

2024 Annual Report of Program Data

Counseling, Advising & Support Services Center



1. Program or Unit Mission

Counseling, Advising and Support Services Center (CASSC) Mission Statement:

Our mission is to provide counseling and advising services to empower students to achieve their educational, career and personal goals. To best serve our diverse learners, we collaborate with other campus units and our community to develop student centered resources, and facilitate activities that foster student success.

Unit Description (from the Hawai'i CC Catalog)

Counseling, advising, and support services are designed to help all undergraduate students attending a two-year institution develop the academic and personal skills needed to succeed in college. Support services are available for students who are low income, academically under prepared, displaced homemakers, and/or returning older nontraditional students. Individual and/or group counseling is provided by appointment or walk-in in the following areas:

1. Admissions: to assist prospective students with admissions procedures.
2. Academic: to help students be successful in their coursework through awareness of learning and study strategies, academic rules and regulations, educational options, and transfer procedures.
3. Financial Aid: to assist students with general financial aid and scholarship inquiries and to counsel students on financial aid probation, suspension, or termination.
4. Personal: to help students achieve positive relationships with self and others to facilitate the advancement of educational and career goals.

In addition to responding to student requests for assistance, the Counseling, Advising, and Support Services staff reach out to students with special needs through a cooperative arrangement with faculty. For example, students who are observed early in the semester to be having difficulty in a course may be referred to Counseling, Advising, and Support Services for counseling. Also, students on academic warning, probation, or readmission after academic dismissal who receive letters should seek counseling assistance in order to identify and correct problem areas to promote college success.

Target Student or Service Population (not listed in the Hawai'i CC Catalog)

CASSC serves all prospective, new, continuing, returning and transfer students at the two-year college. The Unit primarily identifies and serves students by their program major and career interests, works with Running Start and Early College students, coordinates New Student Orientation in East Hawai'i, provides support to the Student Life program, partners with the Office of International Programs to provide academic advising to international students, and assists students from special populations. Special populations include: veterans, returning adults, former foster youth, and previously incarcerated individuals.

2. Program Student Learning Outcomes or Unit/Service Outcomes

During the 2023-24 review period, CASSC utilized the [Counseling/Advising Evaluation](#), the [Counseling/Advising Services Student Satisfaction Survey](#), the [Transfer 101 Workshop Evaluation](#), and the [Early Alert Survey](#) to assess all [CASSC Unit and Student Learning Outcomes](#).

Counseling/Advising Evaluation

The [Counseling/Advising Evaluation Table](#) summarizes the results received from 832 student respondents. At least 95% of the students strongly agreed that counselors/advisors listened, were helpful, provided a safe environment, and would return to see us again. Ninety percent (90%) strongly agreed that the counselor assisted them with getting information from another office, when needed. When applicable, at least 95% of the 832 students strongly agreed or agreed that after their academic counseling session, they could identify their career and/or academic goals, they had a plan to achieve those goals, and they understood their degree requirements. The Unit met our previously determined benchmark of at least 94% of the respondents would “strongly agree” or “agree” to all ten evaluation items.

Counseling/Advising Services Student Satisfaction Survey

In Spring 2024, CASSC deployed the [Counseling/Advising Services Student Satisfaction Survey](#) to all home campus Hawai'i CC students. [Qualitative results](#) and [quantitative results](#) are compiled from 106 student respondents. These results are not exclusively for the CASSC in Hilo only because Pāalamanui Student Services and Kō Education Center are also included. Overall survey results received indicated the following:

- **Utilized Services: 90.6%** of the students have met with a counselor/advisor.
- **Accessibility of Services:** An average of **94%** of the students strongly agreed or agreed that they knew how to contact a counselor/advisor, they were able to schedule an appointment in a reasonable amount of time, and their counselor/advisor responded to their emails/calls within 1-2 business days.
- **Communication/Quality of Services:** An average of **96%** of the students strongly agreed or agreed that the counselor/advisor gave them enough time to address their questions, communicated clearly, created a safe, comfortable, and respectful environment, and expressed a genuine concern for the student.
- **Competency of Counselor/Advisor:** An average of **93%** of the students strongly agreed or agreed that the counselor/advisor provided accurate information, helped the student to understand the steps to achieve their career and academic goals, made the students aware of resources and encouraged them to use them, and would follow up on any resolved issues.

