

ANNUAL

REPORT OF PROGRAM DATA

2023

A photograph of a campus landscape featuring a winding paved path, green grass, and modern buildings in the background. The image is overlaid with a purple geometric design consisting of several overlapping triangles.

UNIVERSITY of HAWAI'I
HAWAI'I
COMMUNITY COLLEGE

July 1, 2022 through June 30, 2023

Admissions & Records Office

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1. Program or Unit Mission

Admissions and Records Office (ARO): The ARO is responsible for all admissions, registration, records maintenance, and veterans' administration benefits functions and services. It provides services to the entire Hawaii Community College Kauhale – students, faculty, staff, administrators and the community. The mission of the ARO is to support student success through practices and policies that are fair, accurate, service-oriented, and timely.

The overall functions of the unit include but not limited to the following:

- Outreach and recruitment assistance
- Application assistance and processing
- Registration inquires and processing
- Transcript evaluation and request
- Enrollment and degree verifications
- Grades and end of term processing
- Graduation: Diploma and certificate conferrals and orders
- Compliance with federal, state, and institutional requirements
- Residency review and determinations
- Medical document assistance
- Veteran certifications and Department of Defense compliance
- Processing various Admissions & Records Forms
- Customer inquiry (in-person, phone, email, zoom)
- FERPA
- Participation Verification Communication and Processing
- Kualī form building and web information
- Acceptance email development, set up, and maintenance
- Record keeping and file maintenance

2. Program Student Learning Outcomes or Unit/Service Outcomes

UNIT OUTCOMES #	UNIT OUTCOMES	Aligned to ILO #
1	The Admissions & Records Office will process admission	1,2,3

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2	applications in a timely manner The Admissions & Records Office will deliver excellent and efficient customer service.	1,2,3,4,5,6
3	The Admissions & Records Office will provide clear pertinent and accurate policy and procedural information through a variety of media.	1,2,3,4,5

During this reporting period, the unit has faced many changes by developing new strategies, limited staffing, and learning and adapting to new technology through various platforms. The success of the unit throughout this reporting period is the unit's ability to adapt to environmental trends of system initiatives and the needs of the students, institution, and community.

UO 1

Outcomes

The Admissions & Records Office will process admission applications in a timely manner.

Assessment Strategies

The unit in AY 22-23 average days to process has seen a decrease. Through processing efficiency changes applications have been processed by one staff member. The institution adopted the UH System Kamaaina Application in Fall 2022. The application customization allowed simplified questions for graduating Hawaii high school seniors and early college students. The Centralized Admissions Office supported processing of the Kamaaina Application.

Application Processing Time (2023) Liaison & Kamaaina			
Term	Processed Dates	Avg. Days to Process	Avg. Credits Registered
Fall 2023	Jan 2023-Aug 2023	3	4
Spring 2023	Aug 2022-Jan 2023	4	3

Application Processing Time (2022) Liaison & Kamaaina			
Term	Processed Dates	Avg. Days to Process	Avg. Credits Registered
Fall 2022	Jan 2022-Aug 2022	7	4
Spring 2022	Aug 2021-Jan 2022	6	4

Transcript Evaluation Time Table				
Month	# of Transcripts	Avg. Days to Evaluate	Avg. Credits Transferred	% Of students that registered
22-Jul	30	14	32	58
22-Aug	60	2	34	50
22-Sep	8	10	35	75
22-Oct	22	3	38	54
22-Nov	33	5	42	69
22-Dec	46	4	38	73
23-Jan	31	3	26	74
23-Feb	11	8	35	63
23-Mar	16	9	38	6
23-Apr	61	8	34	68
23-May	37	8	52	59
23-Jun	12	2	28	50

Evaluation

Overall, the ARO has seen promising results regarding the average days to process applications and transcripts. Although, transcript evaluations have always been time consuming due to the volume, intricacies, and the ratio of evaluators, the impact may hinder the institutions transfer student population and registration. In comparison to AY 21-22, the 22-23 results have shown that the unit has attained the revised goal of 3-7 business days for applications and on many occasions the 7-10 business days for the transcript processing timeline.

