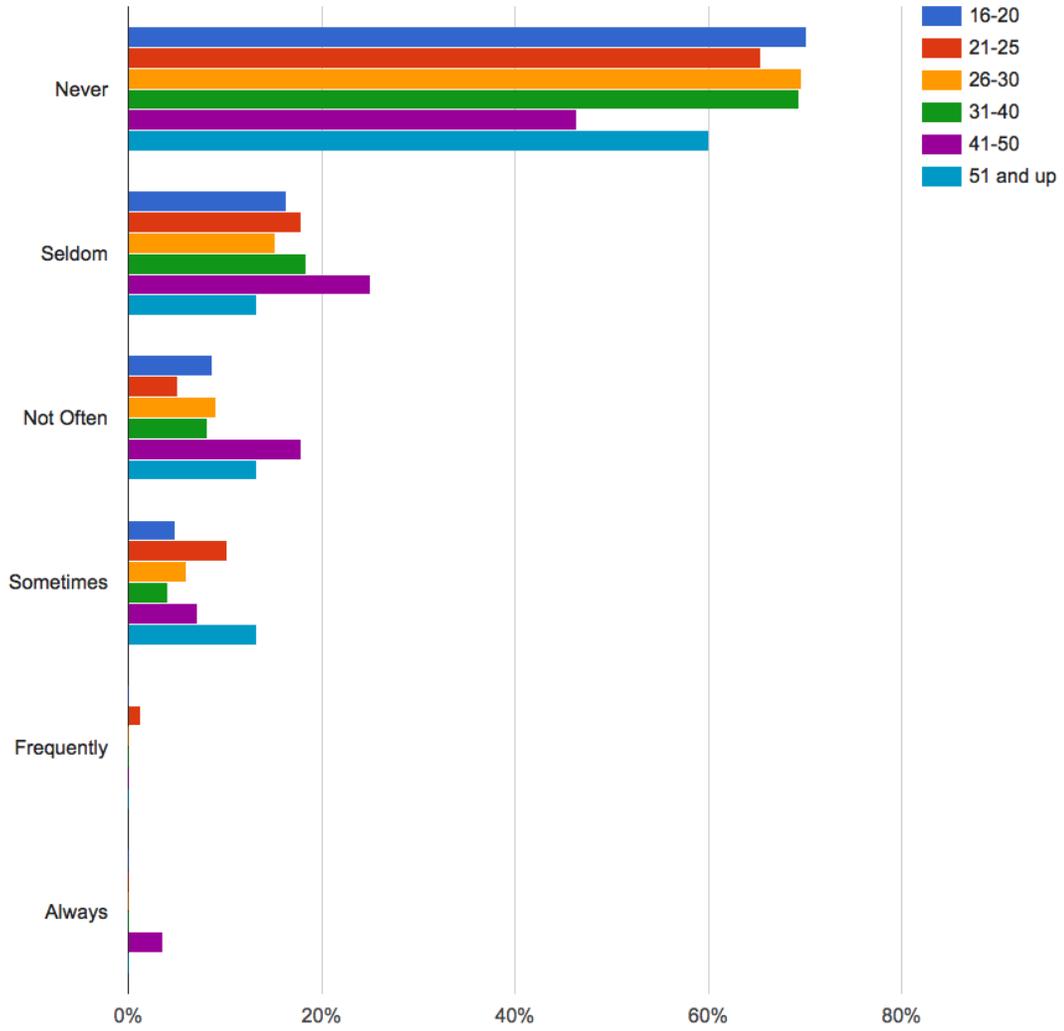
**Communication Access - How soon do you expect an answer when you make a website inquiry?**



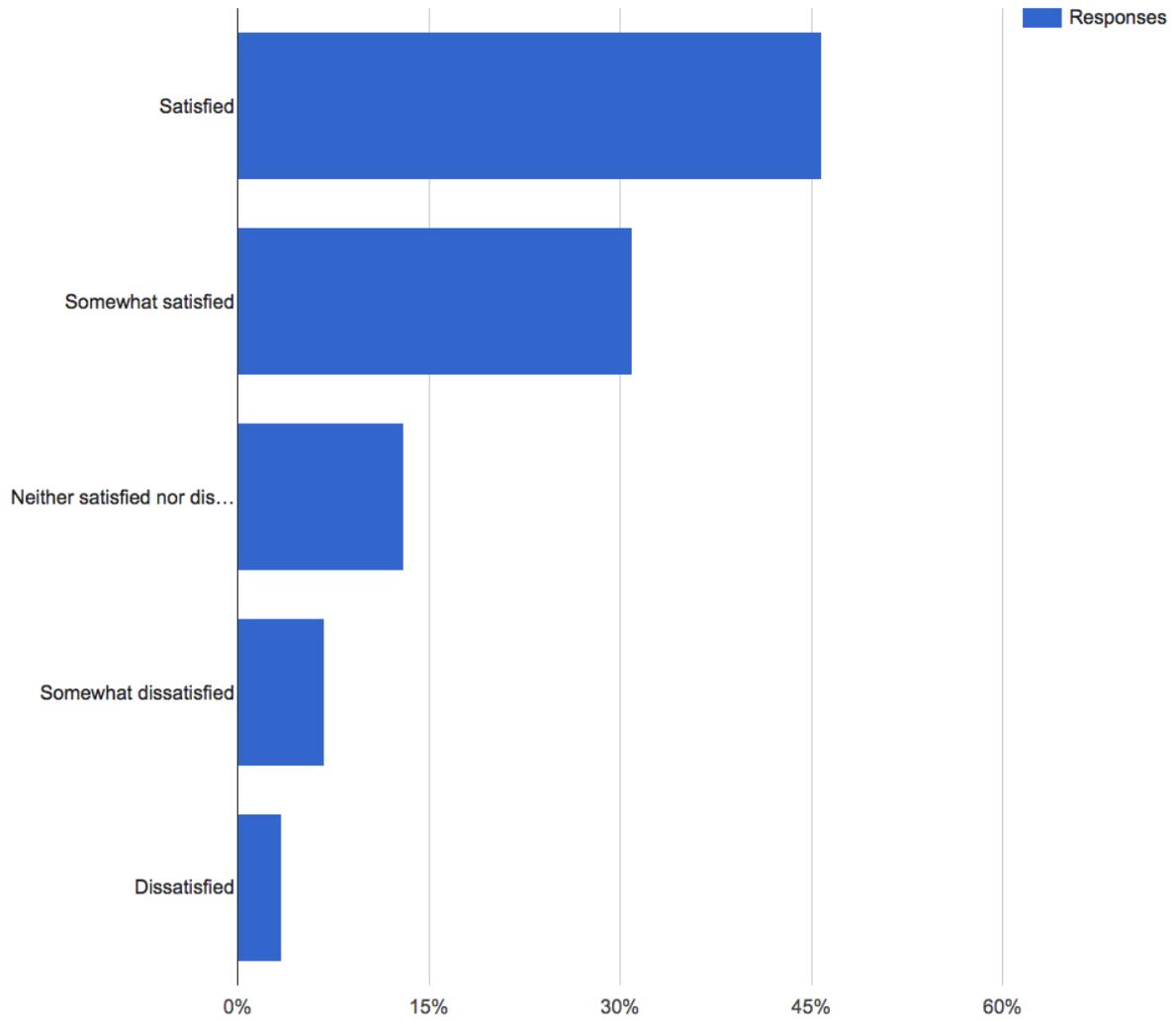
**Communication Access - How soon do you expect an answer when leaving a voice message?**



