

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

**Admissions & Records Office**

**Date** January 25, 2019

**Review Period**  
**July 1, 2017 to June 30, 2018**

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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

<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>Admissions and Records Office (ARO): The ARO is responsible for all admissions, registration, records maintenance, and Veterans Administration benefits functions and services. It provides services to the entire Hawai'i Community College Kauhale - students, faculty, staff, administrators and the community. The mission of the ARO is to support student success through practices and policies that are fair, accurate, service-oriented, and timely.</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>2015</p>
<p>URL</p>	<p><a href="http://hawaii.hawaii.edu/files/program-unit-review/docs/2015_admissions_records_comprehensive_unit_review.pdf">http://hawaii.hawaii.edu/files/program-unit-review/docs/2015_admissions_records_comprehensive_unit_review.pdf</a></p>
<p>Provide a short summary of the CERC's evaluation and recommendations from the unit's last Comprehensive 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>In the unit's 2012-2015 comprehensive review CERC provided great feedback regarding the unit's strengths, challenges, and action plan. CERC identified a particular strength of the unit had been the undertaking of meaningful changes as a result of previous recommendations. The committee understood that unit goals were not met as staffing issues contributed to the unit's challenges. However, CERC provided positive feedback regarding the unit's action plan but suggested a focused approach towards the collection of students' satisfaction data based on services received.</p> <p>CERC's overall recommendation included that the unit provided a report that was well done with a compelling narrative. However, the committee recommends an analysis about the unit's overall operations and activities to date. CERC suggested that it may benefit the unit by further collection of previous and current assessment data, and how these data results are used towards specific plans for improvement.</p>

**Unit Data: Analysis of ARPD Data and Other Quantitative Indicators**

Unit ARPD data, if applicable, can be found on the ARPD website:

<http://www.hawaii.edu/offices/cc/arpd/>

**Please attach a copy of the Unit’s ARPD data tables, if applicable, and submit with this Annual Unit Review (AUR). If other quantitative data is discussed below, please attach relevant documentation.**

**Analyze the Unit’s ARPD data, if applicable, and other relevant quantitative data for the review period.**

Describe, discuss, and provide context for all 2017-18 ARPD and other data categories and indicators that are relative to the Unit’s provision of services.

University of Hawaii Community College's Student Services Annual Report of Program Data (ARPD) for Hawaii Community College program year 17-18. The data provided in the ARPD report for Student Services – Demand Indicator are reflective of the institution, rather than specifically ARO. However, the unit supports demand indicators through the processing of applications.

Demand Indicators that ARO supports are enrollment. In the ARPD comparative data from 16-17, the information listed for 17-18 labeled Annual Headcount ALL students -3%, Annual Headcount Native Hawaiian -2%, and Registration Status for Fall an increase with New Students and a decline with Transfer, Continuing, Returning, Home Campus Other. The status for Spring an increase in New Students and Retuning, and a decrease with Transfer, Continuing, Home Campus Other.

Effective Indicators for ARO include the percentage of students that applied, accepted, and registered.

AY 17-18 Admissions Data				
Semester	Applied	Accepted	Registered	% Registered
Fall 17	2,791	2,619	1,336	51
Spring 18	1,224	1,151	526	46

Efficiency Indicators are an implementation of strategic processing methods like WIGs scoreboard to have a clear objective towards application and transcript evaluation processing timeliness. Also, incorporating a streamline and standard acceptance email process through Starfish. The acceptance emails are sent out within 24 hours. Additionally, ARO unit participated in 2 outreach events to assist with the admissions process for potential students.

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.

The Admissions & Records Unit consists of the following positions: 1 general funded APT Band B Registrar Vacant (Interim VCSA), 1 temporary general funded APT Band A serving as Interim Registrar, 1 casual hire APT Band B Veteran Specialist, 1 casual hire APT Band A Admissions Specialist (Part-Time), 1 Office Assistant IV, 1 Office Assistant III. In addition to staff, the unit is supported with student assistants through Federal Work Study and Bridge To Hope funding.

The ARO unit serves both the Manono and Palamanui campus regarding admissions and student records. The services we offer are application assistance and processing, medical clearances, registration, a variety of student record changes and updates, enrollment certification, degree verification, graduation and diploma information, transcript requests and evaluations, veteran educational benefits and certifications.

