

2024 COMPREHENSIVE Report of Program Data INFORMATION CENTER



1. Program or Unit Mission

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 the Counseling, Advising and Support Services Center, Career Center, Kahuaola Basic Needs Center, TRIO Student Support Services, Disability Services, Mental Wellness Services, Business Office, The Learning Center, Office of International Programs, Kō Education Center, and the Pālanui 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.

2. Program Student Learning Outcomes or Unit/Service Outcomes

AY 20-21, AY 21-22, & AY 22-23 Service Area Outcomes (SAO)

1. (SAO1) When contacting the Information Center, constituents will receive satisfactory customer service and accurate response(s) in a timely and efficient manner.

2024 Hawai'i Community College ARPD
Information Center

2. (SAO2) Through attending a campus tour, participants will be satisfied with the information provided and will feel prepared to enroll in college.
3. (SAO3) Members of the Hawai'i CC Kauhale will increase their awareness of the Information Center and the services offered through various campus communications.
4. (SAO4) When contacting the Paepae Haumāna - Welcome Center, constituents will have the ability to ask various enrollment questions and receive response(s) through one center.

AY 20-21, AY 21-22, & AY 22-23 Assessment Schedule:

	SAO1	SAO2	SAO3	SAO4
2020-2021	X			X
2021-2022	X	X		X
2022-2023		X	X	X

2023-2024 Student Learning Outcomes (SLO)

1. (SLO1) Students will understand the application process and enrollment steps.
2. (SLO2) Students will receive information through multiple platforms including, email, in-person, over the phone, text, and/or social media.
3. (SLO3) Through participating in a general campus tour, students will be able to locate on-campus resources and service offices.
4. (SLO4) When attending a personalized campus tour, students will speak with program faculty and/or students and experience the program first-hand.
5. (SLO5) Individuals will receive accurate information and be directed appropriately, as needed.

2023-2024 Unit Outcomes (UO)

1. (UO1) The Information Center will provide detailed information about pre-admissions and enrollment steps to interested individuals.
2. (UO2) The Information Center will utilize various media outlets for accurate information distribution.
3. (UO3) The Information Center will work with various on-campus departments and programs to coordinate personalized campus tours.
4. (UO4) The Information Center will deliver excellent customer service.

AY 23-24 Assessment Schedule:

	SLO1	SLO2	SLO3	SLO4	SLO5
2023-2024		X	X	X	

	U01	U02	U03	U04
2023-2024	X	X	X	

The Paepae Haumāna - Welcome Center Satisfaction Survey was created at the start of the review period (20-21 AY, 21-22 AY, 22-23 AY and 23-24 AY). The 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. A sample of the satisfaction survey can be found in Appendix A. When this survey was initially deployed, there was a great response, however from year to year responses greatly diminished. As a center, we discussed other ways of distributing the survey and encouraging constituents to share their experiences with us. The Paepae Haumāna - Welcome Center utilized the Ka 'lo Weekly announcements and an in-office flyer to publicize the satisfaction survey for the remainder of the review period, although this did not improve our response count, we still received about a dozen responses annually. Over this review period, we received a total of 76 responses, of which 60 students, 10 Faculty/Staff, and 6 Community were self-identified. Some of the most meaningful data includes a 90.7% satisfaction rate with our response time, a 93.2% satisfaction rate with the professionalism of the representative(s), a 93.4% satisfaction rate with the representative(s) ability to answer their questions(s), and a 90.8% overall satisfaction of their experience with the center.

The Information Center disseminated information to the Kauhale through various media platforms including UH Email Broadcasts, in-person, over the phone, virtually, via text and social media. Information relating to important deadlines, along with events and activities were shared out regularly initially via email, then with social media posts, and then follow up text message reminders as appropriate. Email Broadcasts are sent out weekly for the Ka 'lo Weekly Newsletter, and a few times each semester for other required student notifications, such as, the Hawai'i CC/University of Hawai'i Community Colleges Nondiscrimination Policy, Student Right to Know/Consumer Information, Hawai'i CC Drug and Alcohol Abuse Policy & Prevention Program Annual Notice, Voter Registration Notices, etc.

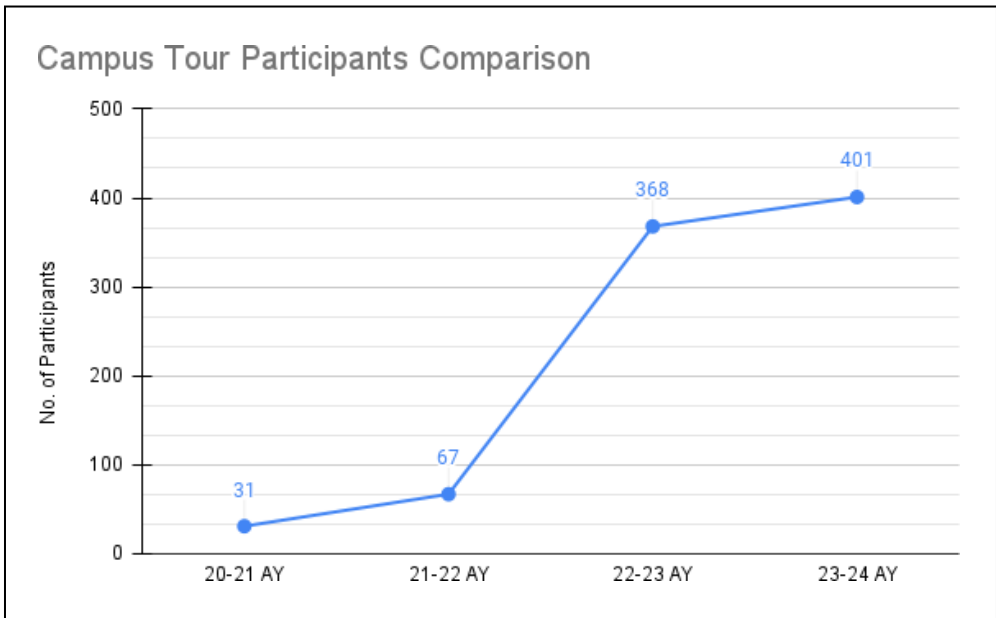
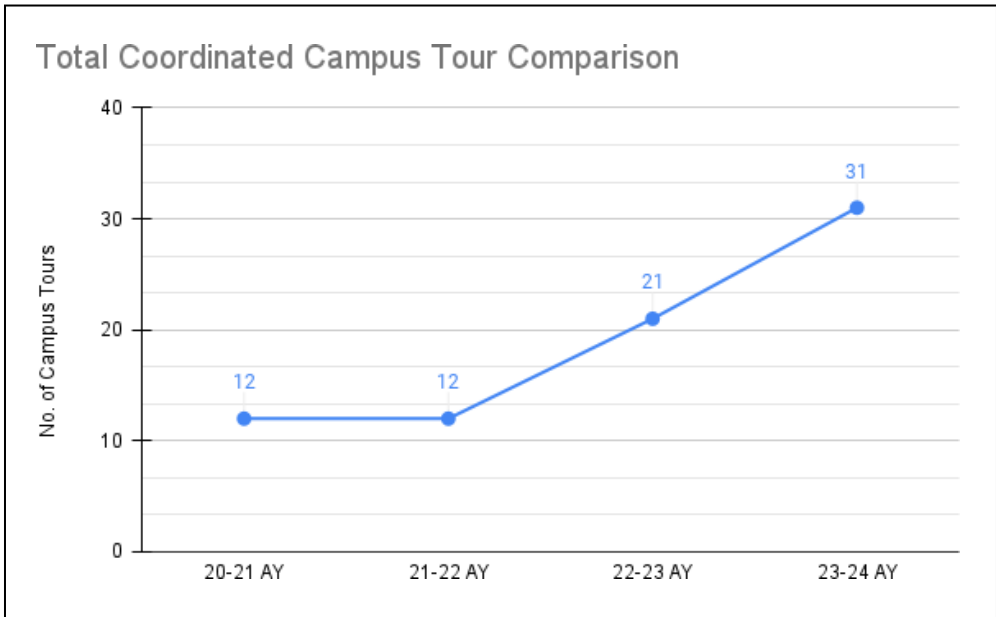
During the review period, Kauhale members have shared suggestions and comments to some Division of Student Affairs Staff and to the Information Center Coordinator directly. These recommendations were taken into account as further improvements were made in relation to information dissemination of information to the Kauhale. During the 21-22 AY, the Ka 'lo Weekly Newsletter transitioned from a MailChimp Site to Canva, see samples in Appendix B. This allowed the information to be more visually appealing, where various topics could be clearly separated. In addition, Kauhale members are believed to understand the Information Center services as they are aware that we provide outreach materials/brochures, promotional items, and receive announcement requests. As a result of this analysis, the Information Center will continue to make progressive strides to improve the Ka 'lo Weekly Newsletter. To further assist with streamlining

