

Counseling, Advising & Support Services Center



2019

ANNUAL REPORT OF PROGRAM DATA



UNIVERSITY of HAWAII®
HAWAII
COMMUNITY COLLEGE

1. Program Description

Statement and brief description of the program including a listing of the program level Student Learning Outcomes (SLOs) and/or Service Area Outcomes (SAOs).

Counseling, advising, and support services are designed to help all students develop the academic and personal skills needed to succeed in college. Support services are available for students who are low income, academically under prepared, displaced homemakers, and/or returning older nontraditional students. Individual and/or group counseling is provided by appointment or walk-in in the following areas:

1. Admissions: to assist prospective students with admissions procedures.
2. Academic: to help students be successful in their coursework through awareness of learning and study strategies, academic rules and regulations, educational options, and transfer procedures.
3. Financial Aid: to assist students with general financial aid and scholarship inquiries and to counsel students on financial aid probation, suspension, or termination.
4. Personal: to help students achieve positive relationships with self and others to facilitate the advancement of educational and career goals.

In addition to responding to student requests for assistance, the Counseling, Advising, and Support Services staff reach out to students with special needs through a cooperative arrangement with faculty. For example, students who are observed early in the semester to be having difficulty in a course may be referred to Counseling, Advising, and Support Services for counseling.

Also, students on academic warning, probation, or readmission after academic dismissal who receive letters should seek counseling assistance in order to identify and correct problem areas to promote college success.

LIST OF THE PROGRAM SLOs/SAOs

UO#	UNIT OUTCOMES	Aligned to ILO #
1	CASSC will provide students the information, tools and resources needed to navigate through the college system.	1, 2, 4, 5
2	CASSC will collaborate with colleagues and community partners to promote student success.	1, 4, 5
3	CASSC will promote a healthy, safe and respectful campus environment.	1, 3, 5, 6
4	CASSC will engage in continuous professional development in support of student success	3, 5, 6
SLO#	STUDENT LEARNING OUTCOMES	Aligned to ILO #
1	Student will identify career and/or academic goals and develop a plan to achieve those goals.	1, 2, 4
2	Student will identify and utilize campus and community resources.	1, 2, 3, 4, 5, 6
3	Student will identify the requirements to maintain or return to good academic standing.	1, 2, 4

2. Analysis of the Program

Strengths and weaknesses in terms of demand, efficiency, and effectiveness based on an analysis of the Quantitative Indicators and surveys (located in the Appendix).

Counseling Unit Composition

When fully staffed, the Counseling Unit, located in East Hawai'i, consisted of 8 general-funded, non-instructional faculty (5 generalist counselors, 1 Student Engagement counselor, 1 Outreach and Recruitment Coordinator, and 1 counselor for 0.50 FTE generalist duties and 0.50 FTE Student Life duties), 1 temporary, tuition and fees funded, APT-Academic Advisor, and 1 general-funded, clerical Office Assistant. In addition to the faculty and staff members, the unit also employed 4 or 5 student assistants to work in the Counseling, Advising and Support Services Center, and the Kau Wa'a Student Center. The College funded the unit's student employees via Federal Work Study, tuition and fees funds, and/or Bridge to Hope.

The Counseling Unit also received support from three other positions. The Outreach and Recruitment Coordinator supervised a federally grant-funded APT who collaborated with her to serve the Early College/Running Start population. The Counseling Department Chair supervised the 0.50 FTE casual-hire Student Life Fiscal Specialist (entire year), and a 0.50 FTE casual-hire Academic Advisor (89 day appointment).

The Counseling Unit supports students at each step of their academic journey, from entry to completion (onboarding, retention and completion/transfer). The Unit consists of two overlapping subunits: **Counseling, Advising & Support Services Center (CASSC)** and **Student Engagement** (Early College/Running Start, New Student Orientation, and Student Life). Along with assisting students with direct support, the Counseling Unit develops and implements campus and system initiatives.

2018 Community College Survey of Student Engagement (CCSSE)

The 2018 CCSSE surveyed students in four areas pertaining to the Counseling Unit: Academic Advising, Financial Aid Advising, Transfer Advising/Planning, and Student Organizations. The data reflects the College, rather than the Counseling Unit itself. In addition to the Counseling Unit providing these services, instructional faculty also provides academic advising, the Financial Aid Office also provides financial aid advising, and the Admissions and Records Office provides transfer credit evaluation services.

The CCSSE survey assesses frequency of use of the services based on a 0 to 3 point scale, 0 = Never, 1=1 time, 2 = 2-4 times, and 3 = 5 or more times. The satisfaction and importance of the services items are rated on a 1 to 3 scale, 1 = Not at all, 2 = Somewhat and 3 = Very.

The data as listed in the Appendix, suggest that students consider academic advising, financial aid advising, student organizations, and transfer advising/planning as somewhat important, but they rarely seek out the support. Those students who utilized the services are somewhat satisfied. Additional results for all four areas are reported in other sections within this review.

