

# **HAWAII COMMUNITY COLLEGE UNIT REVIEW REPORT**

## **RECORDS AND INTERNAL DATA MANAGEMENT**

Assessment Period: July 1, 2004 to June 30, 2007

**NOVEMBER 30, 2007**

**Initiator: David Loeding**

*Unit Review at Hawai'i Community College is a shared governance responsibility related to strategic planning and quality assurance. It is an important planning tool for the college budget process. Achievement of Student Learning Outcomes is embedded in this ongoing systematic assessment. Reviewed by a college-wide process, the Unit Reviews are available to the college and community at large to enhance communication and public accountability.*

**ANNUAL INSTRUCTIONAL PROGRAM REVIEW**  
**Records and Internal Data Management**  
**November 30, 2007**

**PART I. REPORT SUMMARY**

**A. Mission Statements**

**COLLEGE MISSION STATEMENT**

Hawai'i Community College's Vision and Mission statement can be viewed by clicking on the following link: <http://hawaii.hawaii.edu/abouthawcc/thecollege.html>.

**UNIT MISSION STATEMENT**

Hawai'i Community College Records and Internal Data Management Mission Statement  
*Manage institutional records and provide accurate and timely information to faculty, staff and students in a student-centered atmosphere.*

**B. History**

In 1991 when UH-Hilo (UHH) and Hawai'i Community College (HawCC) separated, the college established a separate Admissions and Records Office staffed by two full-time Clerk-Typist II positions and one Registrar. These two offices were combined until 2001 when they were divided into the Admissions and Registration Office and the Records and Internal Data Management Office.

Since then, the Records and Internal Data Management Office has been staffed by one Clerk-Typist II position and one Registrar. This office has been instrumental in designing and implementing methods for maintaining and protecting student data as well as innovative procedures for closing terms, processing transfer credit evaluations, conferring graduates, certifying Veterans, producing official transcripts, certifying enrollments as well as producing data reports for the entire college.

During the transition to the *SCT Banner* system that first started in 2001, this office played an important role in transferring the data and training staff to use the new system. Pioneering new computer scripts needed to be written, independently from system support—hence, the name “Internal” Data Management. These SQL scripts were written, mostly after hours, by a brilliant young man hired off the street, originally as an emergency hire, with no college experience whatsoever. They have played a critical role to this day by enabling the registrar to independently access live data so it can be maintained and properly managed. Since 2002, these computer scripts have not been

edited, but numerous methods of cross-checking support the contention that the data is accurate and true, well within limits of acceptable error.

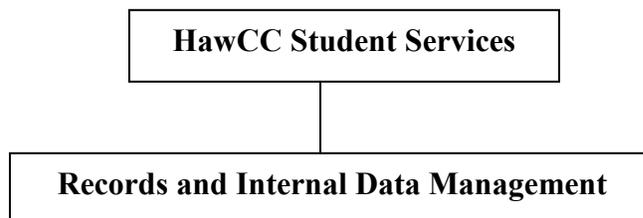
This innovative approach to getting the data has been both a boon and a bust for this office. A boon in the sense that while other schools continue struggling to get official UH System data we have our own internal ability to pull it straight from live Banner at any time. This approach has led us to adopt what we refer to as a Peace Corps mentality: *Volunteering to build something from nothing*. However, it's been a bust in the sense that nothing produced can be labeled as official UH System data; everything has to be labeled as "unofficial." Regardless, we continue to excel in creative thinking approaches aimed specifically at getting something from nothing.

The computer programmer has long since left the school but his routines continue to feed this office with critical information. Unfortunately, access to other computer programmers has diminished to almost nothing. We are literally living on fumes when it comes to receiving computer programming support. This has had serious impact on this office. We are rapidly approaching a point where the dynamics of change make our current routines obsolete and unusable. Without them or anything to replace them we could be headed towards unavoidable difficult consequences.