Information Center requests, the Information Center staff will create and maintain semesterly master calendars for both student events and outreach activities and a log of Hawai'i CC promotional materials and swag, to be used as a guide to project annual campus needs for promotional materials and swag.

The SignalVine two-way texting platform was purchased by the UH System in 2020, by recommendation from the UH System Two-Way Texting Working Group. This platform is used for two-way texting between the campus and prospective, accepted, and current students. SignalVine was implemented in phases beginning with an Onboarding student profile, then the Engagement student profile and finally the Prospects student profile, there were initially discussions about adding in a Financial Aid profile, but that has not occurred during this review period to date. During the 20-21 AY, the Hawai'i CC Onboarding Team worked on templated messaging for the Onboarding student profile; these messages were launched in March 2021. During the 21-22 AY, the Hawai'i CC Onboarding Team continued its focus on the Onboarding student profile messaging and utilized the Engagement student profile for manual messaging about important registration reminders and deadlines. In December 2021, the Prospects student profile was used to communicate with students who started an online admissions application and have not completed or submitted their application successfully. Since the initial launch of SignalVine, our campus has primarily utilized the Onboarding and Engagement student profiles. The Onboarding student profile is used to communicate with students who have been accepted to Hawai'i CC, the templated messages help to guide these students through each of the enrollment steps from acceptance to registration. The Engagement student profile is used to communicate with students who are currently enrolled in any Hawai'i CC courses. There are three staff members who regularly send and/or respond to text messages via SignalVine, the number of messages received is manageable; responses are normally completed within 1-2 business days. Overall, since the launch of SignalVine, the student engagement rate for the Onboarding student profile is 41.1% or 4,227 out of 10,702 contacts; the student engagement rate for the Engagement student profile is 5.5% or 417 out of 7,825 contacts. It is the center's analysis that template messages have a higher response rate, this could be due to those messages encouraging students to complete an action. As for the Engagement student profile, the engagement rate could increase if messages were more consistent and meaningful to current students; in addition, a thought of having more timely messages could improve engagement rates, for example, not having messages about an event "happening today" but maybe "happening later this week" or "happening next week." As a unit, the Information Center will commit to working with members of the Hawai'i CC Onboarding Team to conduct reviews of SignalVine templated messages each semester and submit updates as necessary, create and submit templated messaging for the Engagement student profile, and discuss better ways to utilize the SignalVine two-way texting platform. Additional SignalVine Texting Analytics are available in Appendix C.

During the 20-21 AY, in-person campus tours resumed as our campus reopened to the public post COVID-19 pandemic. Campus tours started off slow, but gradually increased throughout the review period; total campus tours coordinated increased from 12 to 31 tours between 20-21 AY and 23-24 AY, a 158% increase. Over the same review period, we exponentially increased the number of campus tour participants from 31 to 401 participants, as shown in the charts below. During the

22-23 AY, we were able to meet our pre-pandemic participant counts and increase our total participants during the 23-24 AY by 9%. While we were not able to conduct in-person tours during the COVID-19 Pandemic, the Information Center acquired a Virtual Campus Visit Experience through Full Measure Education. The Campus Visit Experience included a comprehensive campus visit including personalized, mobile-first tours, was easily accessible both on-campus and virtually with SMS messaging and access to all Hawai'i CC facilities (i.e., Manono Campus, UH Hilo Campus, Kō Education Center, and Pālamānuī Campus). Despite the high frequency logged through the Campus Visit Experience, we did not renew our contract after the 22-23 AY as we returned to normal in-person services.



During the 20-21 AY, the Information Center received 14 campus tour requests and conducted 12 tours and for the 21-22 AY, we received 31 requests and only conducted 12 tours, this was due to the limited availability of tour guides and requestors canceling due to only offering general campus tours and the COVID-19 mandatory face covering requirements. During the 22-23 AY, the Information Center received 37 campus tour requests and only conducted 21, at that time our office was in the process of training our Student Ambassadors to serve as tour guides and upon reviewing these requests the advance timing for our team was given to schedule the was insufficient. For the 23-24 AY, the Information Center received 48 campus tour requests and only conducted 31, many of the declined tours were requests for the Pāalamanui (Kona) Campus and due to staffing constraints, we were not able to fulfil these requests. Campus tours are usually declined when we are unable to accommodate or reschedule the group for reasons such as, no tour guide(s) available, limited program availability, inadequate timing to coordinate, or the request is cancelled by the requestor. While we had the Full Measure Virtual Campus Visit Experience service, we referred groups to that option when we were unable to accommodate their tour requests. Once a campus tour is completed, usually within a few business days, an Information Center Staff sends an email notification to the requestor thanking them for visiting our campus and requesting that they complete the electronic Campus Tour Evaluation form, a sample of the evaluation can be found in Appendix D. Unfortunately, we were not able to collect Campus Tour Evaluations data for both the 20-21 AY and 21-22 AY as we transitioned from paper evaluations to an electronic Google form evaluation. During the 22-23 AY and 23-24 AYs, we only collected a total of 10 evaluations. Although responses were consistently positive, the data is not sufficient enough to effectively evaluate the campus tour experience and initiate changes to our process. We hope to attain more Campus Tour Evaluation responses in the future, by informing the requester before their departure that we will be sending them an email notification with our evaluation and ask that they submit it as soon as possible. In addition, our team will look at our Campus Tour Evaluation and update questions to assure meaningful data collection.

3. Analysis of the Program/Unit

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 some Paepae Haumāna - Welcome Center staff 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, creation, purchase and distribution of student planners and purchase and distribution of Hawai'i CC Catalogs.

During normal business hours, Monday through Friday 8:00AM-4:00PM, Student Ambassadors and Student Assistants greet visitors and collect necessary identity verification materials before answering any Admissions & Records Office, Financial Aid Office, Information Center, or other center related questions. The Information Center staff continue to update various brochures using previously created templates, these templates are easy to update and print for distribution to

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 primarily regular Ka 'lo Weekly updates sent out every Sunday morning at 7:30AM. 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 Canva created by a Student Ambassador and maintained within the Information Center. Through Canva, electronic copies of the newsletters were archived for future review; a link to the Ka 'lo Weekly archives can be found at the end of Appendix B. This change was to limit the length of the weekly email to just highlights and refer readers to a Canva newsletter link to view more. The frequency of email announcements in a single week remains at no more than three announcements sent out by the Information Center to all Hawai'i CC Students, Faculty, and/or Staff.

Since our last Comprehensive Unit Review, the Paepae Haumāna - Welcome Center Managers' have had many discussions about central check-in systems and identifying a platform that would work best for our center. As a result, it was decided that we'd use the existing STAR Balance system as the Counseling, Advising & Support Services Center currently uses and it has no cost associated with this platform. During the 21-22 AY, the Paepae Haumāna - Welcome Center Managers worked out details within STAR Balance and was prepared for a potential launch of this system by the 22-23 AY, this was dependent on training of our staff on how to utilize this system. The Paepae Haumāna - Welcome Center did a soft launch of the STAR Balance Check-In System, however, due to the underutilization by some staff the system did not operate in the intended way. After further discussions, the decision was made to rearrange student workstations in the Service Area, which led to the center having to stop use of the STAR Balance Check-In System, as we no longer had an available computer designated for check-in.