The unit considers its **Overall rating** in serving our students to be **HEALTHY**.

DEMAND: The unit considers the Demand for the unit's service to be HEALTHY.

The Counseling Unit's services are essential to the college, and are available and accessible to all Hawai'i CC students via phone, email, and in person.

Scheduled and Walk-In Appointments

A majority of the unit's time is utilized to provide direct services to students. In 2018-19, 2,632 students were enrolled in Fall 2018, and 2,301 students were enrolled in Spring 2019.

The Counseling Unit collectively had 5,178 individual appointments during this review period. Of these scheduled/walk-in appointments, the unit assisted 3,451 unduplicated students, some whom might have been prospective and not currently enrolled. The data indicates that numerous students met with a counselor more than once during the course of the semester. A summary of the Counseling Unit's appointments and unduplicated headcounts is below:

Scheduled and Walk-In Appointment Summary

Semester	Duplicated	Unduplicated
Summer 2018 (07/01/18 – 08/19/18)	845	716
Fall 2018 (08/20/18 – 12/13/18)	1,733	972
Winter 2018 (12/14/18 – 01/06/19)	404	310
Spring 2019 (05/10/19 – 06/30/19)	1,558	980
Summer 2019 (07/01/18 – 06/30/19)	638	473
(7/1/2018-6/30/2019) TOTAL	5,178	3,451

Early College/Running Start

The Early College and Running Start initiatives allow high school students to take college classes either on their high school campus or at Hawai'i Community College, and earn credit applicable to both their high school and college degrees. The Hawai'i CC Outreach and Recruitment Coordinator, and two, grant-funded, full-time APT staff served this student population island-wide.

Workshop Type	# Workshops	# Students
Early College Application	1	42
Early College Orientation/Registration	15	346
UH Username	1	31
Senior Application Outreach	8	237
FAFSA Completion	4	59
Next Steps	3	69
Mandatory New Student Orientation	2	84
Registration	6	60

New Student Orientation

New Student Orientation (NSO) is mandatory for all incoming, new and transfer students. Students are required to meet this requirement before registering for classes. During this reporting period, 13 online and 34 in-person orientation sessions were held, supporting 693 students.

EFFICIENCY: The unit considers its Efficiency to be HEALTHY.

The Counseling Unit assisted students for a variety of reasons. The following table provides a summary of the general type of appointments held:

Appointment Type, 2018-2019	Total
HAW: Academic Probation/Dismissal	49
HAW: Admissions, Advising, Financial, Other	4,876
HAW: Disability Testing	34
HAW: Personal Counseling (CASSC)	6
HAW: Prospective Student	148
HAW: Student Organizations/Activities	65
Total	5,178

Academic advising services, which included admissions counseling, financial aid advising, academic planning, transfer counseling, and course registration assistance, comprised of over 94% of the unit's appointments. The second highest appointment reason was assisting prospective students (2.8%). At 0.1%, the lowest appointment reason was personal counseling.

Despite our limited number of personnel members, and numerous services we provide, the unit does our best to respond to and anticipate student needs in a timely manner. For example, it is a best practice that we return an email or phone call within 24 hours received, if it is a weekday, and within 48 hours if received over the weekend.

CCSSE 2018 Academic Advising/Planning Results

- At least 51% of the students surveyed utilized academic advising at least twice within the academic year, and almost 1/5 of them had never utilized academic advising.
- Over 52% of the students who used academic advising indicated that they were very satisfied with the service.
- Over 67% of the students felt academic advising was very important.

CCSSE 2018 Financial Aid Advising Results

- Over 66% of the students surveyed rarely or never used financial aid advising services, but 1/3 of the students utilized the service.
- At least 49% of the students who received financial aid advising indicated that they were very satisfied with the service.
- Over 64% of the students felt financial aid advising was very important.

MySuccess

MySuccess is a tool used to communicate student progress in the classroom. During the 1st, 5th and 8th weeks of instruction, instructional faculty are encouraged to participate in the "No Show," "Early Alert," and "Consider to Withdraw" surveys. The purpose of the surveys are to proactively identify students experiencing problems, academic or otherwise, and are in need of support and/or intervention.

The Counseling Unit outreached by phone and email to all “flagged” students, and the instructors received an electronic response about the result of the unit’s intervention. We aspire to respond to all flags within 7 working days from when the instructor has submitted the flag, and due to limited personnel, sometimes we have contacted the students after the 7-day goal.

A summary of referrals made during the review period are reported in the following table.

