

ANNUAL
REPORT OF PROGRAM DATA

2022

UNIVERSITY of HAWAI'I

HAWAI'I
COMMUNITY COLLEGE



July 1, 2021 through June 30, 2022

Pāalamanui Campus Office of Student Services

1. Program or Unit Description

Unit Mission Statement

To provide comprehensive student support services to student, faculty, and staff of Hawai'i Community College, the University Center, and the West Hawai'i Community.

Unit Description

The West Hawai'i Community is served by the Hawai'i Community College-Pāalamanui campus, where many classes and associate degree programs are available. The Pāalamanui Campus houses classrooms, vocational labs, a computer lab, and a library/learning center. The Pāalamanui Office of Student Services provides access to Hawai'i Community College admissions, records, counseling, financial aid assistance, registration information, and special student success programs. Students attending Hawai'i CC-Pāalamanui have an opportunity to participate in a variety of class formats, including traditional instructor-led classroom settings, video conference classes, online classes available via the Internet, and hybrid classes that utilize a combination of technologies and face-to-face participation.

Hawai'i Community College-Pāalamanui also hosts the University Center, West Hawai'i. It is one of three University Centers established by the Board of Regents (BOR) in June 1996. The primary purpose of a University Center is to provide distance learning with local support for the many degrees and certificates offered by the University of Hawai'i colleges and universities.

What is the target student or service population?

The Pāalamanui Office of Student Services (PAL-OSS) serves the students, faculty, and staff of Hawai'i Community College, the University Center, and the community who reside on the West side of Hawai'i Island.

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.*
- *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.

Introduction

Please Note: This is the first annual unit review for the Pāalamanui Office of Student Services unit since 2012. The last review was initiated by a previous Vice Chancellor of Student Affairs and the previous 1.0 FTE Counselor for Pāalamanui Campus. There was no further action with the 2012 document. The Annual Unit Reviews for Pāalamanui before 2012 were only conducted for the University Center, West Hawai'i (UHCWH). The previous UH Center unit reviews focused on the board of regents approved University Center that began supporting educational programs from the various UH colleges through distance learning modalities. The current PAL-OSS unit also includes the functions of the UHCWH. It is also good to note that the 2021-2022 reporting period was the first full year back in-person after the height of the COVID-19 pandemic. Hawai'i CC and all of the University of Hawai'i System has had to navigate out of a difficult period and began to rebuild and adjust to a "new normal".

The Pāalamanui Office of Student Services is essential to the Pāalamanui Campus because the unit is a "one-stop shop." The unit provides access to Hawai'i Community College admissions, records, counseling, financial aid assistance, registration information, and special student success programs to students who reside in West Hawai'i communities. As a branch campus to Hawai'i Community College, the PAL-OSS unit continues to work with all the departments at the main Manono Campus on the East side of Hawai'i island.

In the 2021-2022 reporting year, the PAL-OSS unit consist of the following staff:

- 1.0 FTE Temporary Faculty Counselor
- 1.0 FTE APT B Student Services Specialist
- 1.0 FTE APT B Temporary (89-day Casual Hire) Ēlama Program Coordinator
- 1.0 FTE APT A Educational Specialist
- 1.0 FTE APT A Early College Specialist
- 1.0 FTE APT A Student Services Specialist
- 1.0 FTE Office Assistant III

The PAL-OSS unit also experienced transitions and the loss of three full-time positions. The previous temporary Faculty Counselor resigned in July 2020, which caused four positions to pick up academic advising for the campus from 2020-2022. A new temporary Faculty Counselor was hired in February 2022. In May 2022, the Educational Specialists who provided advising and represented the UHCWH retired, and the position still needs to be refilled. In late May 2022, the unit was also preparing for the exit of the Early College Specialist and the temporary Ēlama Program Coordinator. Within these transitions, the new Faculty Counselor picked up the duties of the Educational Specialist for UH Center and the Ēlama Program Coordinator. The Student Support Specialist (APT B) picked up the responsibilities of Early College. After these 2021-2022 transitions, the unit continued with four full-time staff to operate the office's daily functions.

Unit Strengths

As previously mentioned, the PAL-OSS is a “one-stop shop” for onboarding West Hawai‘i students to the college. As a one-stop shop, the PAL-OSS unit faculty and staff must be flexible in their job duties, and each staff member must prepare to take on other duties as assigned. The unit staff must also know many different student and academic affairs functions to assist or refer students. The unit staff members are also representatives on various UH System Committees, campus committees, and community committees.