## 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. Explain what the unit did to address those challenges.**

Throughout this reporting period, ARO has embraced significant changes. During 2017-2018 the vision of a “one-stop shop” has undertaken development, construction, and finishing. The units included are Admissions & Records, Financial Aid, and Information Center. The benefits of key onboarding units in one central location is essential towards being a student ready campus. During this time, the ARO unit was faced with several location moves with limited services and closures. In addition to the logistics of establishing the “one-stop shop” known as the Welcome Center – Paepae Haumana, the unit faced challenges with staffing issues with the transition of interim positions, casual hires, and absences causing the remaining staff to reprioritize duties.

### **Application and Transcript Evaluation Processing**

Towards the end of this reporting period, the unit incorporated WIGS (Wildly Important Goals) concept. ARO created a scoreboard which tracked processing of applications and transcript evaluations by staff and seasoned student assistants. The scoreboard consisted of daily, weekly, and monthly goals. The scoreboard is a visual representation to keep processing steady while highlighting staff and students that achieved their targeted goals. The timeliness

of processing applications is a proactive approach to help students get through the admissions process and complete registration.

Application Processing Time Table			
Term	Processed Dates	Avg. Days to Process	
Fall 2017	Jan 2017-Aug 2017	15	
Spring 2018	Aug 2017-Jan 2018	15	
Fall 2018	Jan 2018 -Aug 2018	7	

Transcript Evaluation Time Table			
Month	Days to Evaluate	Average Credits Awarded	
Jul-17	10	28	
Aug-17	16	39	
Sep-17	43	23	
Oct-17	16	26	
Nov-17	13	25	
Dec-17	7	22	
Jan-18	12	18	
Feb-18	7	34	
Mar-18	1	25	
Apr-18	5	41	
May-18	13	33	
Jun-18	13	26	

- Days to evaluate are calculated by date received against date evaluated
- In some cases when we receive the request the student has not yet applied so we are unable to evaluate until an application is received
- During the reporting period processing transcript evaluations (1) Office Assistant III and (1) Part Time Casual APT Band A aside from their additional unit duties

**Customer Service and Efficiency Training**

Throughout the reporting period, continuous efforts were made to cross-train individuals to assist students, faculty, and staff. We had several pieces of training during the Fall and Spring semester to highlight customer service methods, help with processing efficiencies, and increase communication efforts. During this reporting period, the mystery shop experience was not available due to scheduling differences and various location moves and closures.

- Training conducted throughout months of September 1, 2017 - April 27, 2018

### **Customer Feedback Form**

Through positive feedback from a previous reporting period mystery shop conducted by student evaluators the evolution of a customer feedback form on our website developed in this reporting period. The top comments included suggestions for improvement.

### **Recruitment/Community Engagement**

ARO staff participated in various community events with other units promoting admissions and highlighting programs and services offered.

- Express Admissions & Enrollment Day – July 29, 2017
- Walk a mile in Her Shoes – October 28, 2017
- Veterans Parade – November 4, 2017
- HawaiiCC Day – February 8, 2018
- UH Transfer Day – February 20, 2018
- Palamanui Day – March 5, 2018
- Hawaii County Fair – Sept 24, 2018

### **Onboarding**

The unit updated critical areas on the website to better assist with the onboarding process. The areas that were updated were “How to Apply,” “Get Registered,” Veterans and Admissions & Records webpages.

How to Apply link: <http://hawaii.hawaii.edu/apply>

Get Registered link: <https://hawaii.hawaii.edu/get-registered>

Veterans link: <http://hawaii.hawaii.edu/admissions/veterans>

Veteran Support Guide link:

<https://hawaii.hawaii.edu/sites/default/files/assets/admissions/veterans/docs/veteran-support-guide.pdf>

FaTV for Veterans <https://hawcc.financialaidtv.com/browse/types/veterans-benefits>

Admissions & Records link: <https://hawaii.hawaii.edu/admissions>

Another change that occurred in conjunction with the webpage updates is the Starfish automated acceptance emails informing students of application submittal and congratulating the student after an application has been accepted. The acceptance email gears student towards the “Get Registered” page on our website that lists information to help students through the

next steps. The timeline that a student would get an acceptance email after processing is within 24 hours.