**MySUCCESS – ADVISORY REPORT 2018-2019
 SURVEY SUMMARY**

Semester	Survey Type	# Surveys Sent	# Surveys Completed	# of Instructors who Completed the Survey	Tracking Items Created Flags	Tracking Items Created Kudos	Number of Unduplicated Students (Referrals)
Fall 2018	NO SHOW	509	240 (47%)	86/170 (51%)	109	---	88
Fall 2018	EARLY ALERT	514	222 (43%)	74/177 (42%)	446 for 324 different students	652 for 551 different students	---
Fall 2018	CONSIDER WITHDRAWING	515	228 (44%)	79/179 (44%)	302	---	215
Spring 2019	NO SHOW	435	196 (45%)	74/161 (46%)	111	---	95
Spring 2019	EARLY ALERT	431	220 (51%)	86/160 (54%)	243 for 196 different students	1258 for 878 different students	---
Spring 2019	CONSIDER WITHDRAWING	444	165 (37%)	58/164 (35%)	229	---	180

EFFECTIVENESS: The unit considers its Effectiveness to be HEALTHY.

The unit considers its effectiveness based on satisfaction surveys and assessment results collected throughout the year. The unit consistently receives exceptionally strong and positive, service ratings from students. The following table is a summary of the student evaluation results.

Summary of Evaluations (Summer 2018, Fall 2018, Spring 2019) Respondents: 1,083						
Counselor Evaluation	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Left Blank
The counselor listened to me and understood my reason(s) for seeking help, then responded to my concerns.	1027 (95%)	56 (5%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
The counselor provided me with helpful information.	1031 (95%)	52 (5%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
The counselor provided a safe and inviting environment.	1039 (96%)	42 (3.8%)	0 (0%)	0 (0%)	0 (0%)	2 (0.2%)
When needed, the counselor assisted me in getting information from another office or agency.	1009 (93%)	55 (5%)	0 (0%)	0 (0%)	17 (1.8%)	2 (0.2%)
If I need to see a counselor in the future, I would choose to see this counselor, again.	1033 (95%)	49 (4.91%)	0 (0%)	0 (0%)	1 (0.09%)	0 (0%)

When applicable, at least 98% of the student respondents strongly agreed or agreed that counselors/advisors listened, were helpful, provided a safe environment, assisted the student in obtaining information from another office, and would return to see us again. The unit met our previously determined benchmark of at least 92% of the respondents will strongly agree or agree to each statement.

TRANSFER RELATED ACTIVITIES

Auto Admissions

Automatic Admissions is a UH initiative that allows UH community college students to transfer directly to a four-year, UH university without having to reapply or pay an application fee. Through direct phone, email, and outreach to our Auto Admission students and regular campus-wide announcements this year, we maintained a 35% acceptance rate in 2018-19. The table below shows the percentage of students who have accepted Auto Admissions:

Auto Admit Data by Semester for 2018-19

Semester	Offered	Accepted	Percent	UHH	UH Mānoa	UHWO
Fall 2018	139	46	33%	39	5	2
Spring 2019	160	60	38%	49	5	6
2018-19	299	106	35%	88	10	8

Transfer to UH Hilo

Hawai'i CC continues to be the primary transfer feeder campus to UH Hilo. In the 18-19 academic year, 83% of students who accepted Auto Admission selected UH Hilo as their intended campus. As our primary receiving transfer institution, we ensure that UHH transfer opportunities are made available to students through weekly Transfer Tuesday admissions counseling hours held at the Manono Campus. Additionally, our Transfer Counselor coordinates regularly with UH Hilo's

Admissions Office, Advising Center, New Student Programs, Financial Aid Office, and special population programs, to organize a transfer orientation for all Hawai'i CC students who were admitted to UHH for Fall 2018 and Spring 2019. We received an overall positive response from the 32 students who attended the Orientation in 2018-19, with 100% of the students reporting that they felt welcomed to UHH.

UH Mānoa Ka'ieie Program

In Spring 2018, Hawai'i CC entered into an agreement with UH Mānoa's (UHM) Ka'ieie Program—a dual enrollment program aimed at identifying UHM transfer students at Hawai'i CC and connecting them with early advising to align their Hawai'i CC and transfer degree goals. Initiatives to increase Hawai'i CC transfer to UH Mānoa include bi-semester campus visits to the Pālamanui and Manono Campuses where students interested in Ka'ieie can obtain academic advising and enroll in the program; as well as campus visits by our Transfer Counselor to the UH Mānoa campus to learn first-hand about various academic programs. Since signing onto the Ka'ieie program, Hawai'i CC has seen significant increases in UH Mānoa transfer rates from 1 student (.03%) accepting Auto Admission in the Fall 17 to 13 students (17%) accepting Auto Admission to UH Mānoa in the Spring 2018.

System-wide Transfer Initiatives

In addition to campus specific initiatives aimed at increasing transfer, our unit collaborated with the Pathways Coordinator, Registrar, and our Office of External Relations to organize a UH Transfer Day event. Our Transfer Counselor Chaired the event, which was held on February 26, 2019. The UH Transfer Day was a system-led effort to increase the transfer rates of UHCC students to the 4-year UH campuses. Feedback from the student evaluations reported that the majority of students who attended felt the event increased their motivation and knowledge of transfer. All 4-year UH campuses participated representing nearly 30 academic programs.