Another example of our Peace Corps mentality is demonstrated in the new degree audit program called STAR, first developed in 2005. Among its many, many functions, it also details information of a student's record as they progress through their journey towards graduation. To date, approximately 85% of STAR, built for HawCC, has been built by three volunteers, independent of support from the college or UH System. Two counselors and the registrar volunteered many weekends and many, many hours of their time to get STAR built, knowing that without this new tool our students would suffer. As a result, STAR is taking the lead at HawCC in being the primary tool used by our students, faculty and staff for advising, counseling and many other purposes.

The office services the needs of all students enrolled and/or with a history at Hawai'i Community College. There are approximately 2,000 to 2,200 students each semester. These students would all be included in our target population.

### **C. Organizational Chart**



## **PART II. PROGRAM**

### **A. Services Provided by the Unit**

The Records and Internal Data Management Office maintains all student records, processes transcripts and transfer credit evaluations, graduation checks, and veteran certifications and also closes the semester each term. It is responsible for building and maintaining STAR, our degree audit program. It also provides data to the college in numerous reports.

### **1. Student Records Services**

- Service the counter and all phone calls
- Maintain and process all mail and email
- Maintain and protect the confidentiality of all student records
- Obeying and processing subpoenas and other official external instructions
- Make information available to students and need-to-know individuals
- Every semester, manage the file transfer process. Moving files to their categories: active, inactive, etc.
- Destroy files more than five years old
- Certify official enrollment of our students
- Make changes to their registration: CR/NC, Audit, Credit-by-Exam, etc.
- Update and maintain all forms
- Process change of grade

### **2. Transcript and Transfer Credit Evaluation Services**

- Ensure the accuracy and quality of HawCC student transcripts
- Process administrative changes and waive/sub statements to transcripts
- Provide quick and efficient processing of official transcripts within established time limits
- Accurately and quickly close the semester each term so transcripts can be produced
- Electronically monitor transcripts needing to be evaluated. Student does not need to contact us to request an evaluation. We find them electronically as long as they are registered and have sent official transcripts to us
- Students are sent official transfer credit evaluation results before early registration for the next semester begins
- Electronically monitor distance education courses taken at other UH System schools by students touching HawCC in some way. Courses are found and transferred without the student needing to contact us. This is also an important item for the Financial Aids Office, used for monitoring student status. It's one of the first things done after closing any term so the Financial Aids Office will receive their data ASAP.
- Maintain and update the Articulation database.

### **3. Graduation Services**

- Monitor and process all applications for graduation
- Provide feedback to students regarding graduation status and instructions for what to do next
- Provide information to the graduation committee and others preparing for the commencement ceremony

- After closing, confer by established deadlines and process official transcripts ASAP
- Process all diplomas and contact students with pick up instructions

#### **4. Veteran Services**

- Provide Veteran orientation session to all incoming Vets
- Provide VA forms to Veterans
- Certify enrollment to VA
- Monthly checks monitoring changes to registration and informing VA
- Maintain and protect separate VA folders
- Update changes in programs to VA
- Provide VA with official catalogs each year

#### **5. Closing Services**

- Close semesters, posting grades, on time and accurately
- Update academic status of students
- Send notice to all academically dismissed
- Report of At Risk and Deans List sent to DOS and VCAA
- Update incomplete grades each semester by the deadline

#### **6. Internal Data Management Services**

- To date 6.5GB of data, carefully stored and protected, containing all reports, etc. generated using independent SQL scripts as unofficial data.
- Hundreds and hundreds of reports/data on numerous subjects maintained by IDM.
- This data stores everything from Spring 2002 onward
- Lots of data available for any need-to-know individuals writing reports, etc.
- This data, although available, is rarely used. Valuable and detailed information not being utilized due to workload constraints of the registrar in other areas.

#### **7. STAR Services**

- HawCC was the first school in UH System making STAR available to all of our students.
- Students have detailed information with many options for monitoring their record/progress, including a powerful Degree Audit program.
- Faculty, counselors and staff can be authorized to have access to an even more detailed version of STAR specifically designed for them.
- To date approximately 85% of STAR at HawCC was built after hours and without compensation.
- STAR also serves as an excellent advising tool.
- Once the articulation tables are cleaned up across the state, new and exciting possibilities will be made available.