### **Registration**

We have worked collaboratively with the information center and student ambassadors through Students Helping Student (SHS) pilot project to increase communication efforts to a specific population, first-time freshman liberal arts majors. During this time, we wanted to incorporate a high touch approach through different modes of communication by including student ambassadors that have successfully gone through the on-boarding process to assist new students. Also, we have continued the post-dating of medical clearances to allow registration into courses with additional time to submit clearances.

Students Helping Student Fall 2018 Data
Total students First Time/Freshman LBRT - 293 of that 193 registered , 66%
Total students all others - 2, 314 of that 1,155 registered, 50%

Transcript evaluation timeliness will assist students with registration and time to degree rate.

[See transcript evaluation time table above]

### **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

### AY18-19 ACTION PLAN

**Provide a detailed narrative discussion of the unit's overall action plan for AY18-19, based on analysis of the unit's AY17-18 data and the overall results of Unit Outcomes (UOs) assessments conducted during the AY17-18 review period (reported below, Part 3). This Action Plan should identify the unit's specific goals and objectives for AY18-19 and must provide benchmarks or timelines for achieving each goal. Please provide attachments and additional documentation as appropriate.**

The ARO unit will continue innovative measures towards student satisfaction and enrollment methods on both a system and institutional level. The unit will maintain partnerships with other units and committees to incorporate efforts regarding onboarding, retention, and transfer. It is vital for the unit to assess previous goals to see if it is a realistic objective based on resources available and national recommendations.

The unit will continue daily efforts towards onboarding and include a fresh revamp on a high touch approach to increase acceptance to registration ratio. ARO will continue to have a presence throughout community events to establish familiarity with Hawaii Community College and various offerings. We will expand students helping students (SHS) project to all majors first time freshman. Through SHS collaborative efforts the Welcome Center will maintain targeted communication efforts which include email, call-outs, and texts. The unit will establish strategic methods towards targeting newly accepted students by specific populations with assistance from other units.

Additionally, ARO with other units will be a part of updating information on the website to provide a new look with simple navigation and valued student information.

In regards to application and transcript evaluations, the unit will continue WIGS scoreboard to keep track of processing timeliness and overall goals.

In regards to customer service, the unit will continue training and professional development towards the delivery of excellent and efficient service. ARO will establish continued efforts of the mystery shopper collaboration with course instructor and students. The unit will expand service information by working with the Welcome Center on a student satisfaction survey. Also, the unit will be working on the ARO webpage to ensure that the most up-to-date information for students, community, faculty, and staff are available. We will be working on updating ARO forms as policies and procedure change.

## **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:**

The unit will assess UO 1: The Admissions & Records Office will process admission application in a timely manner.

- We anticipate a new system application interface and viewer which should expedite processing. This will help to ensure that students have sufficient time to complete the admissions process and move on towards the next step of registration
- Continue WIGs scoreboard as a visual representation of daily, weekly, and monthly application and transcript evaluation processing goals

### **Action Item 2:**

The unit will assess UO 2: The Admissions & Records Office will deliver excellent and efficient customer service.

- Continue quarterly or as needed customer service and daily task trainings
- Continue Mystery shopper collaborative efforts with instructor and students.
- Work on customer satisfaction survey with the Welcome Center to ensure that services are being delivered with excellence and assess areas for improvement
- Increase accepted students to registration ratio with SHS project

### **Action Item 3:**

The unit will assess UO 3: The Admissions & Records Office will provide clear, pertinent and accurate policy and procedural information through a variety of media

- The unit will continue to update its webpage to provide students with important up-to-date information
- The unit will continue to update its forms as policy and procedures change
- The ARO unit and others will develop a flyer for students with information of services that are offered by all units of the Welcome Center – Paepae Haumana
- Continue efforts to translate the declaration form into Hawaiian. The form will be available in English and Hawaiian.
- Work with other units to provide instructional videos on onboarding process
- Work with other units to revamp onboarding instructions on the HawaiiCC website

**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.*

**BUDGET ASKS**

For budget ask in the allowed categories (see above):	
Describe the needed item(s) in detail.	
Include estimated cost(s) and timeline(s) for procurement.	
Explain how the item(s) aligns with one or more of the strategic initiatives of <u>2015-2021 Strategic Directions</u> :  <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>	

## 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 AY17-18**

### 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/index.php?category=Outcomes&page=Institutional.php>

UO #	UNIT OUTCOMES (text)	Aligned to ILO #
1	The Admissions & Records Office will process admission applications in a timely manner.	1,2,3
2	The Admissions & Records Office will deliver excellent and efficient customer service.	1,2,3,4,5,6
3	The Admissions & Records Office will provide clear, pertinent and accurate policy and procedural information through a variety of media	1,2,3,4,5
SLO#	STUDENT LEARNING OUTCOMES (text)	Aligned to ILO #

### Assessment Strategies

For each UO/SLO assessed in AY17-18, 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.