Transfer 101 Workshops

During the 2018-19 academic year, our Transfer Counselor developed curriculum for a Transfer 101 workshop. The learning outcomes include: explaining the difference between an AA degree and BA degree; identifying majors that prepare students for their career goals; identifying which UH campuses offer their degree goal; and understanding how to develop a transfer plan using the 'What If' function in STAR. We offered two (2) Transfer 101 workshops during the 18-19 academic year. Although only three (3) students participated in the workshops, 100% of the evaluations strongly agreed that the workshop provided relevant and useful information that prepared them for their future, and are likely to participate in a future workshop. Given the challenges of student attendance at the stand-alone Transfer 101 workshop, our Counselor also conducted two in-class workshops to Human Services and Administration of Justice classes.

CCSSE 2018 Transfer Advising/Planning Results

- Nearly 67% of the students surveyed never utilized transfer advising.
- Of the students who participated in transfer advising, 45% were very satisfied.
- Nearly 50% of the students felt transfer advising was very important.

STUDENT LIFE

Student Life and Kau Wa'a Student Center

A temporarily funded counselor and a casual-hire, Student Life APT assisted with processing fiscal requests approved by either the Student Government (SG) for SG funding requests or by the Vice Chancellor for Student Affairs for Student Activity funding requests. The Student Life APT also contacted and reminded Registered Independent Student Organizations (RISOs) to re-register their clubs, in order to be officially recognized by Hawai'i CC, and to be eligible to request funds from the Student Government or Student Activity funds. There were 11 officially registered RISOs in the 2018-19 academic year.

The Counseling Unit continued overseeing the Kau Wa'a Student Center. The Kau Wa'a Center is a student center, which provides refreshments, student programming, copy machine use and lounge space for students on the Manono Campus. In addition to managing these functions, the Unit was also responsible for supervising the student employees and maintaining the space.

In Fall 2018, 6,711 students utilized Kau Wa'a and in Spring 2019, 7,746 students utilized Kau Wa'a. Students are asked to sign-in each time they enter the facility, so these numbers are duplicated. Additionally, Kau Wa'a issued student IDs to 308 students and provided 3,863 copies via students' requests.

CCSSE 2018 Student Organizations Results

- At least 67% of the students surveyed rarely or never participated in student organizations.
- Over 42% of the students who participated in student organizations were very satisfied.
- At least 33% of the students felt student organizations were very important.

3. Program Student Learning Outcomes

A) LIST OF THE PROGRAM SLOs/SAOs

UO#	UNIT OUTCOMES	Aligned to ILO #
1	CASSC will provide students the information, tools and resources needed to navigate through the college system.	1, 2, 4, 5
2	CASSC will collaborate with colleagues and community partners to promote student success.	1, 4, 5
3	CASSC will promote a healthy, safe and respectful campus environment.	1, 3, 5, 6
4	CASSC will engage in continuous professional development in support of student success	3, 5, 6

SLO#	STUDENT LEARNING OUTCOMES	Aligned to ILO #
1	Student will identify career and/or academic goals and develop a plan to achieve those goals.	1, 2, 4
2	Student will identify and utilize campus and community resources.	1, 2, 3, 4, 5, 6
3	Student will identify the requirements to maintain or return to good academic standing.	1, 2, 4

B) PROGRAM SLOs THAT HAVE BEEN ASSESSED

- Counseling/Advising Appointments (SLO1, SLO2, SLO3)
- New Student Orientation (UO1, SLO2, SLO3)

C) ASSESSMENT RESULTS

Counseling/Advising Appointments

At the end of individual, counseling appointments, students are encouraged to complete an evaluation regarding their learning. The evaluation results are reported in the next table:

Summary of Evaluations (Summer 2018, Fall 2018, Spring 2019)				Respondents: 1,083		
After this academic counseling session...	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Left Blank
I can identify my career and/or academic goals.	896 (82.7%)	160 (14.7%)	4 (0.4%)	0 (0%)	20 (1.8%)	3 (0.4%)
I can develop a plan to achieve my career and/or academic goals.	923 (85.2%)	137 (12.41%)	1 (0.09%)	0 (0%)	17 (1.8%)	5 (0.5%)
I can identify campus and/or community resources.	933 (86.1%)	125 (11.5%)	2 (0.2%)	0 (0%)	20 (1.8%)	3 (0.4%)
I understand my degree requirements.	943 (87%)	121 (11.2%)	4 (0.4%)	0 (0%)	13 (1.2%)	2 (0.2%)
I know how to maintain or return to good academic standing.	937 (86.5%)	117 (10.6%)	2 (0.2%)	1 (0.09%)	24 (2.21%)	3 (0.4%)

When applicable, at least 97% of the student respondents strongly agreed or agreed that after their academic counseling session, they could identify their career and/or academic goals, they had a plan to achieve those goals, and they understood their degree requirements. The unit met our previously determined benchmark of at least 92% of the respondents would “strongly agree” or “agree” to all five evaluation items.