The unit's average days to process applications have seen a steady decrease due to processing changes and the development of data imports from the application to the UH SIS system. A single staff member is able to process all HawaiiCC applications. Additionally, the Kamaaina Application allowed processing staff to shift focus to better support standard and international applications.

Regarding the transcript evaluation processing, it is essential to note the days to evaluate calculation are compiled by the "date received" request against the "date evaluated." In some cases, when ARO receives a transcript to be evaluated, the student has not applied; therefore, we can only proceed once an application has been received. The transcript evaluators include (1) APT A and (1) OA III.

Additionally, transcript evaluation is one of many job duties of the evaluators. The unit has revised transcript evaluation processing timeline to 7-10 business days due to the nature of the procedures and staffing. The unit will need to incorporate the application submitted date into the time calculation in order to better understanding the processing timeline.

UO 2

Outcome

The Admissions & Records Office will deliver excellent and efficient customer service.

Assessment Strategies

The unit continues to develop a customer satisfaction survey with Paepae Haumana, which includes Admissions & Records, Financial Aid, and Information Center.

The unit continued the customer feedback form as it is an added feature to provide a platform where students can make comments or suggestions for improvement as the result of a recommendation made by a previous mystery shopper presentation to ARO.

Evaluation

There are no evaluations for this reporting period as the unit is in the process of developing a student satisfaction survey with Paepae Haumana. Additionally, two entries recorded in the customer feedback form. As the unit will address the webpage per the two entries suggestions. The unit will work on an ARO customer satisfaction survey and attach it to the departmental email autoresponder.

Customer Service and Efficiency Training

The unit conducted several trainings within the reporting period for students and staff regarding customer service, confidentiality, new practices and procedures.

UO 3

Outcome

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

Assessment Strategies

The ARO unit has reviewed webpages and onboarding information every semester and yearly or as needed based on policy and procedure changes. The unit has worked with outsourced tools and collaborated with the UH System and campus representatives to increase the students' multimedia experience.

The platforms used are Salesforce and Signal Vine. Salesforce offers customized acceptance emails highlighting the next steps a student should take along with student information. The Salesforce component is facilitated through the UH System Centralized Admissions Team. The content comes from the ARO and marketing office. The unit works with the campus representative to send out appropriate onboarding messaging via text through Signal Vine. Additionally, the unit has built various electronic forms through Kuali during 21-22 and 22-23 reporting period of more than 15 completed and several in-progress.

The unit continued updating webpages that have admissions and records content throughout the website.

Evaluation

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Overall, the unit has continued updating pertinent policy and procedural changes to the primary source of viewing access via online web pages. Additionally, during the reporting period, the culmination of electronic services was provided:

- Continued conversion from paper to E-forms.
- E-transcripts
- E-diplomas

Additional services

Enrollment verification has seen a slight decrease as the speculation that the National Student Clearinghouse option on our webpage may have shifted the numbers to decrease.

Transcript request has seen a decrease for this reporting period. No data or speculation to support the reduction.

ARO emails have seen a decrease in volume, perhaps due to electronic forms being available and the submission process through Kuali compared to email.

Enrollment Verification		Transcript Request		ARO Emails	
AY	QTY	AY	QTY	AY	QTY
22-23	116	22-23 (Campus)	Data no avail	22-23	10,700
21-22	193	22-23 (E-Trans NSC)	1549	21-22	6,178
Free service to students		21-22 (Campus)	1307	Email includes questions about the following (applying, transcripts, medical, e-forms processing, etc.)	
		21-22 (E-Trans NSC)	289		

Veteran Services

Veteran Students		
AY	Students Certified	Degree and/or Certificates Awarded
22-23	131	28
21-22	210	66

Recruitment/Community Engagement

During this reporting period, the unit did not participate in recruitment/community in-person engagement efforts. However, the unit continued to be a part of the Onboarding Committee to support in various events focusing on Admissions.

