

2024 Annual Report of Program Data

Admissions & Records Office



1. Program or Unit Mission

Admissions and Records Office (ARO)

The Admissions and Records Office (ARO) at Hawaii Community College Kauahale is responsible for all aspects of admissions, registration, records maintenance, and veterans' administration benefits. The ARO serves a diverse audience, including students, faculty, staff, administrators, and the community.

Mission

The mission of the ARO is to support student success through practices and policies that are fair, accurate, service-oriented, and timely.

The Admissions and Records Office (ARO) offers a wide range of essential functions to support students and the community at Hawaii Community College Kauahale. Here's an overview of its key responsibilities:

Key Functions of the ARO:

- **Outreach and Recruitment:** Engaging prospective students to foster enrollment.
- **Application Assistance:** Guiding applicants through the application process and managing submissions.
- **Registration Processing:** Handling inquiries and processing course registrations efficiently.
- **Transcript Services:** Receiving and evaluating external transcripts sent to the institution and fulfilling transcript requests.
- **Enrollment Verification:** Providing official confirmations of student enrollment and degree status.
- **Grades Management:** Processing grades and managing end-of-term activities.
- **Graduation Services:** Overseeing the conferral and ordering of diplomas and certificates.
- **Regulatory Compliance:** Ensuring adherence to federal, state, and institutional regulations.
- **Residency Determinations:** Reviewing and confirming residency status for tuition purposes.
- **Medical Documentation:** Assisting with the submission and processing of medical documents.
- **Veteran Services:** Certifying semester enrollment for veterans and ensuring compliance with Department of Defense regulations.
- **Form Processing:** Managing various Admissions and Records forms efficiently.

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- **Customer Support:** Addressing inquiries through in-person, phone, email, and Zoom channels.
- **FERPA Compliance:** Upholding student privacy rights in accordance with the Family Educational Rights and Privacy Act.
- **Participation Verification:** Communicating and processing confirmations of student participation.
- **Kuali Forms:** Building forms and maintaining information through the Kuali system.
- **Acceptance Communications:** Assistance with developing and maintaining acceptance emails for new students.
- **Record Keeping:** Maintaining accurate and organized student records and files.

These functions are integral to fostering a supportive environment that enhances student success.

2. Program Student Learning Outcomes or Unit/Service Outcomes

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

During this reporting period, the unit has navigated numerous changes by implementing new strategies, addressing staffing limitations, and adapting to emerging technologies across various platforms. The unit's resilience can be attributed to its capacity to respond to environmental trends, system initiatives, and the evolving needs of students, the institution, and the community. This adaptability has been crucial in maintaining service despite the challenges.

UO 1

Outcomes

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

Assessment Strategies

In AY 23-24, the unit has achieved promising results, with average processing times falling within the target range of 3-7 business days. Efficiency improvements have allowed applications to be processed by a single staff member. Additionally, the institution has maintained the use of the UH System Kamaaina Application for early college and Hawaii high school graduating seniors. The Centralized Admissions Office continues to provide support for processing the Kamaaina applications.

Application Processing Time (2024) Liaison & Kamaaina			
Term	Processed Dates	Avg. Days to Process	Avg. Credits Registered
Fall 2024	Sept 2023-Aug 2024	3	4
Spring 2024	Aug 2023-Jan 2024	3	3

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

Transcript Evaluation Timetable (2023-2024)				
Month	# of Transcripts	Avg. Days to Evaluate	Avg. Credits Transferred	% Of students that registered
23-Jul	49	7	41	53
23-Aug	37	13	43	86
23-Sep	15	4	48	80
23-Oct	30	2	32	33
23-Nov	41	7	47	60
23-Dec	34	7	38	50
24-Jan	40	3	34	80
24-Feb	18	3	28	78
24-Mar	18	8	52	22
24-Apr	42	6	31	74
24-May	19	4	38	47
24-Jun	43	2	26	49

Evaluation

Overall, ARO has reported promising improvements in the average processing times for applications and transcripts. However, transcript evaluations remain time-consuming due to high volumes during peak periods and their inherent complexities, which could negatively impact the transfer student population and registration. In the 2023-2024 academic year, the unit has successfully maintained the goal of processing applications within 3-7 business days. Transcripts are typically processed within an average of 7-10 business days, though this timeline is not always consistently met. Processing times may extend during peak periods or staff shortages.