New Student Orientation (NSO)

New, first-time students participated in mandatory NSOs and completed a nine question, Pre-test and Post-test to demonstrate their learning. Results of the Fall 2018 NSO assessment indicated that students demonstrated an increase in their knowledge and understanding of campus and college resources and/or policies for all nine items.

The top three questions with the highest percentage differences between the pre- and post-tests included: 1) Financial Aid eligibility and maintaining Satisfactory Academic Progress (60.9%), 2) the 100% tuition refund deadline (42.8%), and 3) How to register for classes (38.8%)

D) CHANGES THAT HAVE BEEN MADE AS A RESULT OF ASSESSMENTS

In the 2018-19 academic year, the unit modified the New Student Orientation (NSO) to include mandatory advising within the three (3) hour-long NSO. Only first-time, never enrolled students were now required to participate in mandatory NSO. The unit no longer required transfer students to attend NSO, but they were required to meet with a counselor/advisor for advising.

In the group setting, academic counselors/advisors assisted the first-time students with registering for their classes and/or discussing their next academic steps. Previously, students attended NSO for 3 hours, and attended a separate advising and registration appointment usually on a different day. This positive change allowed students to save time, and register for classes on the same day.

Additionally, in March 2019, the Student Engagement Counselor revised the NSO curriculum to include the Focus 2 Career Exploration/Planning Software. All new, first-time students completed Focus 2 as part of their NSO experience. The Focus 2 results affirmed and/or directed the students towards purposeful, educational and career goals. These results also informed advising discussions with the students.

4. Action Plan

Include how the actions within the plan support the college's mission.

Action Item 1: For a second academic year, the unit will provide mandatory advising for all first-time, never enrolled, and transfer students each semester. The New Student Orientation (NSO) for first-time students will continue to incorporate the use of the Focus 2 Career Software. The unit will modify the pre- and post-test questions to assess the career exploration element added to NSO.

This Action Item aligns with the following Hawai'i CC Initiatives:

- **HGI Action Strategy 1:** Strengthen the pipeline from K-12 to the university to improve college readiness and increase college attendance.
- **HGI Action Strategy 2:** Implement structural improvements that promote persistence to attain a degree and timely completion.

Action Item 2: Building on the 2018-19 academic year, the unit will continue to implement “proactive advising.” The unit will use the STAR Student Success Report, as well as review students’ STAR records meticulously to identify and resolve academic barriers and pitfalls, provide an efficient academic path, identify students more at-risk of needing personal assistance, and monitor a student’s progression toward graduation.

This Action Item aligns with the following Hawai'i CC Initiatives:

- **HGI Action Strategy 2:** Implement structural improvements that promote persistence to attain a degree and timely completion.
- **HPMS Action Strategy 1:** Employ best practices in management, administration, and operations.

Action Item 3: The unit, via the newly hired Student Life Counselor will provide fiscal training for student leaders, advisors, and any other faculty/staff who would like to request funds from one of the Chartered Student Organizations (Student Government, Student Activities, and Student Publications).

This Action Item aligns with the following Hawai'i CC Initiatives:

- **HPMS Action Strategy 1:** Employ best practices in management, administration, and operations.

5. Resource Implications

(physical, human, financial)

Resource Category	Resources the unit needs to operate effectively:	Resources the unit already has:	What is the unit's resource gap?
A. Personnel			
1) Positions (Functions)	11 FTE Faculty (6 General Counselors, 1 Early College, 1 Retention, 1 Special Populations, 1 Student Engagement, 1 Student Life) ----- 4 FTE APT B (1 LBRT Advisor, 1 CTE Advisor, 1 Early College, 1 Student Life) ----- 1 FTE Clerical Asst. 3 PTE Peer Mentors 4 PTE Student Assistants	9 FTE Faculty (5 General Counselors, 1 Early College, 1 Special Populations, 1 Student Engagement, 1 Student Life) ----- 1 FTE APT A (Temporary, 1 General Advisor) ----- 1 FTE Clerical Asst. 0 PTE Peer Mentors 4 PTE Student Assistants	2 FTE Faculty (1 - General Counselor, 1 - Retention Counselor) ----- 3 FTE APT B (1 CTE Advisor, 1 Student Life APT, 1 Early College APT) ----- 3 PTE Peer Mentors
2) Professional Development	\$15,000 – Meetings & PD	\$5,000 – Meetings	\$10,000 - PD

