

# Student Support Services Information Center



2019

ANNUAL REPORT OF PROGRAM DATA



UNIVERSITY of HAWAII®  
**HAWAII**  
COMMUNITY COLLEGE

## 1. Program Description

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

The Information Center understands that a student's primary focus is their academic success. With that in mind, it is our mission to provide exceptional customer service to all entities to ensure that becoming a student is as stress-free as possible. The Information Center's goal within the Welcome Center is to serve as a one-stop service area to guide students through various enrollment processes including Admissions and Financial Aid; as well as provide reference to various resource offices, such as Counseling, Advising and Support Services Center, Hale Kea Advancement & Testing Center, The Learning Center, North Hawai'i Educational Research Center, and the Pālanui Student Services Office.

The Information Center continues to promote accessibility to higher education, by providing individuals and organizations with accurate, up-to-date information about Hawai'i Community College and its programs and services. While questions may be considered complex, every effort is made to clarify questions and assist in resolving customer concerns.

The Information Center will serve as an essential source for information about Hawai'i Community College, from general inquiries and referrals to various offices, departments, faculty or staff, to providing details about Hawai'i CC associated events.

Service Area Outcomes (SAOs)

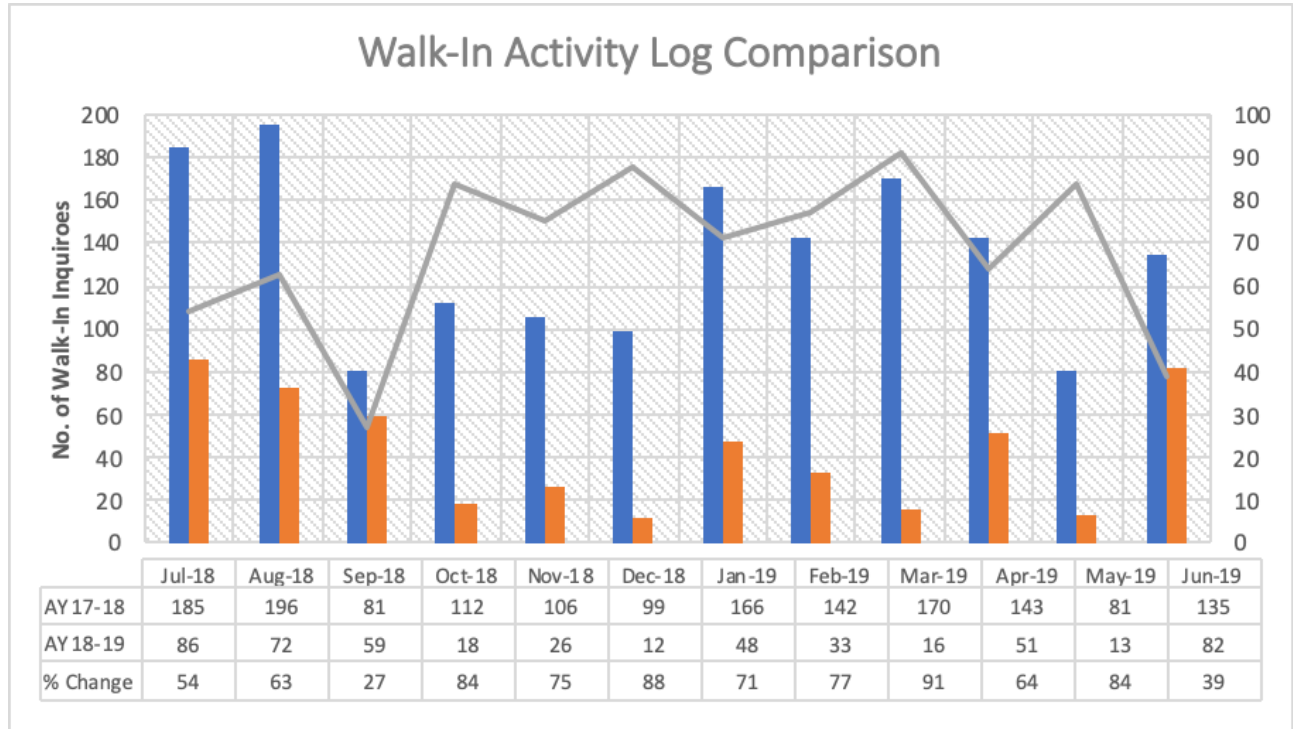
1. When contacting the Information Center, constituents will receive satisfactory customer service and accurate response(s) in a timely and efficient manner.
2. Through attending a campus tour, participants will be satisfied with the information provided and will feel prepared to enroll in college.
3. Members of the Hawai'i CC Kauhale will increase their awareness of the Information Center and the services offered through various campus communications.

## 2. Analysis of the Program

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

The Information Center receives a variety of inquiries on a daily basis, for standard directory information to distribution of bus tickets and student planners, services are provided to the Hawai'i CC Kauhale as well as the general public. The Information Center is open year-round and with the transition of the Admissions & Records Office, Financial Aid Office, and Information Center moving into one center the Paepae Haumana (Welcome Center), walk-in traffic was filtered through the service area Student Ambassadors and Student Assistants before determining referring individuals into the Information Center. With the service area staff being the first to acknowledge and assist individuals, the number of Information Center walk-in inquiries reduced by more than 25% each month between AY 17-18 to AY 18-19 (as shown below in the "Walk-In Activity Log Comparison" chart). Also, telephone calls were expected to increase for the AY 18-19, however, due to inconsistent recording between student ambassadors, it is difficult to provide an accurate analysis of the change in the Information Center demand.