In order to meet the demands of the Paepae Haumāna - Welcome Center, we anticipate the need of at least six (6) student employees to operate the Service Area, including answering phones for the three offices and supporting walk-in customers. During the review period, most funding was provided through general funds under the Information Center/Paepae Haumāna - Welcome Center, additional funds included Federal Work Study and the Admissions & Records Office Transcript and Fees. The Information Center Coordinator continued to be the primary contact for hiring student employees and beginning Summer 2023 the Admissions & Records Office hired supplementary student employees to work in the service area in preparation for the Information Center Coordinator being out of the office for an extended period of time, the Admissions & Records Office has continued to employ student employees to date. Two unavoidable facts with student employment are that semester to semester, the coverage changes depending on students' class schedules and when hiring there is an initial overlap during the 90-day training/probationary period. Outlined in the table below, by semester is the number of student employees hired, the number of hours full-time staff coverage was needed in the Service Area, the average number of hours per week full-time staff coverage was needed due to not having enough student employees, the number of hours full-time staff support was needed in the Service Area, and the average

number of hours per week full-time staff support was needed due to only having one (1) student employees working. A few things that occurred during the reporting period that are noteworthy, includes that in Summer 2020 when we returned to the office for in-person operations after the pandemic restrictions, the center was forced to limit staffing to guarantee safe distancing, face coverings were required as well; one positive is that many courses were still being offered primarily online so student scheduling remained flexible. In Spring 2021, face coverings were no longer required, but highly recommended; it was difficult to find students who wanted to work in our center due to the fear of COVID-19. Even after finding a few students, upon the hiring process it was difficult to safely host large group training sessions; just as the students were trained to be able to manage operations without immediate assistance, the semester comes to an end and some students graduate or transfer, forcing the Information Center/Paepae Haumāna - Welcome Center to begin our search for student hires all over again. It wasn't until the Fall 2022 semester that we were able to finally stabilize the consistency of hiring and training student employees ahead of any transfers or graduations; since then, it is clear that with 5-6 student employees the Paepae Haumāna - Welcome Center can maintain Service Area operations with on average about seven (7) hours per week where full-time staff support is needed and no full coverage is needed as there is at least one (1) student employee working. The table below also depicts that when we have less than five (5) student employees, on average full-time staff support is needed for 15-35 hours per week and an additional 2-4 hours per week to cover the Service Area due to no student employees being available to work. The following table justifies the need to retain the current Paepae Haumāna - Welcome Center general funding allocation for student employment. We hope that the Admissions & Records Office will continue to hire and fund a portion of the student employees as well as hope to have student employees from the Financial Aid Office also support more Service Area coverage.

AY 20-21, AY 21-22, AY 22-23, & 23-24 AY Service Area Office Coverage Data

Term	Approx. Number of Student Employees	Hours of needed FT Staff Office Coverage	Average hours/week FT Staff Office Coverage	Hours of needed FT Staff Office Support	Average hours/week FT Staff Office Support
Summer 2020	4-5	0	0	12	2
Fall 2020	4-5	13.5	0.84	49.5	3.09
Winter Break 2020	5	0	0	10.5	2.63
Spring 2021	5	0	0	89.5	5.59
Summer 2021	5-6 + 1 Intern	0	0	43	3.58
Fall 2021	6-7	3.5	0.22	199	12.44
Winter Break 2021	4-5	0	0	32	8

2024 Hawai'i Community College ARPD
Information Center

Spring 2022	4	9	0.56	268	16.75
Summer 2022	2	44.5	3.71	431.5	35.96
Fall 2022	4-5	0	0	68	4.25
Winter Break 2022	5	0	0	24	6
Spring 2023	4-5	24	1.5	152	9.5
Summer 2023	4-6	24.5	2.04	77.75	6.47
Fall 2023	4	0	0	148	9.25
Winter Break 2023	3	3.5	0.88	47	15.67
Spring 2024	8	13.75	0.76	246.75	13.71
Summer 2024	7 + 2 Interns	1.5	0.21	26.5	3.79

The Information Center Coordinator maintained the Student Ambassadors Program, which went from hiring student employees, cross-training, and arranging sufficient staffing for the Paepae Haumāna - Welcome Center Service Area, to a well-developed program where the opportunity to expand arose. This expansion moved into the establishment of the work of Students Helping Students project. The intent of this project was to create a high touch, high outreach initiative for newly accepted Hawai'i CC students to follow up on their individual next steps of the enrollment process; the Information Center Coordinator worked closely with the Registrar & Admissions Manager to pull a list of accepted students, the Information Center Coordinator filtered and sorted the list, wrote out a script and distributed the list with an outreach log for the Student Ambassadors to use to conduct callouts and use other communication methods to reach these newly accepted students. Student Ambassadors would conduct these callouts and follow up with email communication, this allowed incoming students to be connected directly to a Paepae Haumāna - Welcome Center Student Ambassador from acceptance through registration, in the hopes that we can explore opportunities to advance to connect students to various on-campus resources during their first semester and also encourage registration for a consecutive semester. The success of Students Helping Students depends heavily on staff availability, making sure that Service Area coverage is maintained and also that making callouts will not have a negative impact on normal incoming calls. Overall, the project has been beneficial, reaching about 30% of the population via phone or email. We hope to further enhance the Students Helping Students project moving toward more consistent outreach and better data collection to measure student outreach to successful registration and beyond. The continuation of this project is based on the availability of student employment funds to secure a full Student Ambassador Program. If all goes well, we can continue this project and integrate prospective and current students. Recently brought forward is the Salesforce service, in which the University of Hawai'i System is expecting to launch a platform

to send automated email messaging to newly accepted students about each enrollment step. This service will provide students the opportunity to designate their preferred method of contact, email or by phone. This sounds like a great high touch, high communication option for our students, we will know more as the service becomes available for use.

Throughout the review period, the Information Center Coordinator took on the lead for Paepae Haumāna - Welcome Center Student Employee training, trainings were conducted each semester and as needed. By recommendation of the Vice Chancellor for Student Affairs, the Information Center Coordinator was tasked with hosting a campus-wide student employee training. On August 11, 2023 just before the Fall 2023 semester began, the Information Center Coordinator hosted the first Hawai'i CC Student Employee Training, this training was open to all student employees hired by Hawai'i CC and available in-person, via zoom, and shared as a recording. This training focused on outreach & recruitment, onboarding & enrollment steps, the admissions application process, a Family Educational Rights and Privacy Act (FERPA) overview, and the Financial Aid application process & scholarships; we had 26 student employees participate. Although not through an official evaluation, the feedback received acknowledged that the training was beneficial for those who participated. This campus-wide student employee training will continue annually, in addition, we will host regular cross-training for Division of Student Affairs (DSA) Offices on topics like customer service, outreach & recruitment, onboarding & enrollment steps, the admissions application process, a FERPA overview, and the Financial Aid application process & scholarships. The Information Center Coordinator will deploy a feedback form for future training sessions to identify areas for improvement.

