

HAWAI'I COMMUNITY COLLEGE COMPREHENSIVE UNIT REVIEW (CUR)

Admissions & Records Office

Date February 12, 2019

3-Year Review Period:
July 1, 2015 to June 30, 2018
AY15-16, AY16-17 and AY17-18

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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 assessment process supports achievement of Program/Unit 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 I: UNIT DATA AND ACTIVITIES

Unit Description

Provide the short unit 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.

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.

Previous Comprehensive Unit Review Information

Provide the year and URL for the location of this unit's last Comprehensive Unit Review on the HawCC Program/Unit Review website: <http://hawaii.hawaii.edu/files/program-unit-review/>

Year	2015
URL	http://hawaii.hawaii.edu/files/program-unit-review/docs/2015_admissions_records_comprehensive_unit_review.pdf
Provide a short summary of the CERC's evaluation and recommendations from the unit's last Comprehensive Review. Discuss any significant changes to the unit that were aligned with those recommendations but are not discussed elsewhere in this report.	<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 and 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 of 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>

ARPD and OTHER DATA: Analysis of Quantitative Indicators

Unit ARPD data, if available, 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 available,
with this Comprehensive Unit Review (CUR).

Analyze the unit's ARPD and other data for the 3-year review period.

Describe, discuss, and provide context for the unit's AY16 through AY18 data, including the unit's contribution to its Division's health scores in the Demand, Efficiency, Effectiveness and Overall Health categories.

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 AY 15-16, 16-17, and 17-18. Throughout the three year reporting period, enrollment has seen a decline regarding demand indicator annual headcount. An analysis of the enrollment decrease has not yet been determined. However, we have seen a 13% increase in Spring 17-18 with a particular population classified as new students.

Demand Indicators		Program Year		
		15-16	16-17	17-18
Annual Headcount All Students		3,838	3,636	3,527
Actual Percent Change from Prior Year ALL		0%	-5%	-3%
Fall Semester Registration Status	New Students	957	911	930
	Transfer Students	216	259	217
	Continuing Students	1,366	1,189	1,188
	Returning Students	219	259	217
	Home Campus Other	329	338	267
Spring Semester Registration Status	New Students	453	443	501
	Transfer Students	96	125	82
	Continuing Students	1712	1631	1591
	Returning Students	136	121	131
	Home Campus Other	358	287	264

Effective Indicators for ARO include the number of students that applied, accepted, and registered. Also, understanding the percentage of students that are accepted and registered. The differentiation between applied and accepted numbers in most cases are due to other system campuses accepting the student or pseudo-applications.

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

AY 16-17 Admissions Data				
Semester	Applied	Accepted	Registered	% Registered
Fall 16	2,968	2,828	1,391	49
Spring 17	1,265	1,186	490	41

AY 15-16 Admissions Data				
Semester	Applied	Accepted	Registered	% Registered
Fall 15	3265	2,963	1,424	48
Spring 16	1,237	1,174	481	41

Efficiency Indicators are the 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. During AY 17-18 automated acceptance emails through Starfish were established. The acceptance emails are sent out automatically within 24 hours. Additionally, ARO unit participated in 20 outreach events to assist with the admissions process for potential students during this reporting period.

Describe, discuss, and provide context for the unit's contributions to its Division's data in all CCSSE categories, as applicable.

CCSSE data for the unit is not available

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 for the three years under review that are not discussed above.

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.

AY 17-18 review period, the unit processed 4,645 applications, 458 transcripts resulting in over 13,000 transfer credits awarded, processed 1,606 transcript request, and certified 222 students to the VA, and total of 586 degrees and certificates awarded.

AY 16-17 review period, the unit processed 4,490 applications, 474 transcripts resulting in over 15,000 transfer credits awarded, processed 1,683 transcript request, and certified 262 students to the VA, and total of 576 degrees and certificates awarded.

AY 15-16 review period, the unit processed 4,199 applications, 565 transcripts resulting in over 17,000 transfer credits awarded, processed 1,746 transcript request, and certified 242 students to the VA, and total of 693 degrees and certificates awarded.

UNIT ACTIVITIES

Report and discuss all major actions and activities that occurred in the unit during the 3-year review period, including the unit's meaningful accomplishments and successes.

Also discuss the challenges or obstacles the unit faced in supporting student success. Explain what the unit has done to address those challenges.

For example, discuss:

- Changes to the unit's services, operations and/or functions;
- Personnel and/or position additions and/or losses;
- Changes to the unit's operating facilities or other major resources;
- Changes or expansions/contractions in client groups served.

