

ANNUAL
REPORT OF PROGRAM DATA

2022

UNIVERSITY *of* HAWAI'I

HAWAI'I
COMMUNITY COLLEGE



Information Center

July 1, 2021 through June 30, 2022

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attachments and supporting documentation may be uploaded in WORD, PDF, or EXCEL

1. Program or Unit Description

Program or Unit Mission or Purpose Statement

What is the target student or service population?

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 and smooth as possible. The Information Center's goal within the Paepae Haumāna - Welcome Center is to serve as a one-stop service center 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, Career Center, Hale Kea Advancement & Testing Center, Disability Services, Mental Wellness Services, The Learning Center, Kō Education Center, and the Pāalamanui Office of Student Services.

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

The Information Center serves as an essential source of communication to the Hawai'i CC Kauhale and the community using various media channels. Some of the information shared includes details about Hawai'i Community College, general inquiries, referrals to various offices, departments, faculty or staff, and providing details about Hawai'i CC associated events, etc.

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.
4. When contacting the Paepae Haumāna - Welcome Center, constituents will have the ability to ask various enrollment questions and receive response(s) through one center.

2. Analysis of the Program/Unit

[UHCC Annual Report of Program Data \(VARPD\)](#)

Discuss the program's or unit's strengths and areas to improve in terms of Demand, Efficiency, and Effectiveness based on an analysis of the program's ARPD Quantitative Indicators or comparable unit-developed measures or program-developed metrics. Include a discussion of relevant historical-trend data on key measures (i.e., last three years). Provide an explanation of any significant changes to the program's Quantitative Indicators or unit's key performance measures in the year of this Review.

Instructional programs must include a discussion of ARPD health indicators with benchmarks to provide a quick view on the overall condition of the program. CTE programs must include an analysis of Perkins Core indicators for which the program did not meet the performance level in the year of this Review.

Discuss significant program or unit actions and activities over the year of this Review. Include new certificate(s), stop outs, gain/loss of position(s), organizational changes, changes in unit operations or responsibilities, etc. Include a discussion of external factors affecting the program or unit.

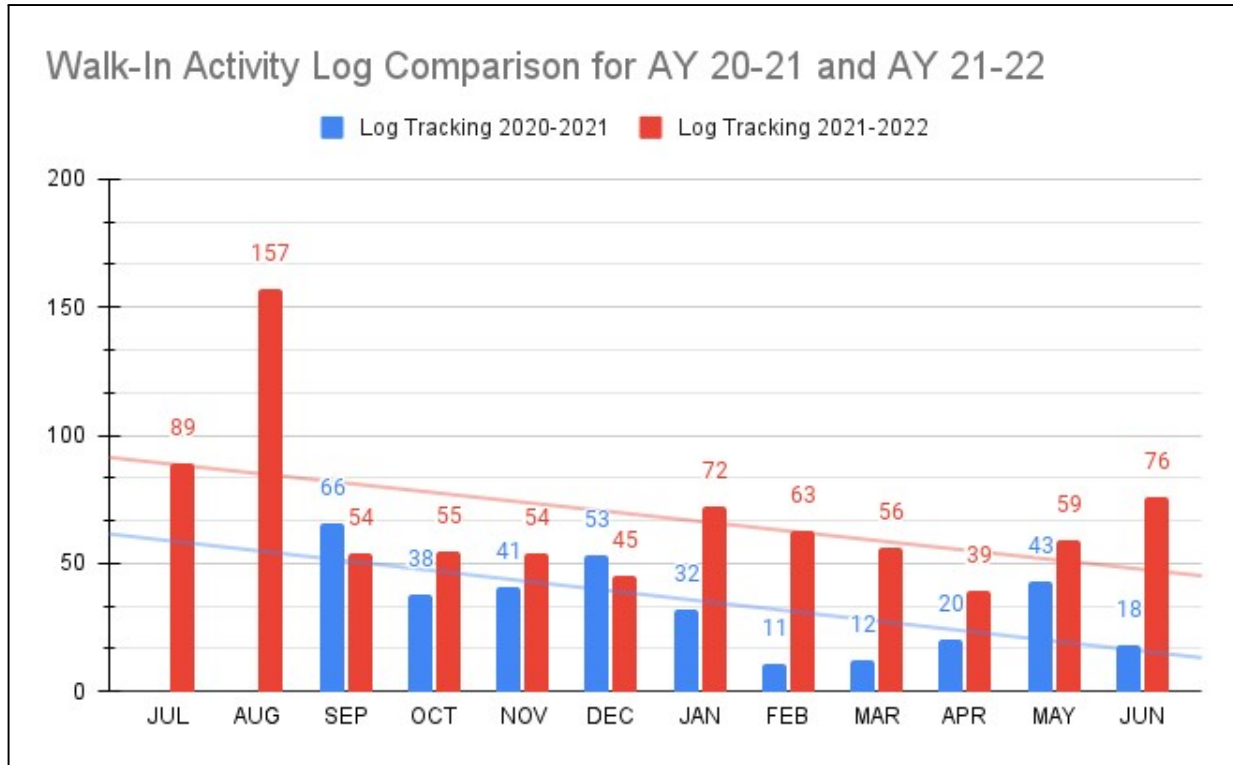
Instructional programs must provide the URL for the program's ARPD data tables and attachment(s) for relevant program-developed metrics discussed in this Review; non-instructional units must provide URLs for unit-specific data and attachment(s) for relevant unit-developed metrics discussed in this Review.

During the AY 21-22, the Information Center continued to serve as the main contact for general campus information, campus visits, promoting campus events and advertisements; fielding a variety of inquiries, for example standard directory information, COVID-19 related questions, and distribution of student planners and Hawai'i CC Catalogs. All Information Center services are provided to the Hawai'i CC Kauhale as well as the Hawai'i Island community and the general public. The Information Center remains open for services year-round, to deliver accurate and up-to-date information. The Information Center along with the entire Paepae Haumāna - Welcome Center provided multiple methods of communication including phone, email, text, and Zoom during regular business hours. From June 2020, we were able to return to somewhat normal services, by opening our doors and servicing individuals face-to-face again. Student Ambassadors greet visitors and have been cross trained to assist with general campus information, Admissions and Records, and Financial Aid general inquiries before referring individuals to an Admissions & Records Office, Financial Aid Office, Information Center, or other office Staff. The Information Center staff continue to update various brochures using previously created templates, these templates are easy to update and print for distribution to any Division of Student Affairs offices. The Information Center Coordinator utilizes the UH Broadcast system to send out announcements to Hawai'i CC Students, Faculty, and Staff. Announcements are consistent through Ka 'lo Weekly updates sent out every

Sunday morning at 7:30AM, sample shown in Appendix A. Each Ka 'lo Weekly includes important information and deadlines, upcoming campus/community events, other available student opportunities, campus dining information and more. The Ka 'lo Weekly was updated to a more user friendly and visual format using Mailchimp Sites created by a Student Ambassador and maintained by the Information Center Coordinator. This external site allows the use of various formatting through font styles and colors, adding photos, hyperlinks, special characters and more. The intention was to reduce email fatigue by limiting the frequency of announcements sent in a single week; on average there are no more than three announcements sent out by the Information Center to all Hawai'i CC Students, Faculty, and/or Staff. Since AY 16-17 when the Ka 'lo Weekly announcements began, there have been almost 14,600 pageviews; averaging about 1,200 unique views each semester. The Information Center Coordinator is unable to constructively review the success of the Ka 'lo Weekly announcements due to using a free version of the MailChimp Sites subscription; this free version does not give sufficient information to assess successfulness or engagement. We have been researching different platforms to potentially use in the future, which can give us more options to collect data; we anticipate to have a soft launch in the coming aid year.

With the service area staff being the first to acknowledge and assist individuals, the number of Information Center walk-in inquiries are measured for the Admissions & Records Office, Financial Aid Office, and Information Center together as the Paepae Haumāna - Welcome Center. During the reporting period we received about 819 walk-ins in comparison to the previous year where we had only 334. When comparing the "Walk-In Activity Log Comparison for AY 19-20 and AY 20-21" (CHART A), there was a 145% increase. On average, there were about 68 walk-ins per month which translates to approximately 2-3 customers per day. The Paepae Haumāna - Welcome Center continued to see the trend from previous years of normal peak months being September, November, December and May, which marks the start and ending of each semester. Due to the number of calls received daily and for multiple offices it is difficult to report phone inquiries and the center staff are unable to keep an accurate record of walk-in inquiries. In addition, regular daily reporting logs for all inquiries methods are currently on hold until the Paepae Haumāna - Welcome Center is able to set up and train all of the Admissions & Records Office, Financial Aid Office, and Information Center staff on using the STAR Balance Check-In System. Furthermore, while the Paepae Haumāna - Welcome Center as a whole experienced an increase in walk-in traffic after reopening our doors, the volume of telephone calls for Paepae Haumāna - Welcome Center as a whole have remained about the same.

CHART A - Walk-In Activity Log Comparison for AY 20-21 and AY 21-22



The Paepae Haumāna - Welcome Center reopened for regular services in addition to being accessible by phone, email, and other digital communication platforms. The Information Center Coordinator served as the primary supervisor on duty, and provided assistance for all areas covered within the center. For this reporting period the overall tally of all email correspondence from the Information Center (hawccinf@hawaii.edu) and Paepae Haumāna - Welcome Center (welcomeru@hawaii.edu) email accounts, are shown below in “@hawaii.edu Email Account Inquiries Log AY 21-22” (CHART B). Both email accounts are monitored by the Student Ambassadors and the Information Center Coordinator. As shown, more than 65% or 238 of email inquiries are Campus Explorations or Campus Inquiries requesting information about Hawai'i CC, while other inquiries include 14% or 49 inquiries for Admissions & Records, 8% or 30 general miscellaneous inquires, and 6% or 22 inquiries relating to Financial Aid, 3% or 11 inquires for Counseling, Advising and Support Services Center among others. Overall there were over only 362 email inquiries made to the Information Center and Paepae Haumāna - Welcome Center during the AY 21-22. Based on the “Email Activity Log Comparison for AY 19-20 and AY 20-21” (CHART C), it is evident that there was a decrease in most email activity topics which was likely due to the shift from virtual services back to in-person services at the start of the reporting period. Between the AY 20-21 and AY 21-22, there was a decrease of total inquiries from 1548 to 362 which translates to a reduction of about 77%. Some significant changes stem from the Student Ambassadors within the Paepae Haumāna - Welcome Center assisting with all walk-in and phone inquiries, therefore,

creating a clear presence for in-person services and reducing the need for email inquiries and follow up.

CHART B - @hawaii.edu Email Account Inquiries Log AY 21-22

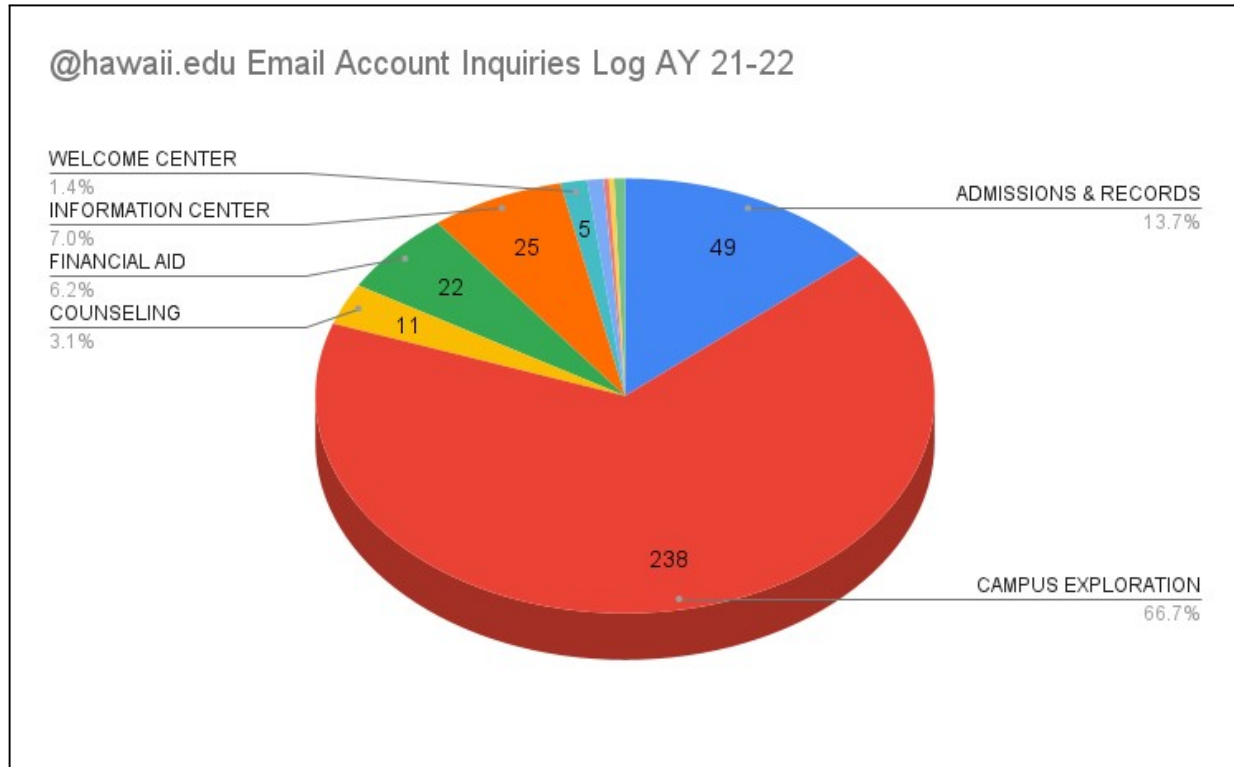
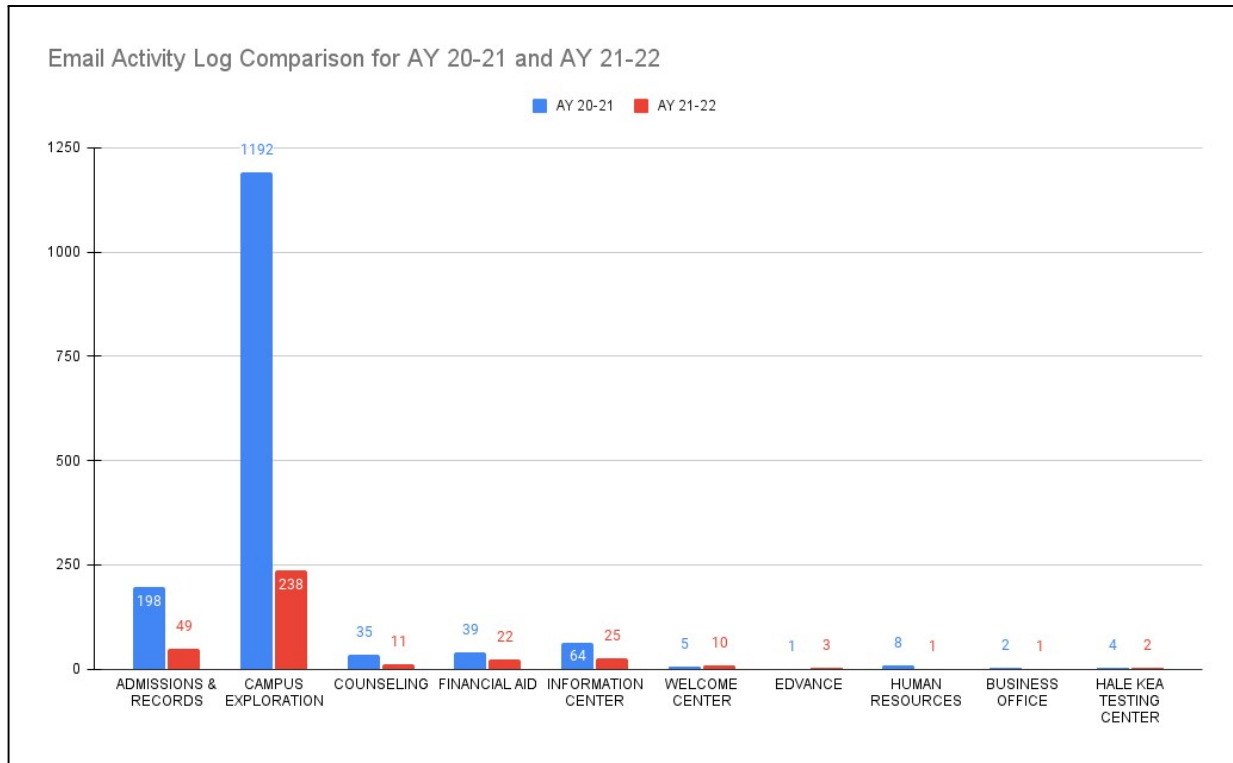


CHART C - Email Activity Log Comparison for AY 20-21 and AY 21-22



The Information Center Coordinator continues to serve as the point of contact for the UH System Two-Way Texting Working Group and our SignalVine texting platform. SignalVine was identified and implemented for system use, both the Onboarding, Engagement, and Prospects student profiles have been created and used. The Hawai'i CC Onboarding Team worked on updating templated messaging for the Onboarding student profile, the Engagement student profile has been used for communication to current students, however, no templated messaging has been set up at this time. The hope is to launch templated messaging for this group before the Fall 2023 semester. The Prospects student profile was created to communicate with individuals who have started an application for Admissions, but have not submitted the application. As a bonus, a Prospects student profile was created for campuses who wished to put in some manual work to upload lists of prospective students; these are students who started a Hawai'i CC online application and have not completed or submitted the application successfully. For this student profile, there are 1,442 total contacts and over 2,400 messages since the launch in December 2021; about 30 messages were received in response to our messaging, however, engagement is still very low, this could be due to applicants mistakenly selecting Hawai'i CC as their home campus or individuals starting an application and forgetting their password and having to start over. For the Onboarding student profile we have more than 5,000 total contacts, almost 46,000 messages were sent out, and we received more than 3,730 message responses; our overall student engagement is about 38.8%. With the Engagement student profile a total of 4,837 contacts and over 43,400 messages sent

since the launch, and 361 message responses were received, for a low engagement of 3.3%. Templated messaging will be created for all current and future profiles, including Financial Aid. At this time the Onboarding Team is in the process of formulating the Engagement student profile messaging, hoping to launch messaging in the Spring 2023 semester and the final Financial Aid phase soon after. Please see Appendix B for more detailed SignalVine Texting Analytics.

As a result of the COVID-19 pandemic, the Information Center Coordinator hosted and facilitated a Zoom Switchboard. The switchboard was established during AY 20-21 to assist students with navigating the start of the semester, it also allowed for individuals to join the Zoom meeting to virtually address their inquiries similar to a face-to-face visit. The Zoom Switchboard was advertised through email to all Students, Faculty, and Staff, as well as posted online at the Hawai'i CC website, we had a banner put up at the front of our Manono Campus but it was destroyed. The switchboard was set to be operational during regular business hours for the week before school started through the first week of school; however, we had no visitors for AY 21-22 most likely due to our doors already being open. The Zoom Switchboard remains as a recurring meeting in Zoom and will be available for future use.

In addition to regular inquiries, the Information Center usually coordinates campus tours for the Manono/East Hawai'i campus, and during the AY 20-21 we were able to resume campus tours on campus. Coordinating campus tours includes communicating with campus tour requesters and various Hawai'i CC Program Faculty and Staff and most campus tours included a general resource tour which covered visiting the Paepae Haumāna - Welcome Center (Admissions & Records Office, Financial Aid Office and Information Center), Counseling, Advising and Student Support Services 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. In addition, campus tours may consist of visits to individual Hawai'i CC academic programs and speaking to program faculty, staff, and students; these programs most frequently included Culinary Arts, Nursing & Allied Health, Human Services, Auto Mechanics, Auto Body, Repair & Painting, Diesel Mechanics, and Machine, Welding & Industrial Mechanics. The Information Center Coordinator and the Student Ambassadors would serve as the campus tour guides for all campus tours, if additional tour guides were needed for larger groups, a request was put forth to other Division of Student Affairs Departments for assistance. Over the AY 20-21, the Information Center saw our visits remain the same with a total of 12 campus tour requests, however, an increase in the number of participants we reached more than doubled from 31 to 65 overall. As seen below the "Campus Tour Request Total Comparison for AY 21-21 and AY 22-22" (CHART D), campus tours were requested more as we reopened our campus and re-advertised campus tour availability. In addition, "Campus Tour Participate Comparison for AY 21-21 and AY 22-22" (CHART E), shows the gradual increase in participants reached.