When asked what they liked about their overall counseling/advising experience, student responses reflected four (4) themes: **General Satisfaction/Helpful; Accessible/Responsive Services; Genuine Care/Encouraging/Student-Friendly Services; and Receiving Good Information/Informative/Thorough.**

When asked how their overall counseling/advising experience could be improved, student responses are categorized into four (4) themes: **No Changes/Satisfied**; **Accessibility of Services**; **Increased/expanded services**; and **STAR related**.

The Unit continues to receive exceptionally strong and positive service ratings from students. The students also demonstrated an increased knowledge and awareness of the steps to create and implement an academic plan and how to access support services.

Transfer 101 Workshop

In 2023-24, the Unit collected 14 student evaluations from 9 (nine) [Transfer 101 workshops](#). The four (4) workshop SLOs align with CASSC UO1 and SLO1. With a mean score of 4.83 for all four (4) evaluation questions, workshop results indicated that 100% of the Transfer 101 SLOs were achieved. Students could explain the differences between an AA and BA degree; knew what resources to use to identify majors to prepare them for their career goals; knew how to identify which 4-year UH campuses offered their degree goal; and knew how to use the "Explore Majors" (What If Journey) tool in STAR.

Changes Made as a Result of the Assessment Results

- The Unit continued to proactively encourage students to complete the evaluation after their individual advising sessions and maintained a higher return rate than the prior year.
- The Unit continued to initiate regular "just in time" contact with students throughout the fall and spring semesters.
 - The Unit deployed a monthly newsletter apprising students of important advising related dates, deadlines and events.
 - The Unit also sent personalized emails directly to continuing students to remind them about class registration.
- Via email outreach and collaborative meetings with instructors who submitted the Fall 2023 Early Alert survey via STAR Campaign, the Unit revised the tool and the indicators utilized to outreach to students, prior to deploying the tool again in Spring 2024.

3. Analysis of the Program/Unit

Counseling Unit Composition

In 2023-2024, the Counseling, Advising and Support Services Center (CASSC) located in East Hawai'i, consisted of 8 general-funded, non-instructional faculty (5 Generalist Counselors, 1 Student Engagement Counselor, 1 Outreach and Recruitment Coordinator, 1 Special Populations Counselor), 1 federally grant-funded TRIO Student Support Services Program (SSSP) Counselor, 1 federally grant-funded TRIO SSSP Advisor, 1 temporary funded, HINET (Hawai'i Nutrition Employment and Training) Coordinator, and 1 general-funded, Office Assistant III.

In addition to the faculty and staff members, the Unit also employed student assistants. The College funded the Unit's student employees via Federal Work Study, tuition and fees funds, TRIO, and/or Bridge to Hope.

Scheduled and Walk-In Appointments

The [Scheduled and Walk-In Appointments Summary Tables](#) indicate the Counseling Unit collectively had **6,684 individual appointments** during this review period. Of these appointments, the Unit assisted **2,739 unduplicated students**, some who might have been prospective and not currently enrolled at Hawai'i CC.

The data indicates that numerous students met with a counselor more than once during the course of each semester. There were higher student contacts in the Fall 2023 semester due in part to enrollment being higher in the fall. Student appointments were slowest during the mid-semester months of September-October 2023 and February-March 2024, and the highest during peak registration times, in the immediate months prior to the start of the Fall 2023 and Spring 2024 semesters.

Demand, Efficiency and Effectiveness

As illustrated in the [VARPD 2024 Demand Indicators](#), the Counseling Unit considers the Demand for the Unit's services to be HEALTHY. The Unit's services are essential to the college, and are available and accessible to all Hawai'i CC students via virtual online, phone, email and in person.

The Counseling Unit considers its Efficiency to be HEALTHY. As reported on the [Efficiency Indicator](#) page, the Unit assisted students for a variety of reasons and provided numerous services in an efficient manner.

The Counseling Unit considers its Effectiveness to be HEALTHY. The Unit measured its effectiveness in several areas: 1) the students' increased knowledge of college policies/procedures, how to set academic and/or career goals, and how to purposefully achieve their goals, 2) the nature of the advising/counseling relationship, 3) the different reasons students meet with a counselor/advisor, and 4) the students' satisfaction with academic advising/counseling provided.

Ka'ao Student Success Pathway

The Counseling, Advising & Support Services Center (CASSC) Unit supports students at each step of their academic journey, from connection to completion. The Counseling Unit consists of two (2) overlapping subunits: **Counseling & Advising** (General Advising and TRIO SSSP) and **Student Engagement** (Early College/Running Start, New Student Orientation, Student Life, and Kahuaola Basic Needs Center). Along with assisting students with direct support, the Counseling Unit develops and implements campus and system initiatives.