Another strength of the PAL-OSS unit is that the unit team supports other campus areas. They support graduation, student government, Native Hawaiian Student Success Services (i.e., Kīpaepae Cultural Ceremonies, Na‘u Grant Support), and grant writing activities. PAL-OSS continues to be the heart of the Pāalamanui Campus as it continues to be ready to welcome new students, faculty, and staff and support other campus functions. This document continues in the order of the outline in the Demand, Efficiency, and Effectiveness section. Each section includes narratives and data.

Demand, Efficiency, and Effectiveness

The PAL-OSS unit’s demand, efficiency, and effectiveness will be reported in the order of the outline below:

- I. Onboarding**
 - a. Outreach
 - b. Admissions and Registration
 - c. Transcript Evaluations
 - d. Mandatory New Student Orientation
 - e. Campus Tours
- II. Student Scheduled and Walk-In Appointments**
- III. University Center West Hawai‘i**
- IV. Early College and Running Start Student Support and Enrollment**
- V. Ēlama and Hilo One Scholarship Program**

I. Onboarding

The PAL-OSS unit’s primary function is to onboard West Hawai‘i students to Hawai‘i Community College. The onboarding includes outreach, admissions and registration, transcript evaluation (as needed), a mandatory new student orientation, and a campus tour (if desired by the student).

A. Outreach

The PAL-OSS unit leads and participates in campus-wide, community, and virtual outreaches to promote Hawai‘i Community College and increase student enrollment at the Pāalamanui Campus. As

the demand for outreach continued after the height of the COVID-19 pandemic, the PAL-OSS unit created an outreach calendar to help organize outreach across the Pāalamanui Campus. The calendar was also created to help avoid the duplication of outreach efforts. Below is the link to the first calendar created for outreaches done in the Spring 2022 semester and Summer 2022 term. Some recurring outreaches include the Haleki'i Market, the Kailua Kona Public Library, Food Distribution, and the newest virtual outreach, Discover Pāalamanui. Discover Pāalamanui is highlighted with its data below because it was the only virtual outreach that continued beyond the COVID-19 pandemic. Data was provided within the Facebook platform.

[Pāalamanui Outreach Calendar](#)

Discover Pāalamanui

PAL-OSS created Discover Pāalamanui as a virtual outreach during the COVID-19 pandemic. The unit continued to offer the Discover Pāalamanui series throughout this reporting period. Discover Pāalamanui is an online workshop series that highlights the Pāalamanui Campus and its programs. At the beginning of this reporting period there were seven workshops offered via Zoom Video Conference. In February 2022 the workshop was moved to Facebook Live. This transition was made to capture a larger audience through the Pāalamanui social media account. Facebook Live allowed the option for replaying and sharing which enabled us to capture an audience outside of the live session. Table 1 below shows the frequency of the workshops.

Table 1: Frequency of Discover Pāalamanui Workshops

<u>Workshops Held</u>	<u>Number of Workshops</u>
July 2021	7
February 2022	1
June 2022	1
Total:	9

Table 2 below represents data collected for the Discover Pāalamanui workshops held via Facebook live. Previous workshops within the reporting period were organized by the Educational Specialist who retired. Due to this retirement, we no longer have access to the data. Moving forward, we will improve on the collection of data for outreach and store data into a team drive that can be accessed by all members of the PAL-OSS unit.

Table 2: Effectiveness in reaching people through Discover Pāalamanui

<u>Date</u>	<u>Title</u>	<u>Number of People Reached</u>	<u>Number of Reactions, Comments, and Shares</u>
February 28, 2022	All About Pāalamanui	124	23

June 23, 2022	All About Pāalamanui	136	9
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A future strategy may be to include outcomes from specific outreaches, but at this time the unit does not have the capacity to do this.

B. Admissions and Registration

The PAL-OSS unit works in conjunction with the Admissions and Records Office (ARO) at the Manono Campus to admit and register students. The unit data for admissions and registration is pulled directly from the STAR Academic Logic System. The reports are filtered by the Pāalamanui site code PAL. Some students do not select the PAL code on their application, but will self-identify that they are a West Hawai'i student. Another way students are referred to us for admissions and registration is via their address. If the student has an address in West Hawai'i (Kailua-Kona, Waikoloa, and Kohala) it is likely that they will be served by the PAL-OSS unit.