UO #	Assessment Strategies
1	AY 17-18 The ARO unit incorporated wildly important goals (WIGs) strategy at the end of the reporting period to maintain constant workflow regarding processing of applications and transcript evaluations. The scoreboard identified staff and student

	assistant names and attached were goals identified by each day and the end of the week. Also, it associated the overall monthly objective if weekly goals were met.
2	AY 17-18 The ARO unit increased customer service trainings to incorporate Welcome Center – Paepae Haumana service flow. Included a customer feedback form on the webpage to assist with identifying student concerns. The feedback form is a google form questionnaire. Also, incorporated a high touch approach towards getting students from acceptance to registration through SHS project.
3	AY 17-18 The ARO unit updated the webpage to provide clear and accurate information. As policies and procedures changed various forms were updated as well.

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

<p><b>For each UO/SLO assessed in AY17-18 listed above, provide:</b></p> <ul style="list-style-type: none"> <li>• a statement of the quantitative results;</li> <li>• a brief narrative analysis of those results.</li> </ul>																					
<p><b>UO/SLO#: 1</b></p> <p>Application Processing Time Table Results:</p> <table border="1" style="margin-left: 40px;"> <thead> <tr> <th colspan="4">Application Processing Time Table</th> </tr> <tr> <th>Term</th> <th></th> <th>Processed Dates</th> <th>Avg Days to Process</th> </tr> </thead> <tbody> <tr> <td>Fall 2017</td> <td></td> <td>Jan 2017-Aug 2017</td> <td>15</td> </tr> <tr> <td>Spring 2018</td> <td></td> <td>Aug 2017-Jan 2018</td> <td>15</td> </tr> <tr> <td>Fall 2018</td> <td></td> <td>Jan 2018 -Aug 2018</td> <td>7</td> </tr> </tbody> </table> <p>Also, the online application can be submitted during a 24 hour period in comparison to processing which is done during normal business hours Monday – Friday.</p>		Application Processing Time Table				Term		Processed Dates	Avg Days to Process	Fall 2017		Jan 2017-Aug 2017	15	Spring 2018		Aug 2017-Jan 2018	15	Fall 2018		Jan 2018 -Aug 2018	7
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Transcript Evaluation Time Table Results:

Transcript Evaluation Time Table		
Month	Days to Evaluate	Average Credits Awarded
Jul-17	10	28
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Dec-17	7	22
Jan-18	12	18
Feb-18	7	34
Mar-18	1	25
Apr-18	5	41
May-18	13	33
Jun-18	13	26

The ARO unit did not meet the processing goal of three business days for most of the reporting period. However, during the month of March 2018 processing days of evaluation was less than three business days. During the latter of the review period WIG's scoreboard was incorporated and a shift in application processing had occurred from average days of 15 to 7, and decreasing transcript evaluation days as well.

**UO/SLO#: 2**

The ARO conducted customer service, transition of units, and process training for the months of September 1, 2017 – April 27, 2018.