3. Analysis of the Program/Unit

[Annual Review of Program Data \(hawaii.edu\)](#)

The data provided in the ARPD 2022-2023 report for Student Services – Demand Indicator are reflective of the institution rather than specifically ARO. However, the unit supports demand indicators through the processing of applications and onboarding assistance.

Demand Indicators that ARO supports are the output of processing applications, which is somewhat reflective of enrollment. In the review of the ARPD comparative data from AY 2021-22 and 2022-23, the institution has seen a decrease in almost all areas of annual headcount. A complete analysis of the institution's enrollment decrease has yet to be determined. However, internal and external factors may have contributed to the decline.

Internal: During the reporting period of AY 2022-23, the application volume due to limited outreach events and the navigation of a more robust application may have caused a decline in application submissions. Additionally, the State of Hawaii vaccination requirement and trying to obtain health clearance records may have affected the enrollment demand indicators.

External: During the reporting period of AY 2022-23, the college transitioned post COVID-19 pandemic. Many community members are reestablishing various approaches post pandemic.

Despite the decline in many demand indicators, there was an area with an increase. In the AY 2022-23-line item 10e. Fall Semester Registration Status – Home Campus Other has seen an increase. Although an analysis of what factors caused the growth in this area has not been determined. The speculation is that more online courses are available than in the past, which may be a niche for students wanting to take classes at other UH system institutions.

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#	Demand Indicators	2018 - 19	2019 - 20	2020 - 21	2021 - 22	2022 - 23
1.	Annual Headcount ALL Students	3,209	3,197	3,107	2,829	2,801
2.	Annual Headcount NH Students	1,385	1,371	1,310	1,183	1,117
3.	Actual Percent Change from Prior Year ALL	-9%	0%	-3%	-9%	-1%
4.	Actual Percent Change from Prior Year NH	-9%	-1%	-4%	-10%	-6%
5.	Annual Headcount of Recent Hawaii High School Graduates	316	357	311	310	289
6.	Percent of Service Area's Recent High School Graduates	16%	18%	15%	14%	14%
7.	Annual Headcount of Students 25-49 Years Old	989	1,004	1,009	890	804
8.	Annual Headcount from Underserved Regions	2,989	2,992	2,828	2,517	2,503
9.	Annual Headcount in STEM programs	206	211	208	188	201
10a.	Fall Semester Registration Status - New Students	923	901	868	739	414
10b.	Fall Semester Registration Status - Transfers Students	199	207	177	156	177
10c.	Fall Semester Registration Status - Continuing Students	1,093	1,128	1,020	910	725
10d.	Fall Semester Registration Status - Returning Students	236	222	194	191	191
10e.	Fall Semester Registration Status - Home Campus Other	181	157	171	252	620
11a.	Spring Semester Registration Status - New Students	438	346	505	409	129
11b.	Spring Semester Registration Status - Transfers Students	95	97	101	82	114
11c.	Spring Semester Registration Status - Continuing Students	1,444	1,640	1,318	1,082	1,016
11d.	Spring Semester Registration Status - Returning Students	120	128	150	97	108
11e.	Spring Semester Registration Status - Home Campus Other	204	191	229	263	625

Effective Indicators in the ARPD data include persistence, degree, certificates awarded, and transfers. The data in this section is reflective of the institution and not solely of the unit. ARO's role in these areas are the communication aspects about registration dates and the data from STAR with a degree and certificate awarding. The viable, effective indicator for ARO includes the number of students that applied, accepted, and registered. Additionally, the understanding of the percentage of students that are accepted and registered. In most cases, the differentiation between applied and accepted numbers is due to other system campuses accepting the student, canceled applications, and pseudo-applications. Overall, the yield rate (Accepted to Registered) throughout AY 2022-23 averaged 50.5%

AY 22-23 Admissions Data				
Semester	Applied	Accepted	Registered	% Registered
Fall 22	2,565	2,284	1,104	48%
Spring 23	1,539	1,434	770	53%