In addition to the regular Information Center inquiries, support was provided to the ASUH - Hawai'i CC Student Government Senate to distribute and record bus ticket distribution; this required the Information Center staff to accurately monitor and log student recipient information, coupon number(s), and calculate the total value of bus tickets each student received per calendar year. Furthermore, the Information Center continued to coordinate Hawai'i CC campus tours including communicating with campus tour requesters and various program faculty and staff. Most campus tours included a general resource tour which included visiting the Paepae Haumana - Welcome Center (Admissions & Records Office, Financial Aid Office, and Information Center), Counseling, Advising, and Student Support Service Center (Counseling Office and Career & Job Development Center), Kau Wa'a Student Life Lounge, the Hale Kea Advancement & Testing Center, among others as time permitted; also, campus tours may include visiting individual programs and speaking to program faculty and students, including Culinary Arts, Human Services, and Nursing & Allied Health to name a few. The Information Center Coordinator and the Information Center Student Ambassadors conducted all campus tours, if additional tour guides were needed a request was made to other Division of Student Affairs Offices for assistance.

During the AY 18-19, the Information Center was allocated a sufficient Student Employment budget to sustain four Student Ambassadors. Each Student Ambassador was allowed to work up to 20 hours per week during the Fall and Spring semesters and an average of 25 hours per week during the Summer. Fortunately, the Information Center accepted two Alu Like Summer Youth Interns, they were each able to work 40 hours per week for July 2018. With the two Student Ambassadors who continued from the Spring 2018 semester and the two Inters, there was full student coverage for the Summer 2018 term. At the start of Fall 2018, two additional Student Ambassadors were hired to help retain full office coverage as best as possible; with the four Student Ambassadors there were minimal to no coverage gaps. At the beginning of each semester, Student Ambassadors assisted the Kau Wa'a Student Lounge staff with production of Student ID Cards, this took students away to another location leaving it

necessary for the Information Center Coordinator to provide office coverage approximately 3-6 hours per week. Unlike the Fall, there was not full office coverage for the Spring 2019 semester, this is due to student class schedules and a Student Ambassador moving to full-time employment off-campus, this required the Information Center Coordinator to cover the office for at least eight hours per week, a good thing was acquiring an adult Alu Like Intern for 20 hours per week for January and February. Lastly for the Summer 2019 term, the Information Center Student Ambassadors reduced from three to one, leaving the Coordinator to monitor the office for 11 hours per week; until accepting Alu Like Summer Youth Interns in late June 2019.

### 3. Program Student Learning Outcomes

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a) List of the Program SLOs/SAOs  
Service Area Outcomes (SAOs)

1. When contacting the Information Center, constituents will receive satisfactory customer service and accurate response(s) in a timely and efficient manner.
2. Through attending a campus tour, participants will be satisfied with the information provided and will feel prepared to enroll in college.
3. Members of the Hawai'i CC Kauhale will increase their awareness of the Information Center and the services offered through various campus communications.

b) Program SLOs/SAOs that have been assessed

Service Area Outcome assessed was #2. Through attending a campus tour, participants will be satisfied with the information provided and will feel prepared to enroll in college. Staff collected and analyzed various data elements including, the number of campus tours conducted, the number of campus tour participants, and responses to a Campus Tour Evaluation Form.

c) Assessment Results

During the AY 18-19, 34 tours were coordinated for a total of 353 participants. October, November, February and April are the busier months with 4-6 tours each month; on average, there are 3 tours per month. Scheduling campus tours depended solely on staff availability and the content of the campus tour depended on program availability. Due to scheduling restraints, there were a handful of campus tour requests that the Information Center was unable to accommodate. When requests are unable to be met, additional date options are requested in addition to the option of having participants come to Hawai'i CC Day held during the Spring semester.

The Hawai'i CC Campus Tour Evaluation Form includes a combination of likert scale questions and qualitative answer questions. These questions measure items like the satisfaction of the tour guides knowledge, how the campus tour prepared individuals for enrolling in college, ways to improve a campus tour, and ranking the amount of information received during the tour. The Information Center offers large group and individual campus tours. Campus Tour evaluations were given out to campus tour groups of 15 or less and a link to the campus tour evaluation is emailed to chaperones of groups larger than 15, in AY 18-19 a total of 101 responses were received (88 individual evaluations and 13 group evaluations). Overall, between the AY 17-18 and AY 18-19 although the number of campus tours increased by three, the total number of participants was reduced by 88, and the number of Campus Tour Evaluations received increased by 16 submissions. Based on the responses collected it is clear that the

Hawai'i CC Faculty, Staff, and Students are friendly and welcoming, that participants are very satisfied with the knowledge of our tour guides, participants receive the right amount of information about Hawai'i CC campus, the length of the campus tour was enough, and the majority of participants felt that the campus tour helped prepare them for enrolling in college. Some areas of improvement include visiting more programs, staying at programs longer, taking bathroom breaks, and making adjustments as needed in case of weather changes.

d) Changes that have been made as a result of the assessments

To help increase the number of campus tours the Information Center can accommodate, the Student Ambassadors Program employees were trained to conduct campus tours. Unfortunately, due to scheduling only three Student Ambassadors were most available to serve as campus tour guides for the AY 18-19. In addition to managing student schedules more effectively, campus tour training sessions will be opened up to all Kauhale members who are interested and willing to serve as a campus tour guide in the future. This will ensure flexibility in scheduling as well as increase campus tour availability. There have been at least a handful of campus tours that were requested for a weekend; as the campus is closed on Saturday's and Sunday's, the idea of a virtual tour was suggested and the Information Center will look into a virtual tool as a long-term project as cost, timelines, and accessibility could prolong a project such as this.

