

HAWAI'I COMMUNITY COLLEGE
Admissions & Registration

Five-Year Comprehensive Assessment Plan

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

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

U01) The Admissions & Registration Office will process admission applications in a timely manner.

U02) The Admissions & Registration Office will deliver excellent and efficient customer service.

U03) The Admissions & Registration Office will provide clear, pertinent and accurate policy and procedural information through a variety of media.

Assessment Plan: 2011-2012 U01 (data) and U02 (survey)
2012-2013 U02 (survey) and U03 (focus groups)
2013-2014 U03 and U01 (focus groups)
2014-2015 U01 (data) and U02 (survey)
2015-2016 re-evaluation of unit outcomes

Proposed Timeline:

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

August-September
strategies

implementation of improvement