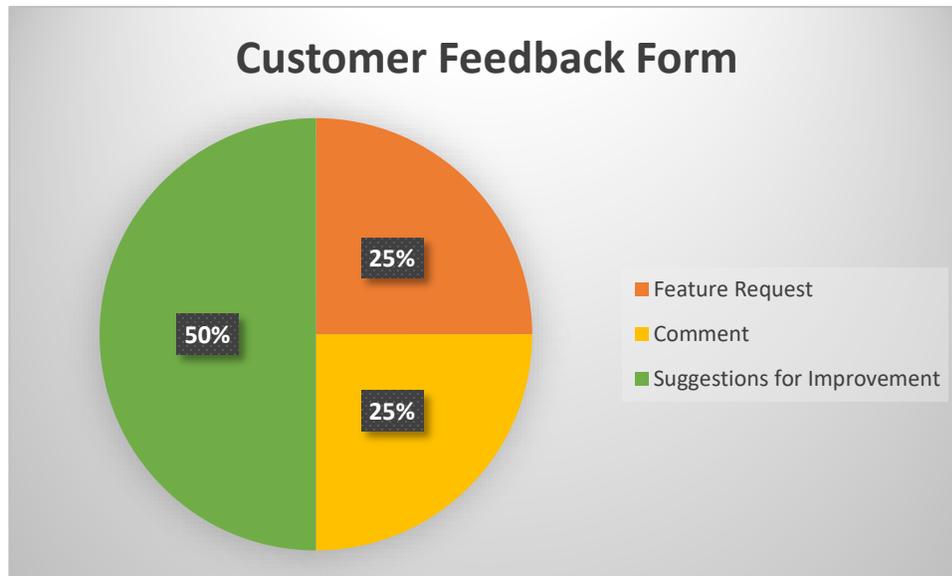
Through various communication efforts some of which were scripted a high touch approach was developed. SHS high quality service towards assisting targeted students through the admissions processing and registration.

Students Helping Students (SHS) Results:

Students Helping Student Fall 2018 Data
Total students First Time/Freshman LBRT - 293 of that 193 registered , 66%
Total students all others - 2, 314 of that 1,155 registered, 50%

The results showed a difference with SHS high touch customer service approach vs. limited service. There was a significant difference with the targeted population regarding registration as 66% successfully registered in comparison to limited services that other incoming students received as 50% enrolled.

Customer Feedback Form Results:



The results of the customer feedback form incorporated that 50% of students using this online form have made suggestions for improvement. These suggestions provided the unit with information on an area or topic that factors communication improvements and potential system-level changes.

**UO/SLO#: 3**

During this reporting period, ARO unit updated over 20 forms on their webpage and provided descriptive information of each form. Also, included on the units main home page application deadline for each semester and when applications are being accepted. Also, the unit included an events calendar which provides essential registration information for current and future semesters.

## Other Comments

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

During this reporting period, the ARO unit had many location moves and closures due to the Welcome Center – Paepae Haumana formation. The mystery shopper/customer service experience was not incorporated due to scheduling difficulties. However, revitalized during the next reporting period.

**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.**

The ARO unit with the self-service weekly traffic log was not maintained for the months July to October due to location changes and construction of the Welcome Center – Paepae Haumana. However, the data gathered from months that were reported based on the information recorded, the top three services conducted were application, registration, and transcript assistance.

## Next Steps – ASSESSMENT ACTION PLAN for AY18-19

**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 AY17-18 assessment results.**

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

The ARO unit will continue partnerships with campus and system committees to address enrollment efforts. The unit in 18-19 will participate strategically focusing on the area of onboarding.

The unit will continue to strengthen Students Helping Students (SHS) to assist incoming students with the goal of completing the admissions process and registration.

The unit will continue to have training and updating ARO webpage to ensure that the students, community, faculty, and staff are receiving accurate information with excellent service.

# Hawaii Community College

## 2018 Student Services Annual Report of Program Data

### Student Services

#### Part I: Program Quantitative Indicators

Demand Indicators		Program Year			
		15-16	16-17	17-18	
1	Annual Headcount ALL Students	3,838	3,636	3,527	
2	Annual Headcount NH Students	1,594	1,564	1,527	
3	Actual Percent Change from Prior Year ALL	-0%	-5%	-3%	
4	Actual Percent Change from Prior Year NH	-2%	-2%	-2%	
5	Annual Headcount of Recent Hawaii High School Graduates	362	362	382	
6	Percent of Service Area's Recent High School Graduates	19%	18%	18%	
7	Annual Headcount of Students 25-49 Years Old	1,331	818	1,135	
8	Annual Headcount from Underserved Regions	3,922	2,415	3,626	
9	Annual Headcount in STEM programs	223	152	222	
10a	Fall Semester Registration Status	New Students	957	911	930
10b		Transfers Students	216	259	217
10c		Continuing Students	1,366	1,189	1,188
10d		Returning Students	219	259	217
10e		Home Campus Other	329	338	267
11a	Spring Semester Registration Status	New Students	453	443	501
11b		Transfers Students	96	125	82
11c		Continuing Students	1,712	1,631	1,591
11d		Returning Students	136	121	131
11e		Home Campus Other	358	287	264