The unit has averaged the 3-7 business day timeframe for application processing, thanks to ongoing enhancements in processing methods and data integration between the application and the UH SIS system. One dedicated staff member has managed all HawaiiCC applications. Moreover, the centralized admissions processing for early college students and graduating high school seniors through the Kamaaina Application has allowed HawaiiCC staff to better support standard and international applications.

It's important to note that towards the end of this reporting period, the APT A transcript evaluator at HawaiiCC left the position, and the OA III took over those responsibilities. Additionally, transcript evaluation is just one of the many duties assigned to the evaluators.

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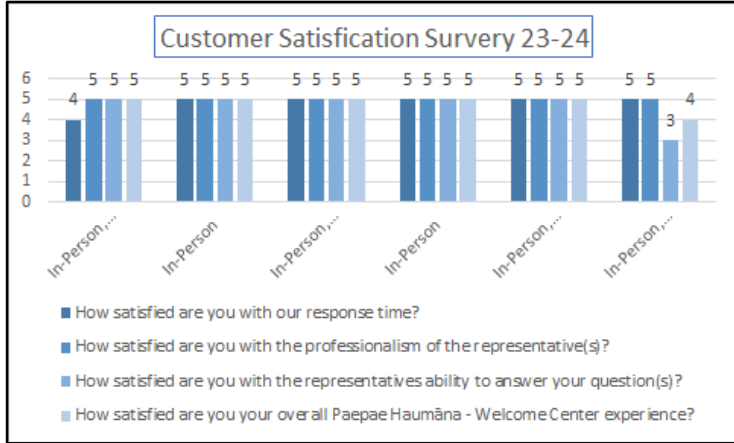
Outcome

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

Assessment Strategies

Paepae Haumāna created a customer satisfaction survey encompassing Admissions & Records, Financial Aid, and the Information Center. This survey featured questions assessing customer satisfaction using a Likert scale from 0 to 5, where 5 indicates the highest level of satisfaction and 0 is the lowest. Additionally, the unit maintained the customer feedback form to offer a platform for customers to share comments or suggestions for improvement.

Evaluation



Overall, the results reflected positive feedback on the professionalism of the representatives. However, there are areas for improvement, such as response time, the ability to answer questions, and the overall experience at the Paepae Haumāna Welcome Center. While these concerns are not limited to ARO, it was one of the three units identified on the form. The customer feedback form also provided several suggestions for this reporting period, and the unit will explore ways to enhance the information on our webpage by collaborating with other units to ensure a seamless understanding.

Customer Service and Efficiency Training

The unit assisted with several training sessions for students and staff at the Paepae Haumāna Welcome Center on customer service, confidentiality, and new practices and procedures.

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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 reviews webpages and onboarding information each semester, as well as annually or as needed, based on policy and procedure changes. The unit has collaborated with outsourced tools and worked alongside the UH System and campus representatives to enhance students' multimedia experiences.

The platforms utilized include Salesforce and Signal Vine. Salesforce provides customized acceptance emails that highlight the next steps students should take, with content sourced from both the ARO and facilitated through the UH System Centralized Admissions Team. Additionally, the

unit coordinates with campus representatives to send relevant onboarding messages via text using Signal Vine.

During the 2023-2024 reporting period, the unit developed several electronic forms through Quali, completing more than three and having several others in progress. The unit also continued to update webpages containing admissions and records information throughout the website.

Evaluation

Overall, the unit has consistently updated relevant policy and procedural changes on the primary online access points. During the reporting period, the unit successfully implemented several electronic services, including

- Ongoing conversion from paper forms to E-forms
- Restructuring ARO webpages to include relevant information.

Additional services

Enrollment verification has experienced a slight increase, while requests for electronic transcripts have also risen. Conversely, ARO emails have decreased, possibly due to the increased availability of electronic forms.