During the 22-23 AY, the development of a casual hire Enrollment Specialist position was explored to provide support within the Paepae Haumāna - Welcome Center in preparation for staffing shortages. The formulation of the position description was completed in collaboration with the Vice Chancellor for Student Affairs and the center Managers'. It was anticipated that this position would be approved, posted and filled as soon as possible. The position was posted initially in October 2023 and was a failed search, the position was reposted in January 2024 and filled in March 2024. Some critical tasks that this Enrollment Specialist position has assisted with include serving as a support staff to the Service Area, through direct contact and some supervision of Student Employees and visitors, serve on various campus committees like Hawai'i CC Day, Onboarding, Ka'ao Student Success Conference, and a Scholarship Review Sub-Committee. In addition, regularly participate in Paepae Haumāna - Welcome Center Managers' meetings, DSA meetings and activities, various training sessions, College Council meetings, open Campus/Community Forums for Executive positions, etc. The Enrollment Specialist position has been a key element into the futuristic outlook for the Paepae Haumāna - Welcome Center. Some of the significant progress over the first appointment have been engaging prospective students at the Information Center booth during Hawai'i CC hosted events, assisting with a redesign of the enrollment steps listed on the Hawai'i CC How to Apply webpage, producing a Customer Service Expectations Handout and Flowchart for staff use, work collaboratively with the Information Center Coordinator to prepare for future Student Employee Training sessions, attend product demonstrations and research potential newsletter platform options for the Ka 'lo Weekly Newsletter, along with helping both the Admissions & Records Office and the Financial Aid Office

with assignments as needed. The casual hire Enrollment Specialist position is expected to be renewed for another 89-day cycle, however, it is unknown how long this position will be available to the center. The hope is to have this position renewed until all vacant positions are filled within the Paepae Haumāna - Welcome Center.

ARPD Data: <https://uhcc.hawaii.edu/varpd/index.php?v=2024&c=HAW&t=STU&p=STU>

4. Action Plan

The Information Center is committed to delivering information to students in a reader-friendly format and intends to move forward with purchasing a Smore Newsletter platform subscription to improve the visual delivery of our Ka 'lo Weekly Newsletter and aid in collecting engagement data. The center will strive to include relevant and meaningful information, including items like Student or Staff/Department/Program Spotlights, and identify ways to incorporate Ka'ao model into the newsletter similar to the information provided within the annual student planner. By purchasing a newsletter platform subscription and incorporating the items outlined above, the Ka 'lo Weekly Newsletter aligns with the College's Mission and the Ka'ao Ka'ika'i Strategic Plan through nurturing the potential for the Hawai'i CC Kauhale to learn about Hawaiian language, culture and knowledge, share tools to promote student success, the use of innovative technology, and contribute to the wellbeing of Kauhale members.

To improve efficiency, reduce errors, and ensure timely submission of announcement requests, the Information Center will partner with the Webmaster and External Affairs & Relations Office to streamline the collection of announcement submission requests. The Information Center will create an Announcement Submission Google Form, and share out with the Kauhale this new process. The goal is to eliminate the individual email submissions and have a central database that will allow requests to be accessed in real time by multiple staff members, to then be added to the Ka 'lo Weekly Newsletter, and the Hawai'i CC Events Calendar webpage and shared on social media when possible. This organized process will support the timely distribution of information and events contributing to academic achievements and student success, while aiding in the wide dissemination of information to the entire Kauhale and help facilitate a positive, supportive, and respectful campus environment.

Through the successful formation and implementation of the Student Ambassadors Program, the Information Center Coordinator, along with other Paepae Haumāna - Welcome Center Staff have observed the development of our Student Ambassadors over the review period and have begun to assign special projects and specific tasks to some Student Ambassadors. We can clearly recognize potential for further growth in our Student Ambassadors and will distinguish individual Student Ambassadors for supplemental training on specialized tasks such as, serving in a leadership role, coordinating campus tours, and assisting with department specific processes, etc. We hope to strengthen our Student Ambassadors and invest in their advancement by elevating their existing skills and establishing and building upon other skills needed for the workforce. To ensure the long-term success of the Student Ambassadors Program, the Information Center will need funding.

This funding will be to maintain at least five (5) student employees, send student employees and/or Supervisors on professional development, and to purchase materials and supplies for regular training sessions. This action plan item specifically aligns to the College's Mission of promoting lifelong learning in pursuit of academic excellence and workforce preparedness. In addition, the Student Ambassadors Program integrates the Ka'ao Ka'ika'i Strategic Plan by fostering the wellbeing of the Kauhale through a positive and encouraging environment, stimulating continuous learning and innovation, and guiding students to achieving professional milestones while supporting the Hawai'i CC Kauhale.

Another goal for the Information Center is to identify better ways to distribute and collect Paepae Haumāna - Welcome Center Satisfaction Survey responses, at this time we may even consider revising the survey questions to ensure the collection of relevant data. Upon the finalization of this satisfaction survey, we hope to leverage a variety of distribution methods, including paper for in-person visits, possible QR code to access an online survey, embedding the survey link on departmental email signatures (hawccinf@hawaii.edu, welcomeru@hawaii.edu, hawccar@hawaii.edu, hawccfao@hawaii.edu), or even incentivized survey completions in addition to the current method of sending out the satisfaction survey link via email to the Kauhale annually and weekly with the Ka 'lo Weekly Newsletter. Through these changes, we hope to collect data that will strengthen our commitment to serving all segments of our Hawai'i Island community including establishing a welcoming and inclusive office environment.

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:**

Replace the Paepae Haumāna - Welcome Center Front Doors

✓ **Justification:**

The building front doors are not ADA compliant and cause safety concerns (i.e., the doors are unable to shut/lock easily in the event of an emergency, doors are heavy and requires force to open and close, individuals with ADA needs require assistance to hold the door open upon entering and exiting, etc.)

✓ **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.
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2024 Hawai'i Community College ARPD
Information Center

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.

Ka'ika'i Haumāna: Develop successful students for a better future.

Ensure accessibility and empower any student with the ability to access the Paepae Haumāna - Welcome Center services.

Ka'ika'i Kauhale: Build and Maintain the Wellbeing of the College Kauhale.

Support primarily the physical needs of the Hawai'i CC faculty, staff, students, and administrators to guarantee safety when visiting and utilizing the Paepae Haumāna - Welcome Center.

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 Overdue, ASAP	Total Cost Estimated at \$40,000.00 2022 - Estimated at \$35,000.00 (\$30,000.00 + fees)	Monthly/Yearly Recurring Costs One-time purchase, permit/licensing fees, etc.	Utilities Required Electrical 120V, storage of materials upon delivery through installation, etc.
Personnel Resource	Estimated Date Needed	FTE; Position Type; Position Title	Estimated Salary	Was an Existing Position Abolished? (Y/N); Position #

Appendix

Appendix A: 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 you 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