## 4. Action Plan

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

The Information Center Coordinator remains a Passport Agent, renewing this status occurs annually through an online recertification process. An information sheet and applications are available at the Information Center, general information is provided by the Information Center Coordinator when available in all other instances including scheduling and complex questions, individuals are referred directly to the Office of EDvance. For the last two years, the Information Center Coordinator limited the number of emails broadcast sent to Hawai'i CC Students from the Information Center; this included one email per week sent out on Sunday mornings at 6AM, with other special event announcements as needed. Emails from the Information Center were limited to two per week, however, it was later learned that although the Information Center emails reduced there were still several other departments on campus sending email broadcasts to all Hawai'i CC Students. At the start of the AY 18-19, the "Big Move" occurred and operations of the Admissions & Records Office, Financial Aid Office, and Information Center commenced out of the Paepae Haumana - Welcome Center. While maintaining student employment funds, the Information Center Coordinator continued to develop a Student Ambassadors Program. The purpose of this program remained as to hire student employees as Student Ambassadors; Student Ambassadors differ from Student Assistants because Ambassadors will be cross-trained to assist other Student Service Offices during peak times and/or limited staff availability to ensure services go uninterrupted. This program was piloted during the AY 18-19 within the Paepae Haumana - Welcome Center, and proved to be more efficient in scheduling and cost savings on student help. Trainings were conducted monthly

for all Paepae Haumana - Welcome Center Staff, including Student Assistants/Student Ambassadors or as needed for new employees. The Paepae Haumana - Welcome Center Managers established a Student Ambassador position description to include details about this Student Ambassadors Program, as well as a combination of job duties from all three Paepae Haumana - Welcome Center offices; four Student Ambassadors were hired during the AY 18-19, with two continuing into the AY 19-20. As the Paepae Haumana - Welcome Center Managers continue to maintain the Student Ambassadors Program within the center, an invitation will be extended to other Division of Student Affairs student employees to participate in Student Ambassador Training sessions. In addition to the progress made thus far, the Information Center was able to purchase a surplus of promotional items during the AY 17-18 to reduce expenditures for the AY 18-19. The Hawai'i CC promotional items purchased are used at College Fairs, Campus Tours, High School Visits, and parades, among other events both on and off campus.

A few of the Information Center's action plan items include continuing the expansion of the Student Ambassadors Program, developing a streamlined check-in and survey collection system for the entire Paepae Haumana - Welcome Center, and continuing the creation of a communication plan for the onboarding process. The expansion of the Student Ambassadors Program intends to improve student success by having increased personalized communication with current and potential Hawai'i CC students and the Hawai'i Island community, as well as, assist other departments in case of staffing shortages and assist with special events. During the AY 18-19, the Information Center Coordinator worked with the Admissions & Records Manager and Financial Aid representatives to host training workshops for the Paepae Haumana - Welcome Center Staff & Student Employees. Before the ending of the AY 19-20 and upon the completion of all training for current Student Ambassadors, an invitation will be to the remaining Division of Student Affairs Offices (i.e. Counseling, Advising, and Student Support Center, Career & Job Development Center, Veterans' Support Services, Disability Services, etc.), as well as other service offices like the Hale Kea Advancement & Testing Center, The Learning Center, etc. to be cross-trained to build awareness and understanding of the Hawai'i CC enrollment process at various student touchpoints. Following the transition of the Paepae Haumana - Welcome Center, the managers' soon realized that a streamlined check-in and survey collection system for the center would be beneficial for data collection and aid in identifying areas of improvement. During the AY 19-20, the Paepae Haumana - Welcome Center Managers' will formulate a check-in system which can collect identifying information for a follow up satisfaction survey to be sent to all consumers. Finally, concluding the AY 18-19 a communication plan was in progress; the Information Center will continue to support the system initiative to extend communication further through the onboarding process. The Information Center will look at innovative measures such as an application and/or two-way texting platform to engage prospective and current students.

## 5. Resource Implications

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(Physical, Human, Financial)

N/A

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

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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

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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.

## Student Ambassador Work Schedules (July 2018-June 2019)

### Summer 2018 (July)





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Summer 2018 (August)