Table 3 below shows the number of students that applied and the number of students who registered.

Table 3: Admissions and Registration Data

<u>Semester or Term</u>	<u>Applied and Accepted</u>	<u>Registered for Classes</u>
Summer 2021	101	90
Fall 2021	308	306
Spring 2022	232	287
Summer 2022	128	69

A future strategy might be to proactively download admissions lists each semester to begin outreaching to students as soon as they are accepted.

C. Transcript Evaluation

The PAL-OSS unit works in conjunction with the Admissions and Records Office (ARO) at the Manono Campus to receive official transcripts for processing. Official transcripts are required for an official transcript evaluation to be performed. Students must contact their former institution(s) to request official transcripts to be mailed directly to ARO.

During the reporting period, one Student Services Specialist (APT A) position processed all transcript evaluations aside from additional unit duties. As official transcripts are received by ARO they are noted in Banner on the student account and then scanned to the Student Services Specialist (APT A) at PAL-OSS for evaluation and processing. The evaluator compiles all required data into a spreadsheet and transcripts are sent back to ARO to be stored with in the official student file.

Table 4 below shows the number of transcripts received, the average number of days it took to process a transcript evaluation, the number of articulations completed, and the number of credits awarded.

Table 4: Transcript Evaluation Data

<u>Months</u>	<u># of Transcripts</u>	<u>Average # of Days to Process Transcripts</u>	<u># of Articulations</u>	<u># of Credits Awarded</u>
July 2021	5	20.2	40	285
August 2021	48	11.27	293	1567.389
September 2021	12	0.91	34	377
October 2021	13	11.76	118	685.132
November 2021	16	15.37	149	712.61
December 2021	28	19.85	148	835.908
January 2022	28	7.60	118	944.31
February 2022	12	5.41	103	584
March 2022	11	2.90	50	323
April 2022	33	5.48	142	893.5
May 2022	46	5.97	171	1195.26
June 2022	24	13.08	170	819.6
Average/Totals	276 Transcripts	9.98 Days	1536 Articulations	9219.709 credits

D. Mandatory New Student Orientation (MNSO)

It is mandatory for new students to attend a new student orientation. Orientation helps students have a smooth transition to college and it sets students up for success on a new academic journey. The Student Services Specialist (APT A) coordinates and facilitates the mandatory new student orientations for Pāalamanui. Once a student completes MNSO, the student will also need to attend a mandatory advising and registration session with an advisor/counselor.

Students are outreached by the Hawai'i CC Onboarding Committee through email and text messages informing students to sign up for an orientation. If a student is designated PAL they attend the Pāalamanui orientation, however PAL students may also attend the orientation with the main campus. If a student self identifies as a PAL student, they will be referred to PAL-OSS for orientation.

The PAL-OSS unit's practice is to offer student MNSO sessions the week of early registration each semester and will last until the first day of instruction. Table 5 below shows the number of orientations offered in the reporting period as well as the number of students served in orientation.

Table 5: Frequency of Mandatory New Student Orientation

2022 Hawai'i Community College ARPD
Pāalamanui Campus Office of Student Services (PAL-OSS)

<u>Month</u>	<u>Number of Orientations Offered</u>	<u>Number of Students Attended</u>
July 2021	3	24
August 2021	4	16
September 2021	0	0
October 2021	0	0
November 2021	4	8
December 2021	5	11
January 2022	5	15
February 2022	0	0
March 2022	0	0
April 2022	8	16
May 2022	3	12
June 2022	7	24
Total:	39	126

The Student Services Specialist (APT A) collects data of MNSOs offered, but also sends surveys after each orientation. Table 6 below shows the survey data for MNSO.

Table 6: Survey Data for MNSO

<u>Survey Prompt:</u>	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neither</u>	<u>Agree</u>	<u>Strongly Agree</u>
The orientation increased my understanding...					
...of the roles within the UH System, UHCCs, Hawai'i CC Pāalamanui, and UH Center West Hawai'i.	0	0	1	5	12
...of deadlines dates.	0	0	3	4	11
...of financial aid.	0	0	6	4	8
...of how to use STAR & STAR GPS Registration	0	1	4	4	9
...of how to use My UH Services.	0	0	1	6	11

Campus Tours

PAL-OSS is readily available to our community and prospective students as the unit staff continues to provide campus tours. The campus tours provide tour recipients with resources and a historical and cultural component of the Pāalamanui Campus. As outlined in Table 7, the unit facilitated five tours. These tours included prospective students and tours to UH programs, college administrators, and elected government officials. There were more tours given, but these tours were recorded.