CHART D - Campus Tour Request Total Comparison for AY 20-21 and AY 21-22

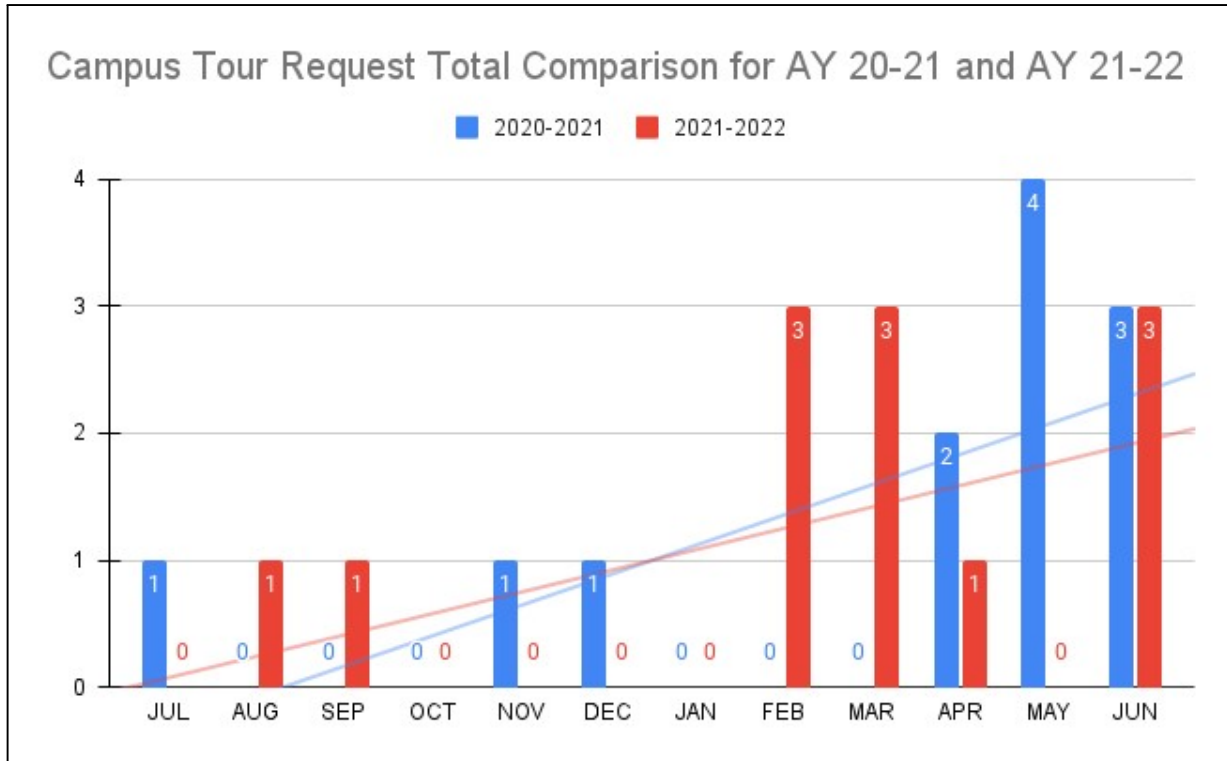
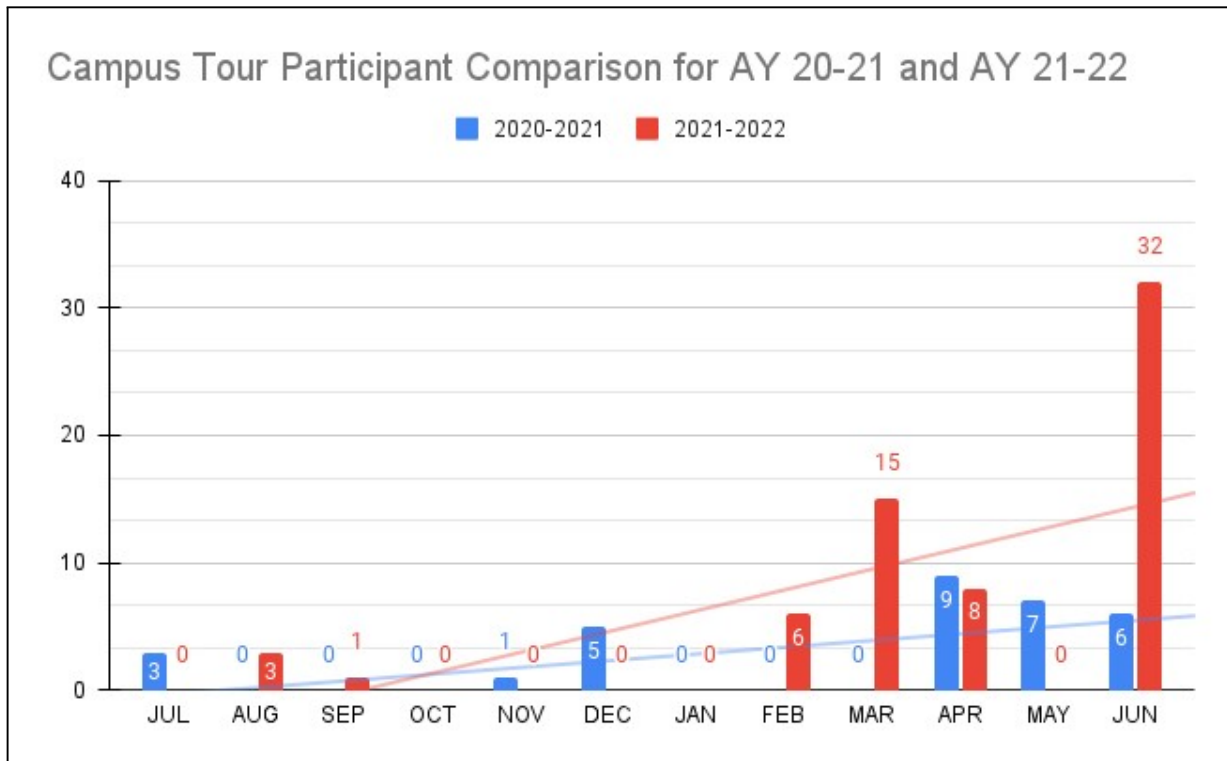
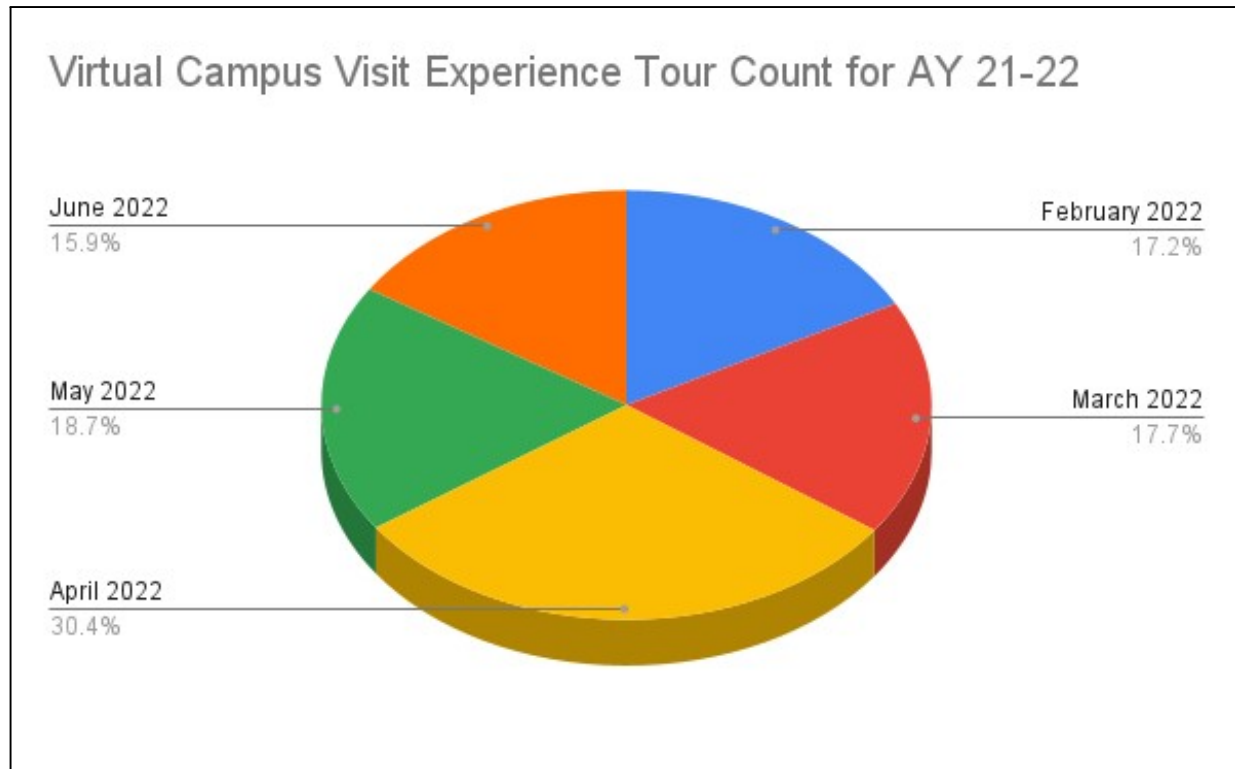


CHART E - Campus Tour Participant Comparison for AY 20-21 and AY 21-22



In addition to in-person campus tours, during the AY 21-22, the Information Center Coordinator worked alongside the Registrar and Admissions Manager to build further off an already existing contract with Full Measure Education. We have a contact with Full Measure Education to send out acceptance notifications via text message; we then further expanded into a virtual campus visit platform. At the start of the AY 21-22, the Information Center Coordinator worked on getting funding approved to move forward with this contact. The hope was to supplement campus visits in the midst of the COVID-19 pandemic. Upon securing the funding and beginning the initial setup of our virtual campus visit platform, the Information Center Coordinator and Paepae Haumāna - Welcome Center Student Ambassadors worked on getting all necessary information into the platform, including things like locations, descriptions of services, photos, and testimonials among other things. This Campus Visit Experience includes a comprehensive campus visit including personalized, mobile-first tours, is easily accessible both on-campus and virtually with SMS messaging, QR scanning, and engagement measures; and access to all Hawai'i CC facilities (i.e. Manono Campus, UH Hilo Campus, Kō Education Center, and Pāalamanui Campus). This will ensure the safety of our Kauhale by reducing potential exposure, as well as allow off-island individuals to visit our campus virtually minimizing their risk as well. From there the Information Center Coordinator identified a working timeline for testing leading up to a Spring launch. Finally in late March 2022 the Hawai'i Community College Virtual Campus Visit Experience was made available to the Hawai'i CC Kauhale and soon after in early April available to the public. We used text, email, and QR code advertising to share this information with the Hawai'i CC Kauhale, as well as previous campus tour requestors who we were unable to accommodate during our campus closure. We experienced a very successful soft launch with more than 600 visitors and once we shared this information out to the public we received almost 2,000 visitors in April alone. We receive bi-monthly reports from Full Measure Education through Grafana via email; we are able to see total visits, how they were visited (web, iOS or android), which facilities were viewed, total tours per month, and even frequency of tags (types of information that were search or selected). Since utilizing this platform, we have obtained 3,581 visits, receiving on average about 25 visits per day, or 165 visits per week, or 650 per month. We will continue to promote access to visiting Hawai'i CC locally and internationally to reach more prospective students.

CHART F - Virtual Campus Visit Experience Tour Count for AY 21-22



The UHCC Media Preference Survey is usually distributed annually in November; this survey measures students' preferences when it comes to listening preferences, television habits, television content, news, connectivity, contact methods and expectations, college communication and delivery, alumni, social media, online learning, website importance, image and recruitment, retention, and demographic information. Some of the information that is applicable to the Information Center includes age group, best recruiting strategies, website impact, social media preferences, communication preferences, and use of mobile devices. Relevant data includes out of 78 surveyed students half the population were 16-25 years old (3.85% 16-17, 24.36% 18-20, 21.79% 21-25); also of this population more than 60% are continuing students. When it comes to image and recruitment, students were asked where they have recently seen or heard an ad about Hawai'i Community College. The majority of the responses said mostly on school campuses, email or in the mall; students 16-18 years old prefer to have a College Representative go to their high school, while 19 years and older prefer social media, college open house/college events, or the college website. The results of this survey also showed that their high school, social media, campus tours and direct mail have the most impact on a potential student. Over 60% of students surveyed prefer to be contacted with college information via their school email, these students favor receiving school closures/cancellations, time-sensitive deadlines, college-sponsored fun events and activities, financial aid information registration information, scholarship information,

program/course information, college resources and services available, and grades through their college email. When it comes to your college sending you text messages, about 34% of students feel that this service should mainly be used for school closure/ cancellations, emergency/security information, and time-sensitive deadlines. On average students check their personal email and school email accounts a few times per day and more than 94% of the students surveyed shared that when receiving a college-related email, they read the subject line, then open the email and read it. Students expect responses to email and voicemail by the next day of their inquiry, website inquiries within 2-3 days, and social media messages within the same day; also students sometimes use QR Codes to access a product to open webpages for additional information regardless of their age. The Media Preference survey results show that students frequently or always use various social media outlets, and YouTube, Instagram and Tik Tok are the most popular with more than 40% each; although students tend to be on social media on average 1-4 hours per day, students prefer to use social media mainly for watching videos. In addition to the above, some interesting results I saw were about primary structure preferences of classes, more than 40% of respondents selected online/distance communication over both in-person/face-to-face and a mix of both. Even when it came to knowledge of alumni, more than 50% of the responses said they were unsure if our college had an alumni group/association; however, respondents loved it, strongly liked it or slightly liked to be contacted via their school email about our college alumni group/association and more than 35% of the individuals surveyed would be interested in joining our alumni group/association after graduating. Please see Appendix C for detailed Media Preference Survey results.

When looking at the Information Center and the Paepae Haumāna - Welcome Center, many changes have aided in our increased efficiency and effectiveness as a one-stop center. These improvements include continuing to ensure Student Ambassadors are cross-trained to respond for general campus inquiries, Admissions & Records inquiries, and Financial Aid inquiries through modes of in-person, over the phone and/or via email. The strength of the Paepae Haumāna - Welcome Center, is that even through budget restrictions and reopening of our doors after the COVID-19 pandemic closure, services continued for the Information Center, Admissions & Records and Financial Aid Offices. For the AY 20-21, the Information Center still maintained funding to employ Student Ambassadors for the Paepae Haumāna - Welcome Center front-facing services. The center requires at least five student employees to service the Paepae Haumāna - Welcome Center. A total of 4 Student Ambassadors were employed during the AY 20-21, some transitioning as we reopened for normal services but additional student employees were hired to fill vacancies as quickly as possible. The Information Center Coordinator maintained the Student Ambassadors Program and ensured the Paepae Haumāna - Welcome Center Service Area was staffed as shown in Appendix D. With consistent funding the Paepae Haumāna - Welcome Center office coverage was sufficient as shown in Appendix D. Each Student Assistant/Ambassador was allowed to work up to 20 hours per week during the Fall and Spring semesters and an average of about 22 hours

per week during the Summer. This was the first full school year that the Paepae Haumāna - Welcome Center was fully staffed by Student Ambassadors recruited and hired through the Student Ambassadors Program.

The Information Center Coordinator was appointed effective the AY 17-18 by the Vice Chancellor of Student Affairs to serve as a East Hawai'i Commencement Committee Co-Chair, this appointment would remain permanent as it was added to the Information Center Coordinator's position description. Serving as a Commencement Committee Co-Chair requires year-round preparations, especially preparing for celebrating our graduates in the midst of a pandemic. We were able to return to somewhat of a traditional, in-person celebration with safety protocols including wearing a face covering, and County, State, and University of Hawai'i System regulations which were limiting our attendance capacity. Being that the decision to do an in-person celebration came just months before our Graduation date, the Co-Chairs and Graduation Committee moved forward quickly to do an in-person and record that celebration to release a virtual celebration later in the month on the Hawai'i CC YouTube Channel and Graduation webpage. We worked together with an independent contractor, Nā Leo O Hawai'i to produce our Virtual Commencement Program for all Hawai'i Community College graduation candidates. This program included live recordings from our in-person Graduation and photo submissions of graduates along with their name and degree/certificate, honors, etc.

The Information Center Coordinator served on the Hawai'i CC Onboarding Team, which meets weekly to discuss the process of onboarding a student from outreach to enrollment, provide updates, and identify areas of improvement; we also as a team we analyze previous efforts and look at solutions to increase enrollment. In addition, the Information Center Coordinator had continued to serve as a Student Publications Co-Advisor. This involved providing oversight of the board and advising on all board organized projects. The Information Center Coordinator assisted with the implementation and launch of the Hawai'i CC Pilina Mobile Application in collaboration with The Division of Student Affairs Secretary and the Counseling Department Chair; this encompassed adding content, ensuring access for all necessary parties and interaction and engagement throughout the launch process. As well as the above, the Information Center Coordinator served on the UH System Two-Way Texting group which then led to serving as the point of contact for our SignalVine texting platform. Moreover, the Information Center Coordinator served on a number of UH System and Hawai'i CC Campus Committees and Working Groups, which included, the Ka'ao Student Success Conference Committee, UH System Scholarship Review Committee, Course Program of Study (CPoS) working group for the UH System, Hawai'i CC Basic Needs Committee, Blue Zones Committee, UH System Language Access Coordinator, International Education Committee, Faculty Staff Development Committee, while also assisting the Hawai'i CC Financial Aid Office during a transition period and collaborating on Engagement Week activities for all Hawai'i CC Students.

[ARPD Data for Student Affairs](#)

3. Program Student Learning Outcomes or Unit/Service Outcomes

- a) List all Program Learning Outcomes (PLOs) or Unit/Service Outcomes (UOs) and their alignment to the College's Institutional Learning Outcomes (ILOs).
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.
 4. When contacting the Paepae Haumāna - Welcome Center, constituents will have the ability to ask various enrollment questions and receive response(s) through one center.
- b) List the PLOs or UOs that have been assessed in the year of this Review. Instructional programs must list the courses that have been assessed in the year of this Review and identify the alignment(s) of Course Learning Outcomes (CLOs) to the PLOs. If no assessment was conducted in the year of this Review, provide an explanation and schedule of upcoming planned assessments.
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.
 4. When contacting the Paepae Haumāna - Welcome Center, constituents will have the ability to ask various enrollment questions and receive response(s) through one center.
- c) Assessment Results: provide a detailed discussion of assessment results at the program (PLO) and course (CLO), or unit (UO), levels in the year of this Review. Provide an analysis of how these results reflect the strengths and challenges of the program or unit in meetings and its Outcomes.

During the AY 21-22, a Paepae Haumāna - Welcome Center Satisfaction Survey shown in Appendix E was distributed to measure constituent satisfaction, response time, employee knowledge and professionalism, etc. This survey was deployed in March 2021 and utilized the Ka 'Io Weekly announcements and an in-office flyer to publicize the satisfaction survey, also shown in Appendix E. We received a total of 56 responses to the Paepae Haumāna - Welcome Center Satisfaction Survey, of which 42 students, 9 Faculty/Staff, and 6

Community were self-identified displayed in Appendix E, along with all survey results. The Paepae Haumāna - Welcome Center Satisfaction Survey includes a combination of multiple choice, likert scale, and qualitative answer questions; which are used to better improve the customer experience. These questions measure items like the student, faculty/staff, or community, which offices in which the constituent interacted with, interaction method, satisfaction of response time, professionalism and ability of the representative, overall experience, and how the Paepae Haumāna - Welcome Center can improve. Focusing on the data presented in Charts G-I, clearly shows that 87.5% of the respondents were satisfied or very satisfied with our response time, 90.9% of the respondents were satisfied or very satisfied with the professionalism of the representative(s), and 94.6% of the respondents were satisfied or very satisfied with the representatives ability to answer their question(s). These measures aid in confirming that we have enough office coverage to manage a satisfactory response time, as well as verify that cross-training Student Ambassadors benefitting our customer experience at the Paepae Haumāna - Welcome Center.

CHART G - Paepae Haumāna - Welcome Center Satisfaction Survey AY 20-21: “How satisfied are you with our response time?”

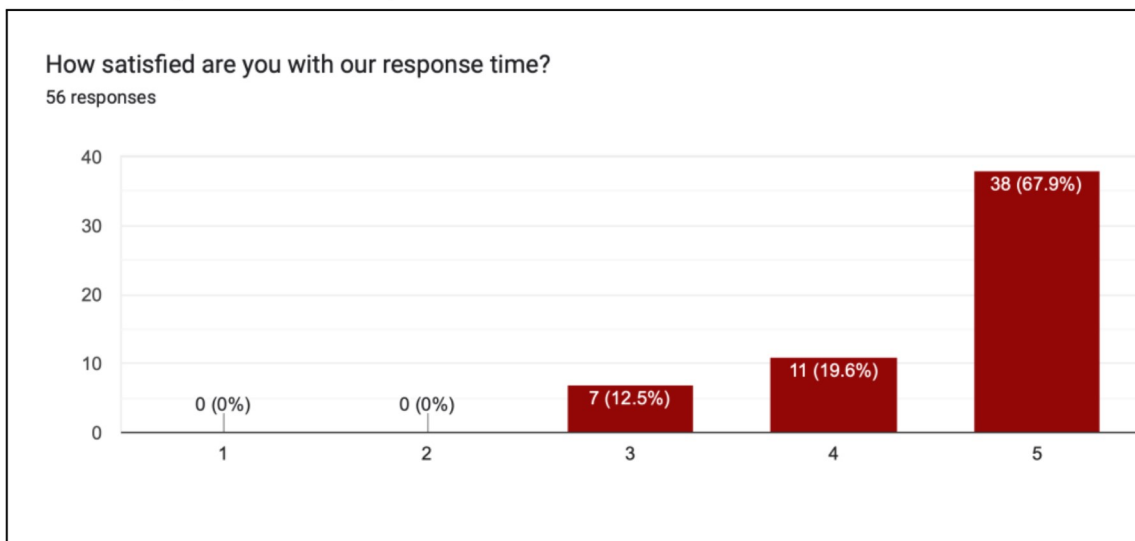


CHART H - Paepae Haumāna - Welcome Center Satisfaction Survey AY 20-21: “How satisfied are you with the professionalism of the representative(s)?”

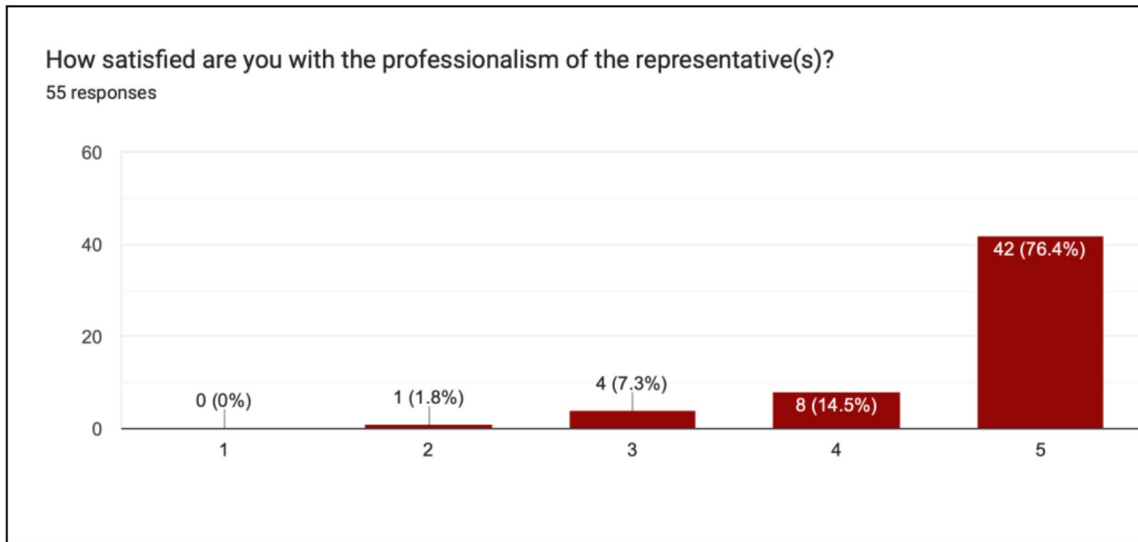
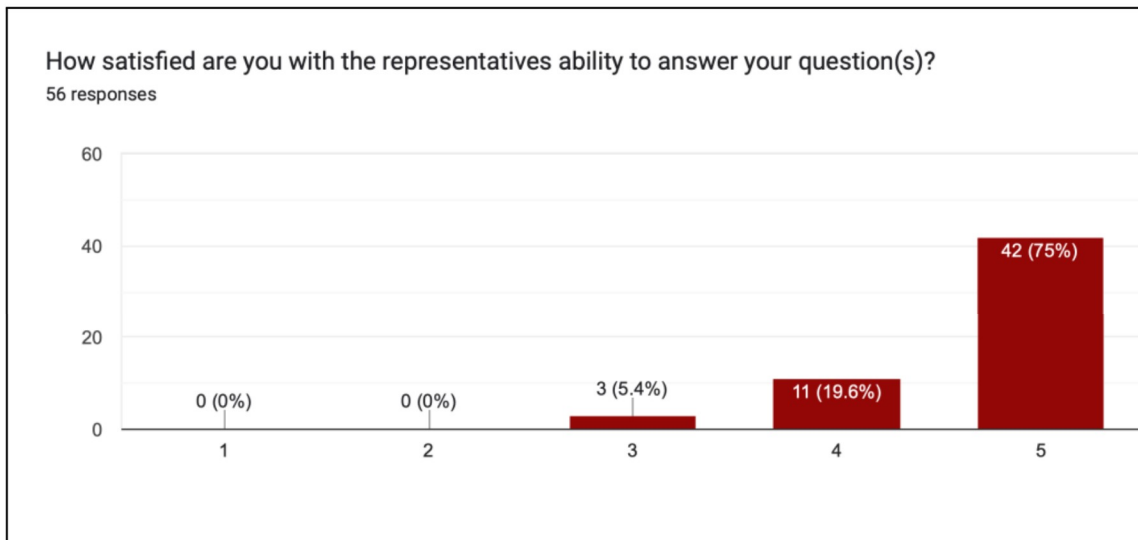


CHART I - Paepae Haumāna - Welcome Center Satisfaction Survey AY 20-21: “How satisfied are you with the representatives ability to answer your question(s)?”



Looking at the second assessed Service Outcome - when contacting the Paepae Haumāna - Welcome Center, constituents will have the ability to ask various enrollment questions and receive response(s) through one center; cross-training has improved their ability to serve constituents with a variety of questions. During the AY 20-21, training sessions were conducted as needed for all Paepae Haumāna - Welcome Center Student Ambassadors. These sessions consisted of a customer service review, specialized training on Admissions & Records Office and Financial Aid Office tasks, and going over center updates, policies, protocols and answering any questions. After each training, the Student Ambassadors

would get an email asking for their feedback and opening the door for any questions that may come up in the future, which could serve as upcoming training topics. The response to this email was minimal, which appeared to be a good sign that student employees were getting the necessary training they needed to serve the public with excellent and efficient customer service. Occasionally, there would be questions that came up specific to the Admissions & Records Office or the Financial Aid Office, mainly due to changes in processes; upon any changes, the Information Center Coordinator requested that changes and updates come directly to the Coordinator for distribution to all Student Ambassadors at once with one consistent message.