### **PART III. ASSESMENT RESULTS ESTABLISHED BENCHMARKS**

*(Two DVDs with all the unofficial data collected so far (6.5 GB) since FALL 2002 is available to anyone who 'needs to know' the data in more detail.)*

**Unofficial** data samples:

(No summer data)

<b>VETERANS</b>	<b>04-05</b>		<b>05-06</b>		<b>06-07</b>	
	200510	58	200610	63	200710	78
	200530	63	200630	56	200730	75
		<b>121</b>		<b>119</b>		<b>153</b>

<b>GRADUATES</b>	<b>Summer 2004- Spring 2005</b>		<b>Summer 2005- Spring 2006</b>		<b>Summer 2006- Spring 2007</b>	
(by degree)	200440 Total	18	200540 Total	33	200640 Total	42
	200510 Total	90	200610 Total	77	200710 Total	63
	200530 Total	264	200630 Total	287	200730 Total	277
		<b>372</b>		<b>397</b>		<b>382</b>

**TRANSFER CREDIT EVALUATIONS:**

(No summer data)

**Standard Transfer Credit Evaluation--  
by # of transcripts**

<b>Fall 04</b>			
<b>200510</b>			
#	start	end	
79	8/1/04	9/18/04	
68	9/9/04	10/10/04	
20	10/30/04	11/11/04	
<b>167</b>			

**Distance Ed Transcripts--  
by headcount, regardless of # of institutions**

<b>Fall 04</b>		
<b>200510</b>		
<b>NO DATA</b>		

**Sp 05**

<b>200530</b>			
#	start	end	
132	1/21/05	6/27/05	
<b>132</b>			

**Sp 05**

<b>200530</b>		
Headcount	start	end
<b>205</b>	NO DATES	NO DATES

No data available for transcripts processed on the fly

**Standard Transfer Credit Evaluation--  
by # of transcripts**

<b>Fall 05</b>			
<b>200610</b>			
#	start	end	
92	9/20/05	10/19/05	
32	10/21/05	10/31/05	
13	11/22/05	11/22/05	
<b>137</b>			

**Distance Ed Transcripts--  
by headcount, regardless of # of institutions**

<b>Fall 05</b>		
<b>200610</b>		
Headcount	start	end
<b>130</b>	12/27/2005	1/5/2006

<b>SP 06</b>		
<b>200630</b>		
#	start	end
67	1/30/06	2/21/06
24	2/22/06	2/23/06
10	3/1/06	3/2/06
15	5/8/06	5/11/06
<b>116</b>		

<b>SP 06</b>		
<b>200630</b>		
Headcount	start	end
<b>145</b>	5/30/2006	7/16/2006

No data available for transcripts processed on the fly

**Standard Transfer Credit Evaluation--  
by # of transcripts**

<b>Fall 06</b>		
<b>200710</b>		
#	start	end
117	9/15/06	10/4/06
37	10/5/06	10/10/06
8	10/26/06	10/26/06
<b>162</b>		

**Distance Ed Transcripts--  
by headcount, regardless of # of institutions**

<b>Fall 06</b>		
<b>200710</b>		
Headcount	start	end
<b>137</b>	1/16/07	1/24/07

<b>Sp 07</b>		
<b>200730</b>		
#	start	end
53	1/25/07	2/6/07
23	2/28/07	3/12/07
24	4/12/07	5/20/07
<b>100</b>		

<b>Sp 07</b>		
<b>200730</b>		
Headcount	start	end
<b>122</b>	5/25/2007	5/30/07

**PART IV. ANALYSIS OF PROGRAM**

**The healthy news:**

This office continues to provide quality service to all who interact with it. There have been no complaints/concerns expressed by students. Reports and requests for services have been produced with maximum efficiency and minimum time constraint. The motto for the Records Office is "Consider It Done" and for the Internal Data Management Office it's "Count On It." We mean what we say and look forward to the day when future surveys and internal measures like this Annual Program Review prove our good work. Earlier surveys done by OSS back in the mid 90's bear this out quite clearly. Nothing has changed. We've only gotten better, but we lack the time and funding to be documenting our progress sufficiently.