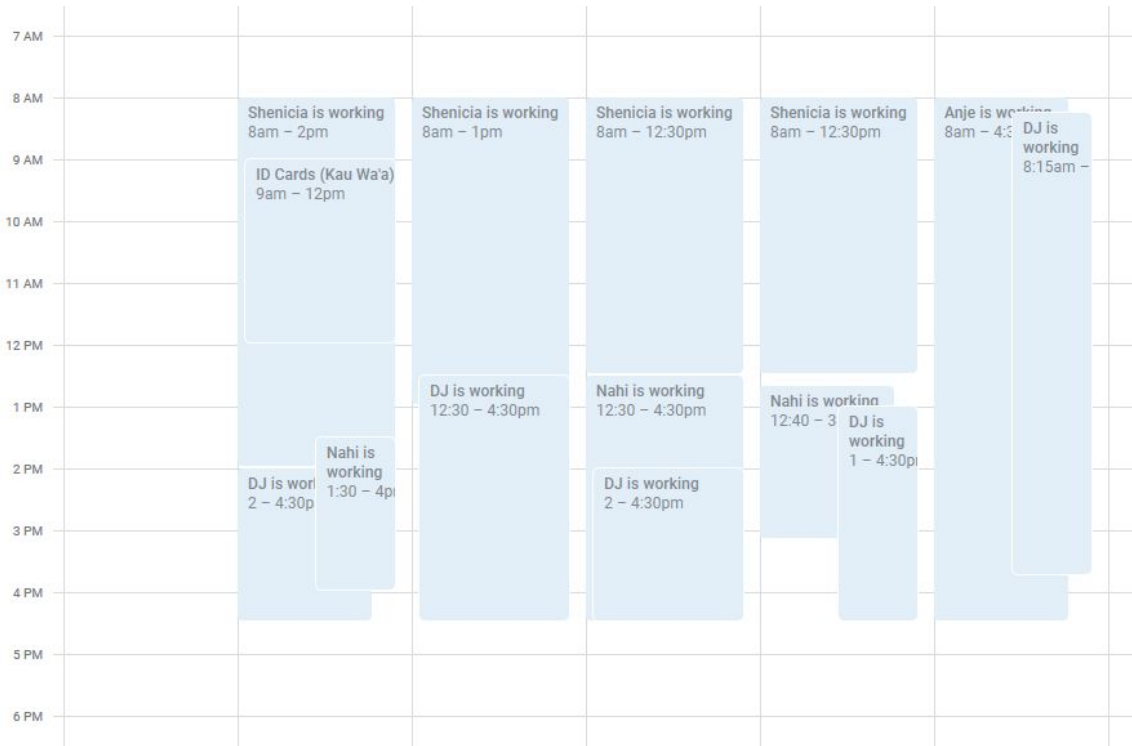


Fall 2018 (August)

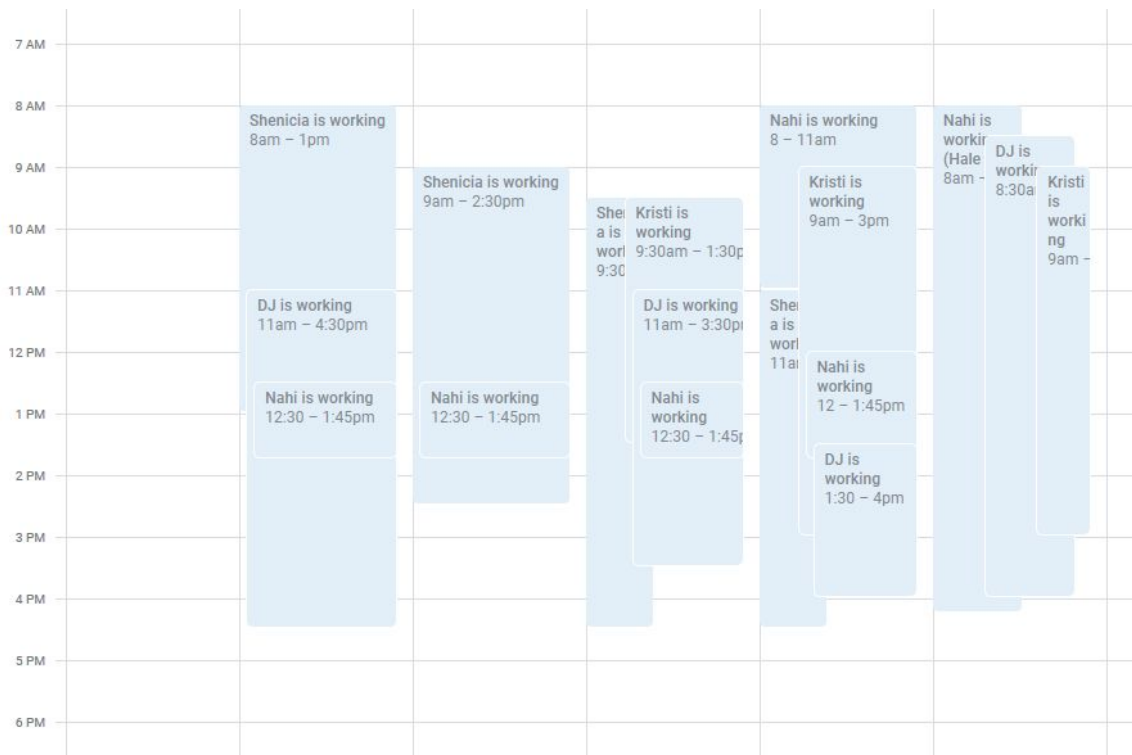


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Fall 2018 (September-December)