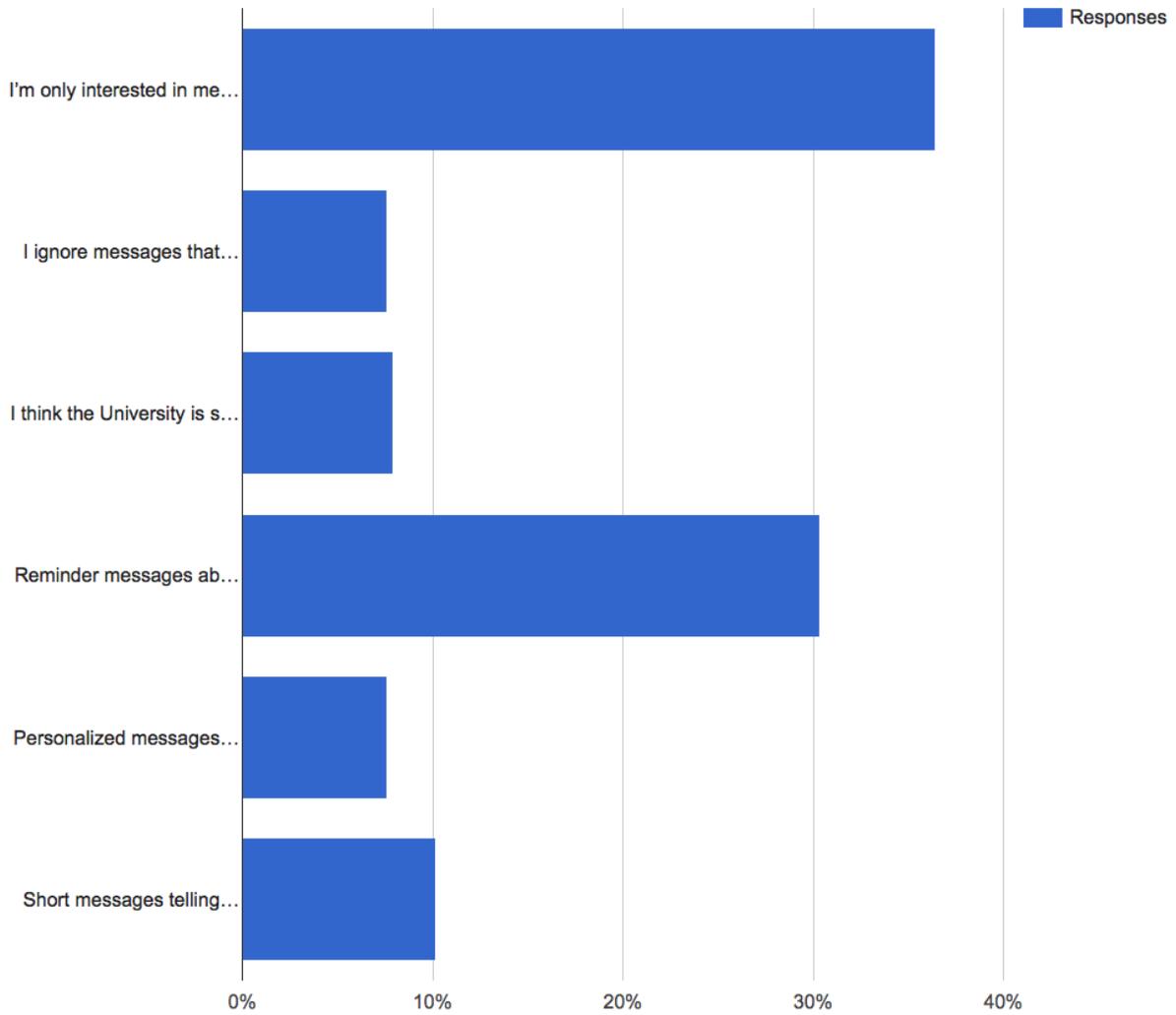
**Communication Access - How often do you use printed QR Codes to access web pages?**



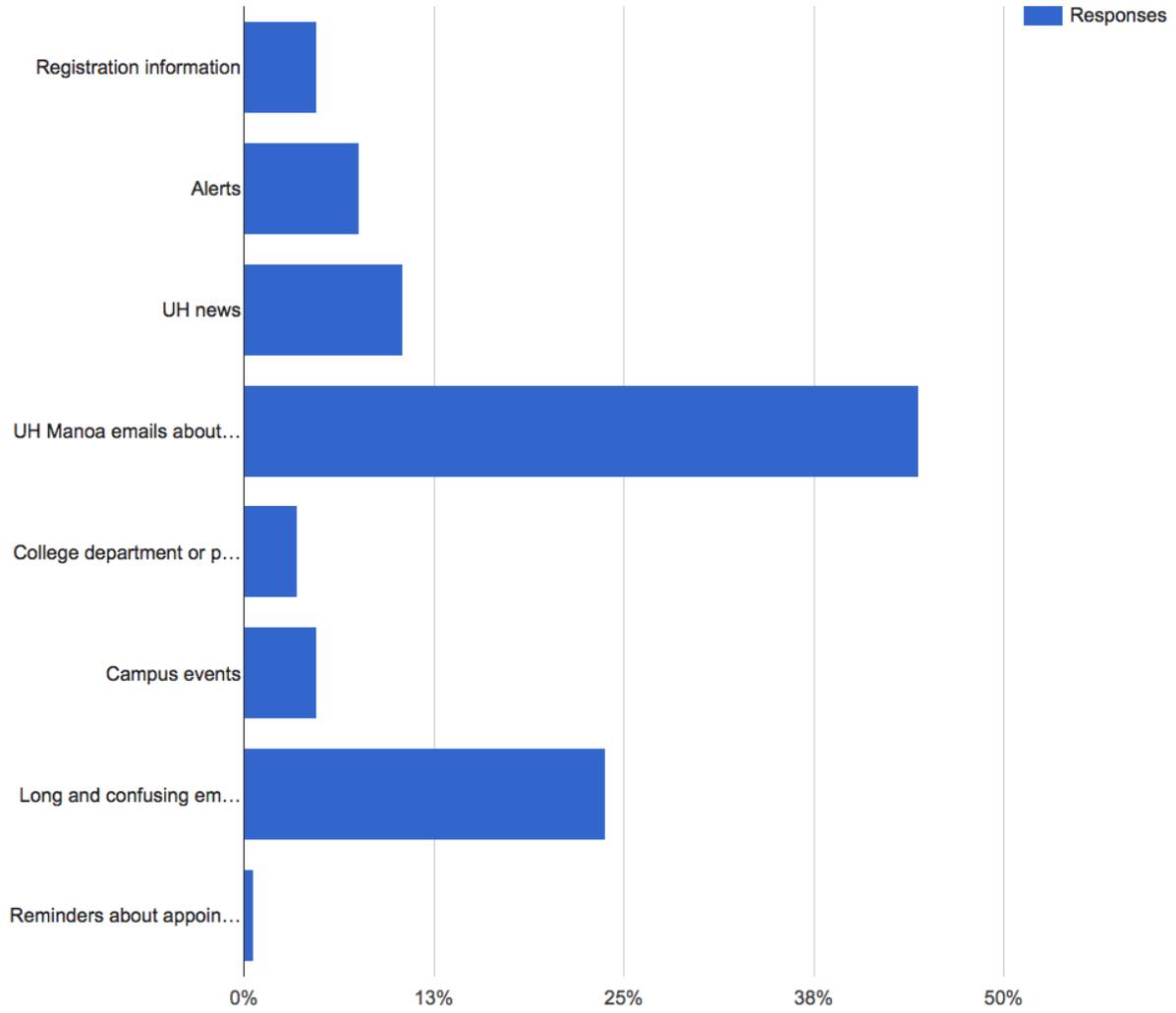
**Custom Questions - After you were admitted as a new student, how satisfied were you with the communications you received regarding the registration procedures?**