- d) Changes that have been made as a result of the assessment results: instructional programs must provide a discussion of changes made as a result of the analysis of assessment results, e.g., to curriculum, instruction, development of student learning opportunities, faculty professional development activities, assessment strategies, etc.; non-instructional units must provide a discussion of changes made as a result of the analysis of assessment results, e.g., to services, operations, personnel training, assessment strategies, etc.

The Information Center Coordinator will continue monitoring the results of the Full Measure Education Campus Visit Experience (CVE), which we hope to receive continued funding to extend our current contract to gain even more data into the next year..

The Paepae Haumāna - Welcome Center Managers' will work together to identify other ways to collect more Satisfaction surveys both in-person and electronically for all center offices, Admission & Records, Financial Aid, and Information Center. We will work together to revise the satisfaction survey as necessary to collect any much needed data; possibly expanding the survey to be more in depth for individual offices instead of satisfaction as a whole. In addition, the Paepae Haumāna - Welcome Center Staff will research Check-In System options to better track traffic within the center; looking at systems like STAR Balance similar to what our Counseling, Advising and Support Services Center actively uses.

The Information Center Coordinator will better schedule Student Ambassador Training sessions and have student employees complete an evaluation after each training. We continue the expansion of the Student Ambassadors Program and hopefully move toward cross-training amongst various Division of Student Affairs offices. Along with this from employee feedback, we will transition the phone lines to ensure all Student Ambassadors are able to answer calls for all offices within the center, further creating a one-stop center.

The Information Center Coordinator with joint effort from the Student Ambassadors, will begin researching other platforms to distribute email newsletter in a more user friendly way. Some of the necessary functions would be to upload photos, link to web pages or documents, easily editable, even have an archive for previous newsletters.

4. Action Plan

Based on findings in Parts 1-3, develop an action plan for your program or unit from now until your next Review, or as appropriate, update the action plan provided in your last Comprehensive Review.

Be sure to focus on areas to improve as identified in ARPD data or unit-developed measures, the results of assessments of student learning or unit/service outcomes, and results of survey and other data used to assess your program or unit.

This action plan must include an analysis of progress in achieving previous planned improvements including the results of the prior Comprehensive Review's action plan(s). Discuss how the goals identified in that prior action plan were met and the impact on the program or unit; or, if not met, discuss why and the impact on the program or unit, and whether those goals are being carried over to the current action plan.

This action plan should include specific recommendations for improvement(s) or planned program or unit action(s) that will guide your program/unit through to the next program/unit Review cycle. The plan must include details of measurable outcomes, benchmarks and timelines.

* CTE programs must include specific action plans for any Perkins Core Indicator for which the program did not meet the performance level.

Specify how the action plan aligns with the College's Mission and Strategic Plan. Include a discussion of how implementing this action plan will contribute to the College achieving the goals of the Strategic Plan.

<https://hawaii.hawaii.edu/sites/default/files/assets/docs/strategic-plan/hawcc-strategic-directions-2015-2021.pdf>

Be sure to list resources that will be required, if any, in section 5 below.

*The action plan may be amended based on new initiatives, updated data, or unforeseen external factors between now and the next Comprehensive Review.

The Information Center Coordinator hopes to secure funding to continue the Full Measure + Adora Campus Visit Experience (CVE) contract into the AY 22-23. This service includes a comprehensive campus visit experience including personalized, mobile-first tours, in easily accessible both on-campus and virtually with SMS messaging, QR scanning, and engagement measures; and access to all Hawai'i CC facilities (i.e. Manono Campus, UH Hilo Campus, Kō Education Center, and Pāalamanui Campus). If the contract is renewed, the Information Center Staff will continue to update and add to the existing information.

In partnership with the Registrar and Admissions Manager and in the absence of a Financial Aid Manager, the Information Center coordinator will work toward the development of a Paepae Haumāna - Welcome Center central check-in system. This system will serve as the main tracker for all center in-person visitors; recording their demographic information along with an email and/or

phone number of which the Paepae Haumāna - Welcome Center will use to send a follow up survey to evaluate our services. This was put on hold during that COVID-19 pandemic closure, however, with the return to in-person services the Paepae Haumāna - Welcome Center Managers' can return to this discussion to aid in the collection of necessary reporting data.

The Information Center will continue to work alongside the Admissions & Records and Financial Aid Offices within the Paepae Haumāna - Welcome Center, while doing our best to provide the Service Area staffing through the Student Ambassadors Program; this is based on availability of student employment funds. Services have remained uninterrupted during the COVID-19 pandemic, expecting to keep this consistent and continue to be accurate and as up-to-date as possible. Monthly training sessions (or as needed) will be conducted to aid in ensuring cross-training within the Paepae Haumāna - Welcome Center.

The Information Center Coordinator plans to adopt a new Ka 'I'o Weekly platform for distribution to the Kauhale, potentially during the Spring 2023 semester. It is the hope that this new platform, although a paid service, will be able to archive volumes and issues as well as ensure ease of use for the Kauhale. Additionally, the launch of the Hawai'i CC Pilina Mobile App was completed and the Information Center Coordinator served as a Co-Lead on this project from implementation to launch, and not the continued maintenance until the contract ends at the end of the Spring 2023 semester. At this time additional action plan(s) are unknown, due to the uncertainty of campus/department budgets and staffing to fulfill campus needs.

5. Resource Implications

*** Special Resource Requests not included in operating "B" budget ***

Detail any special, one-time or personnel resource requests in the categories listed in the table below that are not included in your regular program or unit operating "B" budget.

*Note: CTE programs seeking future funding via UHCC System Perkins proposals must reference their ARPD Section 4. Action Plan and this ARPD Section 5. Resource Implications to be eligible for funding.

I am NOT requesting additional resources for my program/unit.

I AM requesting additional resource(s) for my program/unit.

Total number of items being requested: 3 (4 items max.)

*For each item requested, make sure you have gathered the following required information and all relevant documentation before you upload this Review; you will submit all information and attachments for your **Resource Request** as part of your Review document submission via the

[Hawaii CC - Program & Unit Review Submission portal](https://hawaii.kualibuild.com/app/builder/#/app/60ef56c477b0f470999bb6e5/run)
<https://hawaii.kualibuild.com/app/builder/#/app/60ef56c477b0f470999bb6e5/run>

✓ **Item Description**

✓ **Justification**

✓ **Priority Criteria** (must meet at least one of the following):

1. Ensure compliance with mandates and requirements such as laws and regulations, executive orders, board mandates, agreements and contracts and accreditation requirements.
2. Address and/or mitigate issues of liability, including ensuring the health, safety and security of our Kauhale.
3. Expand our commitment to serving all segments of our Hawaii Island community through Pāalamanui and satellite centers
4. Address aging infrastructure.
5. Continue efforts to promote integrated student support in closing educational gaps.
6. Leverage resources, investments with returns, or scaling opportunities
7. Promote professional development.

CATEGORY	Category-Specific Information Needed			
Equipment	Estimated Date Needed	Quantity / Number of Units; Cost per Unit	Total Cost (with S&H, tax)	On Inventory List (Y/N); Decal #, Reason replacing
Facilities Modification	Estimated Date Needed	Total Cost	Monthly/Yearly Recurring Costs	Utilities Required
Personnel Resource	Estimated Date Needed	FTE; Position Type; Position Title	Estimated Salary	Was an Existing Position Abolished? (Y/N); Position #
Professional Development	Estimated Date Needed	Have you applied before (Y/N); was it approved?	Professional Development Type	PD Details; Impact; Total Cost
Reallocation of Funds	Estimated Date Needed	Total Cost	Monthly/Yearly Recurring Costs	Reallocation Proposal

6. Optional: Edits to Occupation List for Instructional Programs

Review the Standard Occupational Classification (SOC) codes listed for your Instructional Program and verify that the occupations listed align with the program learning outcomes. Program graduates should be prepared to enter the occupations listed upon program completion. Indicate in this section if the program is requesting removal or additions to the occupation list.

I am NOT requesting changes to the SOC codes/occupations listed for my program.

I am requesting changes to the SOC codes/occupations listed for my program.

[O*Net CIP-SOC Code Look-up](#)

in the **Crosswalks box, choose "Education," then enter CIP number to see related SOC codes*

List below each SOC code for which change is being requested and include details of requested code deletions and/or additions. Include justification for all requested changes.

*All requested changes to the SOC codes/occupations listed for programs must be discussed with and approved by the Department/Division Chair.

Appendix

APPENDIX A: Samples of Fall 2021 Ka 'lo Weekly

Ka 'lo Weekly Email Announcement



Kesha Kubo <keshas@hawaii.edu>

Ka 'lo Weekly August 30th-September 3rd, 2021

Division of Student Affairs <announce@hawaii.edu>
To: announce@hawaii.edu

Sun, Aug 29, 2021 at 7:30 AM

Aloha Hawai'i CC Students, Faculty, and Staff!

Welcome for the Fall 2021 Semester. Check out [Ka 'lo Weekly](#) for these:

IMPORTANT UPDATES

- Welcome Message from Chancellor Rachel Solemsaas
- Hawai'i CC Zoom Switchboard Assistance
- ***NEW*** 2021-2022 Scholarships STILL AVAILABLE
- 2021-2022 Hawai'i CC Student Planner Distribution Form
- FREE Student ID card Request Form
- Hawai'i CC Student Publications Board Recruitment & Meeting Info.
- ***NEW*** Ka'ao Student Success Workshops Fall 2021
- Hawai'i CC (Manono Campus) Food Distribution
- ASUH-Hawai'i CC Student Government Recruitment Info.
- "Make It Count" Course Program of Study Process (CPoS)
- ***NEW*** College Council Meeting Info.
- ***NEW*** Ēlama Project & Hilo One Scholarship Programs
- ***NEW*** Virtual UH Transfer Days
- ***NEW*** Mālama Waipi'o Saturdays
- Logo Design Competition: Community Colleges for International Development

Wishing you all a safe and successful semester!

Mahalo,
Hawai'i CC Information Center Staff

—

This message was sent on behalf of Division of Student Affairs – Information Center.
Please do not reply to this message.
It was sent from an address that cannot accept incoming email.

Announcement ID number: 1630116434-54027

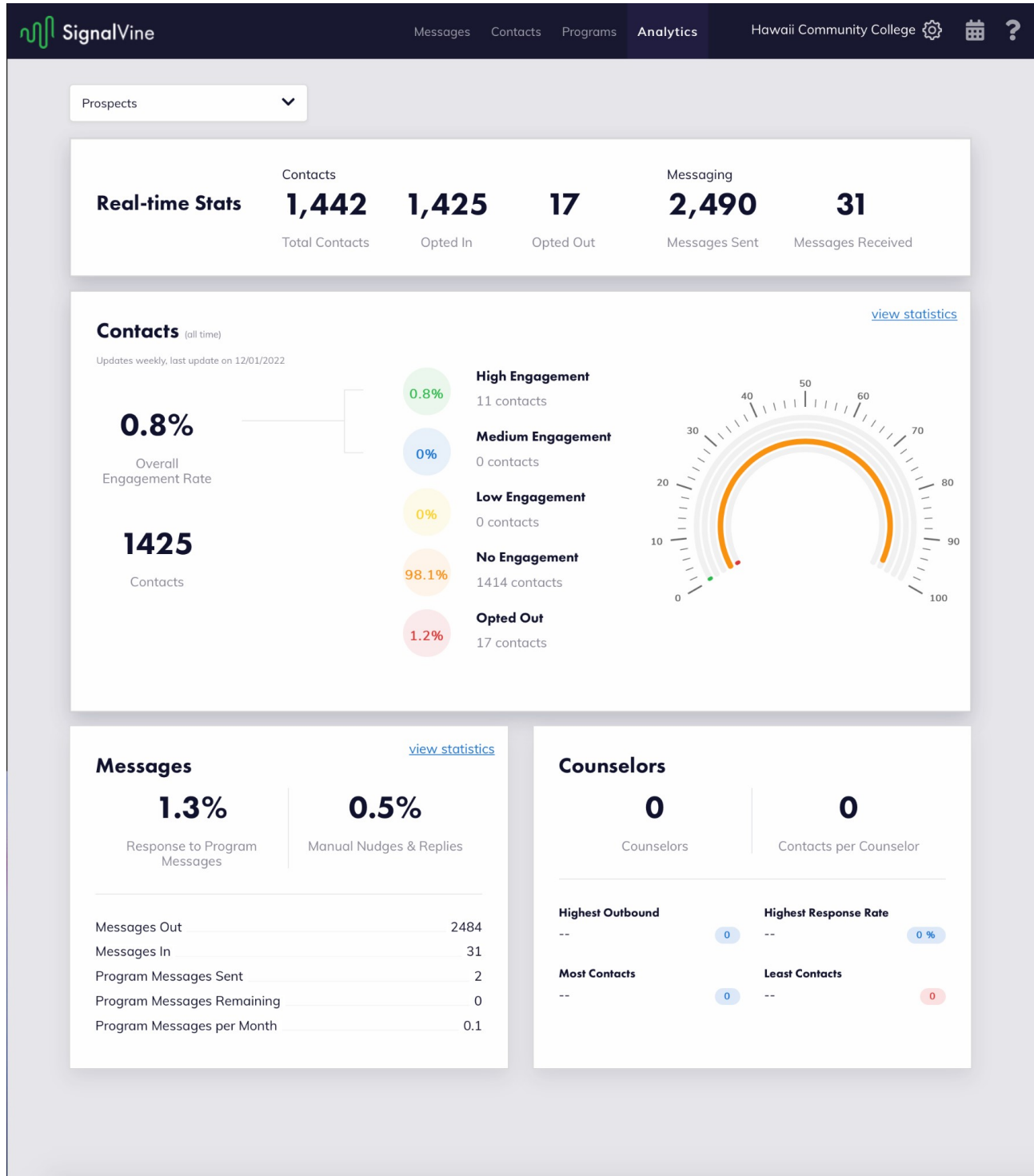
Announcement distribution:

- Faculty, staff, and all students at the Hawaii CC campus(es)

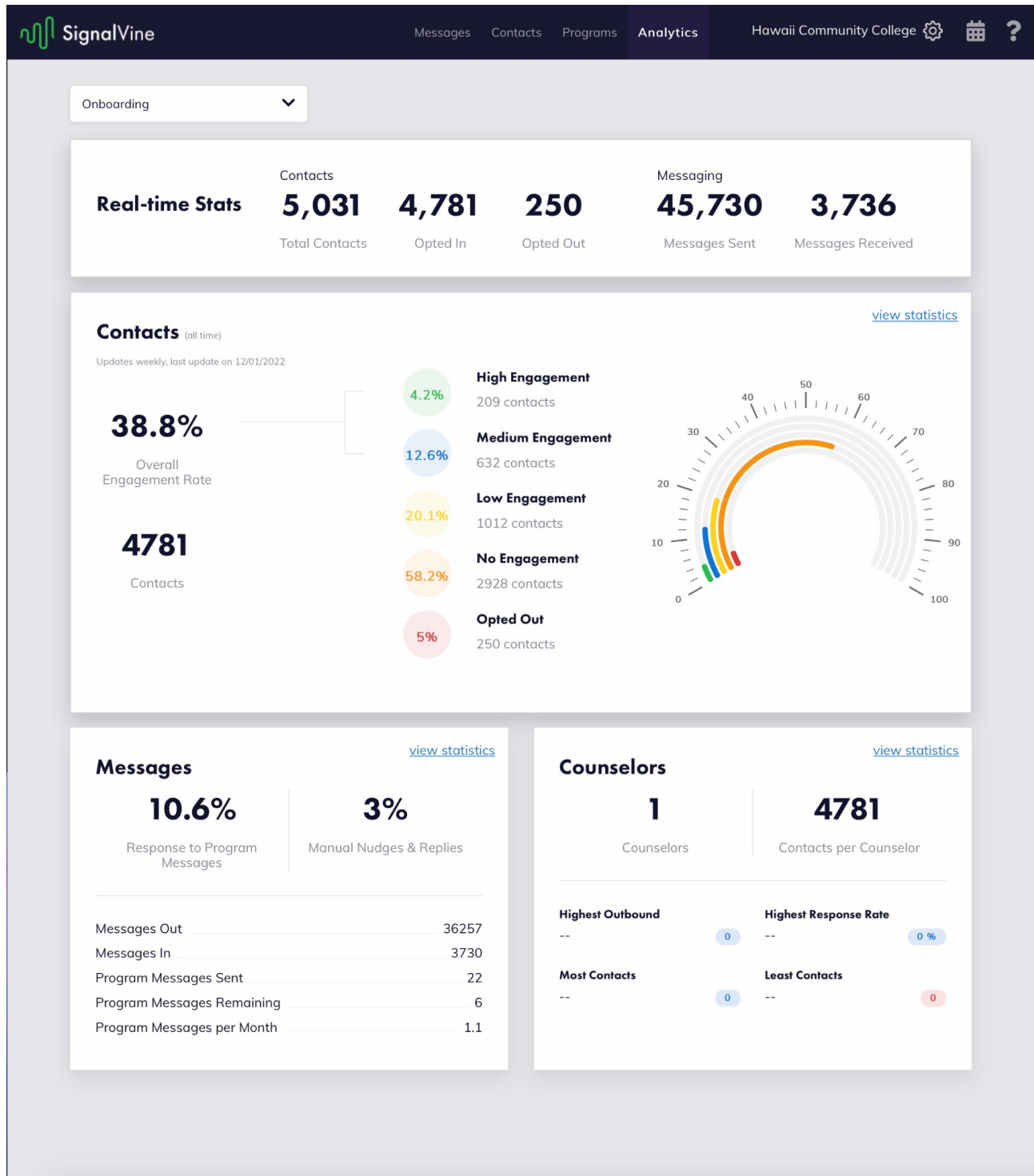
[Ka 'lo Weekly Mailchimp Site](#)

APPENDIX B: SignalVine Texting Analytics

SignalVine Prospects Student Profile



SignalVine Onboarding Student Profile



SignalVine Engagement Student Profile

SignalVine

[Messages](#)
[Contacts](#)
[Programs](#)
[Analytics](#)
Hawaii Community College
⚙️
📅
?

Engagement
▼

Real-time Stats

Contacts	4,837	4,717	120	Messaging	43,437	361
Total Contacts	Opted In	Opted Out		Messages Sent	Messages Received	

Contacts (all time) [view statistics](#)

Updates weekly, last update on 12/01/2022

3.3%

Overall Engagement Rate

4717

Contacts

0.2%	High Engagement 8 contacts
1.2%	Medium Engagement 59 contacts
1.8%	Low Engagement 87 contacts
94.3%	No Engagement 4563 contacts
2.5%	Opted Out 120 contacts

Messages [view statistics](#)

0.9%

Response to Program Messages

0.4%

Manual Nudges & Replies

Messages Out	41476
Messages In	361
Program Messages Sent	32
Program Messages Remaining	0
Program Messages per Month	2.1

Counselors [view statistics](#)

1

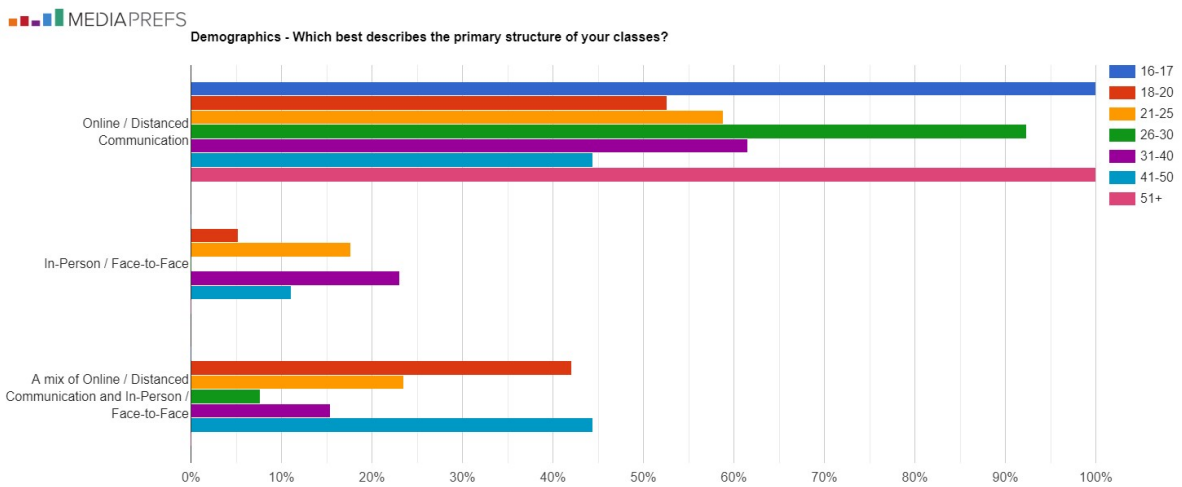
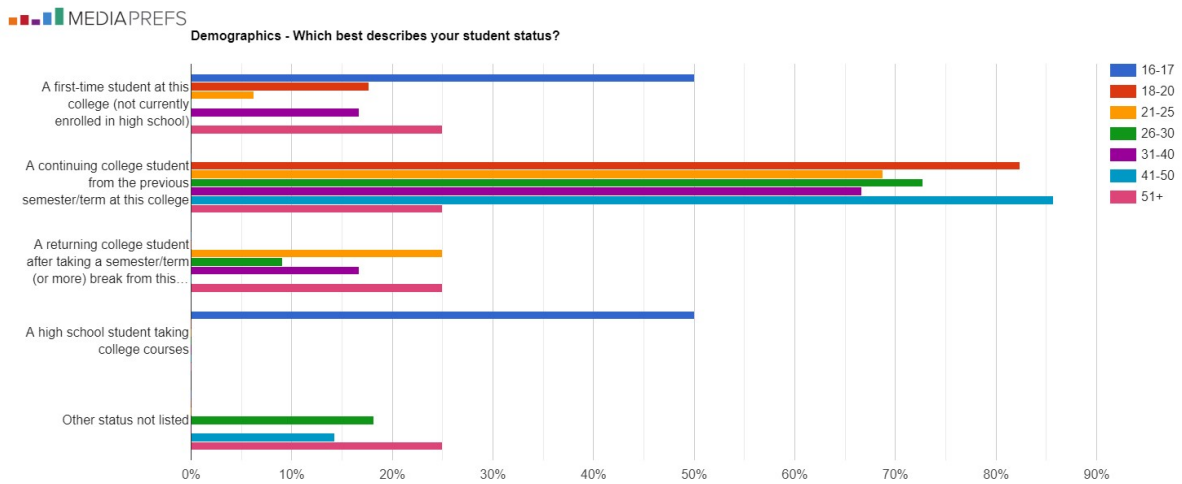
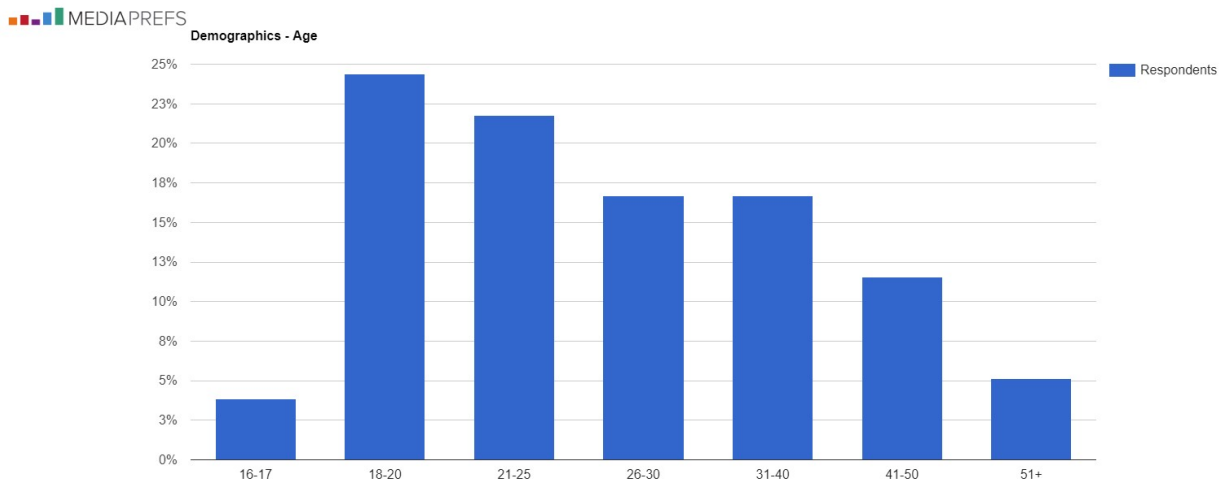
Counselors