2019 Hawai'i Community College ARPD
 Counseling, Advising & Support Services Center

Resource Category	Resources the unit needs to operate effectively:	Resources the unit already has:	What is the unit's resource gap?
B. Operating Resources			
1) Supplies	\$7,500	\$4,500	\$3,000
2) Contracts	1 Copier Lease	Copier renewed annually	N/A Paid by VCSA
3) Equipment	1 Video Display TV	0 Video Display TV	1 Video Display TV - \$550.00
4) Space and Facilities	16 Offices 6 Cubicle Spaces	11 Offices 4 Cubicle Spaces	5 Offices 2 Cubicle Spaces
C. Technology			
1) Hardware	--Office computers/laptops on replacement rotation --60 Surfaces for NSO --10 Tablets for Online Counselor Evaluations	--Available as needed --60 Surfaces (6 years old) --10 Tablets for Online Counselor Evaluations	N/A 10 Tablets - \$1,500
2) Apps or Software	Available as needed	Available as needed	N/A
3) Tech Support	Available as needed	Available as needed	N/A
4) Tech-related Professional Development	Available as needed	Available as needed	N/A
5) Tech labs / facilities	Available as needed	Available as needed	N/A

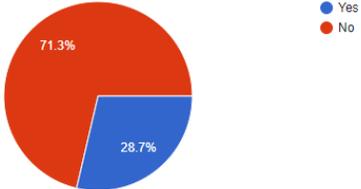
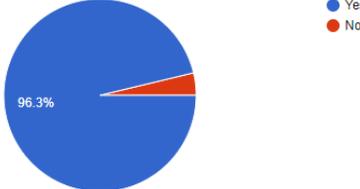
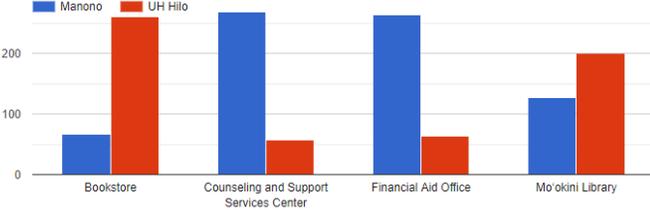
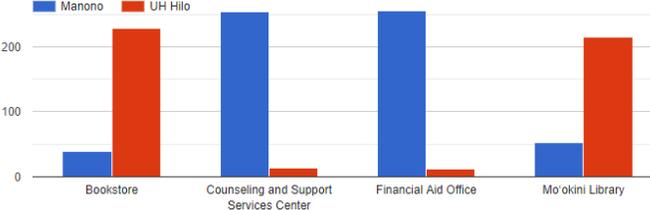
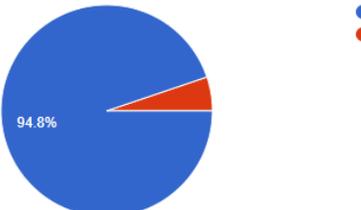
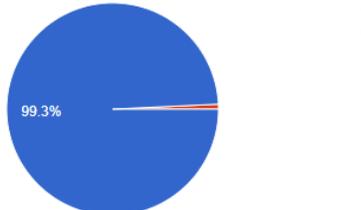
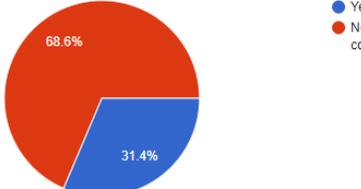
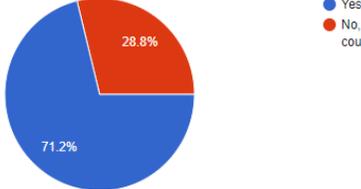
Appendix A: Community College Survey of Student Engagement (CCSSE)