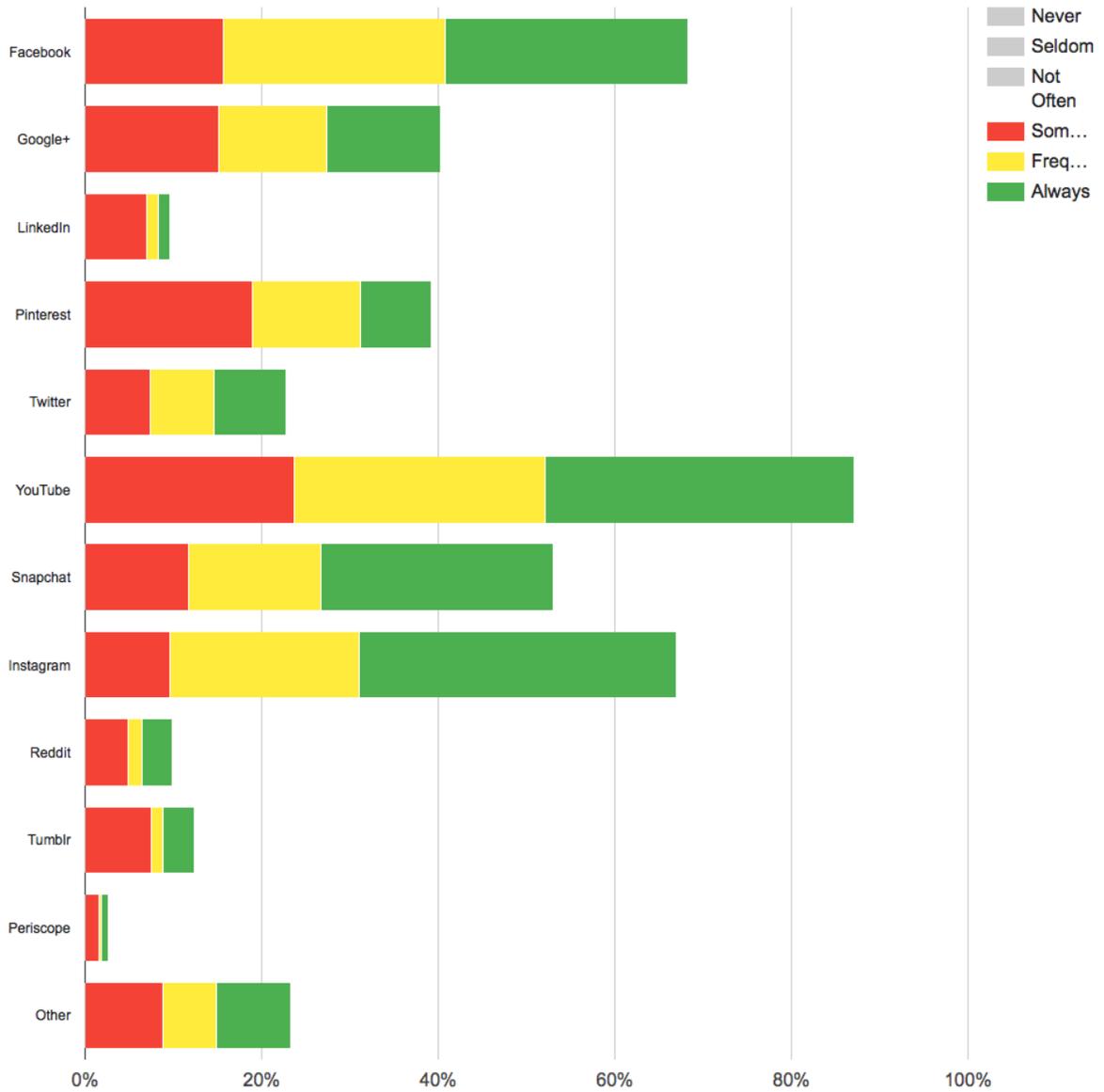
Custom Questions - In the past year, you've received an increased number of email messages from your college. Some emails were informational, while others were reminders and next steps. Which statement best describes your attitude about receiving these messages? (select one)