4717

Contacts per Counselor

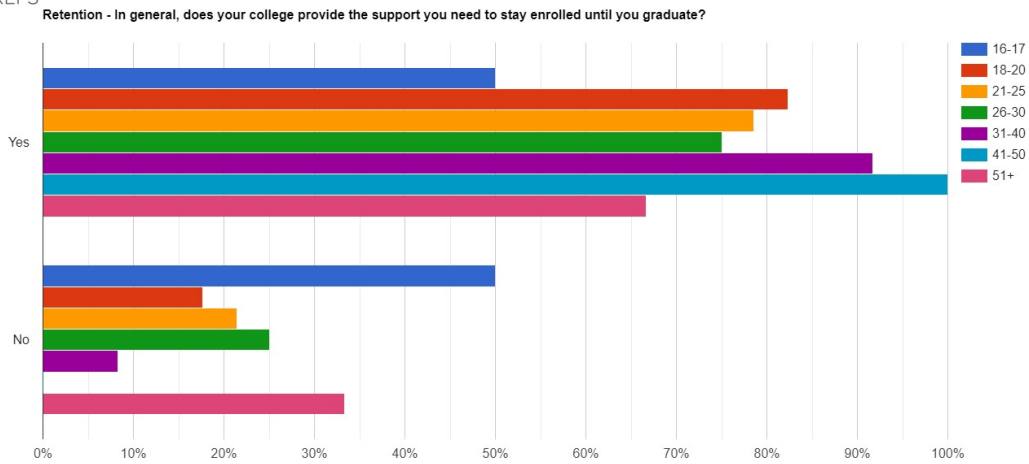
Highest Outbound	Highest Response Rate
--	0%
Most Contacts	Least Contacts
Dorinna Cortez	Dorinna Cortez
4717	4717

APPENDIX C: 2021-2022 Hawaii Community College Media Preference Survey Results

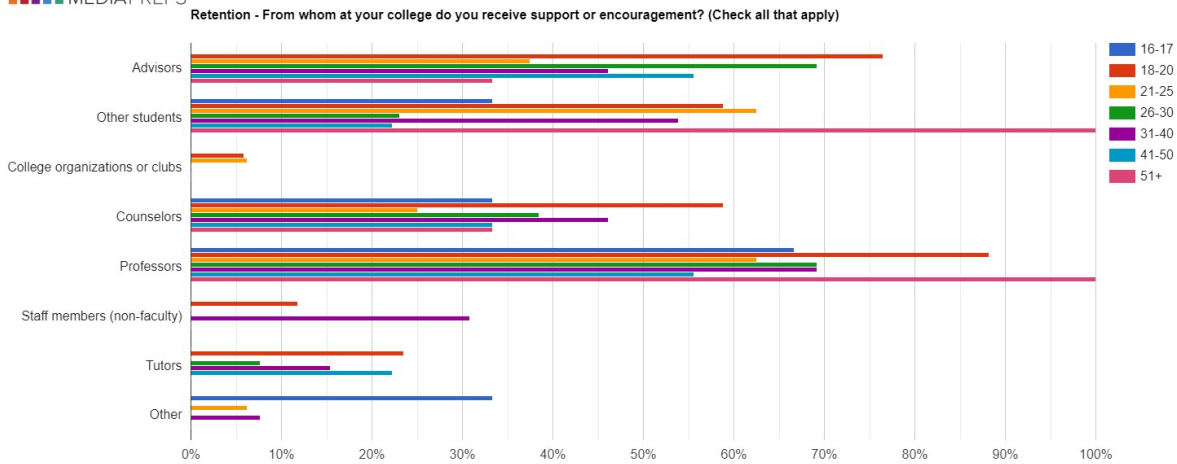


2022 Hawai'i Community College ARPD Information Center

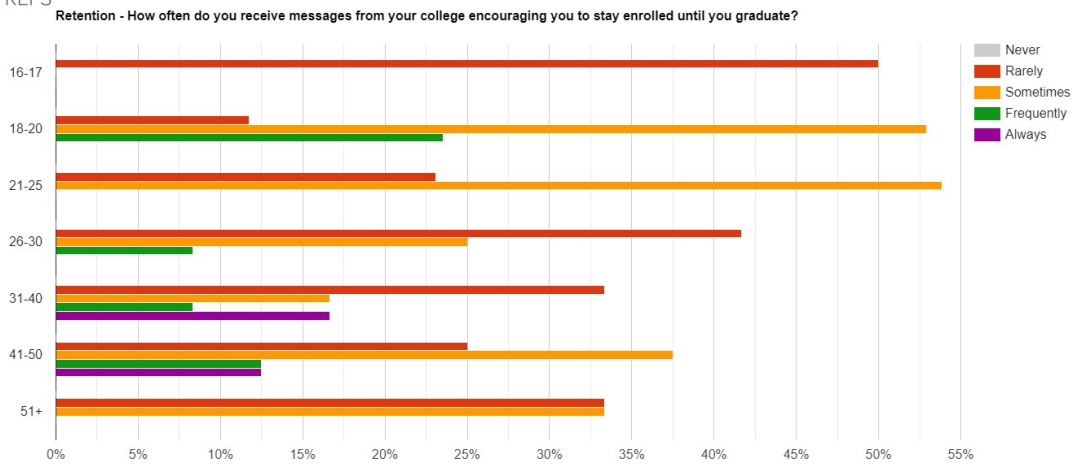
MEDIAPREFS



MEDIAPREFS

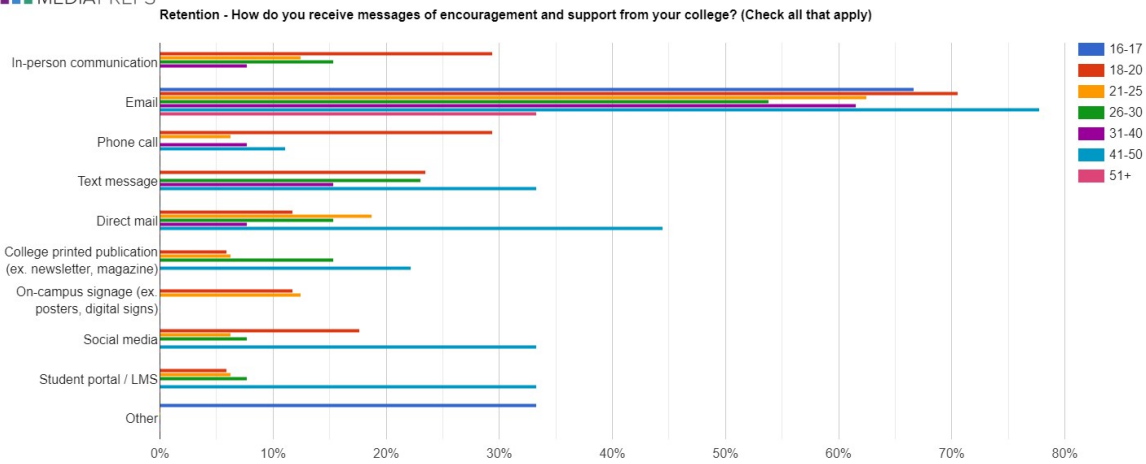


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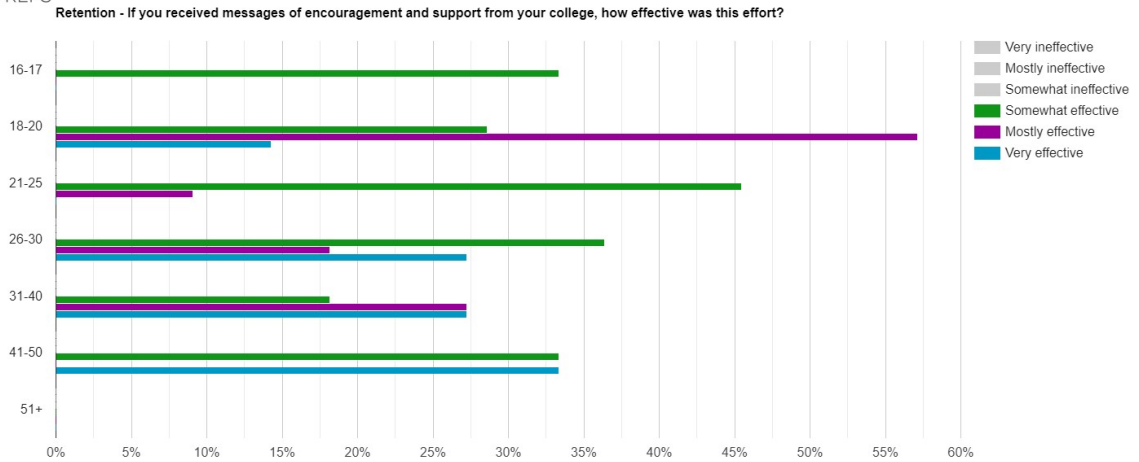


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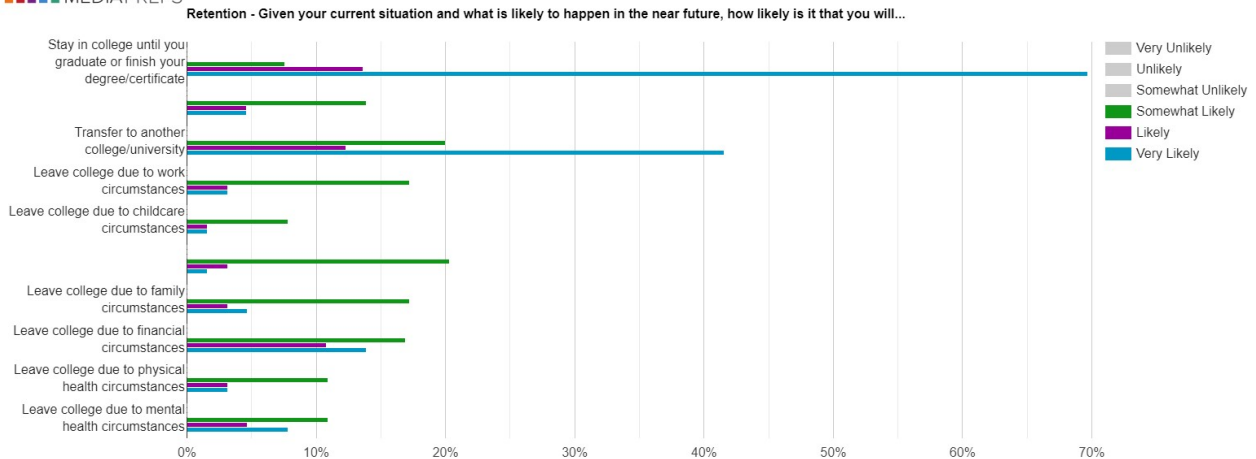
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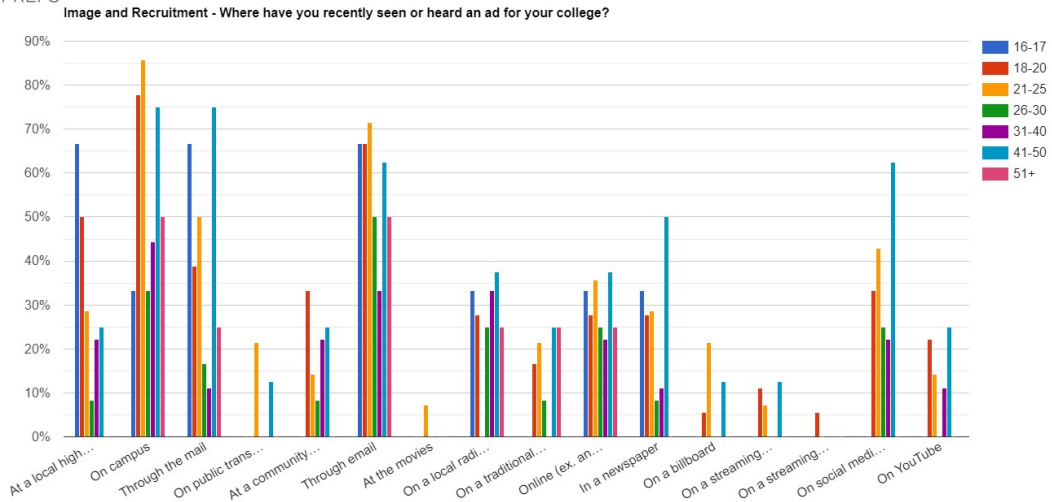


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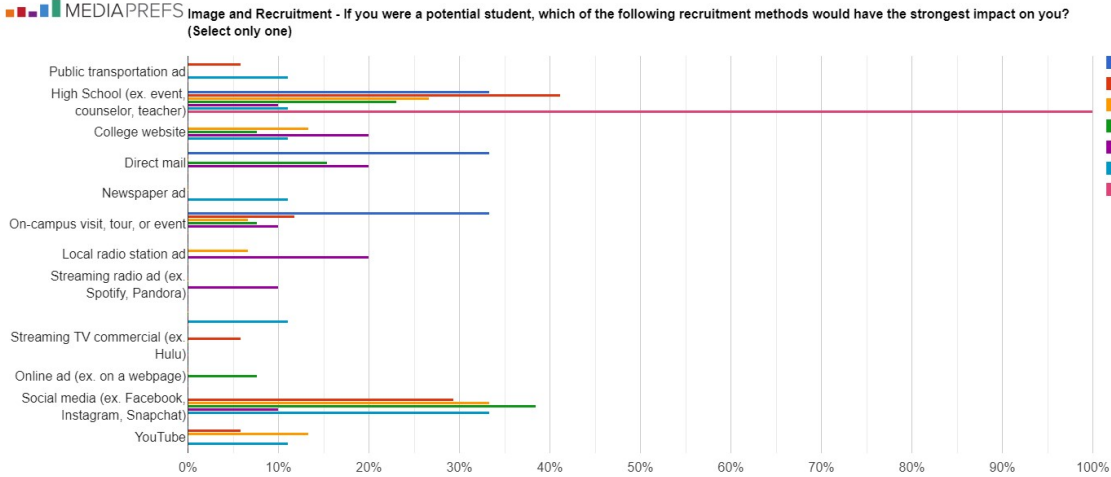


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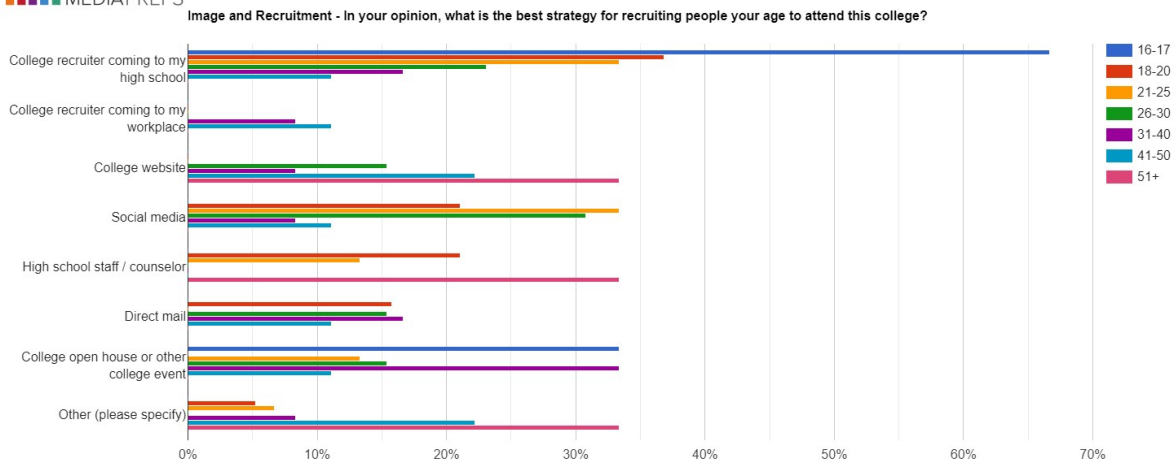
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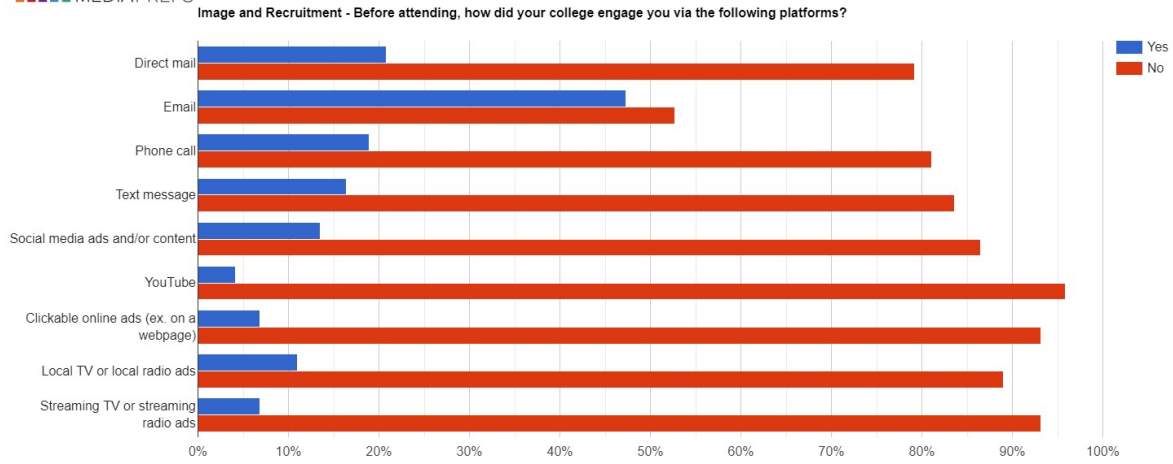


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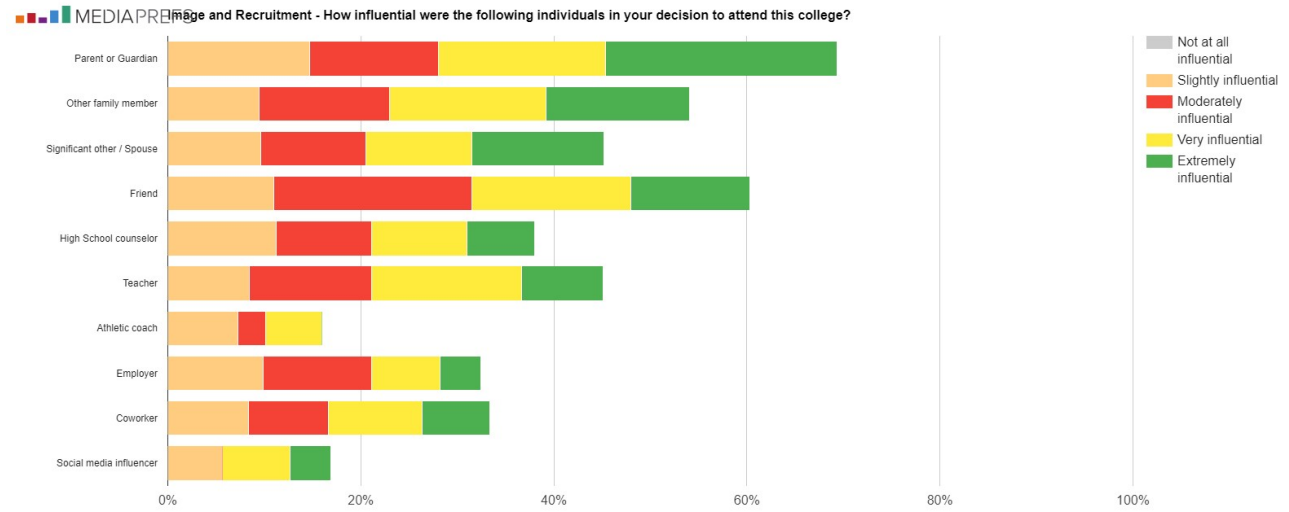


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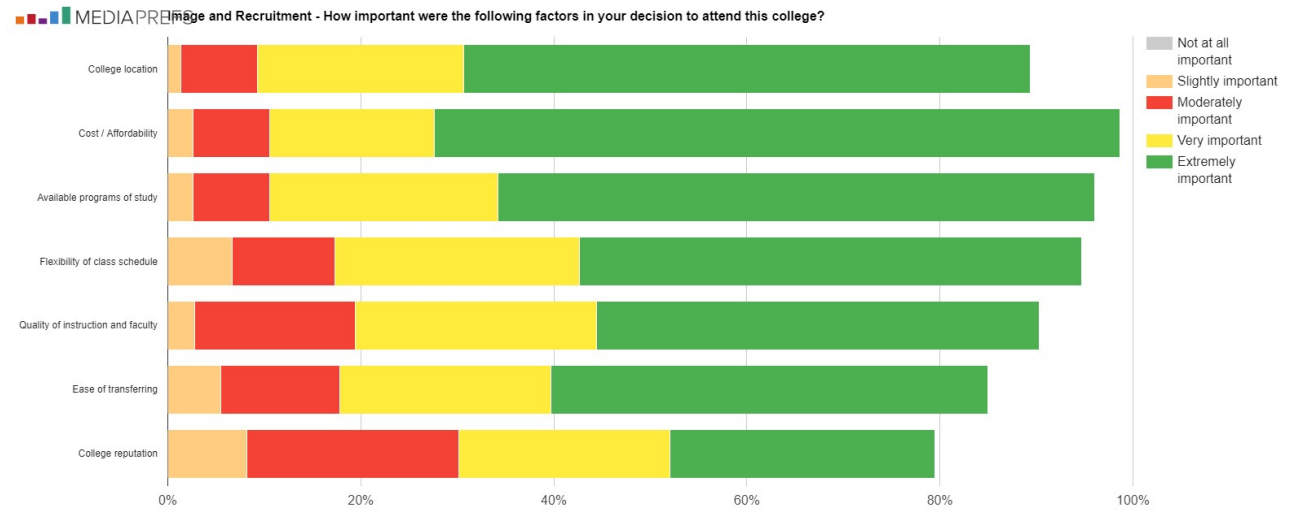
MEDIA PREFERENCES