This [Pāalamanui Campus Tour Brochure](#) was created to help guide each tour.

Table 7: Frequency of Campus Tours

<u>Month</u>	<u>Number of Tours</u>
March 2022	Pierce College District Flagstaff Chancellor's Friends
April 2022	Lew Nakamura Ag Class Tour JABSOM UH Manoa Tour
June 2022	Governor Ige and Crew

II. Student Scheduled and Walk-In Appointments

A major function of the PAL-OSS unit is meeting with students. Students can either schedule an appointment via STAR Balance, call our office to make an appointment, send an email, or walk-in to the PAL-OSS office to be assisted. Returning and transfer students are outreached by the college Onboarding Committee through emails and text messages informing students to make an appointment for mandatory advising. New students are referred or scheduled at the time of MNSO. In July 2020 the Temporary Faculty Counselor resigned. The Counselor resignation left the PAL-OSS unit with an Educational Specialist (APT A), Student Services Specialist (APT B), and a Student Services Specialist (APT A) to schedule and advise all incoming, continuing, dual credit, early college, and prospective students. In February 2022, the college filled the Counselor position.

The data in Table 8 below was extracted from STAR Balance. It shows the number of student appointments for the reporting period.

Table 8: Number of Student Appointments

<u>Semester or Term</u>	<u>Duplicated #</u>	<u>Unduplicated #</u>
Summer 2021	289	156
Fall 2021	341	202
Spring 2022	402	268
Summer 2022	162	122
Total:	1194	748

The data in Table 9 was also extracted from STAR Balance and it shows the appointment reason (type of appointment) as well as how many students requested those appointments.

Table 9: Types of Appointments

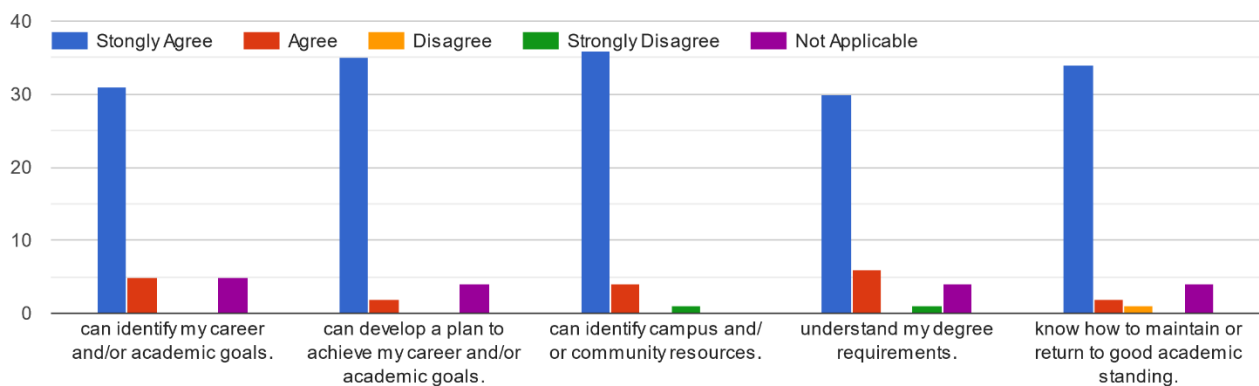
<u>Type of Appointment</u>	<u># of Students Requesting this Type of Appointment</u>
Academic Action (Probation, Suspension, Dismissal)	5
Academic Advising	689
Admissions Assistance	57
Career Counseling	11
Counseling/General Concern	75
Financial Aid & Scholarships	61
Quick Questions	44
Student Club/Organization	27
Transfer Advising	221

After each student appointment a link with the PAL-OSS evaluation is sent. A separate Counselor Evaluation is sent by the Counselor. Below are some evaluation results from students who completed the evaluation.

PAL-OSS Evaluation Results

Chart 1: Asks students to identify what they have gained after their advising meeting

After this meeting I...