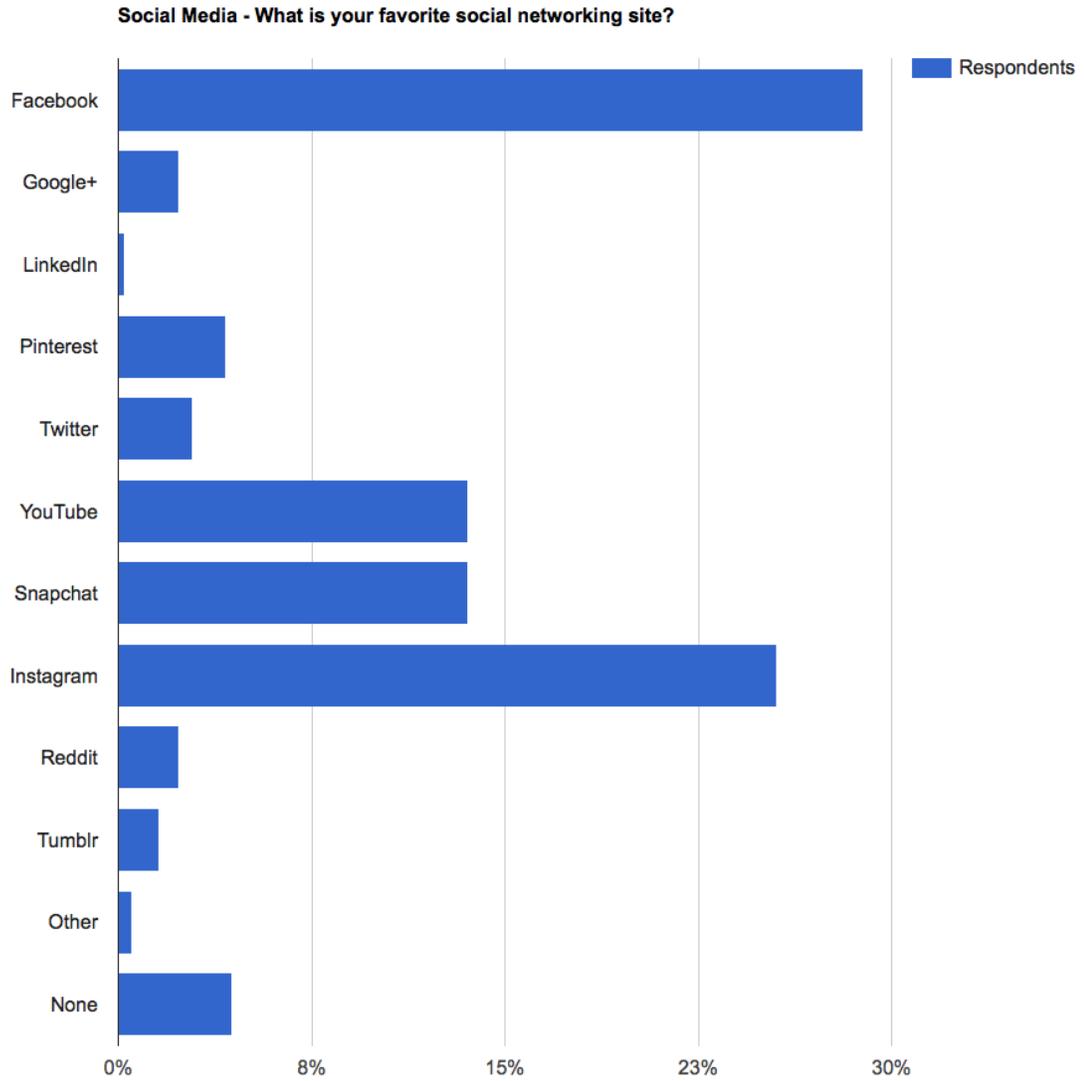


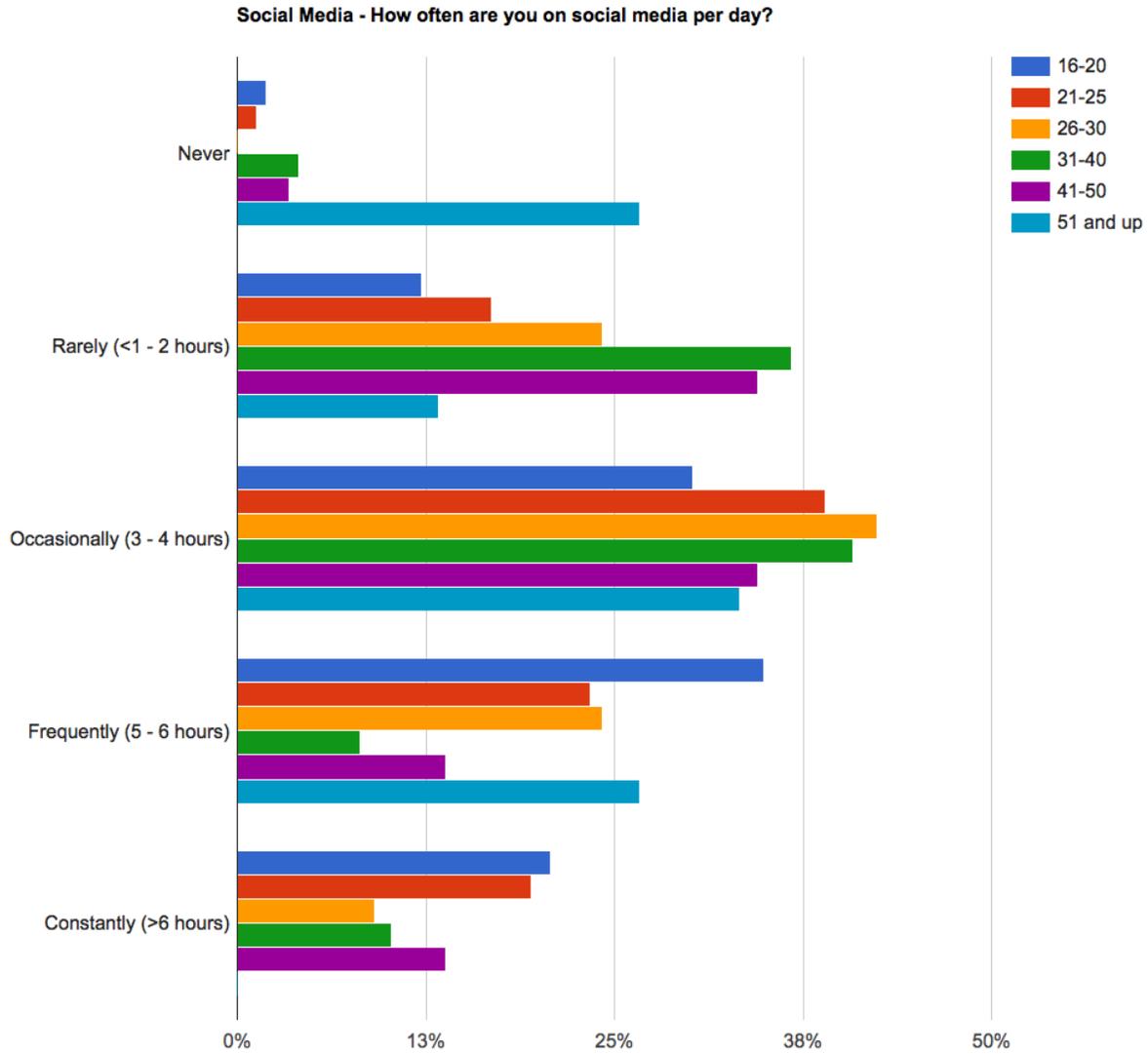
**Custom Questions - If you could choose one type of college emails that has been cluttering your inbox and something you prefer NOT to receive, what would it be?**



Social Media - How often do you use the following Social Networking Sites?