AY 21-22 Admissions Data				
Semester	Applied	Accepted	Registered	% Registered
Fall 21	2,206	2,082	1,096	52%
Spring 22	1,017	936	557	59%

The yield rate percentage (% Registered) has been a constant area for improvement throughout the years. Although, ARO is not solely responsible for the actions that reflect a student's decision to transition from Accepted to Registered status. The department works closely with several units within the Onboarding Committee to strategize ways to improve the yield rate outcome through collaborative communication and identifying potential enrollment hurdles. However, the lack of data and resources inhibits the ability to specify a concrete reason rather than speculation of why accepted students have not registered for courses after applying to the campus.

Efficiency Indicators: The unit tries to adhere to revised processing goals of three to seven business days and re-strategize how we process applications. The unit in AY 2022-23 continued acceptance processes, and the pre-programmed feed from the online application into banner provided a shorter timeline for reviewing and processing acceptance.

4. Action Plan

The ARO unit will continue to work on innovative measures toward student satisfaction and enrollment methods on both a system and institutional level. The unit will maintain partnerships with other units and committees to incorporate efforts regarding onboarding, retention, and transfer.

The unit will continue daily efforts toward onboarding and work collaboratively with other campus units on a team-focused high-touch approach in a virtual and face-to-face environment.

The unit will continue to meet with the Onboarding committee to discuss outreach, marketing, acceptance, the next steps to get students enrolled, and at what point a seamless student handoff will happen. The objective is to increase the acceptance-to-registration ratio (yield rate). The unit will be working with the UH system CC centralized admissions to provide insight and feedback. The unit will continue to reevaluate procedures to assist with accepted unit goal within three to seven business days. ARO is working meeting the needs of every student through the evaluation and implementation of streamlining processes.

Additionally, the unit recognizes that how services are delivered is just as crucial as timely delivery. The unit is working on how service is provided based on the student's needs. The unit will need to reorganize the high-touch approach and think of creative methods to reach students while incorporating student-friendly services in an ever-changing virtual/face-to-face environment. Additionally, ARO will continue working with the webmaster to update information on the website to provide a new look with simple navigation and essential information for students, faculty, and the community. The unit will continue to do annual updates on the ARO webpage to reflect the most up-to-date information. Additionally, the unit has undertaken Quali form building as a tool to assist students in an electronic submission format. The electronic forms will help track submitted documents and provide timely notification to students and the responsible parties for approvals and processing.

Regarding application and transcript evaluations, the unit will continue to evaluate and implement efficient practices to assist the processing timeline. Regarding customer service and student satisfaction, the unit will

continue training and professional development toward delivering excellent service. The unit will look at different options to evaluate customer service interactions. The unit will continue to re-strategize customer service and satisfaction assessments.

The unit will continue to expand service information by working with the Paepae Haumana - Welcome Center on the development of a student satisfaction survey. Additionally, developing creative ways to get information to students and have a decent survey participation pool. The assessment would include measurable questions based on the unit and student interaction. The unit will continue the training in the delivery of excellent customer service.

5. Resource Implications

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

Detail any special resource requests not funded by your regular operating budget, including reallocation of existing resources (physical, human, financial) to support action or Perkins plans.

**Note that 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: _____ 1 _____ (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: Assistant Registrar**

✓ **Justification: Position Abolished during COVID pandemic. The position is still needed at the institution as the intricacies of state and federal regulations require the institution to maintain precise reporting based on the variety of regulations which has increased over the years. If precise reporting is not maintained the institution can face monetary impacts or a stop in federal funding. This position will do many other tasks and duties, but the main focus is the compliance aspect of the position.**

✓ **Priority Criteria** (must meet at least one of the following): **Meets (1, 3, 5)**

1. Ensure compliance with mandates and requirements such as laws and regulations, executive orders, board mandates, agreements and contracts and accreditation requirements.

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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);
	Overdue, ASAP	Instructional & Student Support (Assistant Registrar) 11 month, Permanent	\$60,000 annually	Position #81687