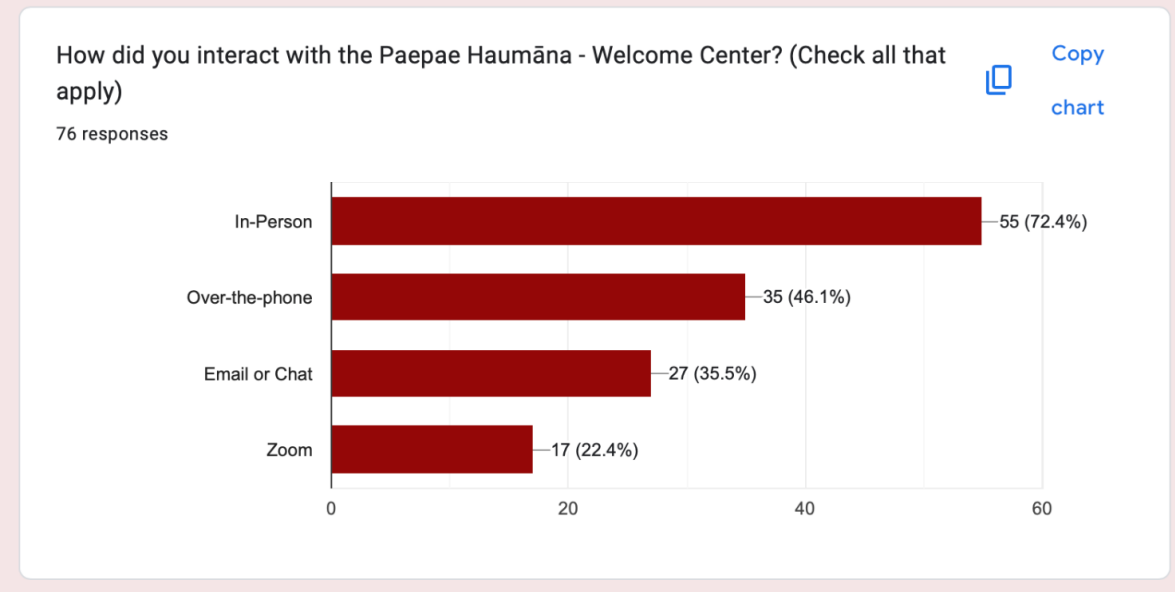
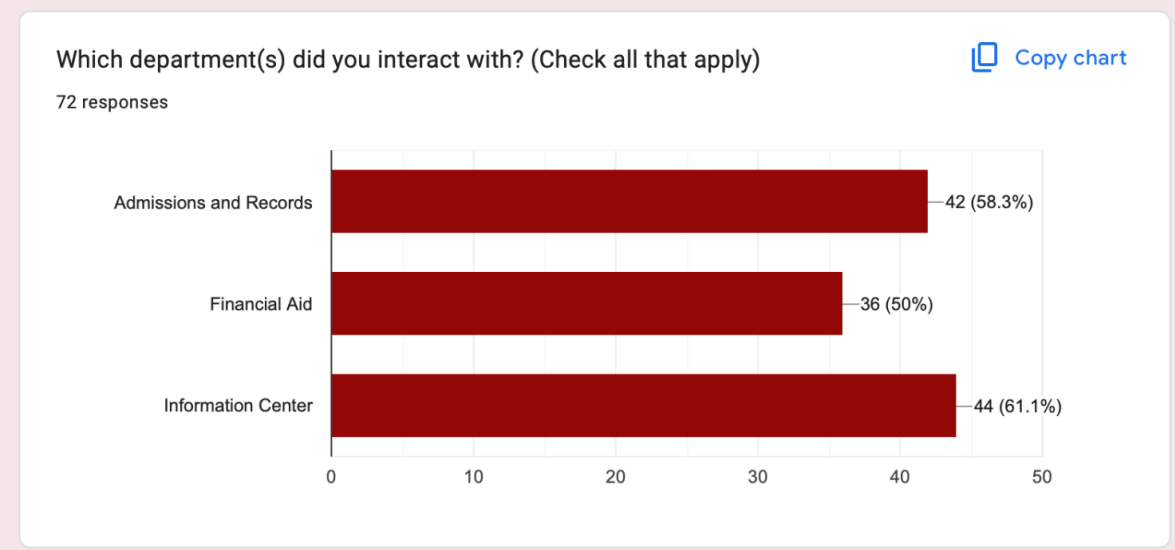
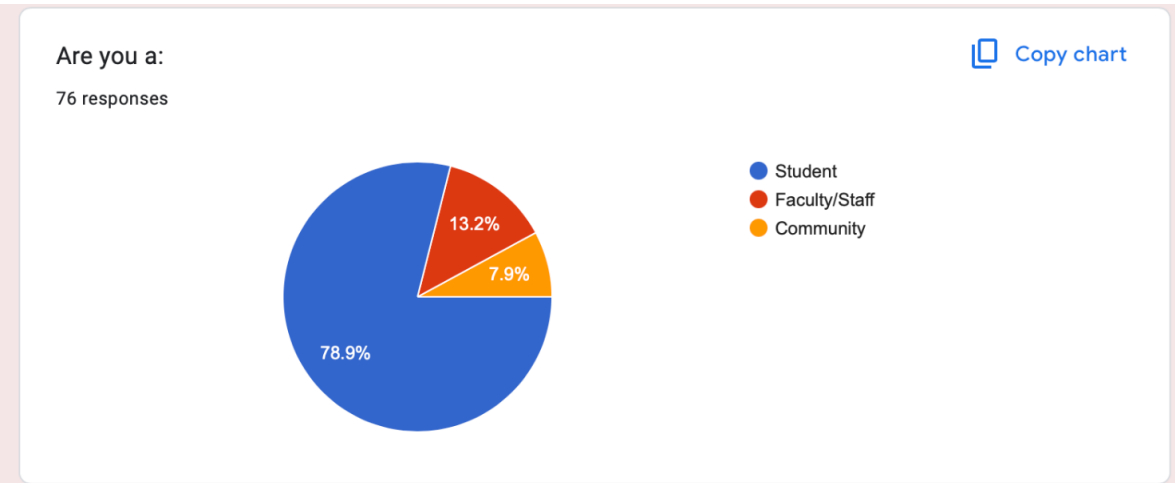
Clear form

Never submit passwords through Google Forms.

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

Google Forms

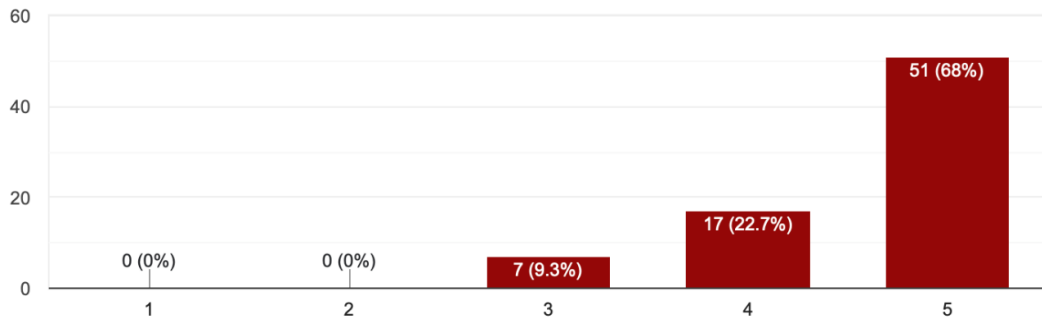
Paepae Haumāna - Welcome Center Satisfaction Survey Results Summary



How satisfied are you with our response time?