# Appendix C

## Monthly Telephone & Walk In Logs

WEEKLY ACTIVITY LOG		January 2017																							
		1/2	1/3	1/4	1/5	1/6	1/9	1/10	1/11	1/12	1/13	1/16	1/17	1/18	1/19	1/20	1/23	1/24	1/25	1/26	1/27	1/30	1/31		
		Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue		
<b>TELEPHONE LOG</b>		<b>H</b>																							
Academic Calendar							1																	1	
Admissions & Records			1	2	1	2	2							2	1	1	2	2			1			17	
Application (Online)								1						1										2	
ATE		1			1		1												1					4	
Business Office				1		1	2											1			1		1	7	
Cafeteria															1						1			2	
Campus Tour																								0	
Campus Map/Directions							4		1						1									6	
Chancellor/VCSA/VCAA					2		3				1													6	
Childrens Center																								0	
Computer Services (ACU)											2								1			2	1	6	
Counseling/Orientation		7		1			2	1									3					3		17	
Faculty/Staff/Instructor				1					1	3	3			5	2		2		1					19	
Financial Aid		2		1									1			1						5	1	11	
Gear Up									1												1			2	
Ha'awi Kokua/Disability																1								1	
Hale Kea Testing Center		2			2			1	1				1				2	1				1		11	
Human Resources (HR)																				1	1		1	3	
Intensive English Program (IEP)																								0	
I Ola Haioa (HLS)																								0	
ITS Help Desk						1																		1	
Learning Center (TLC)																								0	
Lost and Found/Security																								0	
Na Pua Noeau																								0	
NHERC (Honokaa)																								0	
Other Campus																								0	
OCET			1	4	4	2	3	2	2	2	4	4	3	4	2	3	3	1	3	2	5	5		59	
Paiamanui (West Hawaii)								1					1											2	
POM/Mail Room									1									1						2	
Therapy & Support Services																								0	
UH Hilo/Bookstore/Library				2	1	2	1						1	2				1	0					10	
Voicemail																					1			1	
<b>TOTAL</b>		12	1	6	13	9	19	8	7	5	8	4	13	8	9	5	12	9	4	7	5	16	10	190	

WEEKLY ACTIVITY LOG		January 2017																							
		1/2	1/3	1/4	1/5	1/6	1/9	1/10	1/11	1/12	1/13	1/16	1/17	1/18	1/19	1/20	1/23	1/24	1/25	1/26	1/27	1/30	1/31		
		Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue		
<b>WALK-IN LOG</b>		<b>H</b>																							
Admissions & Records		3	4	1	4	4	6	2	2	4	4		8	5	4	3	2	2				1	4	3	66
Application Online						2		1		1	2					1			1						8
Bathroom						1		1							1										3
Business Office		1			1		7			1	1				1							1			13
Cafeteria																									0
Campus Map/Directions							16	18	1	2				1						1					39
Catalog																									0
Chancellor/VCSA/VCAA		3	1	1	3	2	3			2				2											17
Counseling/Orientation		2	1			3	5	2		3			1	2	3	1	1		1			1	1		27
Faculty/Staff/Instructor									1					3											4
Financial Aid																	1								1
Gear Up																									0
Ha'awi Kokua/Disability																									0
Hale Kea Testing Center																									0
Human Resources (HR)																									0
Intensive English Program (IEP)																									0
I Ola Haioa (HLS)																									0
ITS Help Desk																									0
Learning Center (TLC)																									0
Lost and Found/Security																									0
Na Pua Noeau																									0
OCET		6	1		1	1			2	3			1	2	7	4	3	3			1	1	3	1	40
POM/Mail Room																	1	1							0
Phone Use							1			1						1	1	2	1	1					8
UH Hilo/Bookstore/Library			1		2		5	2																	10
<b>TOTAL</b>		15	8	2	11	13	43	26	6	17	7	0	12	13	16	10	8	7	4	2	4	8	4		236

**GRAND TOTAL** 426

WEEKLY ACTIVITY LOG

March 2017	3/1	3/2	3/3	3/6	3/7	3/8	3/9	3/10	3/13	3/14	3/15	3/16	3/17	3/20	3/21	3/22	3/23	3/24	3/27	3/28	3/29	3/30	3/31	
	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
<b>H</b>																								
<b>TELEPHONE LOG</b>																								
Academic Calendar			1																				1	
Admissions & Records	1	1	5	3		1		1		1	1	2		1	2				1		2	2		24
Application (Online)											2													2
ATE	1																							1
Business Office		1									1													4
Cafeteria	1			1	1																			3
Campus Tour									2													1		3
Campus Map/Directions							5					1												6
Chancellor/VCSA/VCAA		2	1	2				1	2	1	1	1				5					2			18
Childrens Center																								0
Computer Services (ACU)									1															1
Counseling/Orientation		1												1	1	1					1		1	6
Faculty/Staff/Instructor	1	2	1	1	5			1				1	1	2	1				2		1		1	22
Financial Aid		1	3			1			3	2					1	1					1	1		15
Gear Up																	1							0
Ha'iwi Kokua/Disability																	1							1
Hale Kea Testing Center			2	1					3	2					1						1	2	1	13
Human Resources (HR)																								0
Intensive English Program (IEP)																								0
I Ola Haloa (HLS)																								0
ITS Help Desk											1													1
Learning Center (TLC)		1																						1
Lost and Found/Security	1														1									2
Na Pua Noeau																								0
NHERC (Honokaa)																								0
Other Campus		1																						1
OCET		4	2	4	3	4	3	2	3	5	2	1	1	7	1	2	1	9			7	1		63
Palamani (West Hawaii)																								0
POM/Mail Room													1										1	2
Therapy & Support Services																								0
UH Hilo/Bookstore/Library		1									1				1						1	1	1	6
Voicemail				1						2	3													8
<b>TOTAL</b>	<b>5</b>	<b>15</b>	<b>15</b>	<b>13</b>	<b>9</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>13</b>	<b>11</b>	<b>12</b>	<b>6</b>	<b>3</b>	<b>13</b>	<b>8</b>	<b>10</b>	<b>1</b>	<b>13</b>	<b>0</b>	<b>14</b>	<b>10</b>	<b>5</b>	<b>6</b>	<b>204</b>

WEEKLY ACTIVITY LOG

March 2017	3/1	3/2	3/3	3/6	3/7	3/8	3/9	3/10	3/13	3/14	3/15	3/16	3/17	3/20	3/21	3/22	3/23	3/24	3/27	3/28	3/29	3/30	3/31	
	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
<b>H</b>																								
<b>WALK-IN LOG</b>																								
Admissions & Records		3	2	1				1	2	1	2	1	1	3	2	1	2				3	2	5	32
Application Online			3				1		1	1		2			1								1	10
Bathroom			1																					1
Business Office		1	1						1	3		1											3	10
Cafeteria																								0
Campus Map/Directions															1									1
Catalog															1									1
Chancellor/VCSA/VCAA		1								1						2	1	2				2		10
Childrens Center			1																					1
Counseling/Orientation					1				1		2	2		1	2		1					2	1	13
Faculty/Staff/Instructor								1													1			2
Financial Aid										3												1		4
Gear Up																								0
Ha'iwi Kokua/Disability									1															1
Hale Kea Testing Center										1						1					1			3
Human Resources (HR)																								0
Intensive English Program (IEP)														1										1
I Ola Haloa (HLS)																								0
ITS Help Desk																								0
Learning Center (TLC)																								0
Lost and Found/Security																								0
Na Pua Noeau																								0
OCET	1	2	4	2	2	1	1	2	4	1	3		1	1	2	1			2			2		35
POM/Mail Room																								0
Phone Use												2						1						3
UH Hilo/Bookstore/Library																				1				1
<b>TOTAL</b>	<b>1</b>	<b>7</b>	<b>12</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>12</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>11</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>9</b>	<b>10</b>	<b>4</b>	<b>129</b>
	1	2	2	2	2	1																		<b>GRAND TOTAL</b>
																								333