Based on this survey data, students are able to identify career and/or academic goals, can develop a plan to achieve their career and/or academic goals, can identify campus and/or community resources, can understand their degree requirements, and know how to maintain or return to a good academic standing.

Chart 2: Asks students to rate the services they received

2022 Hawai'i Community College ARPD
Pāalamanui Campus Office of Student Services (PAL-OSS)

Please rate the services you received by checking the appropriate boxes. This information will help improve student services.

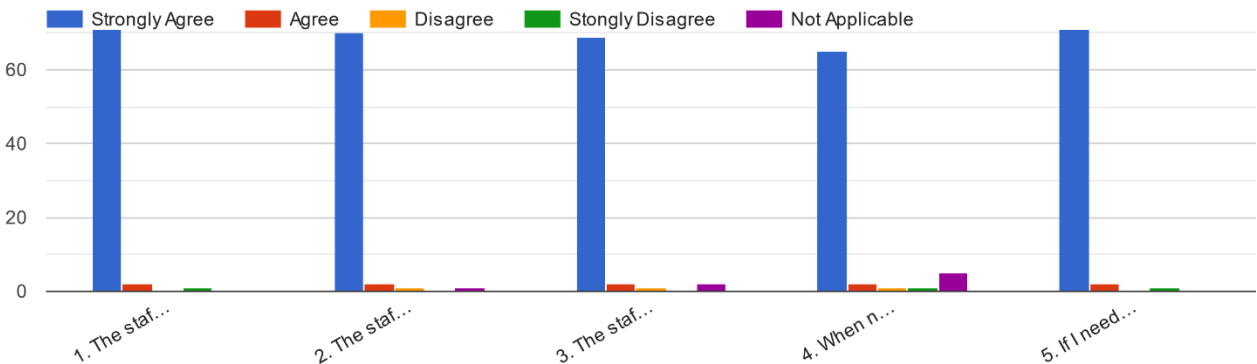


Chart 2 statements are not really visible in the chart above. Below is each statement in the chart by number:

1. The staff member listened to me and understood my reason(s) for seeking help, then responded to my concerns.
2. The staff member provided me with helpful information.
3. The staff member provided a safe and inviting environment.
4. When needed, they assisted me in getting information from another office or agency.
5. If I need to see someone in the future, I would choose to see this staff member again.

Additional Comments from Evaluation

The unit evaluations qualitative data is important because it captures student voices. Chart 3 below includes the comments that students included in their evaluation responses.

Chart 3:

<u>Comments from PAL-OSS Unit Evaluations</u>
“Carrie was very helpful in helping me understand my options and the requirements to obtain my goals. She is very supportive and knowledgeable.”
“The meeting was very useful and motivational.”
“She sounded so nice and I was grateful. I love her! She’s very helpful”
“Very helpful and efficient. Great follow up, thank you!”

“Ian is very knowledgeable and made me very comfortable about my future goal planning.”
“Ian was really helpful and thoughtful. He answered all my concerns and advised me very clearly. I really appreciate him.”
“Precious was extremely helpful and accomodating. Thank you!”

III: University Center West Hawai‘i (UCWH)

The primary purpose of the University Center is to provide distance learning with local support for the many degrees and certificates offered by the University of Hawai‘i colleges and universities. The data in Table 10 below was extracted from the University Center Annual Performance Report for the fiscal year 2021-2022. The data reflects the initial contacts made by the previous Educational Specialist who served as the contact for the UCWH during the reporting period. Some contacts during this period were made by the new Faculty Counselor as the Educational Specialist was transitioning to retirement.

Please note: Per the University Center Representatives, the Educational Specialist for West Hawai‘i began data collection in this reporting period therefore the data may not be accurate.

Table 10: University Center West Hawai‘i 2021-2022 Data

<u>Demand Indicator</u>	<u>July 1, 2021-June 30, 2022</u>
# of Initial Student Contacts (unduplicated)	72
# of Successive Student Contacts (more than once)	60
# of Students that Applied to UC Supported Programs	197
# of Students Worked with that Applied to UC Supported Programs	2

There was a general decline overall in the University Center enrollment across the different University Center locations.

IV: Early College and Running Start

The Early College and Running Start program is for participating high school students. These high school students can choose to enroll in college classes that take place either on their high school campus or at a Hawai‘i Community College campus. Students earn credits toward high school graduation and a credits toward a college degree.