We continue developing synergetic paradigms—getting more from less. This unfortunately is the only way we've survived thus far.

- Without support from computer programmers, we excel in getting the data (5 gigabytes to date); creating valuable reports; carefully storing and protecting the data for future use.

- STAR has now become the only official document the Records Office uses for tracking degree checks for graduation. We are the only community college in the state doing this. It also serves as a valuable advising tool for our students who don't have advisors assigned to them.
- For STAR to work successfully the HawCC Articulation table needs to be kept updated so standard transfer credits will post correctly. This is a large task in and of itself. More importantly, for the next generation of STAR to take effect, implementing cross-campus abilities, the entire Articulation database will need major revising and cleaning up. We are very excited for this event to come, but there's a lot of work ahead.
- All grades are posted ahead of schedule, according to when other campuses usually post, keeping the data clean and accurate. We are proud to know our students are usually the first in the state to see their grades. Without the full support of all instructors, posting grades on time, this wonderful thing wouldn't happen. We are exceptionally proud of the fact that last semester (Spring 2007) 100% of all grades were posted on time enabling us to have the fastest and cleanest closing in the entire State of Hawaii.
- Transfer credits are evaluated utilizing a unique program specifically written for our use years ago. Students are not required to inform us they have transcripts needing an evaluation done. We "push" the technology to go out and find them. This prevents delays in processing and miscommunication. Distance Education courses are also tracked electronically and transferred without student contact. At this time, 99% of all transcripts have been evaluated and students are ready for early registration. Our transcripts do not get lost.

(Of these five bullets, what would normally have been done by many individuals is now done, primarily, by just one person. This is truly an extraordinary accomplishment and an example of synergetic planning; maximizing our efficiency and minimizing wasted time and money.)

- 99.9% of all student files have been located and are carefully stored for easy access. This includes locking them up daily for security purpose. This has been accomplished, again, due to a unique computer program written years ago by an emergency hire worker. I believe we are the only community college that knows exactly how many "missing files" there are: One folder this semester—Fall 2007.
- The Records Clerk rarely leaves the office before 7:00pm on a daily basis, volunteering to stay late to get the work done. Without her genuine "Peace Corps" spirit, we would be even further behind than we are now. Her dedication and contribution to the Records Office epitomizes what we mean by "Consider It Done." She has truly an amazing work ethic and we are extremely fortunate.
- All HawCC transcripts are generated and sent on time and without errors. In the 15 years since separating from UH Hilo, there hasn't been a single instance of the transcript showing errors produced by the Records Office. We're extremely proud of this record.
- Requests for data, regardless of who's asking for what, are handled efficiently and accurately. Reports are submitted as quickly as possible. We take very seriously

what we mean when we say “Count On It.” Our record stands. We have satisfied customers.

- HawCC has taken the lead in providing system reports of our community colleges to others needing the data. We are supplying military recruiting offices with information compiled by this office offering data pulled from all CC’s. Other kinds of reports are also available to sister schools upon request. This is a very efficient and accurate way to work, freeing up other registrars from a few of their tasks. If “what applies to one, applies to all” has any importance, then we excel in doing just that, we volunteer to do it for all.
- The Internal Data Management Office has a mountain of “unofficial” data ready to be put to good use. We are anxious for the day when resources, staffing and budgeting are sufficient to free up the registrar to a point where more time and energy can be put to good use utilizing this information. With so much potential, it’s a pity so little has been done to take advantage of it. Our understanding is SEM is “data driven.”