During this reporting period, the vision of a "one-stop shop" for several onboarding units 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 AY 17-18, the unit was faced with several location moves with limited services and closures. Additionally, we were faced with personnel changes as grant-funded positions ended and interim positions caused a management transition.

Application and Transcript Evaluation Processing

Regarding application and transcript processing during the three year reporting period the unit incorporated training of seasoned student assistants to support application processing. Prior to this change application processing was designated to staff only. Additionally, during AY 17-18 the unit set goals for application processing through the wildly important goals (WIGs) 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 student assistants that achieved their targeted goals. The timeliness of processing application is a proactive approach to help students get through the admissions process and complete registration.

Customer Service

Regarding customer service during the AY 15-16 R/ARM and APT A developed and initiated customer service guidelines that measured the quality of service by mystery shopper evaluations. During AY 16-17 implementation of the mystery shopper collaboration was underway, ARO and a HawaiiCC class participated in the mystery shopper evaluation. The ARO unit underwent random shops by students, the students evaluated based on customer service guidelines, and the results yielded above-average throughout the secret shopper experience. The customer service analysis identified and further examined areas of customer engagement, listening and customer feedback, telephone and website experience. The response provided a 0-100 percentage scaled rating. The student evaluators provided excellent feedback regarding areas for improvement based on their overall experience. The mystery shopper assessment was not conducted during the AY 17-18 due to scheduling difficulties. Through AY 16-17 mystery shopper feedback we incorporated in 17-18 the customer feedback form on our website and held customer service and efficiency training throughout September 1, 2017 – April 27, 2018.

Additionally, in AY 16-17 the unit alongside with Information Center developed a pilot project Students Helping Students which included a high touch service approach. Implementation occurred in the 17-18 reporting period.

Recruitment/Community Engagement

Regarding recruitment and community engagement during AY 17-18 and 16-17 the unit participated in a total of six Express Admissions events. During the AY 15-16, the ARO unit alongside additional units organized five Express Admissions outreach events. Many of these events were hosted outside of regular business hours typically on a Saturday. During an Express Admission event, students would be able to apply, receive their student ID number, apply for financial aid, schedule testing, and speak with a counselor or advisor. The total number of students that applied during these events from both Manono and Palamanui were over 250.

Additionally, the unit participated in various community events throughout this reporting period alongside other units promoting admissions and highlighting programs and services offered.

- Express Admissions
- Walk a mile in Her Shoes
- Veterans Parade

- HawaiiCC Day
- UH Transfer Day
- Palamanui Day
- Hawaii County Fair

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-supportguide.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 webpage updates during 17-18 is the Starfish automated acceptance emails informing the student of application submittal and congratulating the student after an application has been accepted. The acceptance email gears students 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. In the past, the process was not automated which caused a longer wait time to receive either an acceptance letter or email.

Veteran Education Services

Veteran Students		
AY	Students Certified	Degree and/or Certificate
17-18	222	43
16-17	262	35
15-16	242	35

Regarding veteran education services during the AY 17-18 priority registration and transcript evaluation was piloted for veteran students. The timeliness of registration and transcript evaluations are critical for specific veteran chapters as it may impede on certifications. During this period the grant-funded Veteran Specialist position ended, however, the campus temporarily supported the position to continue.

Additionally, designated office space became available for veteran students to visit with the Veteran Specialist. Starfish and MySuccess are being utilized to improve communication and scheduling for advising, veteran orientation, and other assistance needs. During the 16-17 period, HawaiiCC and community members contributed to several events that were hosted on site. The unit hosted a Veterans Breakfast session with campus constituents and various community partners in a discussion format regarding how to better assist the veteran population. Another collaborative event during this reporting period is the Veteran Resource and Job Fair for students and the community.

Aside from events the unit developed Green Zone Training, Emergency book fund, and established a veteran webpage. Additionally, continuous outreach to military bases and community organizations. During the AY 15-16 development of relationships and recruitment efforts were underway.

Unit Outcomes Assessments

Provide the full text of the unit's current approved Unit Outcomes (UO) and Student Learning Outcomes (SLOs) (if applicable). 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 [HawCC ASSESSMENT](#) website.

UNIT OUTCOMES & STUDENT LEARNING OUTCOMES

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 #

Discuss the unit's successes and challenges in achieving its UOs/SLOs.