The Ka'ao Student Success Pathway, created by Dr. Taupōuri Tangarō, is an indigenous Native Hawaiian framework of student success applicable for all learners. Tailoring Ka'ao with the work CASSC does, the Unit created a [Ka'ao Student Success Pathway Table](#) listing the overall service categories provided by the Unit at the **Hua**, **Ha'alele**, **Huaka'i**, **Ho'ina** and **Ha'ina** stages of a student's academic journey. The Unit revised the table in Summer 2024.

2024 Hawai'i Community College ARPD
Counseling, Advising & Support Services Center

The Unit's major Ka'ao activities and services delivered during this review period included the following:

KA'AO	ACTIVITY/SERVICE
Hua	<ul style="list-style-type: none"> • <u>Early College and Running Start</u>
Hua	<ul style="list-style-type: none"> • <u>Welcome Wednesdays</u>
Ha'alele	<ul style="list-style-type: none"> • <u>New Student Orientation</u>
Ha'alele	<ul style="list-style-type: none"> • <u>Services for Veterans, Active Duty Military and Dependents</u>
Huaka'i	<ul style="list-style-type: none"> • <u>Course Program of Study (CPoS)</u>
Huaka'i	<ul style="list-style-type: none"> • <u>Early Alert Survey</u>
Huaka'i	<ul style="list-style-type: none"> • <u>Kahuaola Basic Needs Center with HINET Ho'ōla 'Ike – Hawai'i Nutrition Employment and Training</u>
Huaka'i	<ul style="list-style-type: none"> • <u>Student Life Services and Kau Wa'a Student Center</u>
Huaka'i	<ul style="list-style-type: none"> • <u>TRIO Student Support Services Program (SSSP)</u>
Ho'ina	<ul style="list-style-type: none"> • <u>Auto Admissions</u>
Ho'ina	<ul style="list-style-type: none"> • <u>STAR Pinning</u>
Ho'ina	<ul style="list-style-type: none"> • <u>Transferring to UH Hilo</u>
Ho'ina	<ul style="list-style-type: none"> • <u>UH Mānoa Ka'ie'ie Program</u>

4. Action Plan

The Counseling Unit continues to meet our goal of providing efficient and effective services as evidenced by our assessment and analysis results presented in this review. For the upcoming 2023-2024 review period, the Unit will continue to provide, maintain, and/or improve as needed, our extensive Ka'ao related services, as well as the **six (6) action items** described in this review.

KA'AO	ACTION ITEM
Hua	<ul style="list-style-type: none"> ● Develop a process to incorporate a career assessment within the onboarding process. <ul style="list-style-type: none"> ○ Aligned to Ka'ika'i Haumāna and Ka'ika'i 'Oihana ● See Career Assessment
Ha'alele	<ul style="list-style-type: none"> ● Collaborate with campus and community partners to address students' basic needs. <ul style="list-style-type: none"> ○ Aligned to Ka'ika'i Kuleana, Ka'ika'i Haumāna and Ka'ika'i Kauhale ● See Kahuaola Basic Needs Center
Huaka'i	<ul style="list-style-type: none"> ● Develop an intervention process for students who are not meeting Satisfactory Academic Progress <ul style="list-style-type: none"> ○ Aligned to Ka'ika'i Haumāna ● See Satisfactory Academic Progress Intervention
Huaka'i	<ul style="list-style-type: none"> ● Increase post-pandemic Student Life Services <ul style="list-style-type: none"> ○ Aligned to Ka'ika'i Haumāna and Ka'ika'i Kauhale ● See Student Life Services
Ho'ina	<ul style="list-style-type: none"> ● Transfer Success Action Plan <ul style="list-style-type: none"> ○ Aligned to Ka'ika'i Haumāna ● See Transfer Initiative
Ha'ina	<ul style="list-style-type: none"> ● Increase the number of Reverse Transfer Graduates <ul style="list-style-type: none"> ○ Aligned to: Ka'ika'i Haumāna ● See Reverse Transfer

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: 3 (4 items max.)

The Counseling Unit is submitting Personnel Resource requests for:

- [Career Counselor](#)
- [Student Life Counselor](#)
- [Basic Needs Coordinator](#)