Data last updated: 10/4/2019

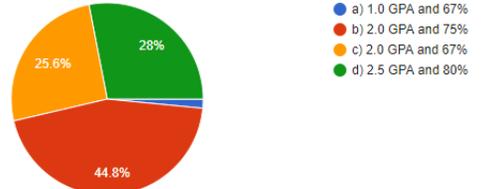
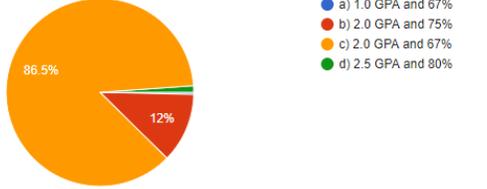
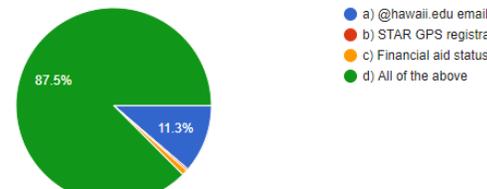
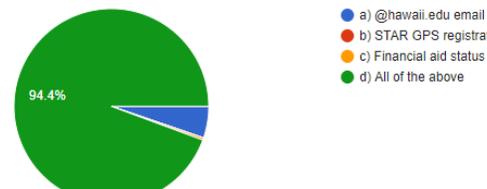
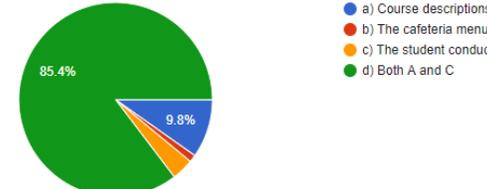
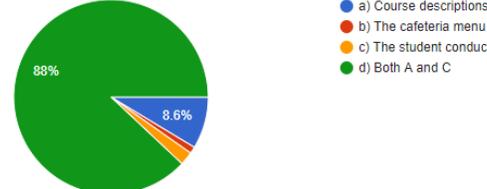
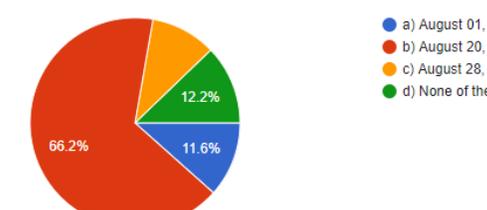
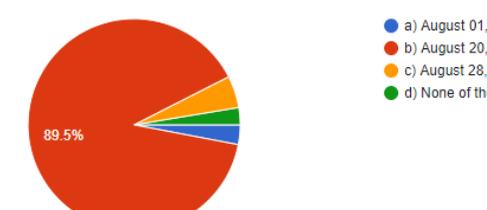
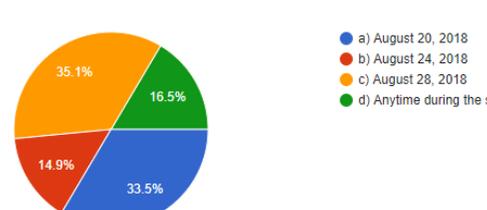
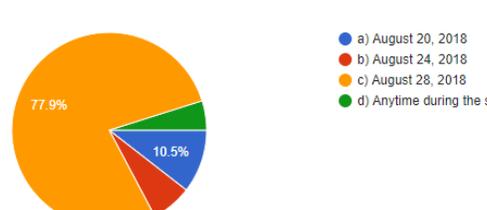
#	Community College Survey of Student Engagement (CCSSE)	Survey Year 2014	Survey Year 2016	Survey Year 2018 *
1.	Support for Learners Benchmark (Percentile)	70	0	
2a.	Academic Advising – Frequency	1.79	1.88	1.45
2b.	Academic Advising – Satisfaction	2.26	2.38	1.46
2c.	Academic Advising – Importance	2.58	2.56	2.62
3a.	Career Counseling – Frequency	1.59	1.55	0.82
3b.	Career Counseling – Satisfaction	2.11	2.18	1.42
3c.	Career Counseling – Importance	2.43	2.42	2.45
4a.	Job Placement Assistance - Frequency	1.31	1.36	0.24
4b.	Job Placement Assistance – Satisfaction	1.84	2.01	1.08
4c.	Job Placement Assistance – Importance	2.20	2.21	2.09
5a.	Financial Aid Advising - Frequency	1.86	1.83	0.99
5b.	Financial Aid Advising – Satisfaction	2.18	2.26	1.37
5c.	Financial Aid Advising – Importance	2.54	2.48	2.50
6a.	Student Organizations – Frequency	1.41	1.49	0.63
6b.	Student Organizations – Satisfaction	1.99	2.17	1.33
6c.	Student Organizations – Importance	2.01	2.16	2.05
7a.	Transfer Credit Assistance - Frequency	1.41	1.56	0.54
7b.	Transfer Credit Assistance – Satisfaction	1.97	2.15	1.35
7c.	Transfer Credit Assistance – Importance	2.28	2.25	2.23
8a.	Services for People with Disabilities – Frequency	1.31	1.39	0.22
8b.	Services for People with Disabilities – Satisfaction	2.12	2.14	1.21
8c.	Services for People with Disabilities – Importance	2.20	2.24	2.18

* 2018 uses different scales, therefore only Importance is comparable.