During this reporting period, the unit has faced many changes through the development of new strategies, staffing positions, and location renovations. The success of the unit throughout this reporting period is the unit's ability to restructure and re-strategize utilizing available resources. Although the unit did not reach processing goals, the unit implemented new strategies that yielded improvement. Additionally, the unit incorporated an innovative process through the mystery shopper experience to establish and analyze customer service guidelines and effectiveness.

UO 1

Regarding application and transcript processing during the three year reporting period the unit incorporated training of seasoned student assistants to support application processing. Prior to this implementation application process was designated to staff only. Additionally, during AY 17-18 the unit set goals for application processing through the wildly important goals (WIGs) 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 student assistants that achieved their targeted goals. The timeliness of processing application is a proactive approach to help students get through the admissions process and complete registration. \

UO 2

Regarding customer service during the AY 15-16 R/ARM and APT A developed and initiated customer service guidelines that measured the quality of service by mystery shopper evaluations. During AY 16-17 implementation of the mystery shopper collaboration was underway, ARO and a HawaiiCC class participated in the mystery shopper evaluation. The ARO unit underwent random shops by students. The students evaluated based on customer service guidelines. The results yielded above-average throughout the secret shopper experience. The customer service analysis identified

and further examined areas of customer engagement, listening and customer feedback, telephone and website experience. The response provided a 0-100 percentage scaled rating. The student evaluators provided excellent feedback regarding areas for improvement based on their overall experience. The mystery shopper assessment was not conducted during the AY 17-18 due to scheduling difficulties. Through AY 16-17 mystery shopper feedback we incorporated in 17-18 the customer feedback form on our website and held customer service and efficiency training throughout September 1, 2017 – April 27, 2018.

Additionally in AY 16-17 the unit alongside with Information Center developed pilot project students helping student high touch customer service approach. Implementation occurred in the 17-18 reporting period.

UO 3

The unit throughout this reporting period updated web pages and various forms that reflect policy and procedural changes. The unit updated 5-web pages and over 20 forms.

Unit Outcomes

List all UOs and SLOs that were assessed during the 3-year review period.	AY assessed
UO 1	15-16, 16-17, 17-18
UO 2	15-16, 16-17, 17-18
UO 3	15-16, 16-17, 17-18

Discuss and summarize the overall results of all UO & SLO assessments conducted during the 3-year review period. Describe how the unit's faculty/staff used UO/SLO assessment results to plan for and implement improvements in unit services, operations and functions. Discuss how these improvements help the College achieve its mission of supporting student success.

During this 3-year reporting period, the goal of processing applications and transcript evaluations within 3- business days was not achieved. However, during the AY17-18 with the development of the WIG's scoreboard the unit data has seen an improvement with processing timeliness. An important factor to consider is that an online application can be submitted within 24 hours, however, processing is done during business hours. The timeliness of processing application is a proactive approach to help students get through the admissions process and complete registration.

The unit based on the data provided scored an above-average rating for AY 16-17 regarding mystery shopper, customer service experience. During the AY 15-16 reporting period the unit was in the development phase regarding customer service and AY17-18 the unit was faced with scheduling difficulties due to location moves and closures. The unit introduced SHS pilot project with increased customer service efforts to assist students through the admissions process and complete registration. The data showed that 66% of the students registered that participated in SHS compared to 50% of the student population that had regular communication.

Additionally, the unit throughout the reporting period updated information and web pages and various forms to be consistent with changes to policies and procedures. The accessibility of relevant information and forms are essential for students, faculty, and staff.

UO 1

Application Processing Time Table AY 15-16, 16-17, 17-18			
Term	Processed Dates		Avg. Days to Process
Spring 2018	Aug 2017 - Jan 2018		15
Fall 2018	Jan 2018 - Aug 2018		7
Fall 2017	Jan 2017 - Aug 2017		15
Spring 2017	Aug 2016 - Jan 2017		13
Fall 2017	Jan 2017 - Aug 2017		18
Fall 2016	Jan 2016 - Aug 2016		14
Spring 2016	Aug 2015 - Jan 2016		21
Fall 2016	Jan 2016 - Aug 2016		14
Fall 2015	Jan 2015 - Aug 2015		26

- Days are calculated by application and decision date

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

Transcript Evaluation Time Table 16-17

Month	Days to Evaluate	Avg. Credits Awarded
16-Jul	8	29
16-Aug	13	24
16-Sep	17	27
16-Oct	20	33
16-Nov	22	31
16-Dec	34	30
17-Jan	41	32
17-Feb	21	37
17-Mar	6	36
17-Apr	9	38
17-May	24	39
17-Jun	21	42