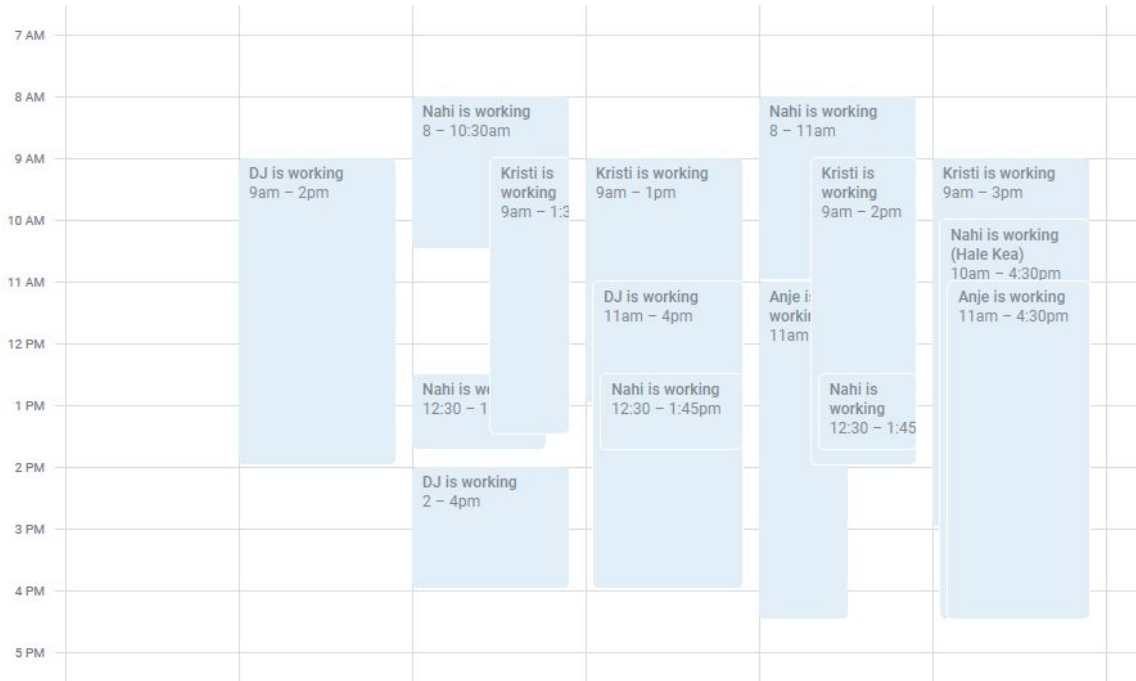


Spring 2019 (January)

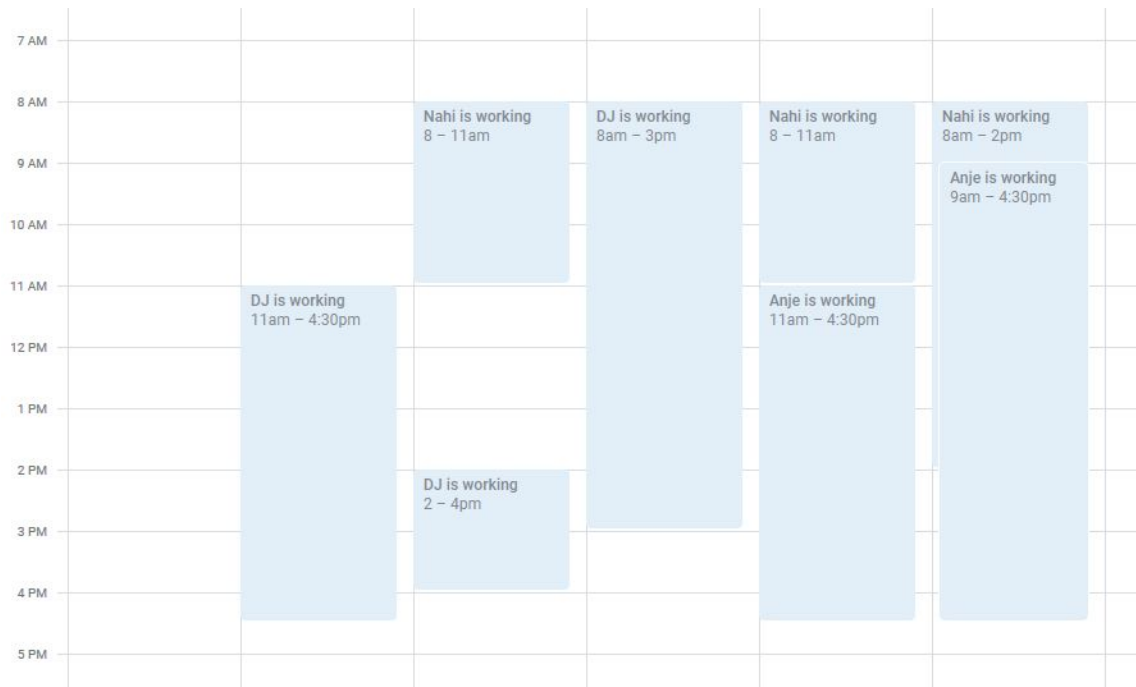


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Spring 2019 (February)