Efficiency Indicators		Program Year		
		15-16	16-17	17-18
12	Pell Participation Rate ALL Students	53%	55%	54%
13	Pell Participation Rate NH Students	60%	60%	62%
14	Number ALL Students Receiving Pell	1,236	1,204	1,166
15	Number NH Students Receiving Pell	616	600	605
16	Total Pell Disbursed ALL	\$4,487,650	\$4,176,086	\$4,151,557
17	Total Pell Disbursed NH	\$2,228,004	\$2,101,344	\$2,180,505
18	Overall Program Budget Allocation	Not Yet Reported	Not Yet Reported	Not Yet Reported
19	General Funded Budget Allocation	Not Yet Reported	Not Yet Reported	Not Yet Reported
20	Special/Federal Budget Allocation	Not Yet Reported	Not Yet Reported	Not Yet Reported
21	Cost Per Student	Not Yet Reported	Not Yet Reported	Not Yet Reported
<b>Achieving the Dream</b>		<b>AtD Fall Cohort</b>		

		2014	2015	2016
22	FT AtD Cohort (ALL) complete 20 credits first year	252	191	185
23	FT AtD Cohort (NH) complete 20 credits first year	109	100	99
24	PT AtD Cohort (ALL) complete 12 credits first year	80	78	81
25	PT AtD Cohort (NH) complete 12 credits first year	33	60	91

\*Data element used in health call calculation

Last Updated: November 1, 2018

Effectiveness Indicators		Program Year		
		15-16	16-17	17-18
26	Persistence Fall to Spring ALL Students	69%	69%	69%
27	Persistence Fall to Spring NH	70%	69%	69%
28	Degrees & Certificates Awarded ALL	693	576	586
29	Degrees & Certificates Awarded NH	270	233	272
30	Degrees & Certificates in STEM ALL	36	40	30
31	Degrees & Certificates in STEM NH	5	4	6
32	Transfers to UH 4-yr ALL	273	289	270
33	Transfers to UH 4-yr NH	111	130	112

Community College Survey of Student Engagement (CCSSE)		Survey Year		
		2014	2016	2018*
34	Support for Learners Benchmark (Percentile)	70	0	0
Means Summary All Students				
*2018 uses different scales. Only Importance is comparable.				
35	Academic Advising			
	Frequency	1.79	1.88	Not Yet Reported
	Satisfaction	2.26	2.38	Not Yet Reported
	Importance	2.58	2.56	Not Yet Reported
36	Career Counseling			
	Frequency	1.59	1.55	Not Yet Reported
	Satisfaction	2.11	2.18	Not Yet Reported
	Importance	2.43	2.42	Not Yet Reported
37	Job Placement Assistance			
	Frequency	1.31	1.36	Not Yet Reported
	Satisfaction	1.84	2.01	Not Yet Reported
	Importance	2.20	2.21	Not Yet Reported
38	Financial Aid Advising			
	Frequency	1.86	1.83	Not Yet Reported
	Satisfaction	2.18	2.26	Not Yet Reported

	<b>Importance</b>	2.54	2.48	Not Yet Reported
<b>39</b>	<b>Student Organizations</b>			
	<b>Frequency</b>	1.41	1.49	Not Yet Reported
	<b>Satisfaction</b>	1.99	2.17	Not Yet Reported
	<b>Importance</b>	2.01	2.16	Not Yet Reported
<b>40</b>	<b>Transfer Credit Assistance</b>			
	<b>Frequency</b>	1.41	1.56	Not Yet Reported
	<b>Satisfaction</b>	1.97	2.15	Not Yet Reported
	<b>Importance</b>	2.28	2.25	Not Yet Reported
<b>41</b>	<b>Services for People With Disabilities</b>			
	<b>Frequency</b>	1.31	1.39	Not Yet Reported
	<b>Satisfaction</b>	2.12	2.14	Not Yet Reported
	<b>Importance</b>	2.20	2.24	Not Yet Reported

\*Data element used in health call calculation

Last Updated: November 1, 2018