WEEKLY ACTIVITY LOG

May 2017	5/1 Mon	5/2 Tue	5/3 Wed	5/4 Thu	5/5 Fri	5/8 Mon	5/9 Tue	5/10 Wed	5/11 Thu	5/12 Fri	5/15 Mon	5/16 Tue	5/17 Wed	5/18 Thu	5/19 Fri	5/22 Mon	5/23 Tue	5/24 Wed	5/25 Thu	5/26 Fri	5/29 Mon	5/30 Tue	5/31 Wed	
<b>TELEPHONE LOG</b>																								
Academic Calendar													1						1				2	
Admissions & Records		2		3		1	1	1	1	2	2	1						1		2		1	18	
Application (Online)			1																	1			2	
ATE																						1	1	
Business Office							1																1	
Cafeteria																							0	
Campus Tour																							0	
Campus Map/Directions				1													1						2	
Chancellor/VCSA/VCAA						2				1								1					5	
Childrens Center																							0	
Computer Services (ACU)								1				1				1		1					5	
Counseling/Orientation	1		1	1						2			3		3	2	1			1			16	
Faculty/Staff/Instructor	1	4	4	2		1	2	1	2	2			3	2	1	2	2	2	4	2		1	39	
Financial Aid										2		2											4	
Gear Up				1								1											2	
Ha'awi Kokua/Disability		1		1																			2	
Hale Kea Testing Center		2		1					1							1	2	2	2			2	14	
Human Resources (HR)									1		1		1		1								4	
Intensive English Program (EP)																							0	
I Ola Haloa (HLS)																							0	
ITS Help Desk				2																			2	
Learning Center (TLC)																							0	
Lost and Found/Security																							0	
Na Pua Noeau																							0	
NHERC (Honokaa)																							0	
Other Campus										1							1		1	1			5	
OCET											2			2	2	4	2		1	1			16	
Palamani (West Hawaii)			1									1		1				1					4	
Passport	3	2	1	2	2	3	2		1		1			3	3								23	
POM/Mail Room														1		1							2	
Publication (Ka 'Io News)					1																		1	
Therapy & Support Services																							0	
UH Hilo/Bookstore/Library				1					1		1			2								1	6	
Voicemail									1														1	
<b>TOTAL</b>	<b>5</b>	<b>12</b>	<b>11</b>	<b>11</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>2</b>	<b>8</b>	<b>10</b>	<b>8</b>	<b>5</b>	<b>8</b>	<b>11</b>	<b>11</b>	<b>12</b>	<b>10</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>0</b>	<b>6</b>	<b>7</b>	<b>177</b>

WEEKLY ACTIVITY LOG

May 2017	5/1 Mon	5/2 Tue	5/3 Wed	5/4 Thu	5/5 Fri	5/8 Mon	5/9 Tue	5/10 Wed	5/11 Thu	5/12 Fri	5/15 Mon	5/16 Tue	5/17 Wed	5/18 Thu	5/19 Fri	5/22 Mon	5/23 Tue	5/24 Wed	5/25 Thu	5/26 Fri	5/29 Mon	5/30 Tue	5/31 Wed	
<b>WALK-IN LOG</b>																								
Admissions & Records	1	1	1			2	9	2	1	3	3	4	4	3	2	4	2	1	4	6		8	3	64
Application Online		2		1	1			1	2							1	1	1	3					13
Bathroom				1																				1
Business Office					1	2	1	1	1							1							1	8
Cafeteria	1			1																				2
Campus Map/Directions			1		1												4	5						11
Catalog																								0
Chancellor/VCSA/VCAA				1		2	1	1			2					3		1	3					14
Childrens Center																								0
Counseling/Orientation			3				3	1	1	1					4			3				4	4	23
Faculty/Staff/Instructor		1				1		1						1										4
Financial Aid	1					1					1		1	2										6
Gear Up																								0
Ha'awi Kokua/Disability		1																						1
Hale Kea Testing Center						1																1	2	4
Human Resources (HR)	1																							1
Intensive English Program (EP)						1											1							2
I Ola Haloa (HLS)																								0
ITS Help Desk																								0
Learning Center (TLC)																								0
Lost and Found/Security																								0
Na Pua Noeau																								0
OCET	1					3	1	1					3	1	1	2	2	3	2	1			2	23
Passport			1							1	2													4
POM/Mail Room																								0
Phone Use				1		1		1								1								4
Taxi Coupons	5	1																						6
UH Hilo/Bookstore/Library		6			1		1										1							9
<b>TOTAL</b>	<b>10</b>	<b>13</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>14</b>	<b>17</b>	<b>8</b>	<b>4</b>	<b>5</b>	<b>8</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>12</b>	<b>14</b>	<b>11</b>	<b>13</b>	<b>6</b>	<b>7</b>	<b>0</b>	<b>13</b>	<b>12</b>	<b>200</b>

GRAND TOTAL 377

WEEKLY ACTIVITY LOG

June 2017	6/1 Thu	6/2 Fri	6/5 Mon	6/6 Tue	6/7 Wed	6/8 Thu	6/9 Fri	6/12 Mon	6/13 Tue	6/14 Wed	6/15 Thu	6/16 Fri	6/19 Mon	6/20 Tue	6/21 Wed	6/22 Thu	6/23 Fri	6/26 Mon	6/27 Tue	6/28 Wed	6/29 Thu	6/30 Fri
<b>TELEPHONE LOG</b>																						
<b>H</b>																						
Academic Calendar																						0
Admissions & Records		3	2		1		1		2	2		3	1	2	2	2		1	4	3	3	1
Application (Online)			1									1			1				1		2	
ATE	1																					1
Business Office					1																	1
Cafeteria																						0
Campus Tour						1			1													2
Campus Map/Directions																						0
Chancellor/VCSA/VCAA		1		1	1	1	2		1	2		1	1	1		3	1			3		19
Childrens Center			1								1											2
Computer Services (ACU)															1	1						2
Counseling/Orientation		2	1		1	1	1		2	1		1	2				1	2	2	2	3	1
Faculty/Staff/Instructor		2					1				2							1		1		2
Financial Aid									1												1	2
Gear Up		1		1																1		3
Ha'awi Kokua/Disability														1		1						2
Hale Kea Testing Center	1			1	2					1		1	2			1		1	1	1	1	13
Human Resources (HR)			1	1																		2
Intensive English Program (IEP)																						0
I Oia Haloa (HLS)																						0
ITS Help Desk																						0
Learning Center (TLC)																						0
Lost and Found/Security		1																		1		2
Na Pua Noeou																						0
NHERC (Honokaa)																						0
Other Campus																	1					1
OCET	2	4	5	1	1				4	2	1	3	3	4	1	2		3	3	3	3	2
Palaemanui (West Hawaii)																2						2
Passport		2										1				2		1				7
POM/Mail Room			1																			1
Therapy & Support Services																						0
UH Hilo/Bookstore/Library									1					1		1				3		7
TOTAL	4	16	12	5	7	3	5	0	12	8	4	10	10	9	5	15	3	9	13	16	13	10