MEDIA PREFERENCES



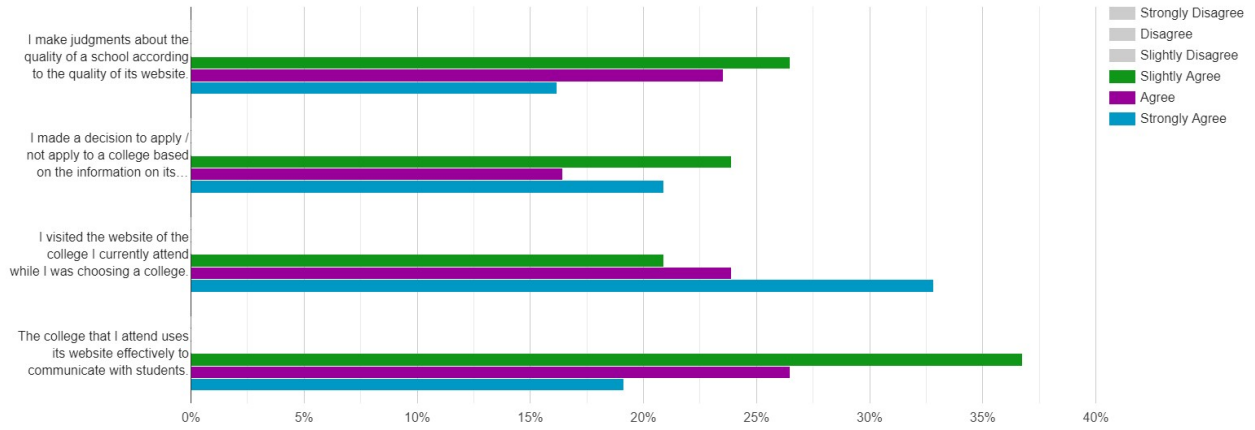
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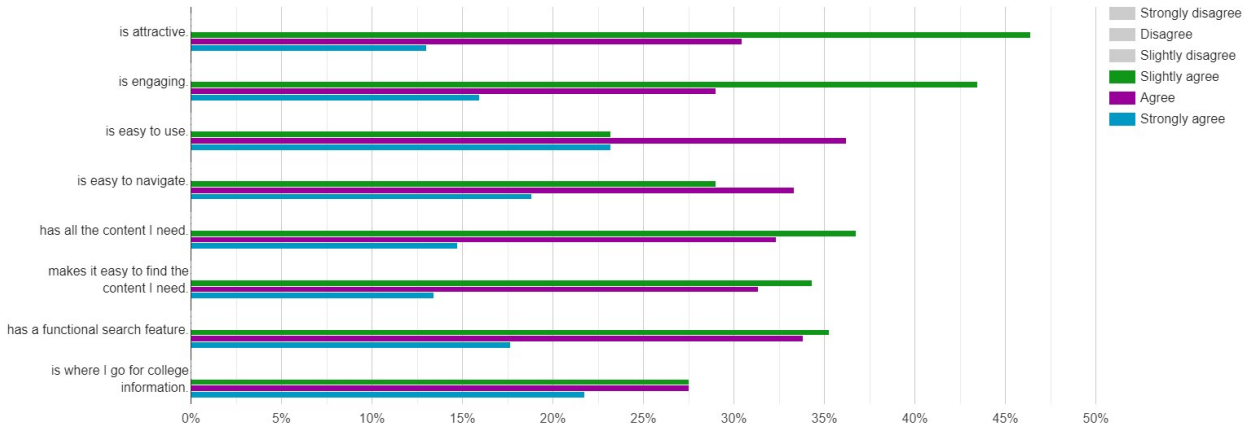
MEDIAPREFS

Website Importance - Rating of web communication statements:



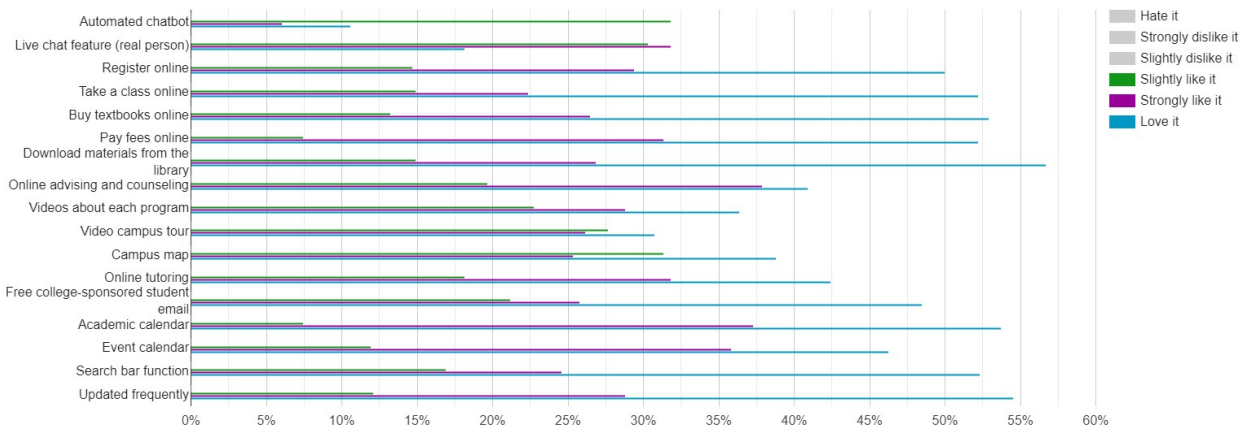
MEDIAPREFS

Website Importance - Please rate your level of agreement or disagreement with the following statements. My college website...



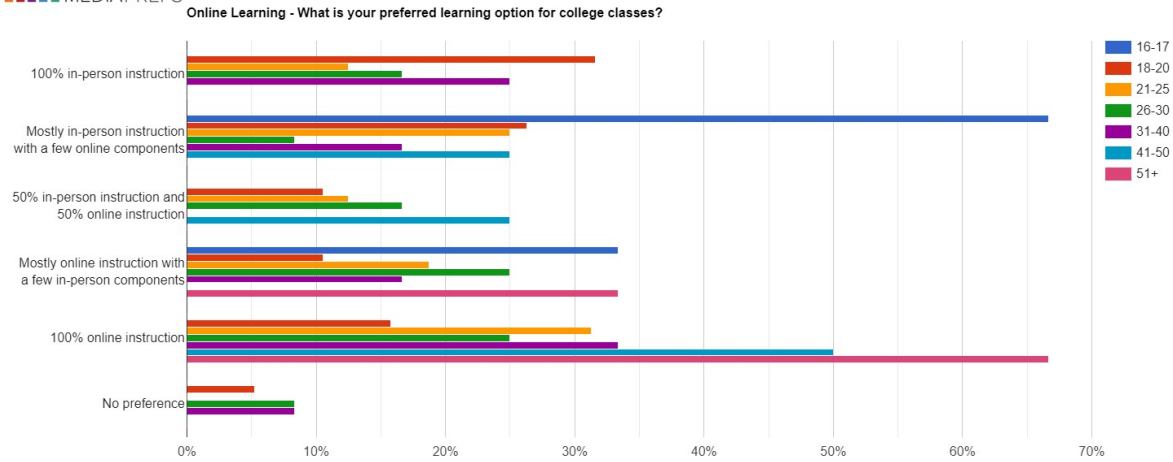
MEDIAPREFS

Website Importance - What content/services do you like in college websites?

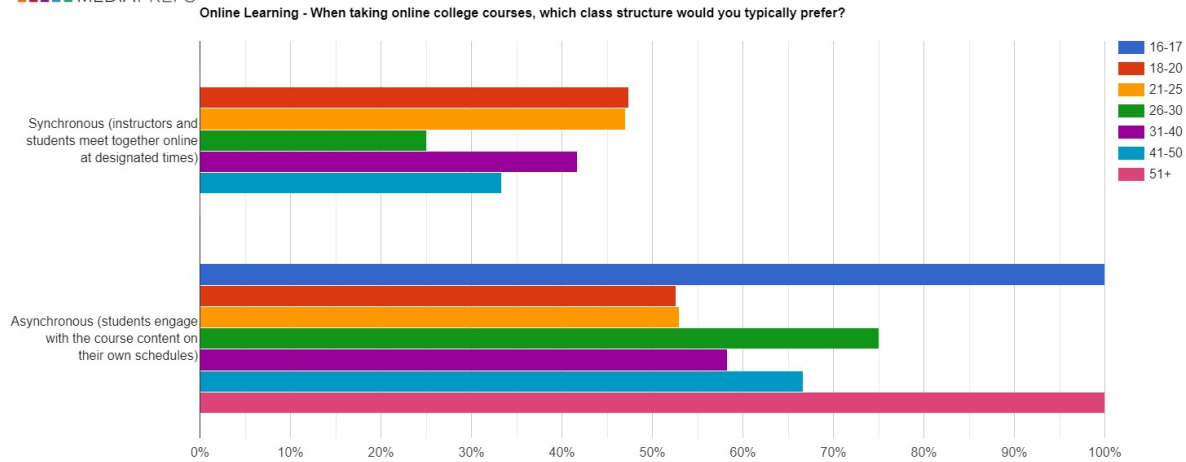


2022 Hawai'i Community College ARPD Information Center

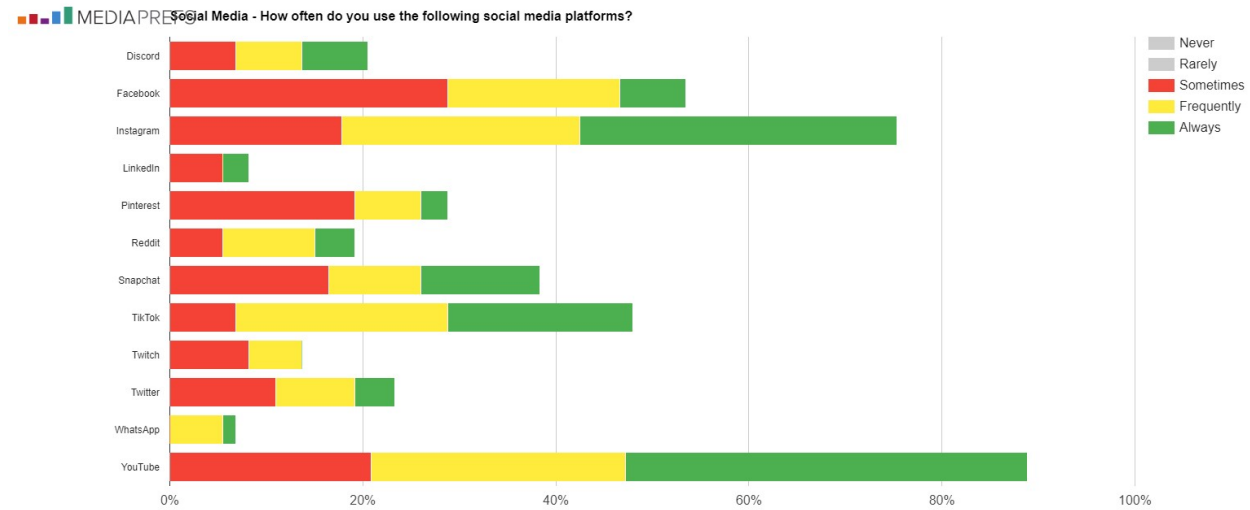
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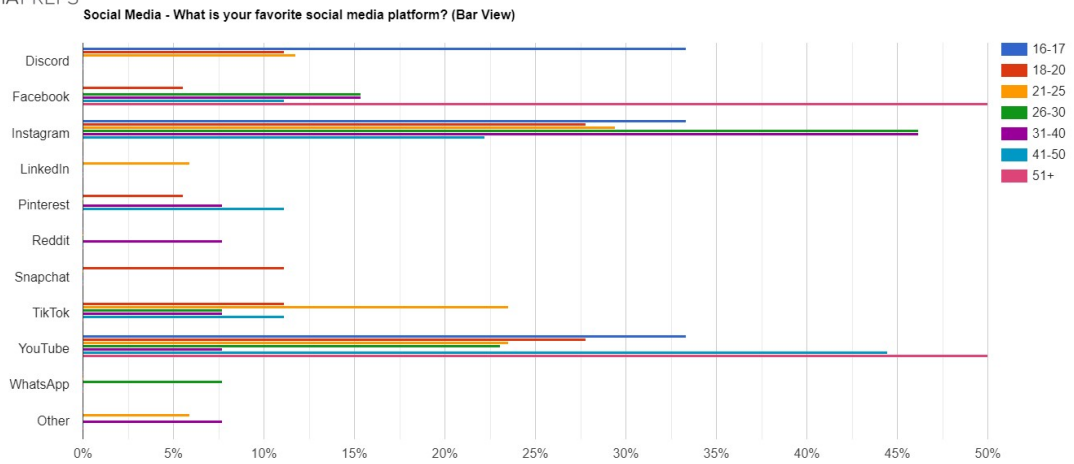
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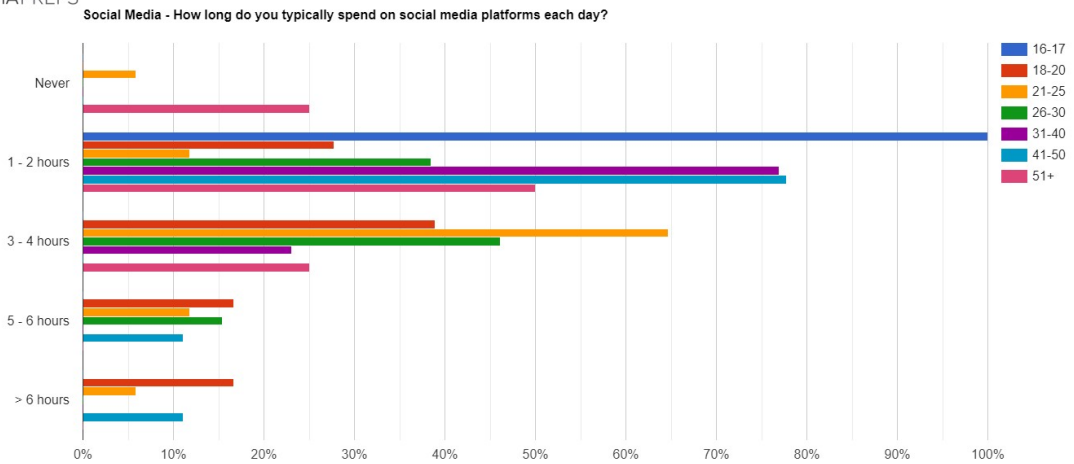
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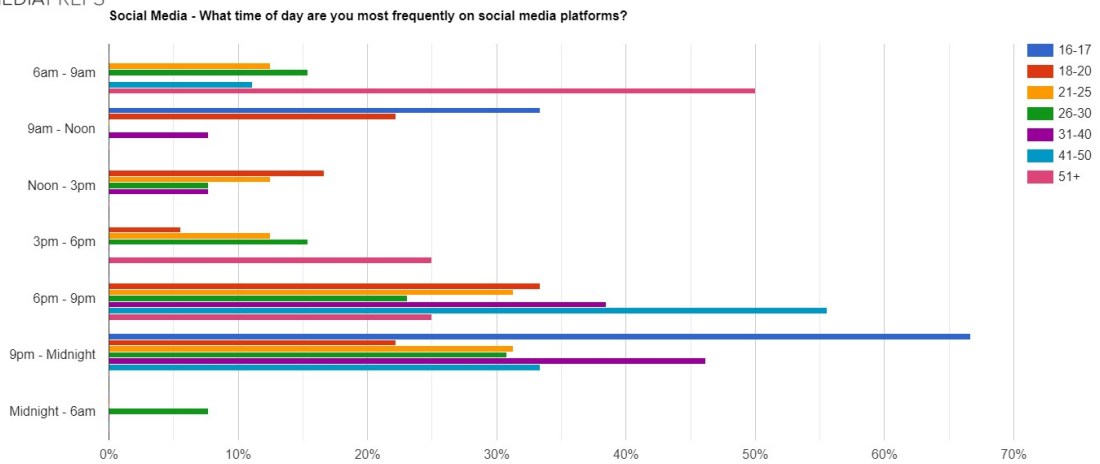
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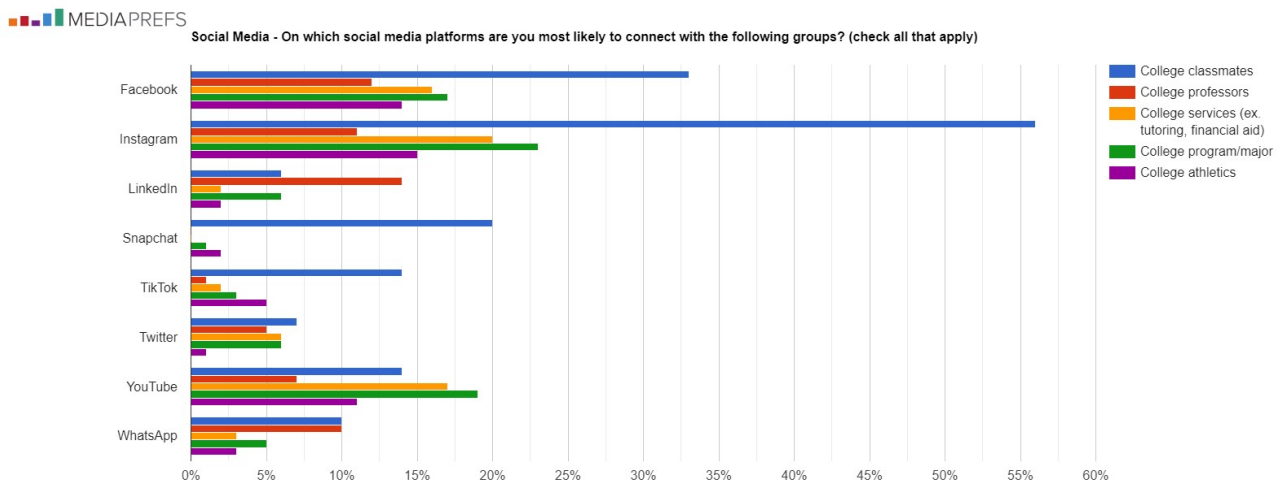
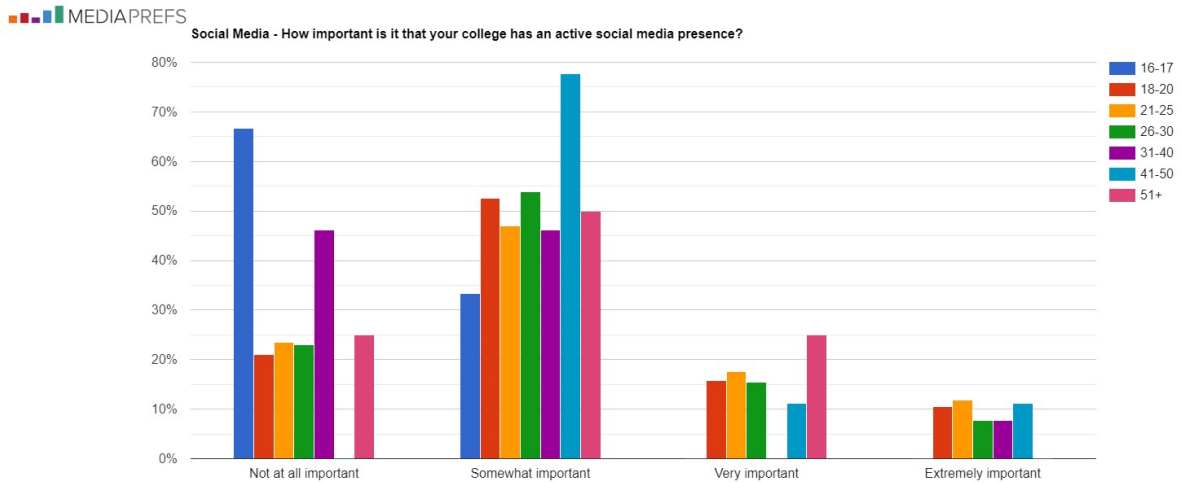
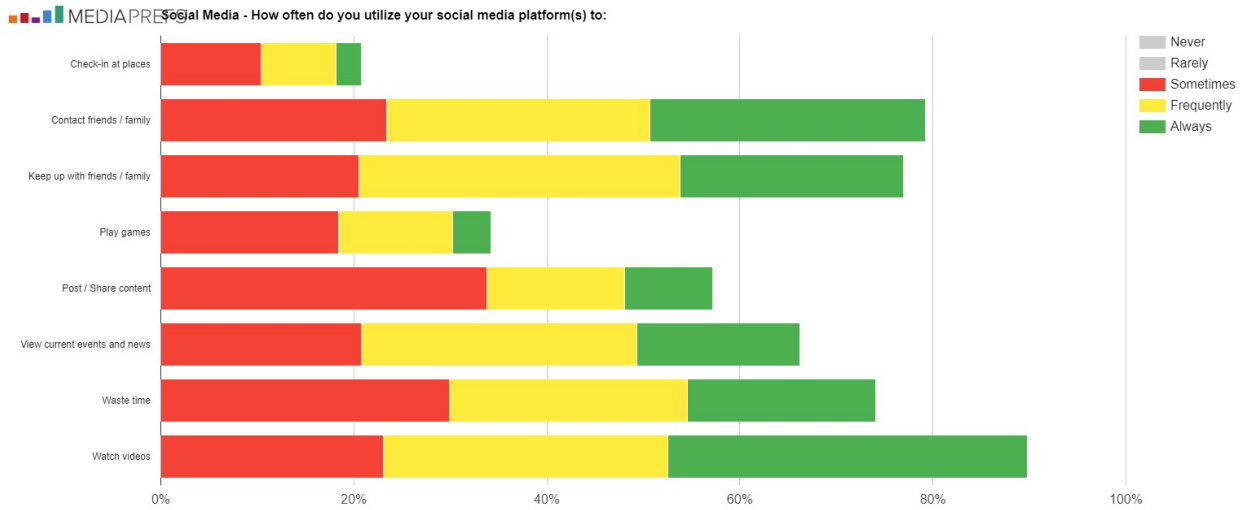


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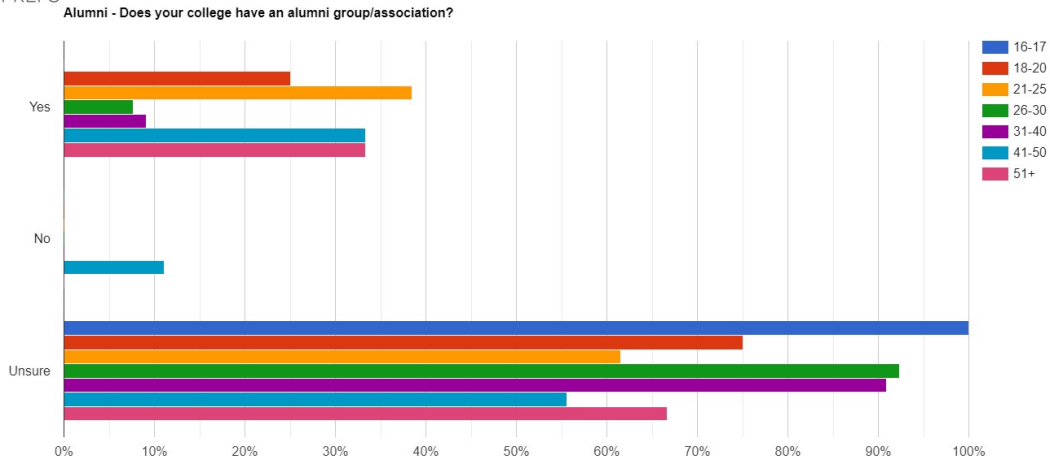


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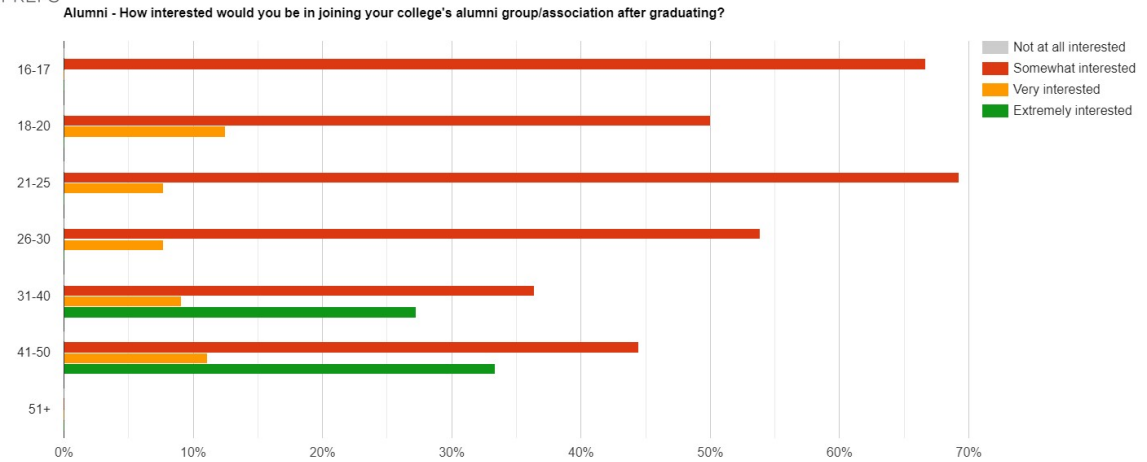