Enrollment Verification		Transcript Request	
AY	QTY	AY	QTY
23-24	129	23-24 (Campus print)	128
22-23	116	23-24 (Electronic NSC)	1,921
*Enrollment verification is a free service to students		22-23 (Campus print)	Data not available
		22-23 (Electronic NSC)	1549

Veteran Students		
AY	Students Certified	Degree and/or Certificates Awarded
23-24	179	33
22-23	131	28

ARO Emails	
AY	QTY
23-24	8,850
22-23	10,700
* Emails include questions about the following: (Onboarding, application, transcripts, medical , electronic forms processing, etc.)	

Recruitment/Community Engagement

During this reporting period, the unit engaged in limited in-person recruitment and community outreach efforts. However, it remained actively involved in the Onboarding Committee, supporting various events focused on admissions and registration.

3. Analysis of the Program/Unit

<https://uhcc.hawaii.edu/varpd/>

The data presented in the ARPD 2023-2024 report for Student Services – Demand Indicators reflect the institution as a whole rather than specifically ARO. However, the unit contributes to these demand indicators through its application processing and onboarding assistance.

ARO supports demand indicators by facilitating the processing of applications, which correlates somewhat with enrollment trends. A review of the ARPD comparative data from AY 2022-23 to 2023-24 shows increases in some areas of annual headcount, although a complete analysis of the factors driving this enrollment growth is still pending. It’s important to consider that we are emerging from the impacts of the pandemic.

Despite a decline in some demand indicators, there has been an increase in annual headcount for AY 2023-24. However, the specific factors contributing to this growth have not yet been identified. Speculatively, the increase may be linked to a greater availability of online courses, which could appeal to students interested in taking classes across other UH system institutions. Meanwhile, the reasons behind the decrease in annual headcount in NH and STEM areas remain unclear.

2024 Hawai'i Community College ARPD
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#	Demand Indicators	2019 - 20	2020 - 21	2021 - 22	2022 - 23	2023 - 24
1.	Annual Headcount ALL Students	3,197	3,107	2,829	2,801	3,040
2.	Annual Headcount NH Students	1,371	1,310	1,183	1,117	1,105
3.	Actual Percent Change from Prior Year ALL	0%	-3%	-9%	-1%	9%
4.	Actual Percent Change from Prior Year NH	-1%	-4%	-10%	-6%	-1%
5.	Annual Headcount of Recent Hawaii High School Graduates	357	311	310	289	323
6.	Percent of Service Area's Recent High School Graduates	18%	15%	14%	14%	15%
7.	Annual Headcount of Students 25-49 Years Old	1,004	1,009	890	804	995
8.	Annual Headcount from Underserved Regions	2,992	2,828	2,517	2,503	2,650
9.	Annual Headcount in STEM programs	211	208	188	201	178
10a.	Fall Semester Registration Status - New Students	901	868	739	414	443
10b.	Fall Semester Registration Status - Transfers Students	207	177	156	177	169
10c.	Fall Semester Registration Status - Continuing Students	1,128	1,020	910	725	731
10d.	Fall Semester Registration Status - Returning Students	222	194	191	191	180
10e.	Fall Semester Registration Status - Home Campus Other	157	171	252	620	737
11a.	Spring Semester Registration Status - New Students	346	505	409	129	120
11b.	Spring Semester Registration Status - Transfers Students	97	101	82	114	97
11c.	Spring Semester Registration Status - Continuing Students	1,640	1,318	1,082	1,016	1,031
11d.	Spring Semester Registration Status - Returning Students	128	150	97	108	80
11e.	Spring Semester Registration Status - Home Campus Other	191	229	263	625	826

Effective indicators in the ARPD data include persistence, degree completion, certificates awarded, and transfers. This section's data reflects the overall institution rather than just the specific unit. ARO's responsibilities in these areas involve communicating registration dates and utilizing STAR data related to degree and certificate awards. A crucial indicator for ARO is the number of students who applied, were accepted, and registered. Additionally, it is important to analyze the percentage of accepted students who registered. Differences between the numbers of applicants and those accepted often arise from students being accepted by other system campuses, canceled applications, or pseudo-applications. Overall, the yield rate (the ratio of accepted to registered students) for AY 2023-24 averaged 51.75%.