Transcript Evaluation Time Table 15-16

Month	Days to Evaluate	Avg. Credits Awarded
Jul-15	29	29
Aug-15	24	32
Sep-15	17	25
Oct-15	17	26
Nov-15	16	32
Dec-15	8	32
Jan-16	4	32
Feb-16	4	34
Mar-16	9	17
Apr-16	5	37
May-16	6	34
Jun-16	6	27

- 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

UO 2

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%

Customer Service Analysis: Mystery Shopper type experience with ARO	
Customer Engagement	Response
Greeted Customers	82%
Break the Ice	55%
Complement freely and sincerely	55%
Addressed the customer by name	82%
Asked customers questions for clarification	82%
Listen with intent to understand	100%
Greeted with proper salutations	100%
Reassurance that it was a good idea to do business with the office	36%
Demonstrated positive facial gestures: Smile	100%
Customer felt diversity was respected	100%
Positive interactions	100%
Appropriate workplace attire	100%

Listening and Customer Feedback	Response
Allowed customer to speak while being an attentive listener	82%
Prepared to listen	100%
Genuine towards listening to customer	82%
Patient and defer disagreement	100%
Listening with the intent to predict future needs	82%
Reinforce customer service with non-verbal cues	100%
Solicit clarification	82%
Minimize number of gatekeepers	82%
Counter attitudinal advocacy (empathy)	82%
Took notes of interaction	0%
Noise distraction internal or external	27%

Telephone	Response
Avoided unnecessary call screening	100%
Answered with professionalism	100%
Answered promptly and was prepared to handle calls	100%
Used courtesy titles	0%
Thanked customers for calling	100%
Customer felt a positive facial gesture: Smile	100%
Clarified the closing of the call	100%
Coversations were conducted in a professional manner	100%
Spoke clearly and distinctly	100%
Answered questions clearly and did not veer off track	100%

Website	Response
Provided immediate answers to simple questions	100%
Provided convenience and immediacy	100%
Options for online assistance or live support (no live but email opt)	100%
Site navigation and cleanliness	100%

UO 3

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

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

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

Veteran Support Guide link:

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

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

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

Admissions & Records forms link: <http://hawaii.hawaii.edu/admissions/admissions-forms>

Admissions & Records faculty forms link: <http://hawaii.hawaii.edu/admissions/faculty-forms>

Admissions & Records FERPA link: <http://hawaii.hawaii.edu/admissions/ferpa>

PART II: 3-YEAR ACTION PLAN & RESOURCE ALLOCATIONS

Resource Gap Analysis

Describe the unit's current resources and resource needs in each category below.

Resource Category	Resources the unit needs to operate effectively:	Resources the unit already has:	What is the unit's resource gap?
A. Personnel	1 – APT B 1 – APT B 1 – APT A 1 – OAIV 1 – OAIII 6 – Student Assistants	1 – APT B (Vacant) 1 – APT B 1 – APT B (Casual) 1 – APT A (Casual PT) 1 – OAIV 1 – OAIII 3– Student Assistants	1- APT A 3 – Student Assistants
1) Positions (Functions)	1 – APT B Registrar 1 – APT B Assistant Registrar 1 – APT A Admissions & Records Specialist 1 – OAIV Office Assistant IV 1 – OAIII Office Assistant III 6 – Student Assistants	1 – APT B (Vacant) Registrar 1 – APT Assistant Registrar 1 – APT B (Casual) Veteran Specialist 1 – APT A (Casual PT) Admissions Specialist 1 – OAIV Office Assistant IV 1 – OAIII Office Assistant III 3– Student Assistants	1- APT A Admissions & Records Specialist Veteran certifications & outreach, transcript evaluations, application processing 3 – Student Assistants SHS expansion
2) Professional Development			
B. Operating Resources			

1) Supplies			
2) Contracts			
3) Equipment			
4) Space and Facilities			
C. Technology			
1) Hardware			
2) Apps or Software			
3) Tech Support			
4) Tech-related Professional Development			
5) Tech labs / facilities			

Action Plan

Where are you going? How are you going to get there?

Provide a brief narrative of your overall Action Plan for the next 3 years. Focus on how this Action Plan will help improve student success. Describe how this Action Plan can help the College achieve our Initiatives in the *Strategic Directions 2015-2021* plan.
<http://hawaii.hawaii.edu/sites/default/files/docs/strategic-plan/hawcc-strategic-directions-2015-2021.pdf>

HPMS Action Strategy 1 and Enrollment

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.