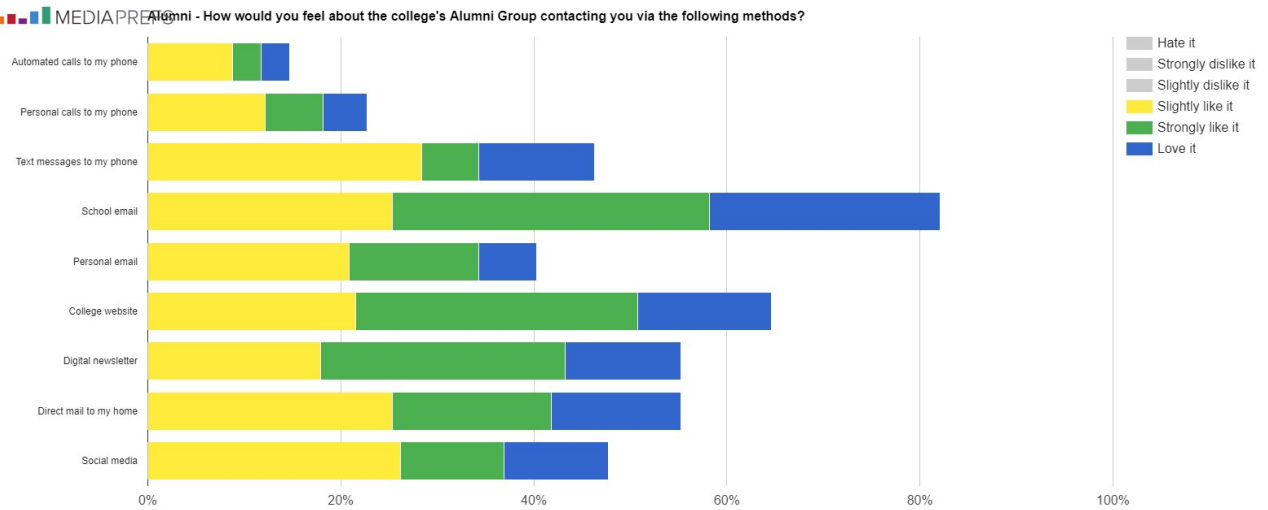
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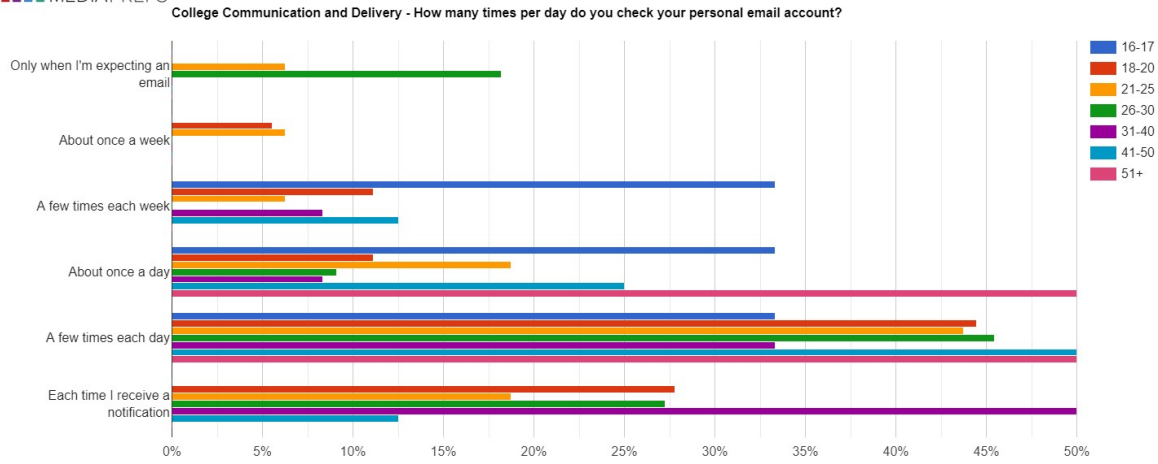


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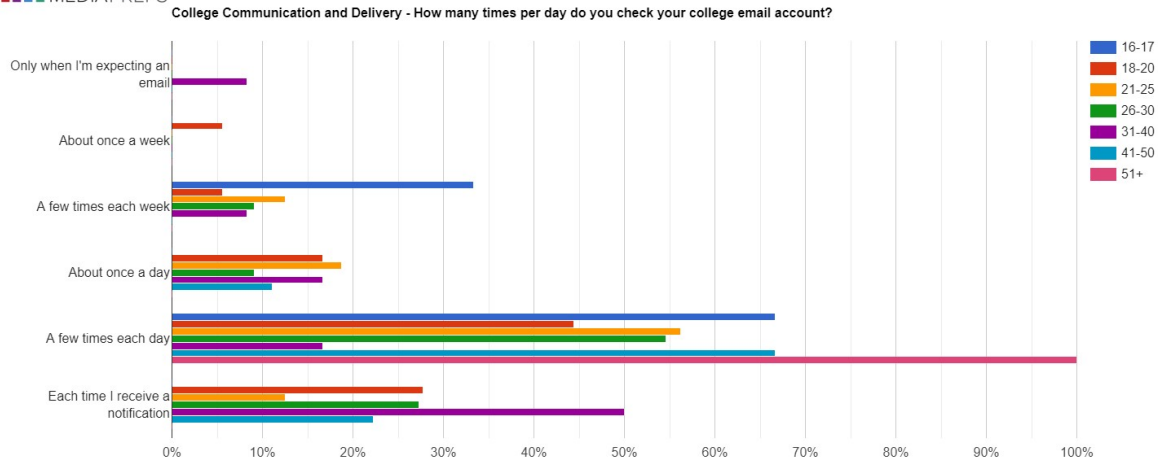


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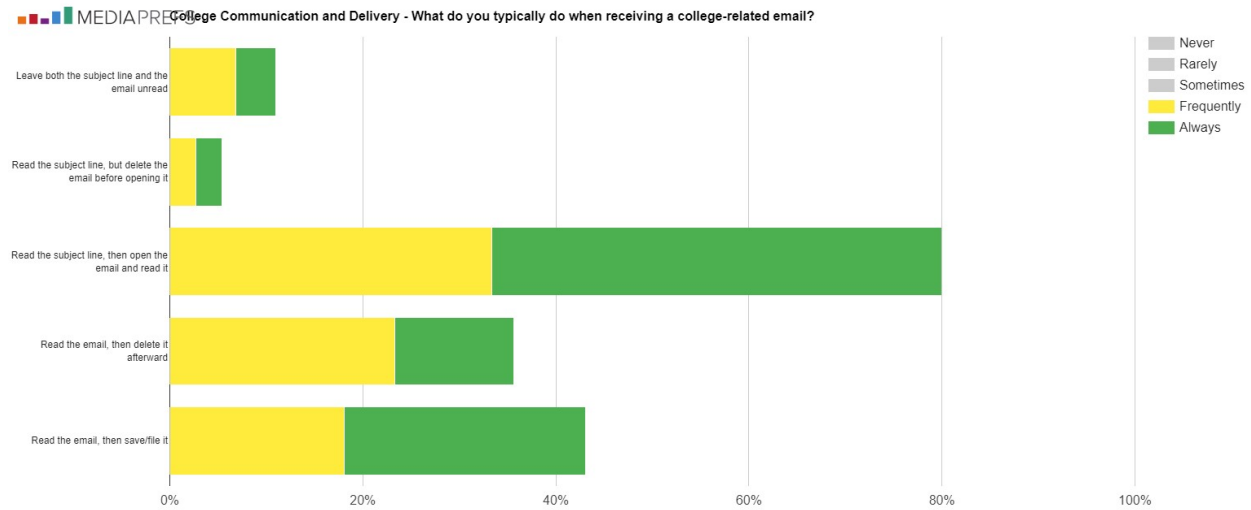
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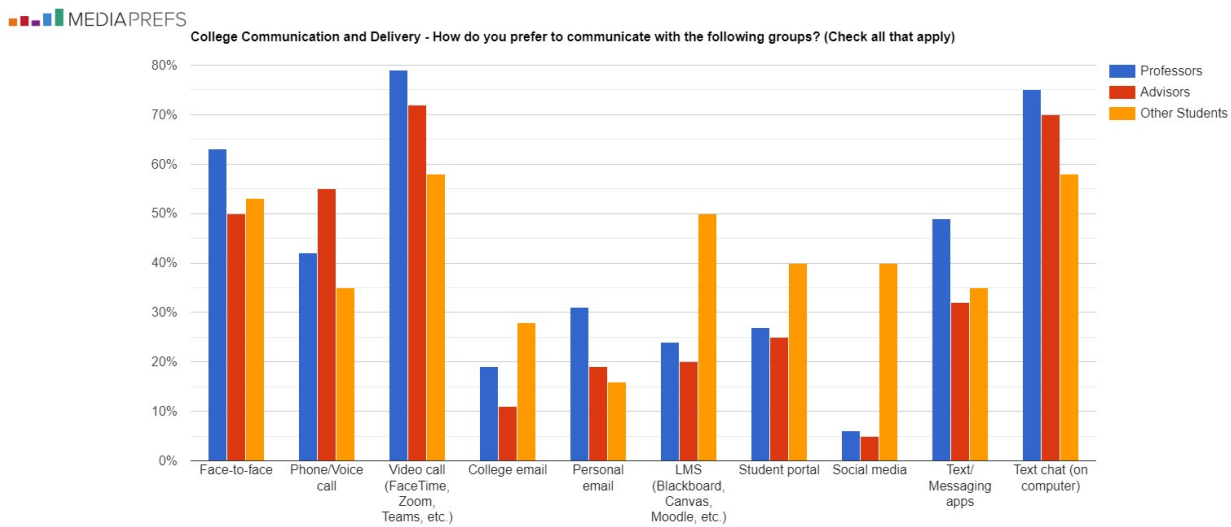
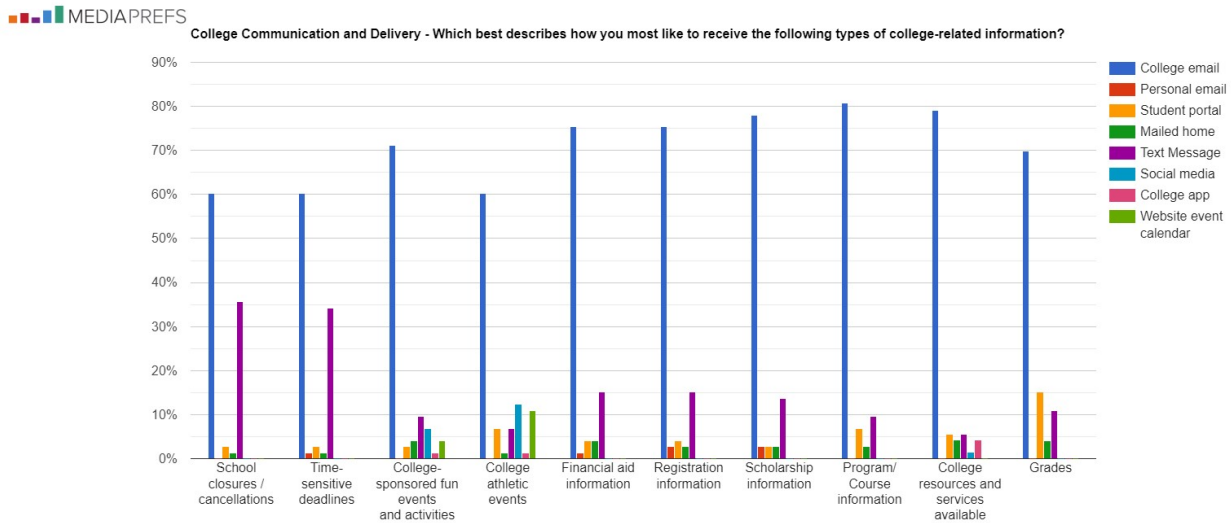
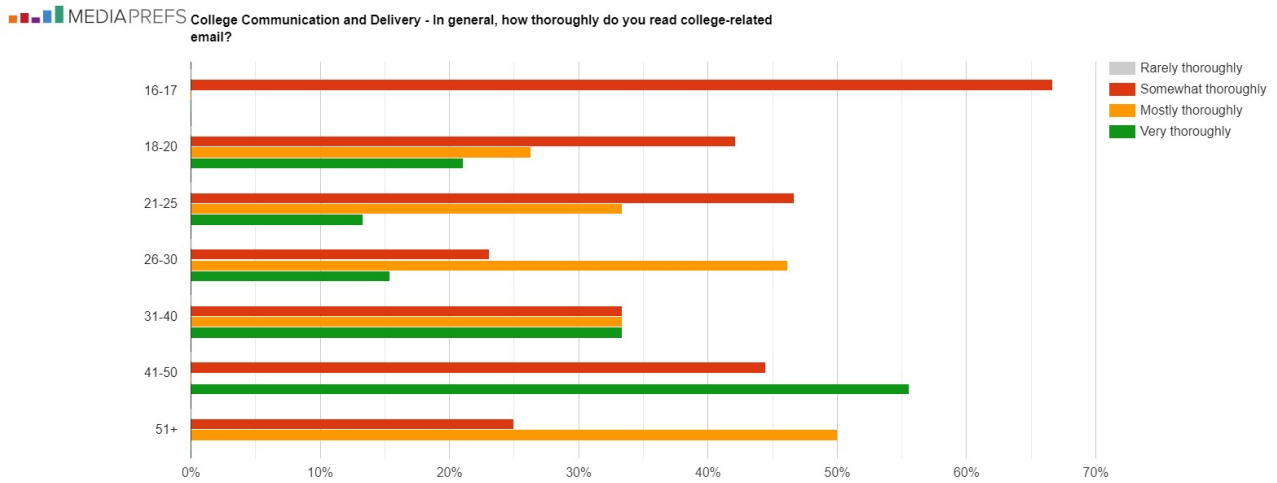
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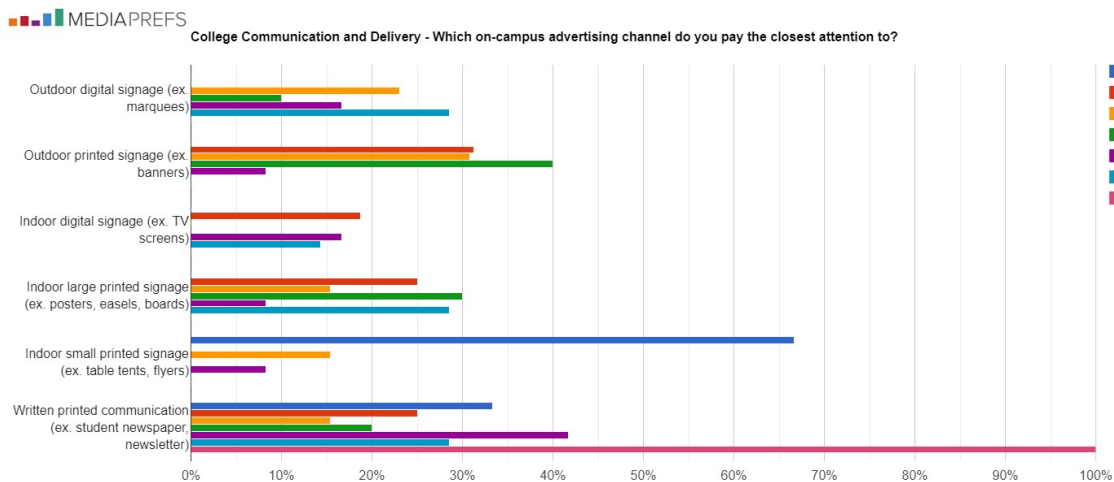
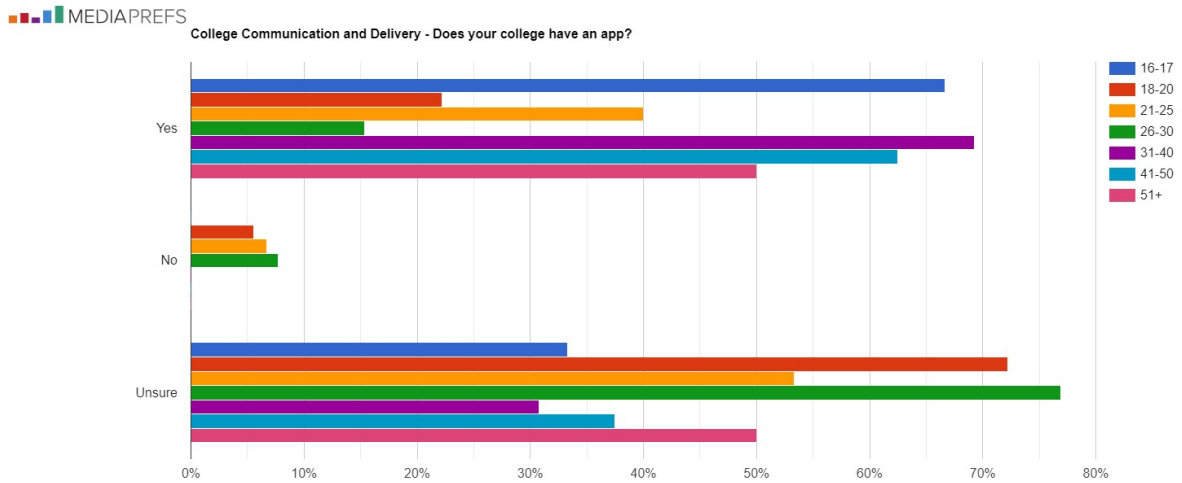
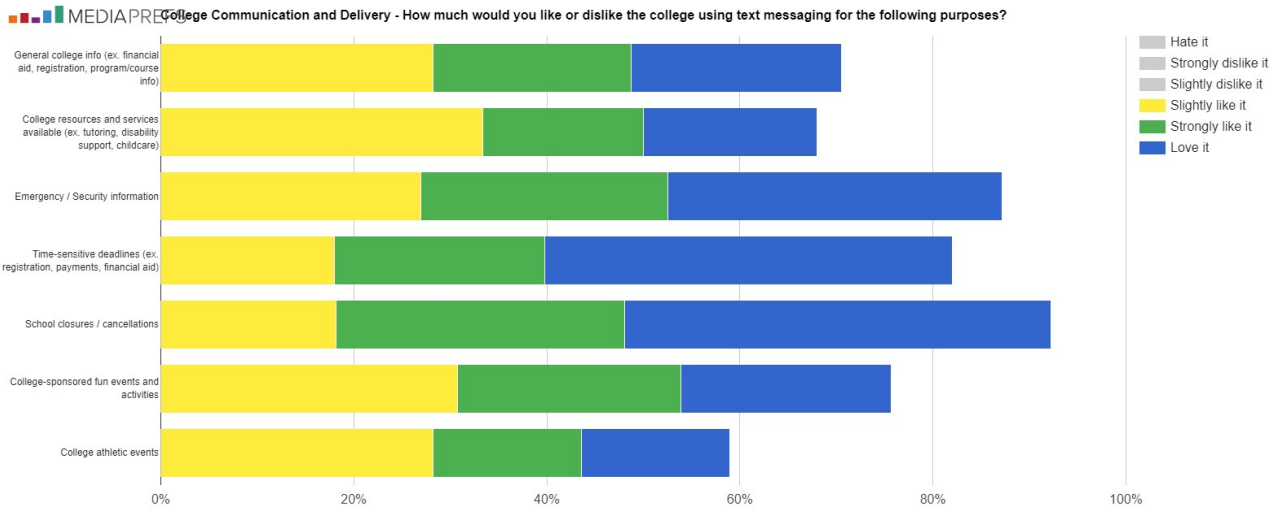


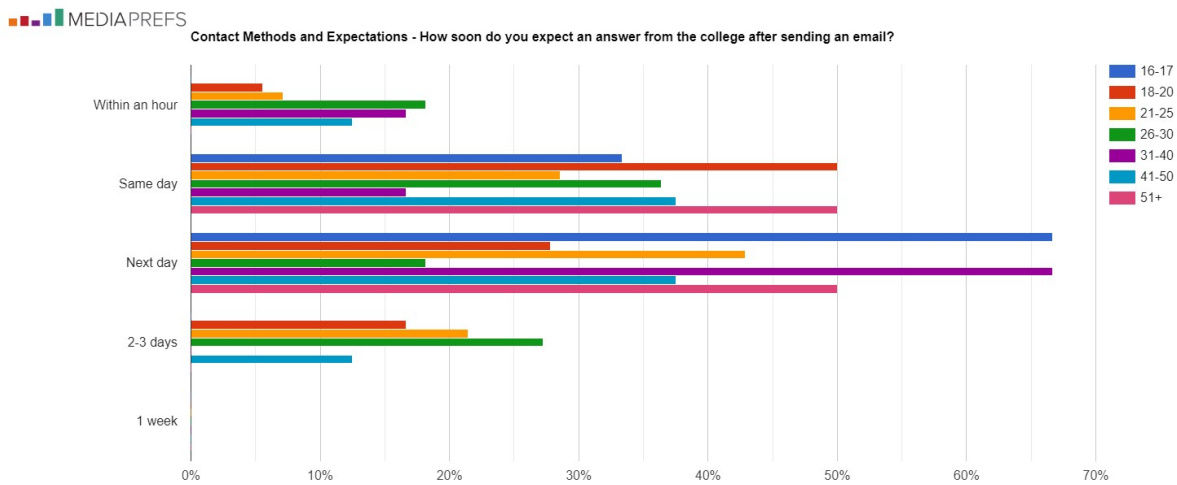
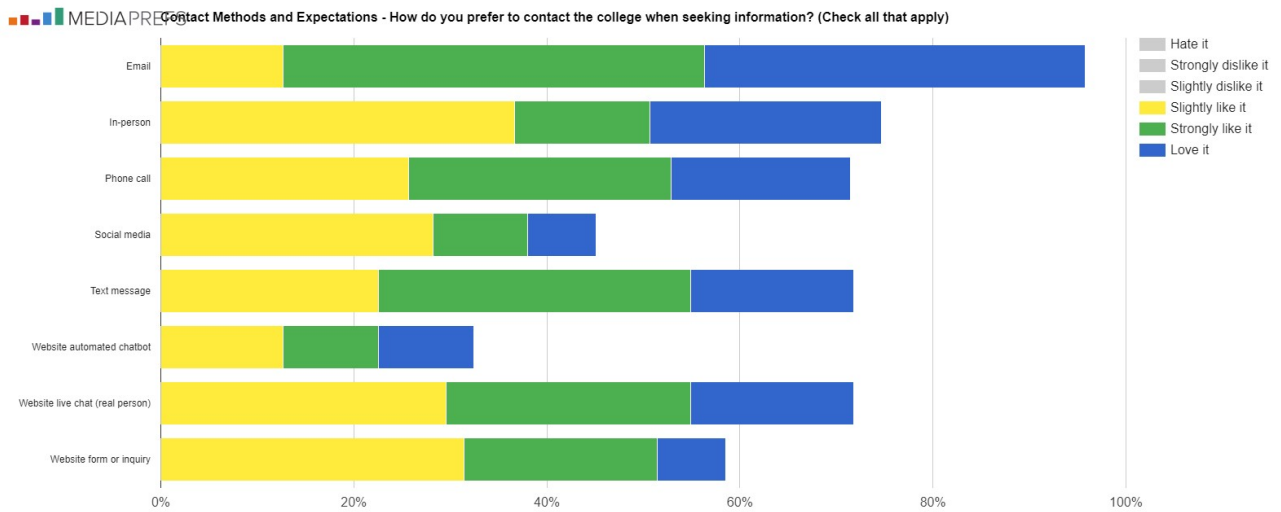
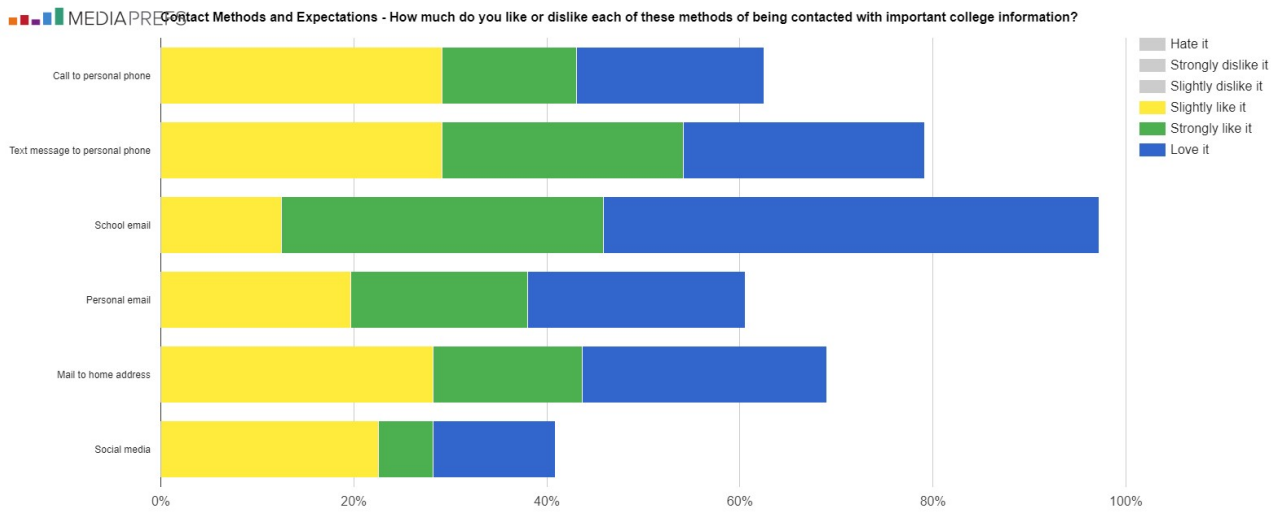
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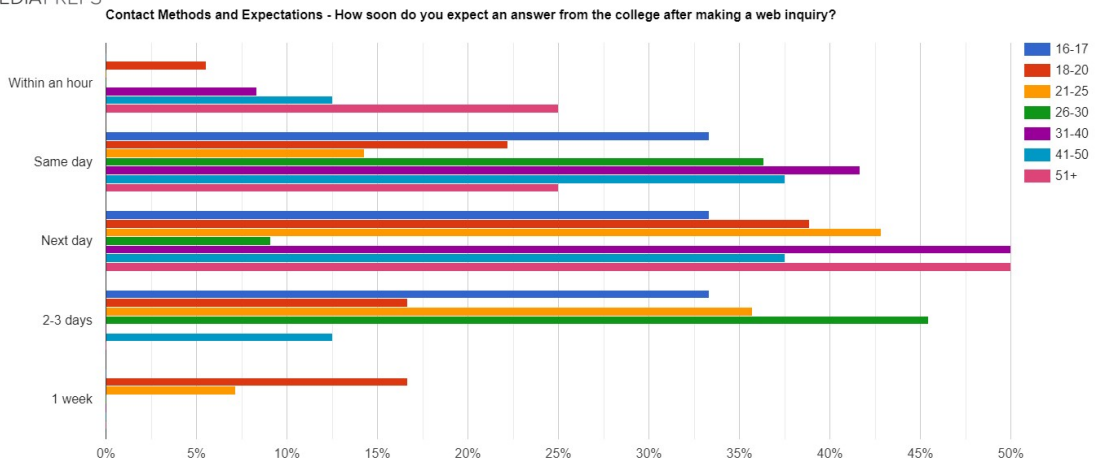
2022 Hawai'i Community College ARPD Information Center