Appendix B: New Student Orientation Pre-Test/Post-Test – Fall 2018

Pre-Test	Post-Test																														
<p>1. Are you aware of the cultural significance of the name and location of the Manono campus?</p> <p>328 responses</p>  <table border="1"> <caption>Awareness of Cultural Significance (Pre-Test)</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>28.7%</td> </tr> <tr> <td>No</td> <td>71.3%</td> </tr> </tbody> </table>	Response	Percentage	Yes	28.7%	No	71.3%	<p>1. Are you aware of the cultural significance of the name and location of the Manono campus?</p> <p>267 responses</p>  <table border="1"> <caption>Awareness of Cultural Significance (Post-Test)</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>96.3%</td> </tr> <tr> <td>No</td> <td>3.7%</td> </tr> </tbody> </table>	Response	Percentage	Yes	96.3%	No	3.7%																		
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<p>2. On which campus can you find the following resources for Hawai'i CC students:</p>  <table border="1"> <caption>Resource Locations (Pre-Test)</caption> <thead> <tr> <th>Resource</th> <th>Manono</th> <th>UH Hilo</th> </tr> </thead> <tbody> <tr> <td>Bookstore</td> <td>~60</td> <td>~250</td> </tr> <tr> <td>Counseling and Support Services Center</td> <td>~250</td> <td>~50</td> </tr> <tr> <td>Financial Aid Office</td> <td>~250</td> <td>~50</td> </tr> <tr> <td>Mo'okini Library</td> <td>~120</td> <td>~200</td> </tr> </tbody> </table>	Resource	Manono	UH Hilo	Bookstore	~60	~250	Counseling and Support Services Center	~250	~50	Financial Aid Office	~250	~50	Mo'okini Library	~120	~200	<p>2. On which campus can you find the following resources for Hawai'i CC students:</p>  <table border="1"> <caption>Resource Locations (Post-Test)</caption> <thead> <tr> <th>Resource</th> <th>Manono</th> <th>UH Hilo</th> </tr> </thead> <tbody> <tr> <td>Bookstore</td> <td>~40</td> <td>~250</td> </tr> <tr> <td>Counseling and Support Services Center</td> <td>~250</td> <td>~10</td> </tr> <tr> <td>Financial Aid Office</td> <td>~250</td> <td>~10</td> </tr> <tr> <td>Mo'okini Library</td> <td>~50</td> <td>~200</td> </tr> </tbody> </table>	Resource	Manono	UH Hilo	Bookstore	~40	~250	Counseling and Support Services Center	~250	~10	Financial Aid Office	~250	~10	Mo'okini Library	~50	~200
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<p>3. STAR is a tool that helps you track your own progress towards graduation and register for classes.</p> <p>328 responses</p>  <table border="1"> <caption>Understanding of STAR Tool (Pre-Test)</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>True</td> <td>94.8%</td> </tr> <tr> <td>False</td> <td>5.2%</td> </tr> </tbody> </table>	Response	Percentage	True	94.8%	False	5.2%	<p>3. STAR is a tool that helps you track your own progress towards graduation and register for classes.</p> <p>267 responses</p>  <table border="1"> <caption>Understanding of STAR Tool (Post-Test)</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>True</td> <td>99.3%</td> </tr> <tr> <td>False</td> <td>0.7%</td> </tr> </tbody> </table>	Response	Percentage	True	99.3%	False	0.7%																		
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2019 Hawai'i Community College ARPD
Counseling, Advising & Support Services Center

Pre-Test	Post-Test
<p>5. To be eligible for Financial Aid and to maintain Satisfactory Academic Progress, the minimum requirements are a ____ cumulative GPA and a ____% credit completion rate.</p> <p>328 responses</p>  <ul style="list-style-type: none"> a) 1.0 GPA and 67% b) 2.0 GPA and 75% c) 2.0 GPA and 67% d) 2.5 GPA and 80% 	<p>5. To be eligible for Financial Aid and to maintain Satisfactory Academic Progress, the minimum requirements are a ____ cumulative GPA and a ____% credit completion rate.</p> <p>267 responses</p>  <ul style="list-style-type: none"> a) 1.0 GPA and 67% b) 2.0 GPA and 75% c) 2.0 GPA and 67% d) 2.5 GPA and 80%
<p>6. A student uses their UH Username to login and access their:</p> <p>328 responses</p>  <ul style="list-style-type: none"> a) @hawaii.edu email account b) STAR GPS registration c) Financial aid status d) All of the above 	<p>6. A student uses their UH Username to login and access their:</p> <p>267 responses</p>  <ul style="list-style-type: none"> a) @hawaii.edu email account b) STAR GPS registration c) Financial aid status d) All of the above
<p>7. A student can find which of the following in the Hawai'i CC Catalog?</p> <p>328 responses</p>  <ul style="list-style-type: none"> a) Course descriptions b) The cafeteria menu c) The student conduct code d) Both A and C 	<p>7. A student can find which of the following in the Hawai'i CC Catalog?</p> <p>267 responses</p>  <ul style="list-style-type: none"> a) Course descriptions b) The cafeteria menu c) The student conduct code d) Both A and C
<p>8. For Fall 2018, the first day of class is on:</p> <p>328 responses</p>  <ul style="list-style-type: none"> a) August 01, 2018 b) August 20, 2018 c) August 28, 2018 d) None of the above 	<p>8. For Fall 2018, the first day of class is on:</p> <p>267 responses</p>  <ul style="list-style-type: none"> a) August 01, 2018 b) August 20, 2018 c) August 28, 2018 d) None of the above
<p>9. If you withdraw/drop a class by this date, you will not have to pay for the class (100% tuition refund):</p> <p>328 responses</p>  <ul style="list-style-type: none"> a) August 20, 2018 b) August 24, 2018 c) August 28, 2018 d) Anytime during the semester 	<p>9. If you withdraw/drop a class by this date, you will not have to pay for the class (100% tuition refund):</p> <p>267 responses</p>  <ul style="list-style-type: none"> a) August 20, 2018 b) August 24, 2018 c) August 28, 2018 d) Anytime during the semester