WEEKLY ACTIVITY LOG

June 2017	6/1 Thu	6/2 Fri	6/5 Mon	6/6 Tue	6/7 Wed	6/8 Thu	6/9 Fri	6/12 Mon	6/13 Tue	6/14 Wed	6/15 Thu	6/16 Fri	6/19 Mon	6/20 Tue	6/21 Wed	6/22 Thu	6/23 Fri	6/26 Mon	6/27 Tue	6/28 Wed	6/29 Thu	6/30 Fri
Admissions & Records	2	6		6	3	4	2		3	7	2	6	4	1	5	2	4	4	6	7	2	3
Application Online	1	1		2					4	1	1					1			3		1	1
Bathroom																			1			1
Business Office	1					1							1		2		1					6
Cafeteria										3			1								5	9
Campus Map/Directions			1																3	2	3	1
Catalog																						0
Chancellor/VCSA/VCAA	1					1			1					1	2				1	1		2
Childrens Center																						0
Counseling/Orientation	1	1	2	6	2		1			6	1		2	2	2	1			1	1	5	1
Faculty/Staff/Instructor	1					1										1						3
Financial Aid			1	1	1				1	1					1	1			2	1		2
Gear Up																						0
Ha'awi Kokua/Disability											1											1
Hale Kea Testing Center	1						1			2						1						6
Human Resources (HR)																						0
Intensive English Program (IEP)														1		1						2
I Oia Haloa (HLS)																						0
ITS Help Desk																						0
Learning Center (TLC)																						0
Lost and Found/Security																						0
Na Pua Noeou																						0
OCET	1			1	2		3		7	2	4		2	1	3						2	1
Passport														1					1			2
POM/Mail Room										1		1			1							3
Phone Use			2	1	1	1	1		1	1	1	1										10
Taxi Coupons													1									1
UH Hilo/Bookstore/Library											1											1
TOTAL	9	8	6	17	9	8	8	0	17	25	10	8	11	7	16	8	5	14	11	13	17	9

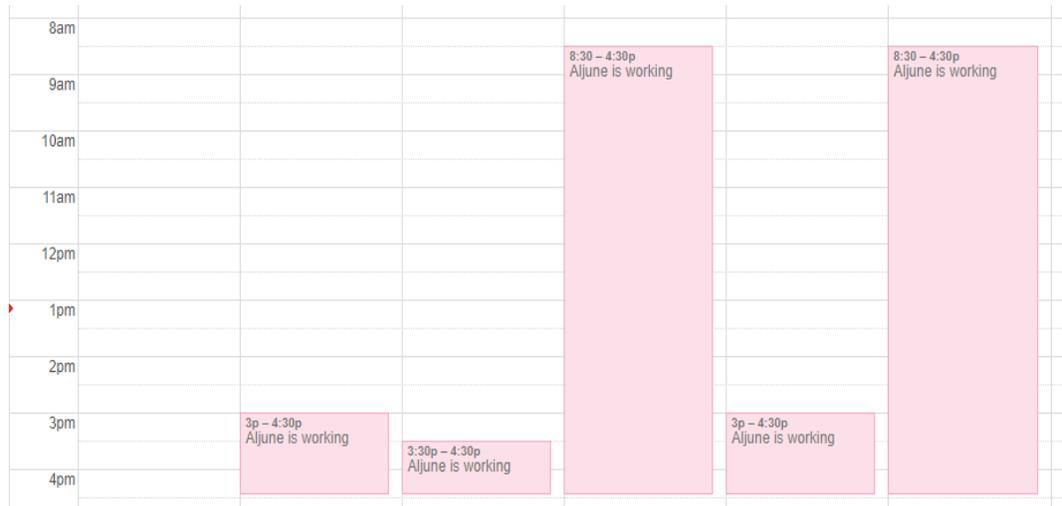
GRAND TOTAL 425

# Appendix D Student Assistant Schedules

## Summer 2016



## Fall 2016



## Spring 2017



Appendix E

Hawai'i Community College Facebook Likes



Appendix F  
2016-2017 Campus Tour Data

	<b>Tours</b>	<b>People</b>
<b>July</b>	2	25
<b>August</b>	No Tours Offered	-
<b>September</b>	2	18
<b>October</b>	5	191
<b>November</b>	2	23
<b>December</b>	No Tours Offered	-
<b>January</b>	2	6
<b>February</b>	1	7
<b>March</b>	3	41
<b>April</b>	4	37
<b>May</b>	1	10
<b>June</b>	3	27
<b>Total</b>	<b>25</b>	<b>385</b>

Appendix G

Hawai'i CC Campus Tour Evaluation Form



# Hawai'i CC - Campus Tour Evaluation

Thank you for visiting us! We hope your tour was an informative and memorable one. To help us continually strive to improve our tour program, please take a moment to answer the following:

The Faculty, Staff, and Students of Hawai'i CC were friendly and welcoming.

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	Strongly Agree				

How satisfied were you with the knowledge of your tour guide?

	1	2	3	4	5	
Unsatisfied	<input type="radio"/>	Very Satisfied				

The information I received was...

	1	2	3	4	5	
Too Little	<input type="radio"/>	Too Much				

How would you rank the length of the campus tour?

	1	2	3	4	5	
Too Short	<input type="radio"/>	Too Long				



I feel that this campus tour prepared me for enrolling in college.

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	Strongly Agree				

What did you enjoy the MOST about the tour?

Your answer

---

What did you enjoy the LEAST about the tour?

Your answer

---

Is there anything we could have done to make the tour better for you?