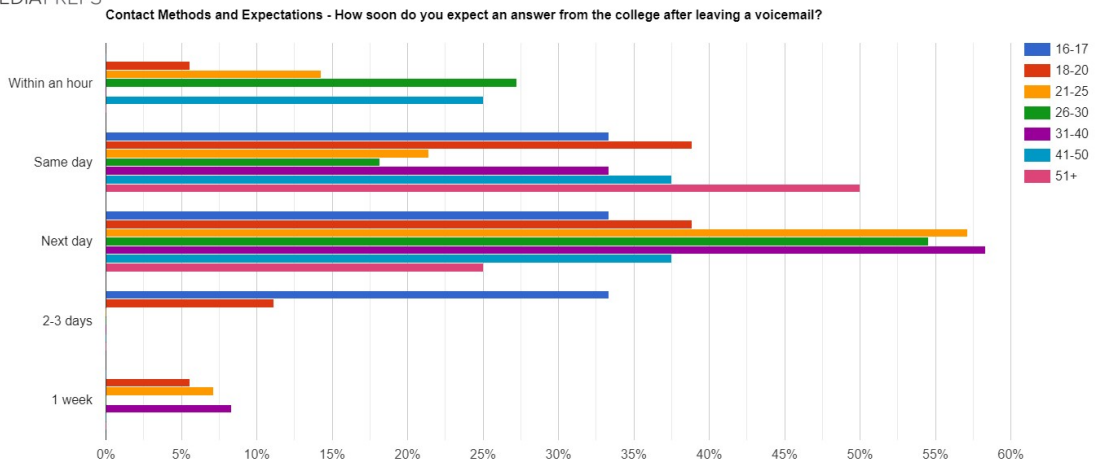




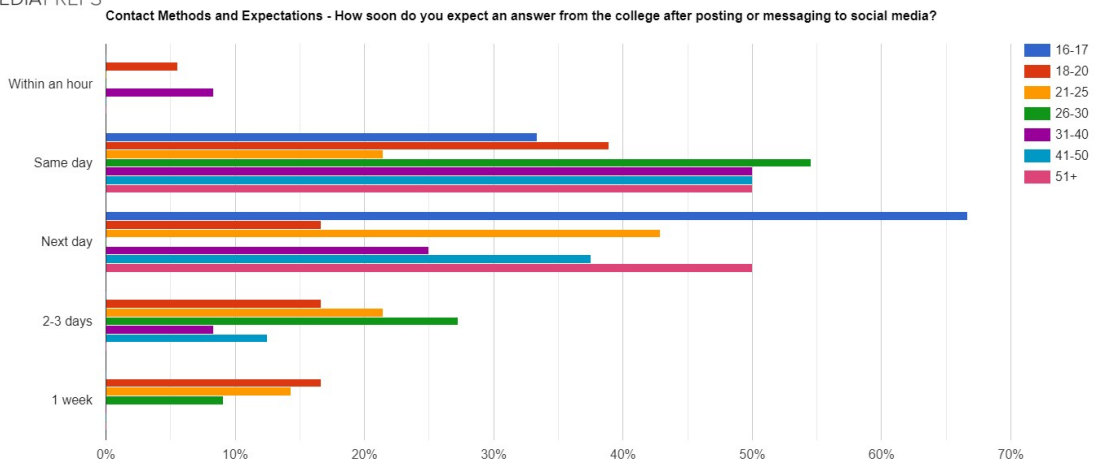
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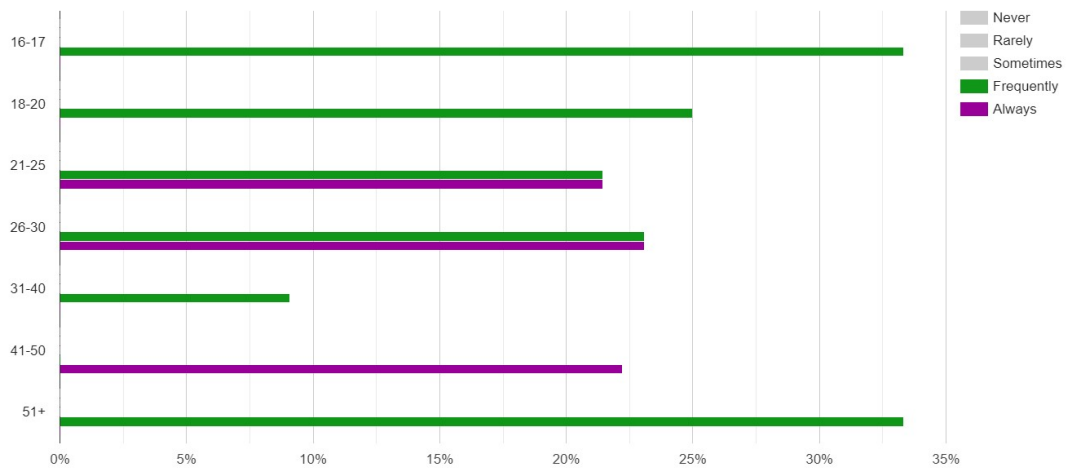
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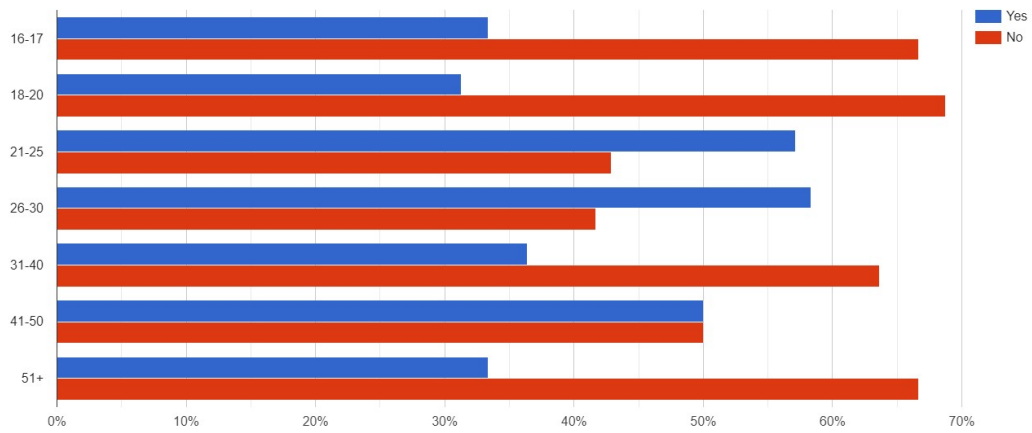
MEDIAPREFS



MEDIA PREFERENCES
Connectivity - How often do you use your smartphone to activate a QR code printed on a publication and/or a product to open web pages for additional information?



MEDIA PREFERENCES
Connectivity - Do you wear a smartwatch/smart device that connects to your phone and alerts you to incoming communications?



APPENDIX D: Student Ambassador Work Schedules (2021-2022)

Summer 2021 (Early July) – Information Center/Paepae Haumāna Welcome Center



Summer 2021 (Late July) – Information Center/Paepae Haumāna Welcome Center

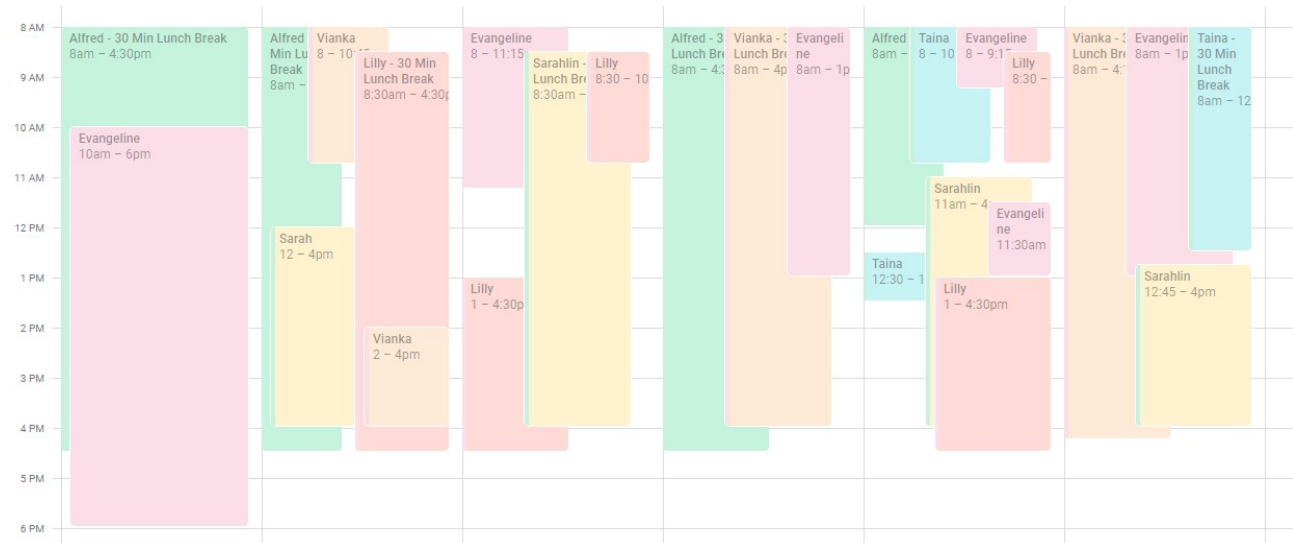


2022 Hawai'i Community College ARPD
Information Center

Summer 2021 (Early August) – Information Center/Paepae Haumāna Welcome Center

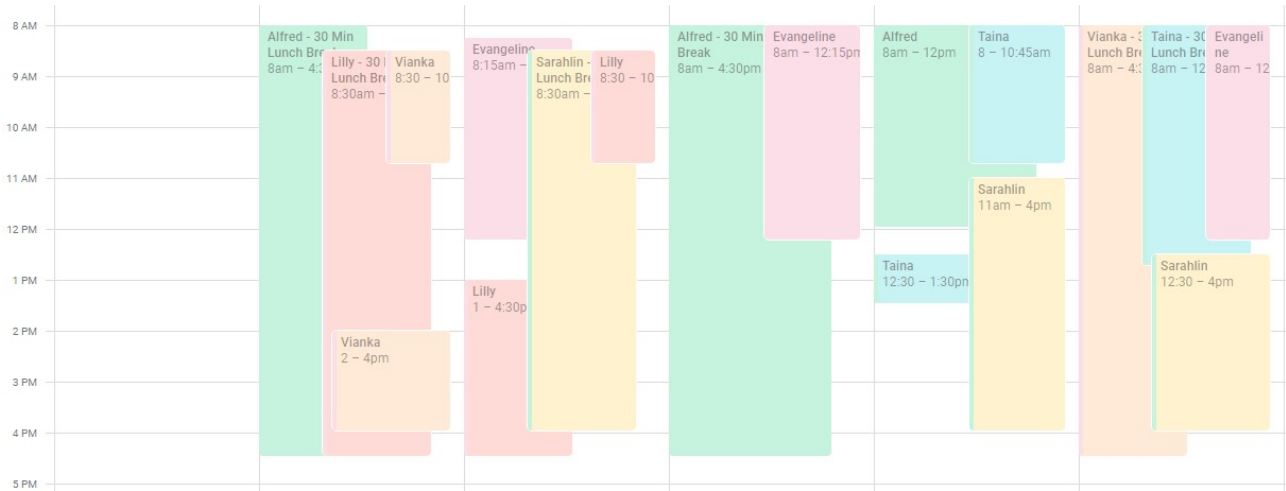


Fall 2021 (Late August-Early September) – Information Center/Paepae Haumāna Welcome Center

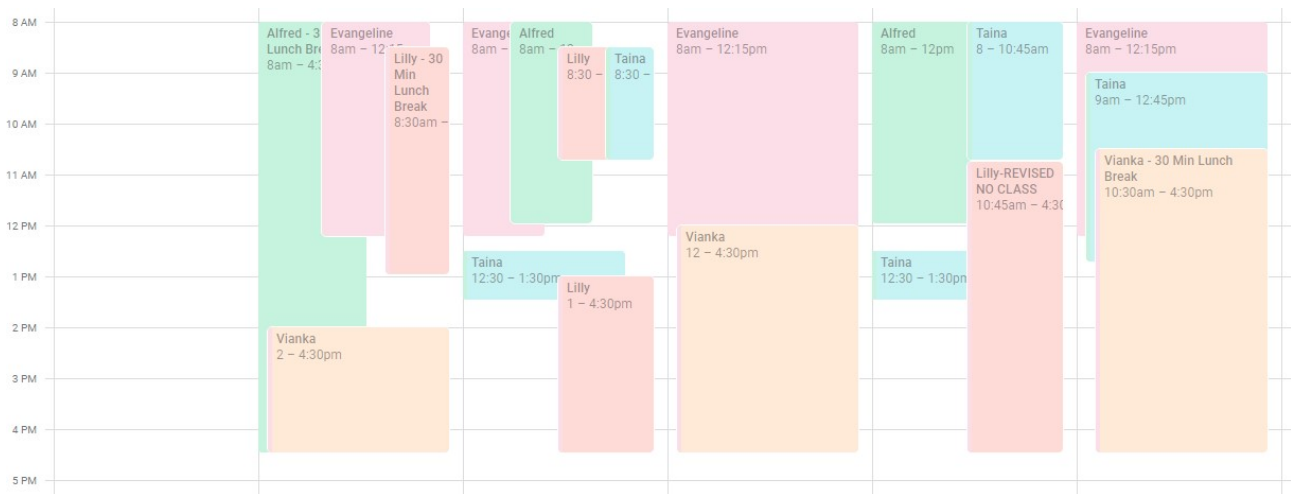


2022 Hawai'i Community College ARPD
Information Center

Fall 2021 (Late September to Early October) – Information Center/Paepae Haumāna Welcome Center

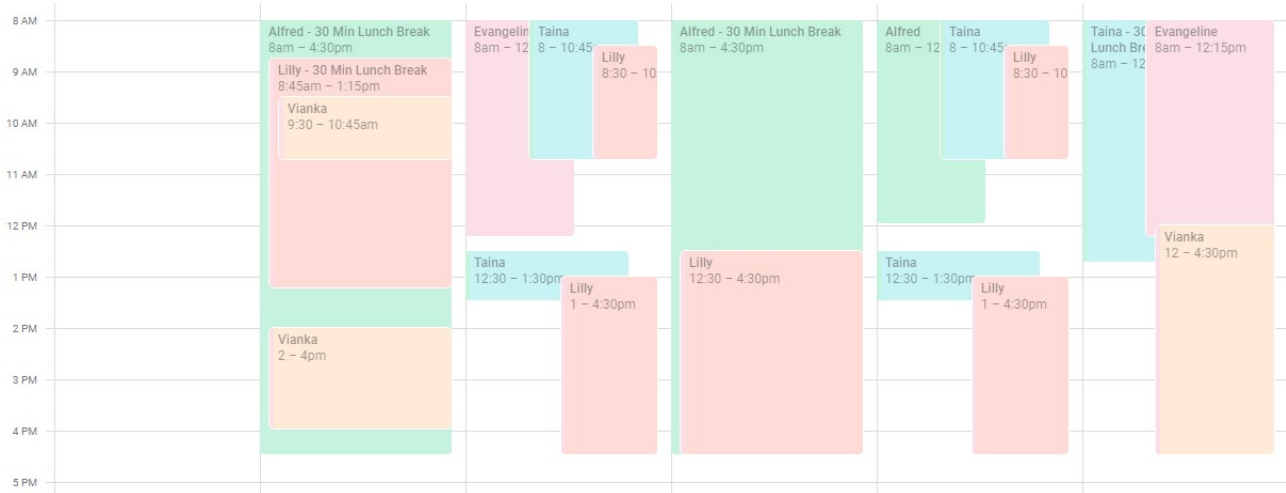


Fall 2021 (Late October) – Information Center/Paepae Haumāna Welcome Center

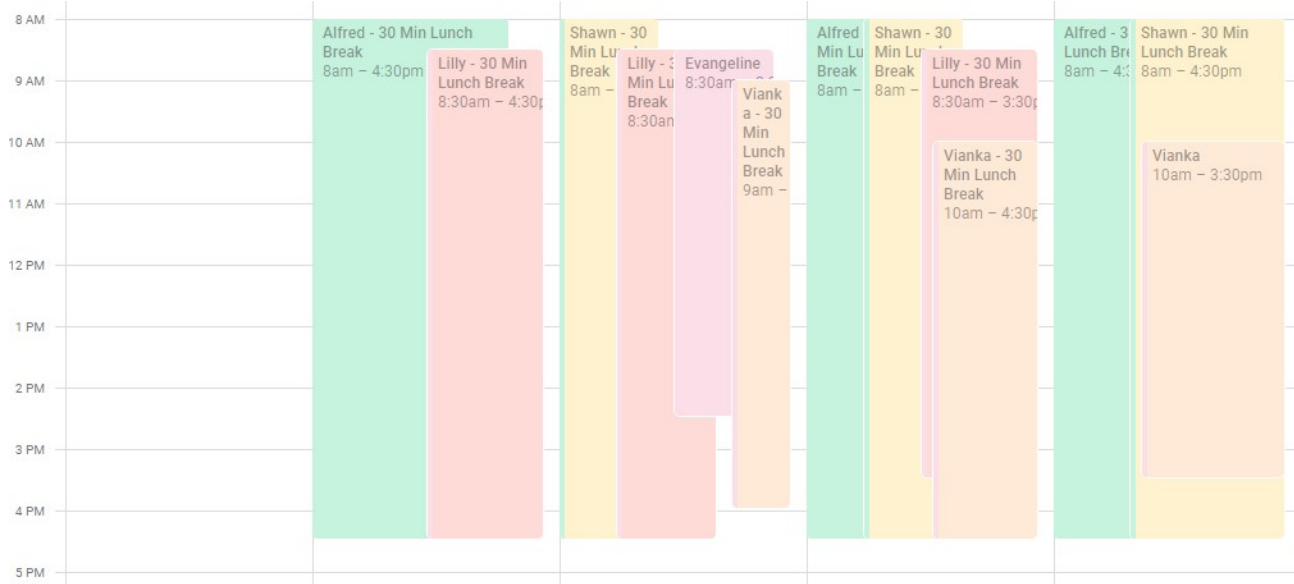


2022 Hawai'i Community College ARPD
Information Center

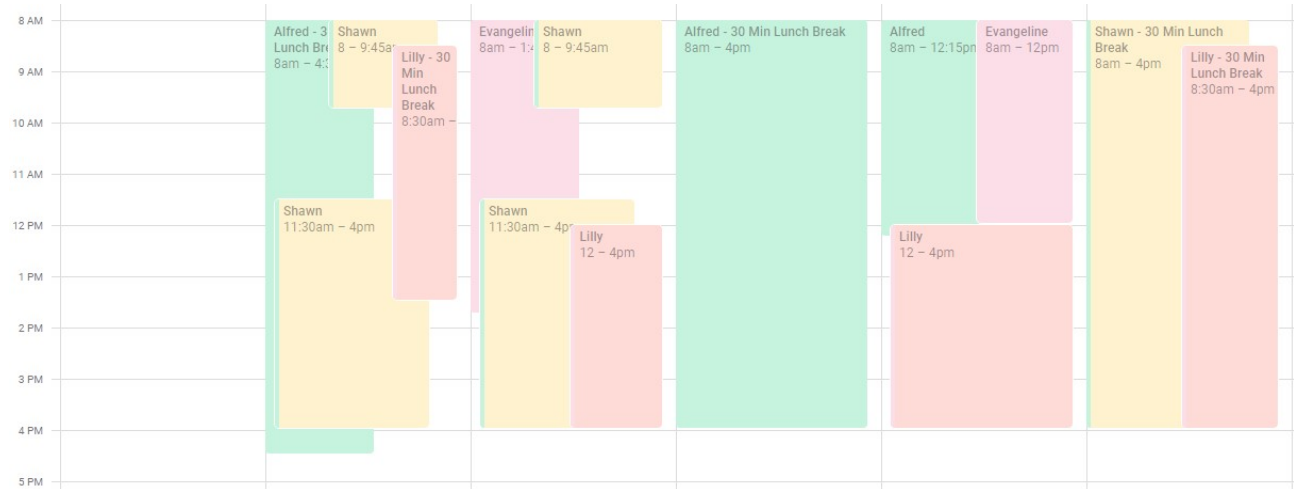
Fall 2021 (November) – Information Center/Paepae Haumāna Welcome Center



Winter Break 2021 (Late December) – Information Center/Paepae Haumāna Welcome Center