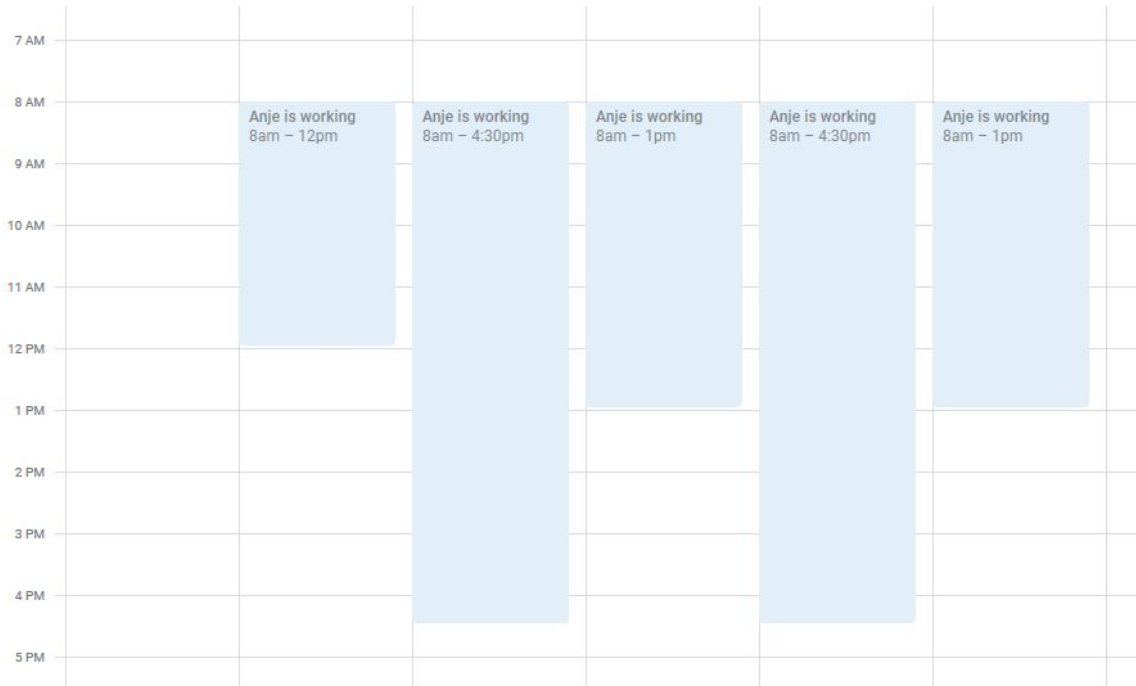


Spring 2019 (March-April)

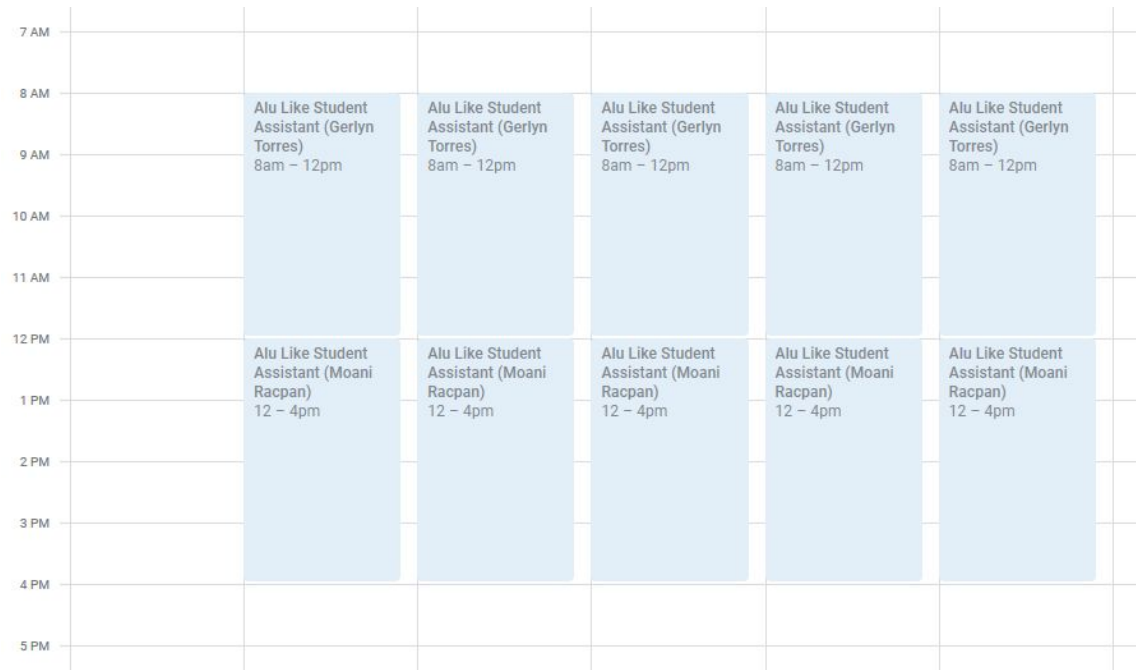


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Summer 2019 (May-Mid June)



Summer 2019 (Late June)



## Hawai'i CC Campus Tour Evaluation Form



### Hawai'i CC - Campus Tour Evaluation

Thank you for visiting us! We hope your tour was an informative and memorable one. To help us continually strive to improve our tour program, please take a moment to answer the following:

**The Faculty, Staff, and Students of Hawai'i CC were friendly and welcoming.**

1      2      3      4      5

Strongly Disagree                                    Strongly Agree

**How satisfied were you with the knowledge of your tour guide?**

1      2      3      4      5

Unsatisfied                                    Very Satisfied

**The information I received was...**

1      2      3      4      5

Too Little                                    Too Much

**How would you rank the length of the campus tour?**

1      2      3      4      5

Too Short                                    Too Long

**I feel that this campus tour prepared me for enrolling in college.**

1      2      3      4      5

Strongly Disagree                                    Strongly Agree

**What did you enjoy the MOST about the tour?**

Your answer

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**What did you enjoy the LEAST about the tour?**