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 incorporating an onboarding peer mentorship type of atmosphere. 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. Also, incorporating system-wide new internal and external products like the application interface and college source TES and Transferology to create simple navigation and streamline processing.

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 the course instructor, additional units, 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

Provide details below for each Action Item needed to accomplish this 3-Year Action Plan.

Action Item 1:

What specific strategies, tactics, initiatives, innovations and/or activities will the unit implement to accomplish one or more of the goals described in the 3-year Action Plan above?

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

- The unit will continue WIGs scoreboard as a visual representation of daily, weekly, and monthly application and transcript evaluation processing goals of 3-business days.
- The unit will continue innovative measures regarding applications and transcript evaluation processing on a campus and system level.

How will implementing this Action Item help lead to improvements in student success and attainment of the unit’s outcomes (UOs/SLOs) over the next 3 years?

Regarding the implementation of the new system application this is an improvement as it simplifies the navigation of the application process for students and staff. Additionally, processing applications within three business days will ensure that students have sufficient time to complete the admissions process and move on towards the next step of registration. The continued effort of WIGs scoreboard strategy will keep processing on track as it is a visual representation of targeted goals.

Budget & Resource Asks: Describe in detail any additional or reallocated resources that will be needed to accomplish this Action Item. *If no additional or reallocated resources are required to accomplish this Action Item, enter “N/A” below.*

Provide justification why this resource is necessary to accomplish this Action Item and the unit’s Action Plan.

Include the total cost and timeline for purchase or re-allocation.

APT A – Admissions & Records Specialist \$44,112

The Admissions & Records Specialist contributes to application processing, transcript evaluations, and veteran certification. Regarding the processing of applications and transcript evaluations, it is a manual process, and although we are starting to have tools to better assist, it is reliant on an individual to complete the process. It is essential for ARO to have the resources necessary to achieve its goal of processing applications and evaluating transcripts promptly. Evaluations provide students with the information they need to select appropriate courses for degree completion. The position is aligned with the 2015-2021 Strategic Plan and the HGI in that it supports the successful completion of degree requirements. Additionally, admissions processing, outreach, and veteran certification are an influential piece towards increasing enrollment.

Action Item 2:

What specific strategies, tactics, initiatives, innovations and/or activities will the unit implement to accomplish one or more of the goals described in the 3-year Action Plan above?

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

- The unit will continue quarterly and as needed customer service and daily task training
- The unit will expand Mystery Shopper collaborative efforts with other units and students.
- The unit will establish a customer satisfaction survey that incorporates the entire Welcome Center – Paepae Haumana
- The unit will increase efforts to establish a higher accepted students to registration ratio through high touch approach (SHS project)

How will implementing this Action Item help lead to improvements in student success and attainment of the unit’s outcomes (UOs/SLOs) over the next 3 years?

Through the implementation of training methods, customer service mystery shopper, and a satisfaction survey the implementation and evaluation of these efforts will determine an overall student experience. Additionally, SHS high touch approach alongside customer service practices should yield an increase in the student to registration ratio for the accepted population.

Budget & Resource Asks: Describe in detail any additional or reallocated resources that will be needed to accomplish this Action Item. *If no additional or reallocated resources are required to accomplish this Action Item, enter “N/A” below.*

Provide justification why this resource is necessary to accomplish this Action Item and the unit’s Action Plan.

Include the total cost and timeline for purchase or re-allocation.

N/A

Action Item 3:

What specific strategies, tactics, initiatives, innovations and/or activities will the unit implement to accomplish one or more of the goals described in the 3-year Action Plan above?

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 forms and web information as policy and procedures change
- The ARO unit and Welcome Center will develop a flyer for students with information of services that are offered.
- The unit will work with other units to provide instructional videos regarding the onboarding process and important information
- The unit will continue to work with other units to revamp onboarding information on the HawaiiCC website

How will implementing this Action Item help lead to improvements in student success and attainment of the unit's outcomes (UOs/SLOs) over the next 3 years?

Through the implementation of updating web pages and establishing different tactics of media, this will increase information access to the community, students, faculty, and staff. It is essential that students and our community are aware of pertinent details regarding admissions, registration, and graduation. Additionally, it is vital that people are aware of what services are offered within the unit as it may increase the overall action of services used.

Budget & Resource Asks: Describe in detail any additional or reallocated resources that will be needed to accomplish this Action Item. *If no additional or reallocated resources are required to accomplish this Action Item, enter "N/A" below.*

Provide justification why this resource is necessary to accomplish this Action Item and the unit's Action Plan.

Include the total cost and timeline for purchase or re-allocation.

N/A