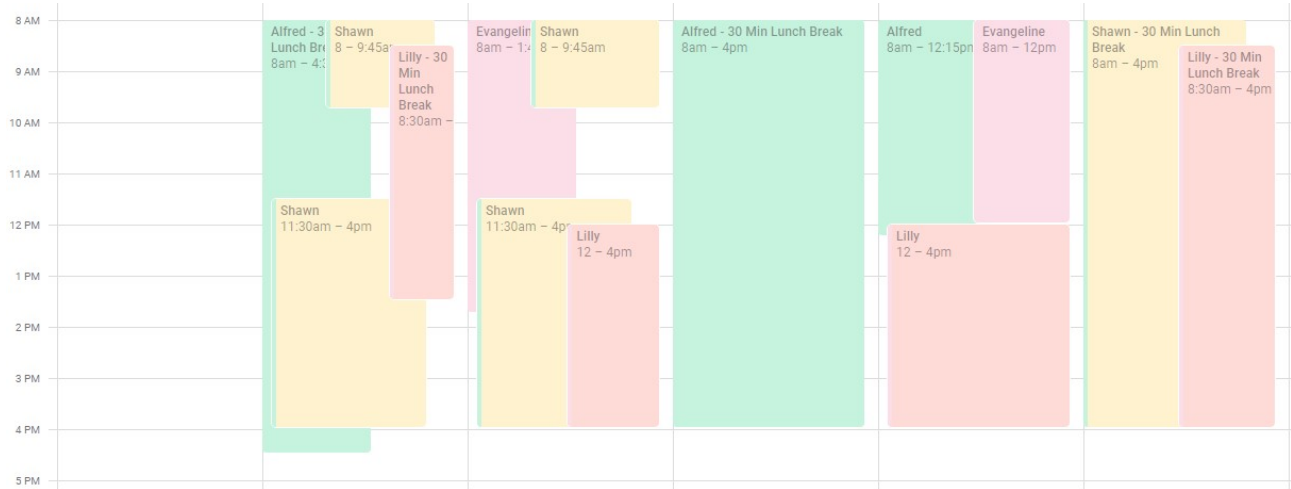


Winter Break 2021 (Early January) – Information Center/Paepae Haumāna Welcome Center

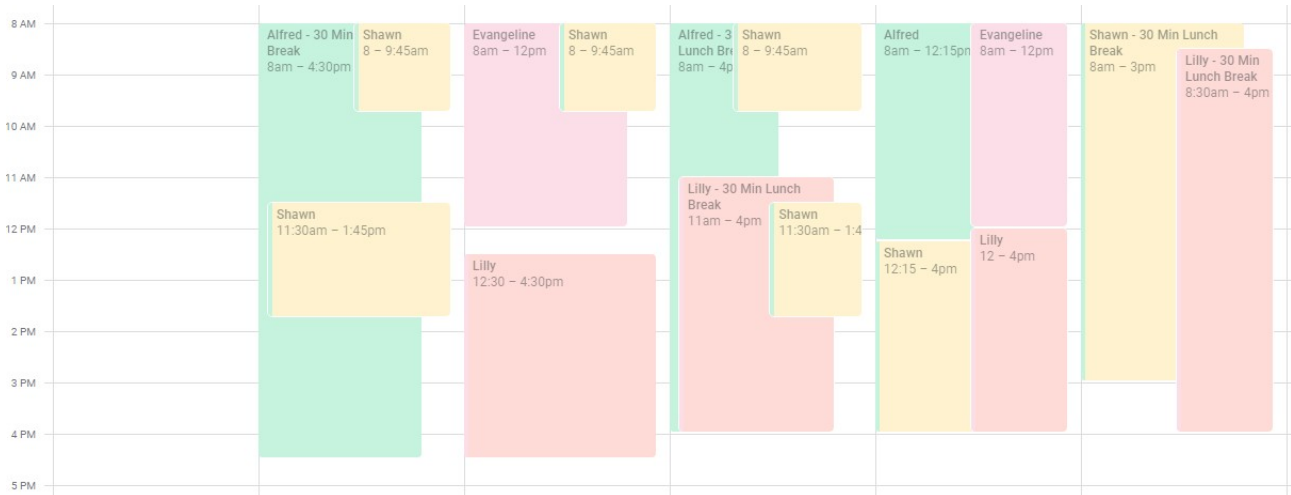


2022 Hawai'i Community College ARPD
Information Center

Spring 2022 (Late January) – Information Center/Paepae Haumāna Welcome Center



Spring 2022 (February) – Information Center/Paepae Haumāna Welcome Center

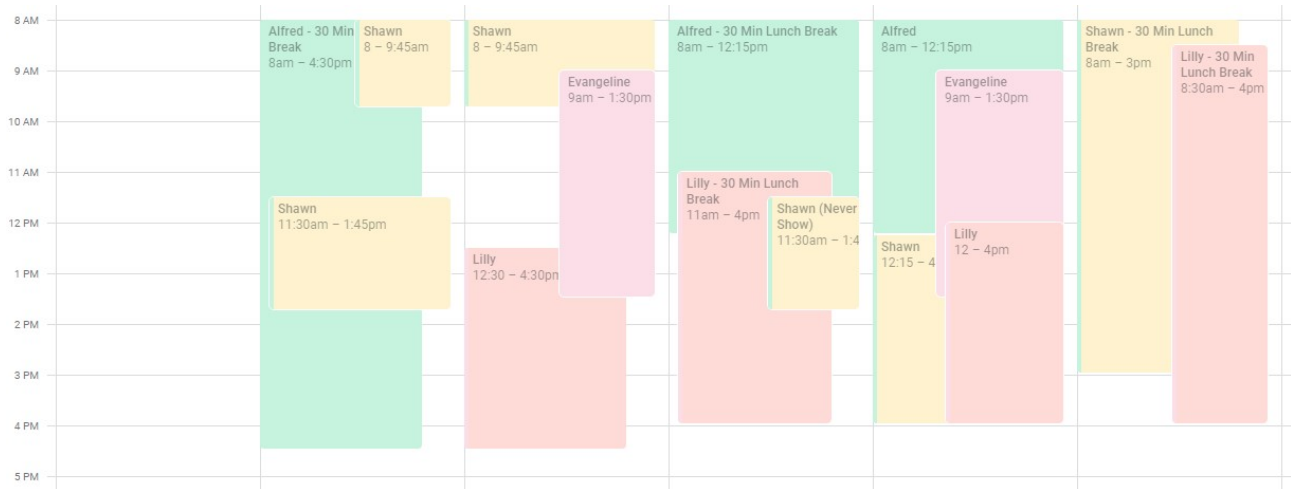


2022 Hawai'i Community College ARPD
Information Center

Spring 2022 (March) – Information Center/Paepae Haumāna Welcome Center

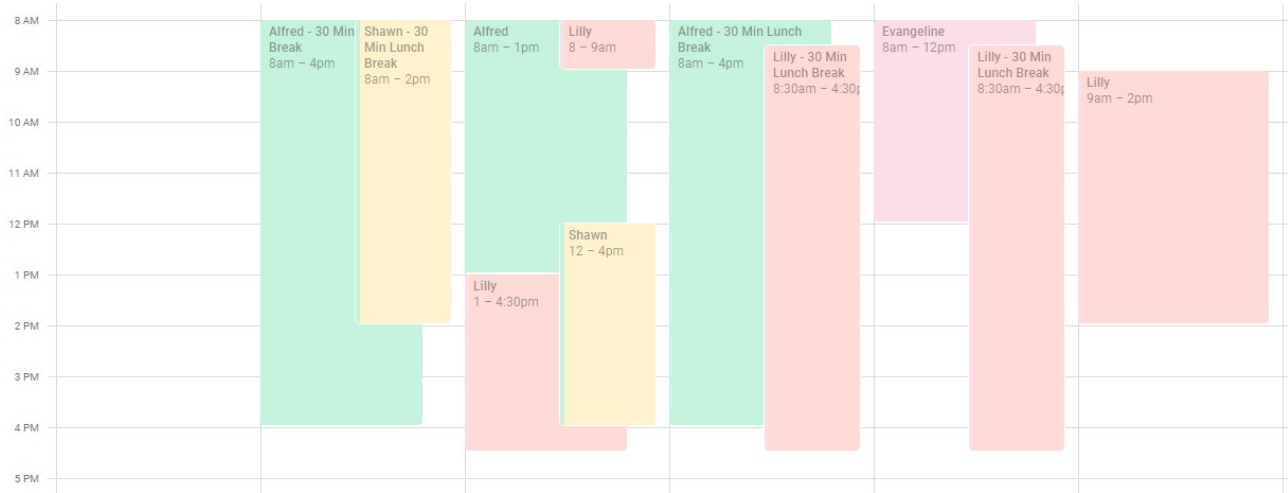


Spring 2022 (April) – Information Center/Paepae Haumāna Welcome Center



2022 Hawai'i Community College ARPD
Information Center

Spring 2022 (Early May) – Information Center/Paepae Haumāna Welcome Center



Summer 2022 (Late May) – Information Center/Paepae Haumāna Welcome Center

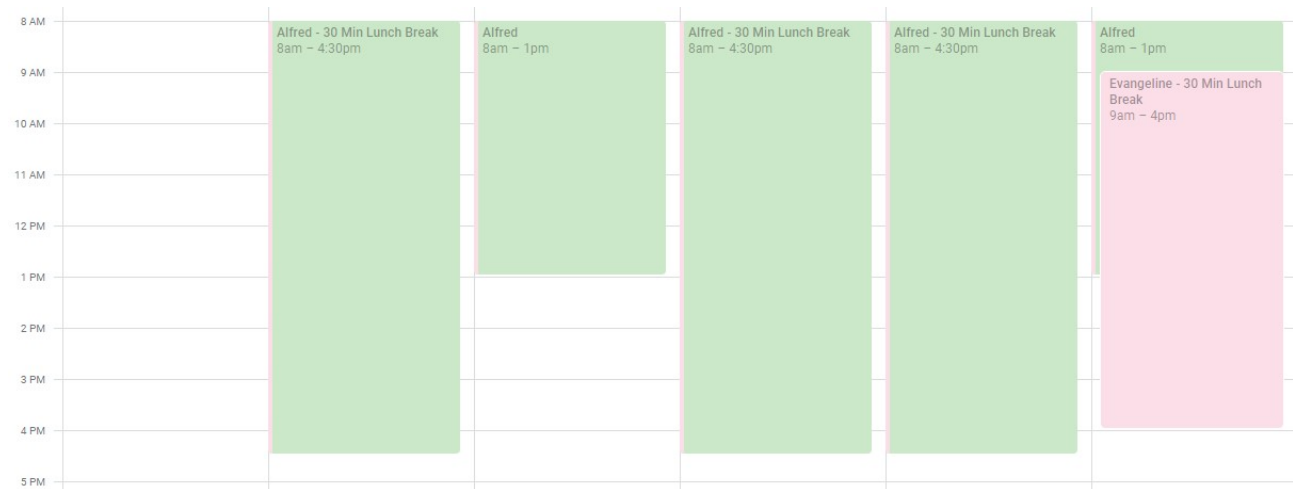


2022 Hawai'i Community College ARPD
Information Center

Summer 2022 (Mid-June) – Information Center/Paepae Haumāna Welcome Center



Summer 2022 (Late June to Mid-August) – Information Center/Paepae Haumāna Welcome Center



APPENDIX E: Paepae Haumāna - Welcome Center Satisfaction Survey

[Paepae Haumāna - Welcome Center Satisfaction Survey Google Form](#)



Paepae Haumāna - Welcome Center Satisfaction Survey

Aloha,

Thank you for contacting the Paepae Haumāna - Welcome Center.

We invite you to complete this short satisfaction survey to tell us about your experience and share with us ways in which we may improve your experience in the future.

Mahalo in advance!

 keshas@hawaii.edu (not shared) [Switch account](#) 

* Required

Are you a: *

Student

Faculty/Staff

Community

Which department(s) did you interact with? (Check all that apply)

Admissions and Records

Financial Aid

Information Center

How did you interact with the Paepae Haumāna - Welcome Center? (Check all that apply)

In-Person

Over-the-phone

Email or Chat

Zoom

How satisfied are you with our response time?

1 2 3 4 5

Not Satisfied Very Satisfied

How satisfied are you with the representatives ability to answer your question(s)?

1 2 3 4 5

Not Satisfied Very Satisfied

How satisfied are you with the professionalism of the representative(s)?

1 2 3 4 5

Not Satisfied Very Satisfied

How satisfied are you your overall Paepae Haumāna - Welcome Center experience?

1 2 3 4 5

Not Satisfied Very Satisfied

How can Paepae Haumāna - Welcome Center improve our services?

Your answer _____

Submit

[Clear form](#)

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This form was created inside of University of Hawaii. [Report Abuse](#)

Google Forms

Paepae Haumāna - Welcome Center Satisfaction Survey Ka 'lo Weekly Announcement

Ka 'lo Weekly February 21st-25th, 2022

Division of Student Affairs <announce@hawaii.edu>
To: announce@hawaii.edu

Aloha Hawai'i CC Students, Faculty, and Staff!

Welcome to the Spring 2022 Semester! Please remember to check out details about a Safe Return to Campus.

Check out **Ka 'lo Weekly** for these:

HAPPENING THIS WEEK

- Student ID Card or Validation Request
- AVAILABLE NOW Hawai'i CC Pilina Mobile App in the Apple and Google Play Stores
- 2021-2022 Student Planner Request
- JOIN the Hawai'i CC Student Government
- JOIN the Hawai'i CC Student Publications Board
- JOIN the Phi Theta Kappa Honor Society DEADLINE THIS WEEK
- JOIN the Hawai'i CC AJ Club & Meeting Info.
- JOIN the Samahang Filipino Club & Meeting Info.
- ***NEW*** JOIN the Hui Mālama 'Aina Sustainability Club
- ***NEW*** 2022 SAA: Student Art Show Submissions Info. & Spring Sketch Event Info.
- Transfer Tuesday with UH Hilo Workshop Info.
- UPCOMING Ka'ao Student Success Workshop Series
- LAST CHANCE 2022-2023 UH System Common Scholarship Application Workshop
- ***NEW*** Career Corner Newsletter & Workshop Series Schedule
- Hawai'i CC Food Distribution (Manono Campus) Schedule
- ***NEW*** Manono Campus Culinary Arts Menu
- ***NEW*** Pāalamanui Campus Café Menu

SCHOLARSHIP OPPORTUNITIES

- 2022-2023 UH System Common Scholarship Application STILL OPEN
- STEM Students Scholarship Opportunity
- Early Childhood Education Scholarship Info.
- Delta Kappa Gamma 2022-2023 Scholarship Award Application Info.

UPCOMING EVENTS

- Ka'ie'ie Degree Pathway Program Deadline
- UH Hilo Auto Admissions Deadline
- Kūkulu Transfer Support Program Application Deadline

RESOURCE OFFICE UPDATES

- Mental Wellness & Personal Development Services Stall Thoughts Newsletter
- The Learning Center (TLC) Available Services Info.
- Hawai'i CC Sustainability-Designated Courses Info.
- WE'RE HIRING Looking for a Job? NEW POSTINGS

COMMUNITY RESOURCES

- Hawai'i County Financial Empowerment Center Services
- Get FREE at-home COVID-19 Tests
- Broadband Discounts for PELL Students
- Preschool Open Doors Subsidy Application Info.

Hope your Spring 2022 semester is going well!

Mahalo,
Hawai'i CC Information Center Staff

[Paepae Haumāna - Welcome Center Satisfaction Survey](#)

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This message was sent on behalf of Division of Student Affairs – Information Center.
Please do not reply to this message.
It was sent from an address that cannot accept incoming email.

Announcement ID number: 1645250135-115869

Announcement distribution:

- Faculty, staff, and all students at the Hawaii CC campus(es)

Paepae Haumāna - Welcome Center Satisfaction Survey Individual Announcement

Paepae Haumāna - Welcome Center Satisfaction Survey

Aloha Hawai'i CC Students, Faculty, & Staff,

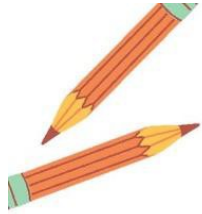
The Hawai'i CC Paepae Haumāna - Welcome Center is made up of the Admissions & Records Office, Financial Aid Office, and the Information Center.

Please help us in completing the [Satisfaction Survey](#) to help us continue to improve our services. Individuals must login using their UH Username and password; all responses are anonymous, emails will not be collect.

Feel free to contact our office at (808) 934-2800 or welcomeru@hawaii.edu if you have any questions.

Mahalo in advance for your participation!

Paepae Haumāna - Welcome Center Satisfaction Survey QR Code Flyer



FEEDBACK WANTED

PAEPAE HAUMANA - WELCOME CENTER

WE INVITE YOU TO COMPLETE THIS SHORT SATISFACTION SURVEY TO TELL US ABOUT YOUR EXPERIENCE AND SHARE WITH US WAYS IN WHICH WE MAY IMPROVE YOUR EXPERIENCE IN THE FUTURE.



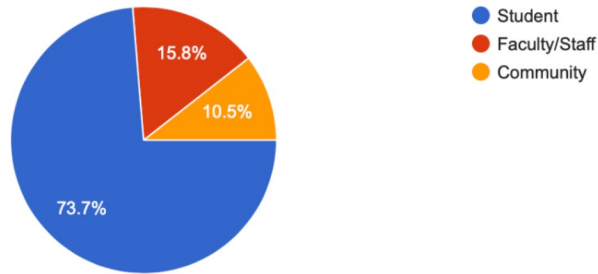
MAHALO FOR YOUR FEEDBACK!



Paepae Haumāna - Welcome Center Satisfaction Survey Results Summary

Are you a:
57 responses

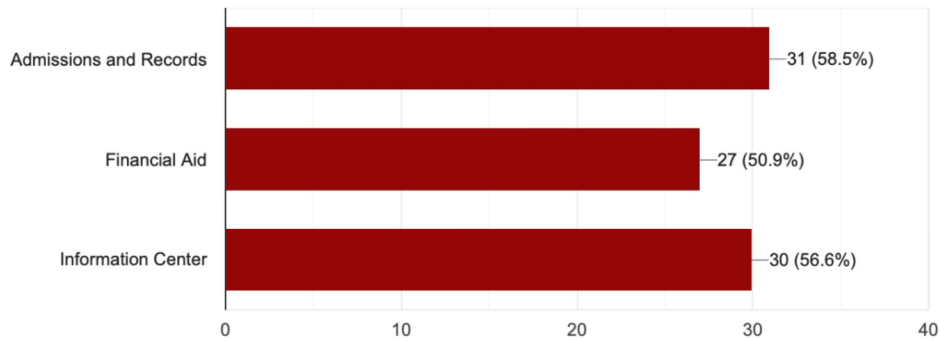
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Which department(s) did you interact with? (Check all that apply)

 Copy

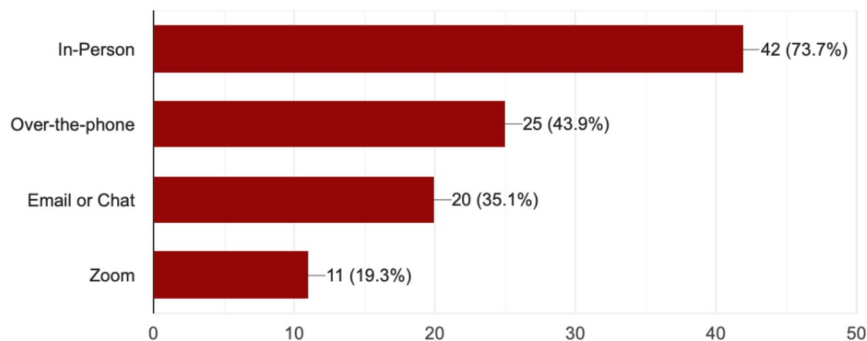
53 responses



How did you interact with the Paepae Haumāna - Welcome Center? (Check all that apply)

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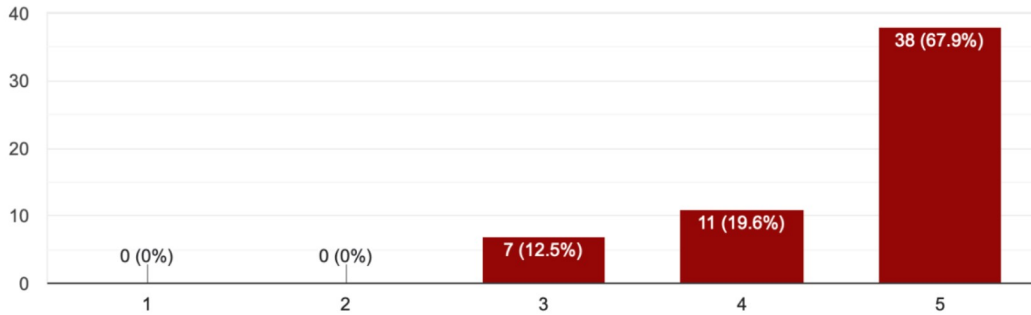
57 responses



How satisfied are you with our response time?



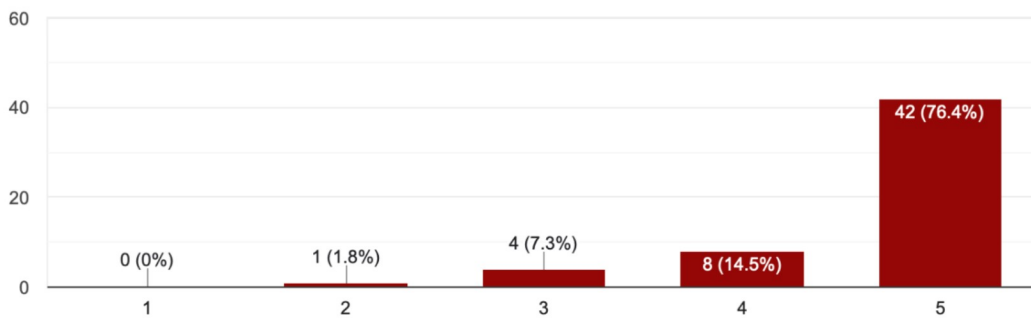
56 responses



How satisfied are you with the professionalism of the representative(s)?



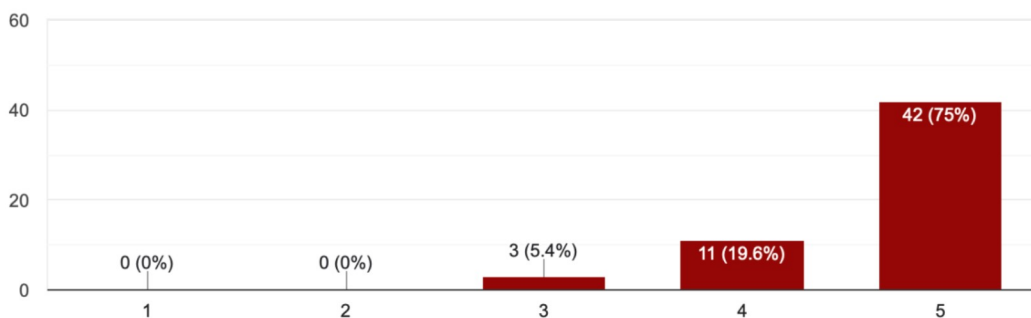
55 responses



How satisfied are you with the representatives ability to answer your question(s)?



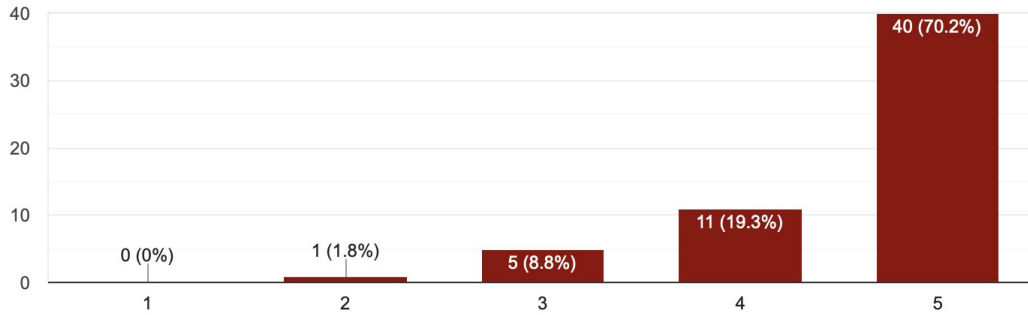
56 responses



How satisfied are you your overall Paepae Haumāna - Welcome Center experience?



57 responses



How can Paepae Haumāna - Welcome Center improve our services?



15 responses