 Copy chart

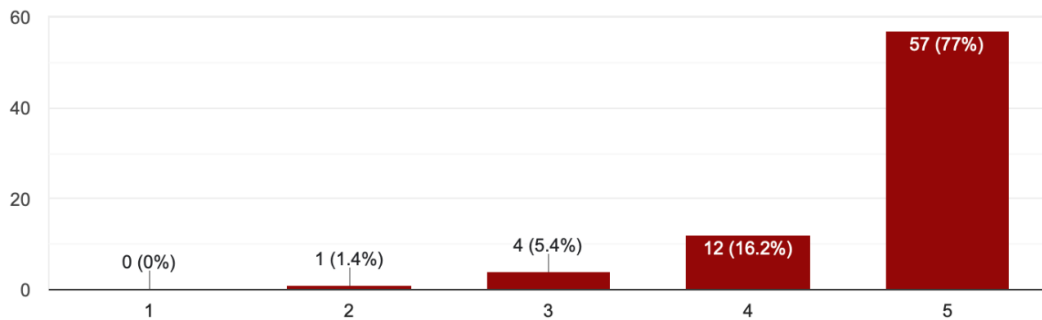
75 responses



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

 Copy chart

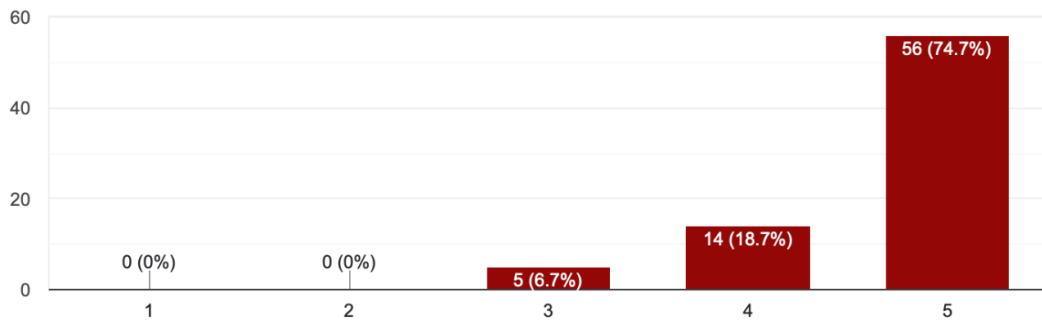
74 responses

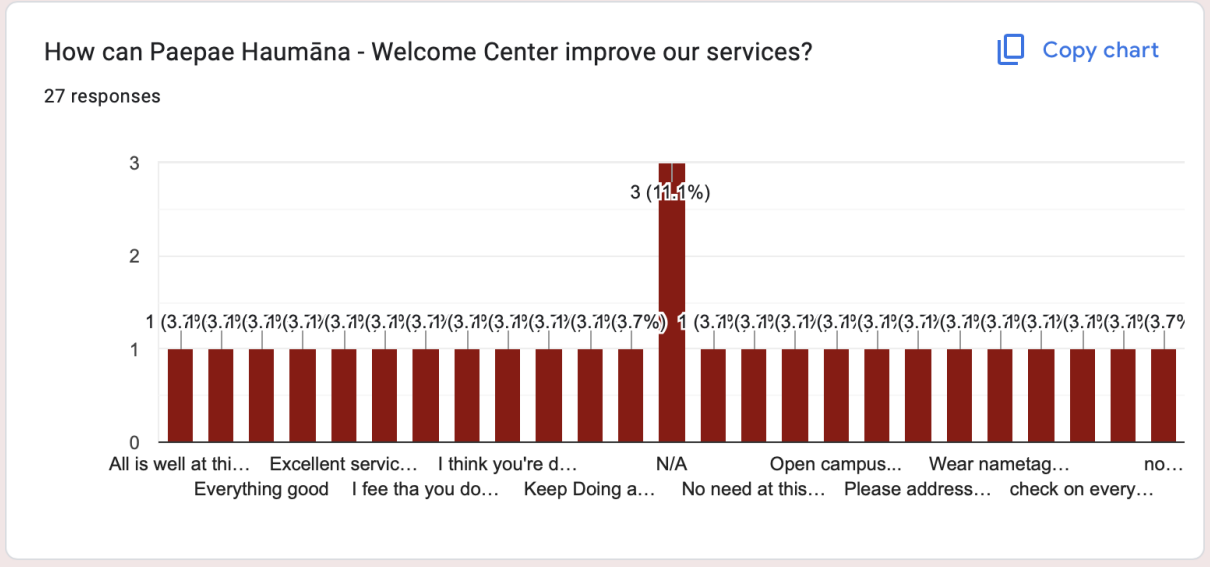
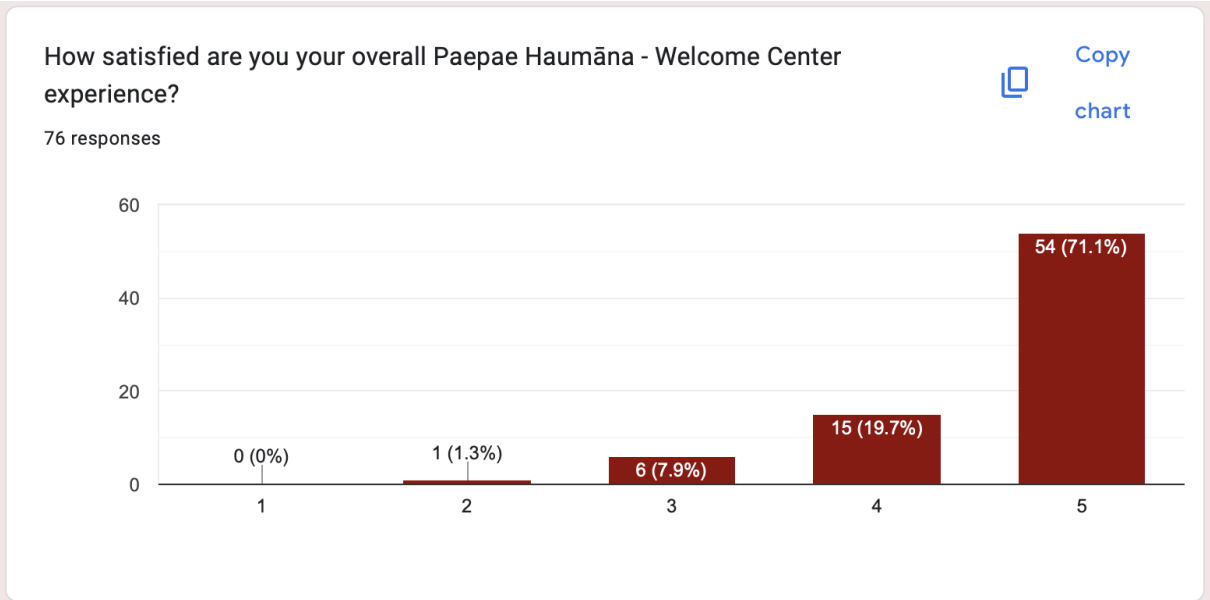


How satisfied are you with the representatives ability to answer your question(s)?

 Copy
chart

75 responses





Appendix B: Samples of Ka 'Io Weekly Newsletter

2021-2022 & 2022-2023: Ka 'Io Weekly Email Announcement & [Ka 'Io Weekly Mailchimp Site](#)



Kesha Kubo <keshas@hawaii.edu>

Ka 'Io Weekly May 1st-5th, 2023

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

Sun, Apr 30, 2023 at 7:30 AM

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

It's the last week of Spring 2023 instruction!

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

THINGS TO REMEMBER

- **DOWNLOAD** Hawai'i CC Pilina Mobile App in the Apple and Google Play Stores
- **JOIN TODAY** Hawai'i CC Student Publication Board Recruitment Info.
- Hui Mālama 'Āina Sustainability Club Info. & Interest Form
- Samahang Filipino Club Membership Form Info.
- **RESTOCKED** 2022-2023 Student Planners **AVAILABLE**
- **ONGOING** Manono Campus Construction Notices
- Spring 2023 Hale Kea Testing Center Relocation Info.
- **ONGOING** Fall 2023 & Summer 2023 Class Registration Guide & Info.
- Filipino Studies Course Listings at Leeward CC

HAPPENING THIS WEEK!

- UH Virtual Basic Needs Café Info.
- ***NEW*** CAST YOUR VOTE 2023-2024 Student Elections Info.
- ***NEW*** Career Center Newsletter
- Study Abroad Japan Scholarship Opportunity Info.
- Kūkulu Transfer Bridge Program Application Info.
- UH West O'ahu Prospective Advising and Transfer Opportunities Info.
- ***NEW*** Spring 2023 Graduation Reminders & Info. **CONGRATULATIONS GRADUATES!**
- UH System - Hawai'i CC Annual Food Drive

SCHOLARSHIP OPPORTUNITIES

- English for Heritage Language Speakers (EHLS) Program Info.

MARK YOUR CALENDARS FOR UPCOMING EVENTS

- Spring 2023 Pre-Nursing Information Sessions Info.
- Māla Days Info. **JOIN US**

RESOURCE OFFICE UPDATES

- Kahuaola Basic Needs Center & Student Needs Survey

2024 Hawai'i Community College ARPD
Information Center

- The Learning Center (TLC) Info.
- Mental Wellness Services Info.
- Hawai'i CC TRIO Student Support Services Info. JOIN TODAY!
- Hawai'i CC Care Team Info.
- ***NEW* WE'RE STILL HIRING** Looking for a Job?