AY 23-24 Admissions Data				
Semester	Applied	Accepted	Registered	% Registered
Fall 23	2,731	2,627	1301	49%
Spring 24	1,220	1,141	655	57%

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%

The yield rate percentage (% Registered) has consistently been an area in need of improvement over the years. While ARO plays a role, it is not solely responsible for the factors influencing a student's

decision to move from Accepted to Registered status. The department collaborates closely with various units within the Onboarding Committee to develop strategies for enhancing yield rate outcomes through effective communication and the identification of potential enrollment barriers. However, limited data and resources hinder the ability to determine specific reasons—beyond speculation—for why accepted students do not register for courses after applying to the campus.

Efficiency Indicators: The unit aims to meet revised processing goals of three to seven business days and is continually reassessing its application processing strategies. In the 2023-24 academic year, the unit maintained its acceptance processes, and the integration of the online application feed into Banner has resulted in a shorter timeline for reviewing and processing applications.

4. Action Plan

The ARO unit is committed to implementing innovative strategies to enhance student satisfaction and enrollment methods at both the system and institutional levels. We will maintain strong partnerships with various units and committees to improve onboarding, retention, and transfer processes.

Our daily efforts will focus on onboarding, with a collaborative, high-touch approach in both virtual and face-to-face settings. We will continue to engage with the Onboarding Committee to discuss outreach, marketing, acceptance processes, and the seamless transition for students to enrollment. Our goal is to increase the acceptance-to-registration ratio (yield rate).

The unit will collaborate with the UH system's centralized admissions to gather insights and feedback, and we will regularly reassess our procedures to meet the goal of processing applications within three to seven business days. ARO is dedicated to meeting the needs of every student by evaluating and streamlining our processes.

We recognize that the quality of service delivery is just as important as timeliness. The unit will focus on adapting our services to better align with student needs, which may require reorganizing our high-touch approach and developing creative methods to reach students effectively in an evolving virtual and face-to-face landscape.

We will continue to work with the webmaster to refresh our website, ensuring it features simple navigation and essential information for students, faculty, and the community. Annual updates will keep the ARO webpage current and informative. Additionally, we are continuing the implementation of Quali form building to facilitate electronic submissions, which will help track documents and provide timely notifications to students and responsible parties regarding approvals and processing.

In terms of application and transcript evaluations, we will strive to implement efficient practices to enhance processing timelines. Our focus on customer service and student satisfaction will involve ongoing training and professional development to ensure we deliver excellent service. We will

explore various methods to evaluate customer service interactions and continuously reassess our strategies for enhancing customer satisfaction.

Furthermore, we will continue to collaborate with the Paepae Haumāna - Welcome Center to fine-tune the student satisfaction survey and strategize effective communication of its results. We aim to engage students creatively to ensure a robust participation rate in the survey, focusing on measurable questions related to unit and student interactions. Ongoing training will reinforce our commitment to delivering exceptional customer service.

5. Resource Implications

Special Resource Requests not included in your operating “B” budget

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.)

✓ **Item Description:** Assistant Registrar

✓ **Justification:** The position was abolished during the COVID-19 pandemic, but it remains essential for the institution. The complexities of state and federal regulations necessitate accurate reporting, which has become increasingly critical over the years. Failure to maintain precise reporting can result in significant financial repercussions or a halt in federal funding. While this position will encompass various tasks and responsibilities, its primary focus will be on ensuring compliance with these regulations.

✓ **Alignment to the [Ka'ao Ka'ika'i Strategic Plan AY2023 - AY2029](#):**

Each resource request must align with one or more of our Strategic Plan Core Commitments:

Ka'ika'i Kuleana	Fulfill kuleana to Native Hawaiians and Hawai'i Island.
Ka'ika'i Haumāna	Develop successful students for a better future.
Ka'ika'i Oihana	Meet Hawai'i Island's workforce needs of today and tomorrow.
Ka'ika'i Noi'i	Diversify Hawai'i Island's economy through innovation and multi-sector partnerships.
Ka'ika'i Kauhale	Build and Maintain the Wellbeing of the College Kauhale.

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ALLOWED CATEGORIES	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: Overdue, ASAP	FTE; Position Type; Position Title Instructional & Student Support (Assistant Registrar) 11-month, Permanent	Estimated Salary \$60,000 annually	Was an Existing Position Abolished? (Y/N); Position #81687