### **The unhealthy news:**

- Extremely limited access to **computer specialist**. This office has been unable to install an important software product (BRIO) used to access official data maintained by system. It’s been **the only** request for services or programming assistance we’ve asked for since last October 2006. Without faulting anyone, because they are all also swamped and under staffed, this office still has not received BRIO. We can’t even begin to offer official data or cross-check our unofficial data. This is a very difficult situation. Without access to someone who can write SQL script, the current routines which have not been edited for five years will surely fail and be lost. It will be a sad day if it comes to this.
- **Under-staffed and under-budgeted**: There is a need to have at least one full time staffer (APT Band A) brought on board for assisting the Records Clerk, processing transfer credit evaluations as well as veteran information. Also, an Assistant Registrar is needed to (APT Band A), among other things; to support the Registrar as he focuses on STAR and Internal Data Management needs, as well as supporting the Records Clerk, processing transfer credit evaluations as well as veteran information. The Records Clerk is inundated with a workload that cannot be maintained by current resources. She performs duties well beyond her job description. Student workers are not qualified to be trained to do work at this level. That’s why she “volunteers” to stay late every night—approximately 15 hours per week. This is an embarrassing situation that needs to be addressed ASAP. The Registrar is also unable to move into the area where he excels—Internal Data Management and STAR. He currently volunteers approximately 10 hours per week. He has decided to stop doing this, however, as it appears the school has NEVER had any appreciation whatsoever for this “Giving Spirit.” It appears the school now “expects” these things to be voluntarily given? In addition, there is a SERIOUS need for the registrar to have access to a computer specialist with SQL programming skills (APT Band A). Our current programmer has been absolutely inundated with Instructional priorities for more than 10 years now. The registrar is required to beg for what little time the programmer can offer for this office’s needs.

Numerous desperately needed SQL scripts continue to be left hanging. VERY little support has been offered to supply our SQL script needs. Without a major influx of additional support addressing these problems, we are destined to go nowhere. There is so much to be done. We are anxious to get started, but nothing can happen as long as nothing is done to address these very serious problems.

- **The Web site needs to be fixed.** We need a webmaster and a solid website to post our information and data. Many forms used by this office have already been updated to be form-fill-able on-line. However, with the HawCC website in its current configuration this office cannot waste time putting things someplace we know will have to be dumped and rebuilt. We anxiously await our new website and web master.

- **“Needy” Things That Cannot Be Done at This Time:**

- Absolutely **no backup/replacement staffing** whatsoever is currently in place should either of the two full-timers be sick or incapacitated for any period of time. This problem has come up numerous times in the past. It only delays and diminishes the quality of the product we wish to deliver. This is a very dangerous situation that professionals should be preventing. It’s disaster waiting to happen.
- The registrar, who has NO writing skills whatsoever, does not have the quality time to put into this critically important report. Ever minute spent writing this report a **“needy” student** is not getting serviced as they should.
- **Due to Computer Specialist’s overwhelming work load:**
  - BRIO still not installed after many “years” requesting it.
  - Absolutely NO SQL programming getting done currently.
  - Updating all current SQL scripts—they’re getting very old.
  - We needed his help determining creation dates and times of the “significant” numbers of reports written by the registrar after hours, on weekends or on holidays for the school. He couldn’t even begin to extract the data from the 6.5 GB collected so far. (How can we prove how hard we’ve been working if we cannot even get access to the one and only person who knows how to get the data? This is a horrible conundrum.)
  - His help is needed in cleaning the straddled populations—students who’ve registered into wrong sections preventing the school from identifying who’s registered where on the island. Without this data it’s very questionable whenever a West Hawaii count is given. Where is this data coming from? Addresses are not accurate measures of our populations.
- Important information needs to be submitted to different agencies like **Petersen’s and the College Board**, just to name a few. There are many agencies like these. They publish important data about schools all over the nation. This office has been unable to update them for many years. It’s absolutely horrible being unable to do this. It makes us look bad as well.