COMMUNITY RESOURCES

- Hele-On is NOW FARE-FREE
- Fulbright Scholar from Hawai'i CC, Professor Pamela Scheffler

We are here for you! Finish the semester strong, YOU GOT THIS!

Mahalo,
Hawai'i CC Information Center Staff

Help us by completing the Paepae Haumāna - Welcome Center Satisfaction Survey

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: 1682737915-121415

Announcement distribution:

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



Ka 'I'o Weekly Home

Welcome to Fall 2020 & COVID-19 Information



Ka 'I'o Weekly

Aug. 31st-Sept. 4th, 2020

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

Welcome to the Fall 2020 Semester!

The Hawai'i Community College Kauahale would like to provide a safe and successful return to campus, please review our information page at <http://hawaii.hawaii.edu/covid-19>.

PLANNING TO BE ON CAMPUS? Please be sure to use the daily check-in app LumiSight UH, downloadable on App Store or Google Play Store, and a desktop version is available at uh.campus.lumisight.com.

Please be sure to watch your email for these weekly announcements.

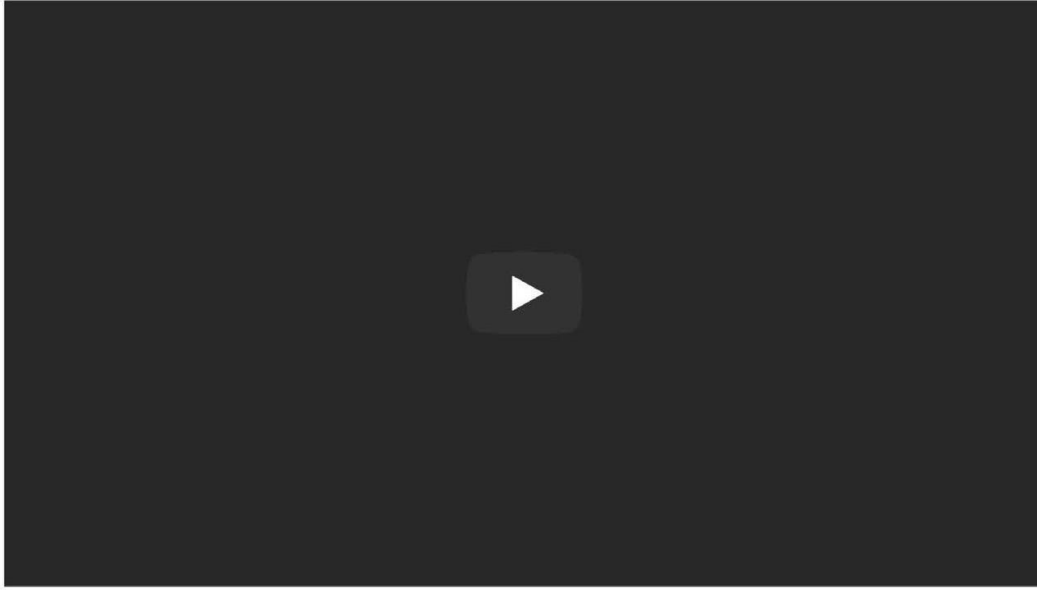
Mahalo,
Hawai'i CC Information Center



STILL AVAILABLE!

A message from the Vice Chancellor for Student Affairs...

Click "Welcome to Fall 2020 & COVID-19 Information" at the top of the page.



WE'RE OPEN AND HERE FOR YOU
GOT QUESTIONS?
JOIN US AT OUR ZOOM SWITCHBOARD!
FOR MORE INFORMATION GO TO HAWAII.HAWAII.EDU

Students can connect with the services they need by visiting our Zoom Switchboard. You will be welcomed in and then be able to visit with individual services in a breakout room. Connect using the following information, Monday through Friday 8AM-4PM:

ZOOM SWITCHBOARD LINK

<https://hawaii.zoom.us/j/96750399665>

Meeting ID: 967 5039 9665

Passcode: hawaiiicc

CHECK YOUR MAILBOX!

Your Student E Kupāle (Care Kits) & 2020-2021 Student Planners are on it's way. It will be distributed in face-to-face classes and mailed to all remaining students during the first few weeks of school.

 <p>zoom</p>	<p>Invite: bit.ly/2QuOcaf</p> <p>Passcode: te4wbW</p> <p>Date & Time: Sept 4 10:00 AM</p>
<p>Join us on Zoom for a live session on how to use/navigate Zoom & Laulima for your classes. There are 2 separate sessions: the first covering Zoom, the second covering Laulima. You can join one or both sessions. See you then!</p> <p> </p> <p>*If you have problems logging in, please contact me at shayla4@hawaii.edu</p>	
<p>Invite: bit.ly/3b0Pfyt</p> <p>Passcode: yJ2KRy</p> <p>Date & Time: Sept 4 11:00 AM</p>	 <p>Laulima</p>

This is a Paepae 'Ōhūa Native Hawaiian Student Success Center Workshop. For more information call 934-2600.
This activity is sponsored by the I Ola Hāloa Center and Mōkaulele Program, a Title III Native Hawaiian Serving Institutions Grant under the Office of the Chancellors, University of Hawai'i at Hilo and Hawai'i Community College. Events funded by the U.S. Department of Education Title III Native Hawaiian Serving Institutions Grants do not necessarily represent the policy of the U.S. Department of Education and endorsement by the Federal Government.
Hawai'i Community College is an equal opportunity/affirmative action institution and is committed to a policy of non-discrimination on the basis of race, sex, age, religion, color, national origin, ancestry, disability, marital status, arrest and court record, sexual orientation, status as a covered veteran, national guard, victims of domestic or sexual violence, gender identity and expression, genetic information, citizenship, credit history, and income assignment. For inquiries regarding our non-discrimination policies, please contact Dorinna Cortez, Vice Chancellor for Student Affairs, dorinna@hawaii.edu. For disability accommodations, please contact Ha'awi Kokua at (808) 934-2725.

Zoom & Laulima Workshops!

Students - join Peer Mentor 'Ihilani for a live Zoom session at 10:00 am on Friday, September 4 to learn about using and navigating ZOOM for your classes. Then join her again at 11:00 am to learn all about using LAULIMA.

You can join one or both sessions!

Using Zoom

Friday, September 4 at 10:00 am

Zoom link: bit.ly/2QuOcqf

Passcode: te4wbW

Navigating Laulima

Friday, September 4 at 11:00 am

Zoom link: bit.ly/3b0PfYt

Passcode: yJ2KRy

**Peer Mentor 'Ihilani is a graduate of our Hawai'i CC Hawaiian Studies Program and is currently a student at UH Hilo. Drawing on her own experience and challenges with online learning, 'Ihi wants to help other students succeed with their online classes.*

Head to our Paepae 'Ōhua Native Hawaiian Student Success Workshop page at <http://bit.ly/PPWorkshops> for more information.

Student Publication Board (SPB) Proposed Charter & Bylaws Ratification

Hawai'i Community College's Student Publications Board (SPB) is responsible for the publication and distribution of student publications. The SPB is funded by your fees to pay for publications and media that benefit you and our Hawai'i Community College kauhale. For more information about the SPB and the following voting process, check out the SPB FAQ sheet at <http://bit.ly/2Lt4Zld>.

Your participation is requested to review and vote on the proposed Hawai'i Community College Student Publications Board (SPB) Charter and Bylaws. The SPB is supported by your student publications fees, used to provide Student Planners and Ka 'lo News.

You may review the proposed Charter and Bylaws at:

Charter: <https://bit.ly/32EFBXP>

Bylaws: <https://bit.ly/3hQww4c>

Please use your hawaii.edu email to vote at <http://bit.ly/34PeWat>.

Make your vote count!