Your answer

**Is there anything we could have done to make the tour better for you?**

Your answer

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**SUBMIT**

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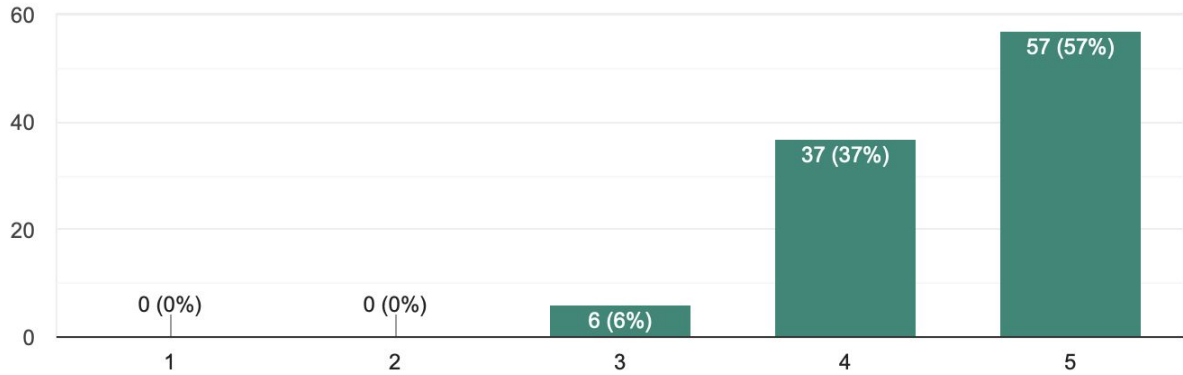
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Google Forms

## Hawai'i CC Campus Tour Evaluation Results

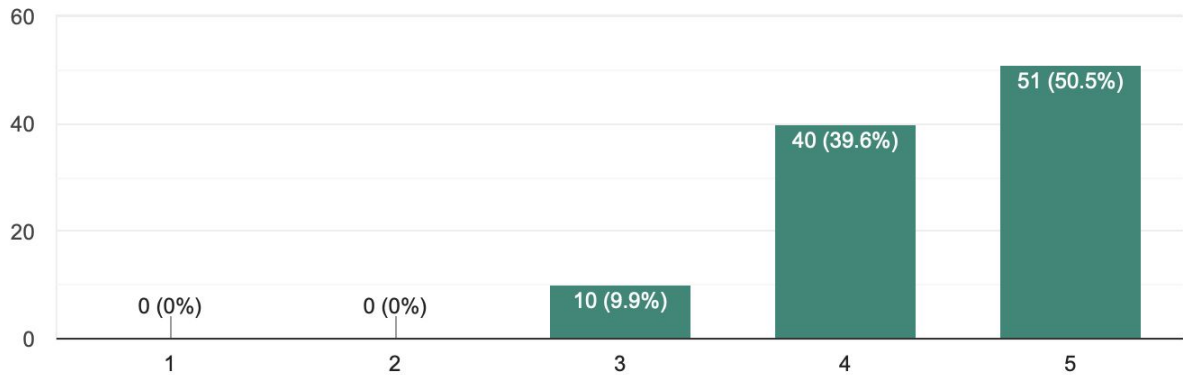
The Faculty, Staff, and Students of Hawai'i CC were friendly and welcoming.

100 responses



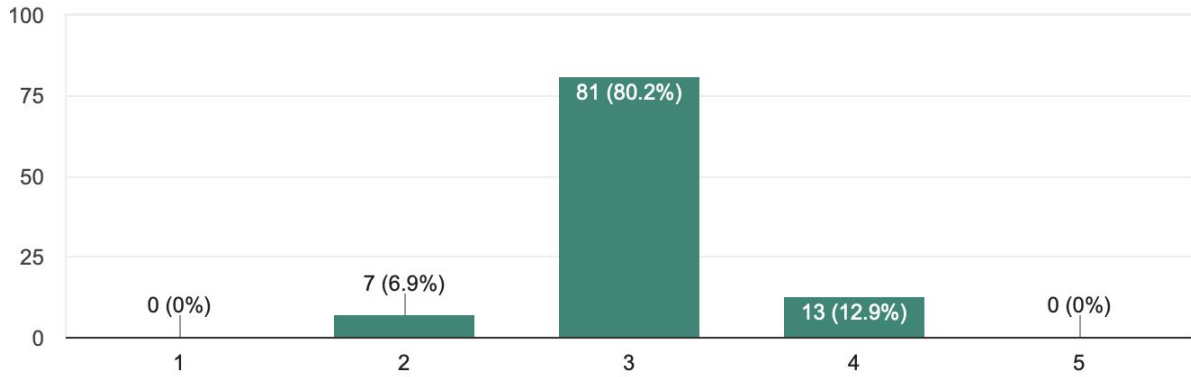
## How satisfied were you with the knowledge of your tour guide?