- We need to be developing **important surveys** and methods for getting feedback/suggestions from students, the college and the community. None of this can be done at present.
- Even though **STAR** works beautifully, it's only a thinly built shell of a product. Major re-writing of the script and formatting the appearance is desperately needed. The registrar would like to be a regular part of the STAR committee.
- Due to daily interruptions and unexpected surprises, there is **almost no time to spend supporting the Dean of Student Services** and the visions for **Strategic Enrollment Management**. There is no question the registrar has significant information and ambition to fully support the DOSS, but nothing gets done due to overwhelming day to day responsibilities doing jobs that should be taken over by new full-time personnel.
- Nothing can be done at this time trying to fix the **Articulation Table**—approximately 500 hours is estimated to be needed to clean up the data. Very soon, it's also anticipated, there will be an entire re-writing of the table again, if HawCC decides to move to be more in sync with how Manoa flags their Core General Education courses. Many community colleges have already made this move.

## **PART V. PLANS FOR IMPROVEMENT**

- We are currently saturated and running on fumes. It's difficult to anticipate how to get even "more from less" without immediate and additional support in staffing and funding. There is only so much that one office should be expected to volunteer to accomplish.
- Somehow we need immediate support so we can pursue what's so desperately needed in the Internal Data Management area: We need to make use of the data. If it's true: Strategic Enrollment Management (SEM) is driven by data, then we have all the "unofficial" data we need right now to get started. We are just unable to utilize it.
- The registrar sees potential for developing 3-Dimensional imaging for presenting data in the form of reports, etc. Although this is a totally new area the data is already collected. We need a computer programmer who can work with the registrar to make the "Dream" happen. There is no question it can be done. We need support to get it started.
- The Articulation tables must be cleaned up for the next level of STAR to begin. Must have access to computer programmer to accomplish this. A major job requiring highest priority. To date only a minimum amount of time has been spent cleaning up this data. It's estimated approximately 500 hours will be needed to accomplish the task.
- Further streamline and improve our transfer credit evaluation procedures. This also applies to processing distance education transfers and upgrades in STAR. STAR plays an important role in so many things.

- Assign 3 additional full time staffers to the Records and Internal Data Management Office immediately.

**PART VI. BUDGET**

Without any change to current budget, additional funding for these three additional positions is needed:

- **One APT Band A: \$36,684.00/yr (Transfer Credit Evaluator/Veterans Representative)**
- **One APT Band A: \$36,684.00/yr (Assistant Registrar)**
- **One APT Band A: \$36,684.00/yr (Computer Specialist-SQL Programmer)**

**PART VII. UNIT SUMMARY**

A. Alignment with College Mission

The Records and Internal Data Management Office is in alignment with the 2003-06 College Mission.

B. Alignment with College ADP

Goals	How the Records and Data Management Office Actions Aligned with College ADP
A. Promote Learning and Teaching for Student Success	The Records Office stays open until 6:00PM on Tuesdays and Wednesdays mostly from volunteer effort. We take great pride in the services provided to our students, staff, and faculty as well as to the Big Island Community. Our motto for Records is: <b><u>Consider It Done!</u></b>
B. Function as a Seamless State System	Instrumental in the development of STAR and in bringing it on-line. The first institution to use STAR as the only official document used for conferring degrees and certificates. Cleaning up the Articulation Table is critical to the success of STAR taking the next step in cross-campus operations.
C. Promote Workforce and Economic Development	
D. Develop Our Human Resources: Recruitment, Retention, and Renewal	The registrar has carefully collected over 6.5 GB of important data over the past five years that can be used for important data driven reports used in Strategic Enrollment Management. A mountain of internal and independent data is already available for SEM. Unfortunately, there is too little time for him to work on these reports. Our motto for Internal Data Management is: <b><u>Count On It!</u></b>
E. Develop an Effective, Efficient, and Sustainable Infrastructure to Support Learning	Accurate and clean records enable our students to move throughout the UH System and elsewhere without difficulties. Traditionally we are the first school to close a term with the cleanest, most complete data. We are extremely proud of this fact.