2022 Hawai'i Community College ARPD
Pāalamanui Campus Office of Student Services (PAL-OSS)

The PAL-OSS unit works in conjunction with the main Manono Campus on early college and running start student enrollment. The PAL-OSS unit serves the West Hawai'i students in these programs. The high schools served in this reporting period included Hawai'i Technology Institute, Hawai'i Technology Academy, Honoka'a Ke Kula 'O Ehunuikaimalino, Kanu 'O Ka 'Āina New Century Public School, Kealakehe High School, Kohala High School, Konawaena High School, Makua Kani Christian Academy, and West Hawai'i Explorations Academy Public Charter School. The unit also served a number of students who were home schooled.

In this reporting period, there was one Early College Specialist (APT A) who served the West Hawai'i students. The Early College Specialist collaborated with the West Hawai'i high schools to serve their students. Once applications are collected, the Office Assistant III processed these applications to get the students ready for enrollment. Table 11 below shows the amount of early college and dual credit students applied and registered.

Table 11: Early College and Running Start Data

<u>Semester or Term</u>	<u># of EC/RS Students Applied</u>	<u># of EC/RS Students Registered</u>
Summer 2021	57	54
Fall 2021	125	77
Spring 2022	157	116
Summer 2022	60	41

The Early College Specialist resigned in this reporting period. The Pāalamanui EC/RS program needs a designated position to coordinate all EC/RS programming and student support needs. The PAL-OSS unit will need to pick up the extra duties without this position.

V: Ēlama and Hilo One Scholarship Program

Before choosing your life's road...give us ONE Year! Established with funding from the Hawai'i Community Foundation Kūk'io Fund, the Oak Foundation, the Takitani Foundation, the Dorrance Foundation of North Kohala, the Roberts Foundation, and other generous supporters. The Ēlama and Hilo One Program at Hawai'i Community College-Pāalamanui is a special initiative that makes college possible for Hawai'i residents who have compelling barriers to college. The program started in 2015 with Ēlama and 2017 with Hilo One. It is a part of the University of Hawai'i System 13th Year Initiative. The program provides a one year scholarship for eligible program scholars and provides comprehensive support to foster personal, professional, and academic growth all the way to an Associates Degree.

During this reporting period the program was managed by one full-time casual hire (89-day temporary hire-APT B) Program Coordinator position. The coordinator was responsible for providing student support, ensuring retention of cohort students, and managing program activities.

The Program Coordinator retired at the end of this reporting period on June 30, 2022. During this time the Faculty Counselor took on the duties of the Program Coordinator until a new person could be hired.

Despite the transitions and challenging circumstances in this period, the program recruited and offered cohort acceptance to 60 students but only 41 students ultimately enrolled. The highlighted success of the 2021-2022 cohort is that eight students earned their associates degree within the first year on a special accelerated program.

Data for the Ēlama and Hilo One Program came from the end of year report furnished to the scholarship donors.

3. Program Student Learning Outcomes or Unit/Service Outcomes

Due to this report being the first as a new unit team, PAL-OSS is still in the progress of developing Unit Outcomes. The unit will be aligning with the institutional learning outcomes as well as the Pāalamanui Campus outcomes.

The Director of Pāalamanui has created goals and visions for the Pāalamanui Campus. We hope to align to the following goals extracted from the Director's plans:

1. Improve communication internally
2. Monitor enrollment numbers for the University Center, West Hawai'i and Pāalamanui Campus
3. Continue to build key relationships with Hilo and the West Hawai'i Community

4. Action Plan

Due to this report being the first as a new unit team, PAL-OSS is still in the progress of developing an action plan.

Based on #3, we may include the following action plan in the future unit reviews:

1. Improve communication with students through various modalities and constant contact from outreach, admissions, registration, and retention.
2. Continue to improve data and tracking methods

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.

Although the unit would like to request for another 1.0 FTE Counseling Position, the position is already being requested through the efforts of the Pāalamanui Director.

The next unit review may include more needs.

Pāalamanui Office of Student Services
Annual Unit Review 21-22
Attachments and Supporting Documentation

There were not enough uploading slots to put all our data. Please view:

https://drive.google.com/drive/folders/1B2HbWCQubq1ShPbt2TzL6AuWc1E1SlSX?usp=share_link