101 responses



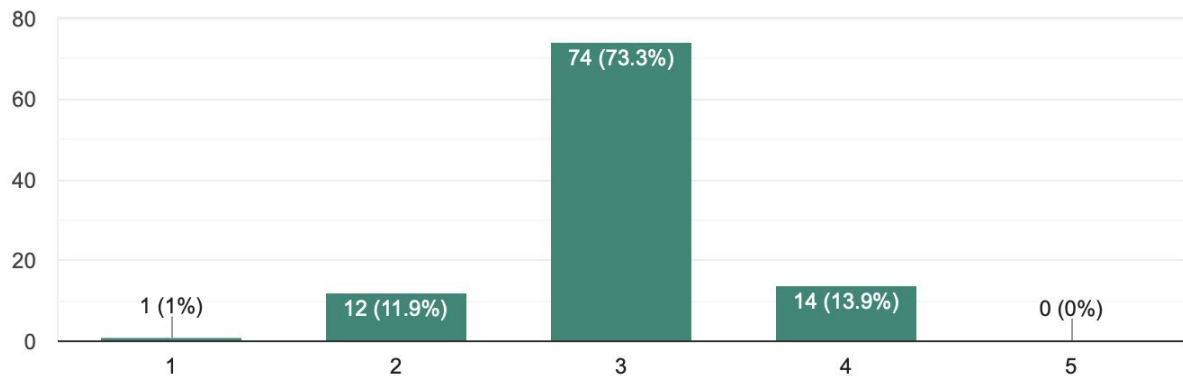
### The information I received was...

101 responses



### How would you rank the length of the campus tour?

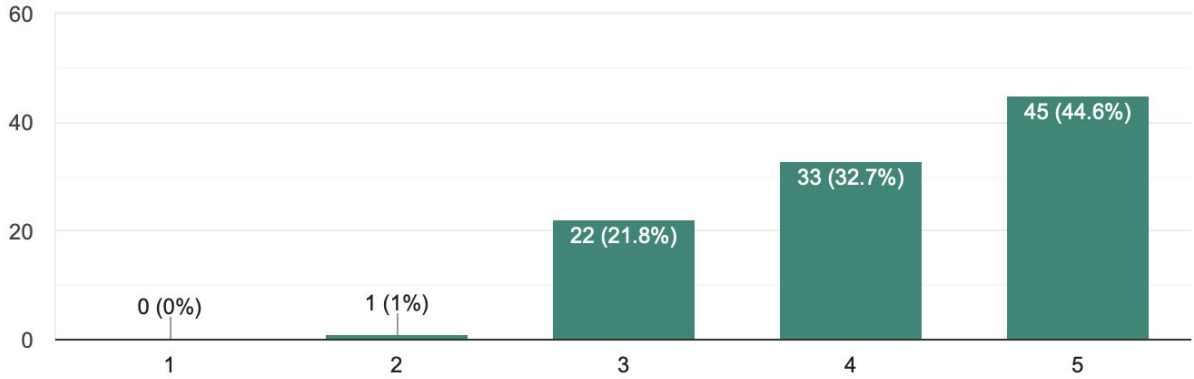
101 responses





### I feel that this campus tour prepared me for enrolling in college.

101 responses



### What did you enjoy the MOST about the tour?

58 responses

- 1. Nursing 2. Human services 3. Carpentry 4. Digital media arts
- 1. Nursing 2. Auto body 3. Human services
- Jeff was very fun and knowledgeable. I wish we could have stayed longer.
- Very thorough
- 1. Nursing  
2. Culinary  
3. Human Services
- The direct responses to all my questions. The personal stories and first hand experience the tour guide shared.
- lunch
- Our tour guide Kesha talked about real life situations and gave good advice.
- Agriculture
- Auto Body
- Going into the freezer since it was hot outside

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the information

the nursing

the hands on activities

not being in school

1. Nursing 2. Human Services 3. Auto body

hands on activities

it was hands on

1. nursing 2. human services 3. digital media

hands on program

1. nursing 2. culinary 3. human services 4. carpentry

1. culinary 2. auto body 3. digital media arts

nursing

Culinary

Everything I am excited to go to Culinary

The information was great and I am glad she gave me her card so I can call her if I have any questions later on

The lady showing us around was very friendly and answered all of our questions, she was loud enough that we could hear even if we were in the back. She also waited for the slow walkers before she started talking about the next location, she also repeated our questions and responded to our understanding.

Very Thorough

1. nursing 2. culinary 3. human services

The direct responses to all my questions

the realness of the tour guide, Kesha talked about real life situations and gave good advice.

agriculture

going into the freezer cause it was hot

the nursing SIM man

## What did you enjoy the LEAST about the tour?

58 responses

I wish we could have eaten lunch there.
It was hot and raining
The walking
nothing
spend more time in nursing
Nothing, everything was perfect.
the sun
too much walking in the sun
Nothing.
Walking from our school
It was hot
The heat
Less walking, it was cold raining
it was hot and raining
the walking
nothing! everything was perfect
too much walking
walking from our school
teacher scolding me
the walking
the sun
not enough time
too hot
the heat

## Is there anything we could have done to make the tour better for you?

52 responses

Nothing, it was a great tour
Give us free stuff.
See more or different programs
Snacks
more samples
Nothing, thank you for having us.
You did a great job.
go to fire science
let us sit down in the ac
I am so excited to start school in the Fall taking Early College/Running Start classes.
Ask my teacher to let us stay longer
Nothing
snacks
Nothing!thank you
you did a great job!
let us sit down
im so excited to start school in the fall
ask our teacher to keep us out longer
no, idk if college is for me
no
let me sit
spend more time in the programs
make it longer
Take a break