Your answer

---

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Google Forms

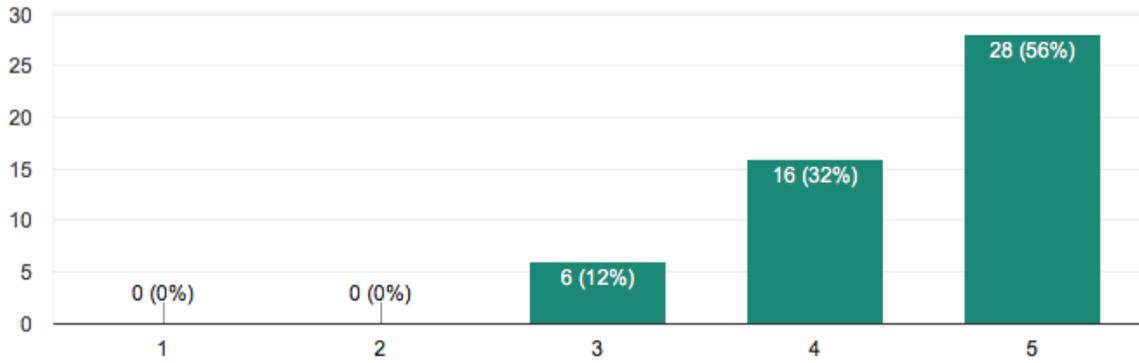


Appendix H

Hawai'i CC Campus tour Evaluation Results

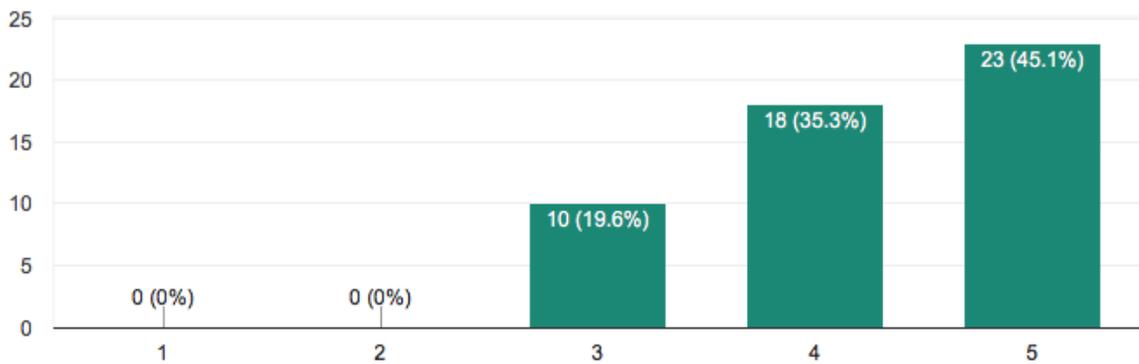
**The Faculty, Staff, and Students of Hawai'i CC were friendly and welcoming.**

50 responses



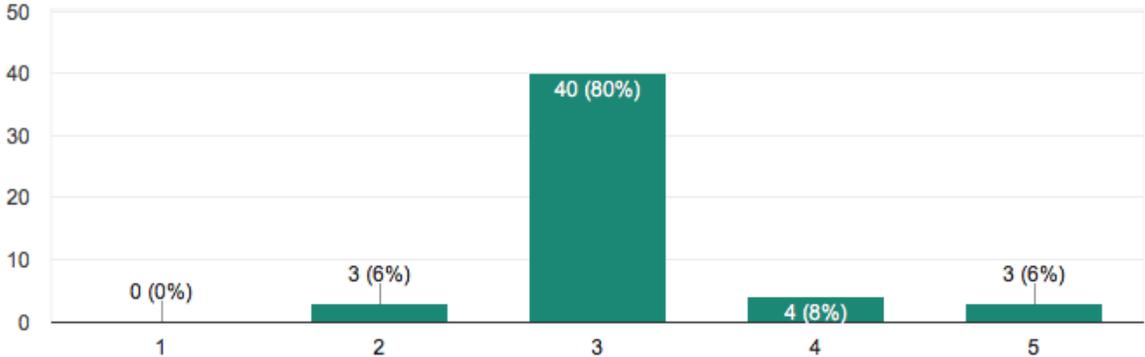
**How satisfied were you with the knowledge of your tour guide?**

51 responses



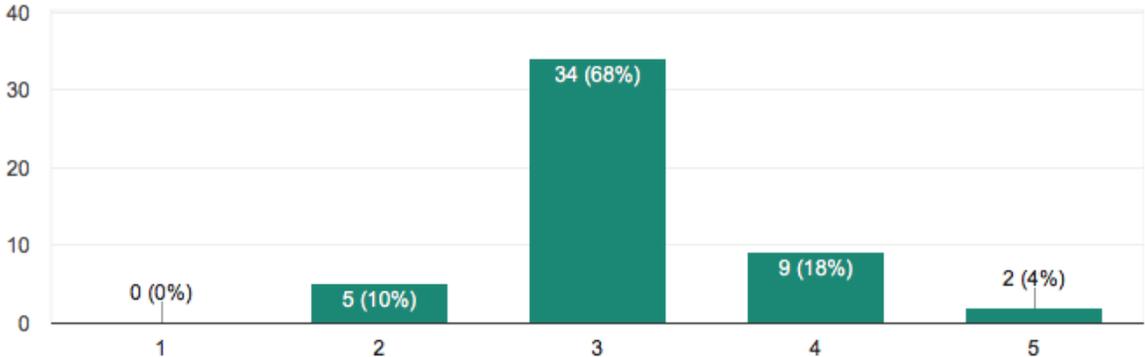
### The information I received was...

50 responses



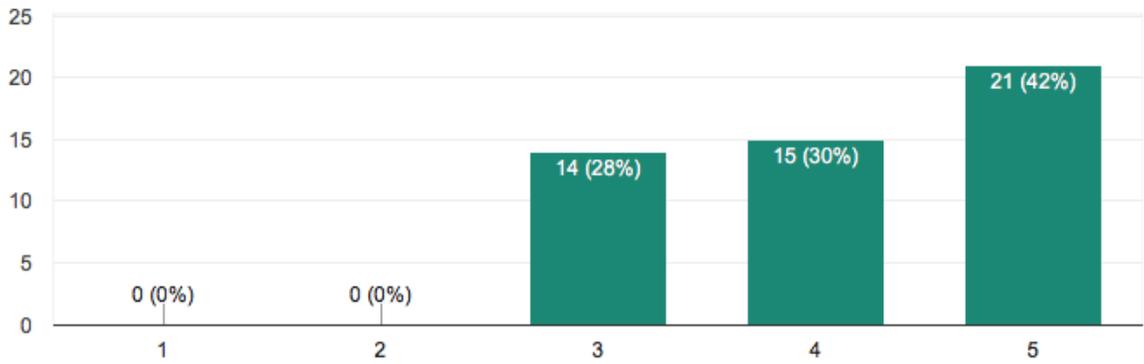
### How would you rank the length of the campus tour?

50 responses



## I feel that this campus tour prepared me for enrolling in college.

50 responses



## What did you enjoy the MOST about the tour?

27 responses

everything (2)
everything (2)
Culinary (2)
Nursing SIM Man
The Information
the nursing
the hands on activities
1. Nursing 2. Human Services 3. Carpentry 4. Digital Media Arts
Not being in school

1. Nursing 2. Human Services 3. Auto Body
Nursing
1. Human Services 2. Auto Body 3. Carpentry
hands on activities
it was hands on
nursing
1. nursing 2. human services 3. digital media
hands on programs

1. Nursing 2. Human Services 3. Auto Body
Everything
1. Nursing 2. Culinary 3. Human Services 4. Carpentry
1. Culinary 2. Auto Body 3. Digital Media Arts
Nursing
Auto Body
Human Services

## What did you enjoy the LEAST about the tour?

27 responses

N/A (7)
Nothing (4)
walking (3)
nothing (2)
walking (2)
nothing (2)
The walking
the heat
the sun
Not enough time
the heat
Too hot

## Is there anything we could have done to make the tour better for you?

27 responses

N/A (4)
Nothing, it was a great tour (4)
See more programs (3)
provide refreshments (2)
see more programs (2)
spend more time in programs (2)
take a break (2)
no it was good
let me sit
spend more time in the programs
spend more time in programs
make it longer