September

- 1 - Last Day to Receive 100% Tuition Refund (semester-length classes)
- 1 - Last Day to receive Fees Refund for Complete Withdrawals
- 4 - 10AM Using Zoom Workshop
- 4 - 11AM Navigating Lauilima Workshop
- 7 - Labor Day (Holiday)
- 15 - Last Day to Receive 50% Tuition Refund (semester-length classes)
- 15 - Last Day to Withdraw without a "W" (semester-length classes)
- 15 - Financial Aid Enrollment Status Determination Date
- 15 - Deadline to Vote on the proposed Student Publication Board (SPB) Charter & Bylaws

[Rent/Mortgage Assistance Program - Hawai'i Island Residents](#)

Starting on Monday, Big Island households can apply for rent and mortgage assistance grants.

To qualify, you must show proof your job was impacted by the pandemic.

Each family would be eligible for up to \$1000 in assistance for each month from March through December. There are enough funds to help more than 1,400 families.

Six local nonprofit organizations joined today to announce the launch of the Hawaii County Rent and Mortgage Assistance Program (RMAP). RMAP nonprofit partners are encouraging Hawai'i Island residents who are at least 18 years old and lost income or work hours due to COVID-19 to prepare ahead to apply.

The infographic is titled "Temporary Public Assistance During COVID-19 Pandemic" and is divided into three main sections, each with a distinct color and iconography. The top section, "Apply for Child Care Subsidies and Preschool Open Doors!", features a red border and icons of two children. The middle section, "Apply for Health Insurance- Med-QUEST (Hawaii Medicaid) or Healthcare.gov", has a teal border and a red cross icon. The bottom section, "Apply for Food Assistance (SNAP)/Financial Assistance", has an orange border and icons of a fork and a dollar sign. Each section provides detailed instructions, contact information, and specific eligibility criteria for various assistance programs.

Temporary Public Assistance During COVID-19 Pandemic

Apply for Child Care Subsidies and Preschool Open Doors!

During this COVID-19 crisis, Hawai'i has temporarily changed its rules for child care subsidies. Many more families are now eligible. We urge all families who have been financially impacted by this pandemic to apply today.

Learn more about applying to Child Care Connection Hawai'i online at <http://humanservices.hawaii.gov/bessd/ccch-subsidies/how-to-apply/>

Hilo: (808) 961-6807; Kona: (808) 334-6101

Apply for Health Insurance- Med-QUEST (Hawaii Medicaid) or Healthcare.gov

Our organization is doing our part to help slow the spread of the Coronavirus while continuing our services. We encourage our community to:

1. Apply for Medicaid benefits online: <https://medical.mybenefits.hawaii.gov>
2. If you do not have access to a computer, apply by calling (808) 524-3370 (Oahu) OR 1-(800)-316-8005 (Neighbor Islands)
3. Please avoid coming to our offices. A drop box is available at our office to receive paper applications if you are unable to apply online or call.

Please know that if you were on Medicaid as of 3/18/2020 or have become eligible since then, your Medicaid coverage will not be terminated during this period of National Emergency.

If you don't qualify for Med-QUEST (Hawaii Medicaid), we can assist you with applying to the Federal Health Insurance Marketplace (808) 692-8151.

Apply for Food Assistance (SNAP)/Financial Assistance

The Benefit, Employment and Support Services Division (BESSD) of DHS will continue to serve residents throughout the pandemic.

Applicants:

- Use the **new online** application form on the DHS website: <https://pais.dhs.hawaii.gov/PAIS/#/> OR
- Call the office for a paper application form to be mailed to you: <https://humanservices.hawaii.gov/wp-content/uploads/2018/04/Statewide-Processing-Centers-04-2018.pdf>
- Drop off your forms in the nearest processing center drop box.
- **You will need to complete an interview.**

Items that may be needed: birth certificate, valid ID (such as driver's license/state ID), Social Security Number

Current Recipients:

Effective July 2020 we have reinstated eligibility reviews (ERs) and Six Month Report Forms (SMRFs).

Call 1-855-643-1643 (toll free)

Able-Bodied Adults Without Dependents (ABAWD):

- **There will be No Work / Education & Training requirement temporarily.**

QUEST HAWAII'
More Chances for Your Wellbeing

In partnership with Kamehameha Schools and Partners in Development Foundation
County of Hawaii rev. 8/2020

[Rent/Mortgage Assistance Program - Hawai'i Island Residents](#)

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Six local nonprofit organizations joined today to announce the launch of the Hawaii County Rent and Mortgage Assistance Program (RMAP). RMAP nonprofit partners are encouraging Hawai'i Island residents who are at least 18 years old and lost income or work hours due to COVID-19 to prepare ahead to apply.

Hawaii Asphalt Paving Industry (HAPI) 2020-2021 Scholarship

This scholarship is to assist college students pursuing a degree in civil engineering, construction management, construction engineering, and other degrees related to the design and construction of infrastructure improvements.

Two (2) \$500 scholarships to community college students

Complete the online application at <https://www.surveymonkey.com/r/MQ553ZP>.

DEADLINE: October 31, 2020

For more information check out their flyer [here](#).



- FREE Student ID Cards will be available no earlier than Tuesday, September 8th.
ADDITIONAL INFORMATION TO FOLLOW.

Paepae Haumāna (Welcome Center)

1175 Manono Street
Hilo, Hawaii 96720-5096

Contact Information

Email: welcomeru@hawaii.edu
Telephone: (808) 934-2800
Fax: (808) 934-2711

Follow Us



**Have a Safe & Successful Fall 2020
Semester!**

Hawai'i Community College
1175 Manono Street
Hilo, HI 96720-5096
hawaii.hawaii.edu

Additional Links:

- [Phased Reopening Plan](#)
- [COVID-19 Campus Information](#)
- [Student Support Web Page](#)

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Report abuse Created with mailchimp

2023-2024: Ka 'Io Weekly Email Announcement & [Ka 'Io Weekly Canva Newsletter Link](#)



Kesha Kubo <keshas@hawaii.edu>

Ka 'Io Weekly May 6th-10th, 2024

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

Sun, May 5, 2024 at 7:30 AM

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

Good Luck with finals! Congratulations Graduates!

Reach out to any of our Resource Offices if you have questions.

Check out [Ka 'Io Weekly](#) for these:

IMPORTANT DATES

- ***NEW*** Schedule of Deadlines & Events

STUDENT CLUBS AND ORGANIZATIONS

- Join the Hawai'i Student Activities Council

THINGS TO REMEMBER

- Hawai'i CC Commencement Reminder

COMING UP THIS WEEK

- Kau Wa'a FINALS Survival Week *Extended Hours!*
- ***NEW*** Kahuaola Basic Needs Center: Finish Line Stress Bustah Finals Snack Packs!
- Palamanui Food Distribution @ Parking Lot

WHAT'S FOR LUNCH?

- Hawai'i CC Cafeteria will reopen in Fall 2024

SCHOLARSHIP OPPORTUNITIES

- **APPLY NOW!** Hawaii Education Association Scholarships

2024 Hawai'i Community College ARPD
Information Center

- APPLY NOW! Ēlama & Hilo One Scholarship **Deadline June 28th, 2024**

MARK YOUR CALENDARS

- Food Distribution behind Hale Aloha
- Spring 2024 Pre-Nursing Information Session

RESOURCES FOR SUCCESS

- Pālamanui Learning Center & Zoom Tutoring and Mentoring
- Career Center Newsletter
- ***NEW*** ENG105: Reading Film **SIGN UP NOW!**
- ***NEW*** Fall 2024 HAP Courses
- Hawai'i CC Registration Guide
- STAR Early-Registration Dates
- Waihonua Media Lab

WE ARE NOW HIRING

- Paepae Haumāna - Welcome Center is **HIRING!**
- Career Center: SECE On-Campus Jobs

We are here for you! Contact the Paepae Haumāna - Welcome Center if you need assistance (Manono Campus, Bldg. 378, (808) 934-2800, welcomeru@hawaii.edu).

Mahalo,
Hawai'i CC Information Center Staff

Help us by completing the [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: 1714795561–3723

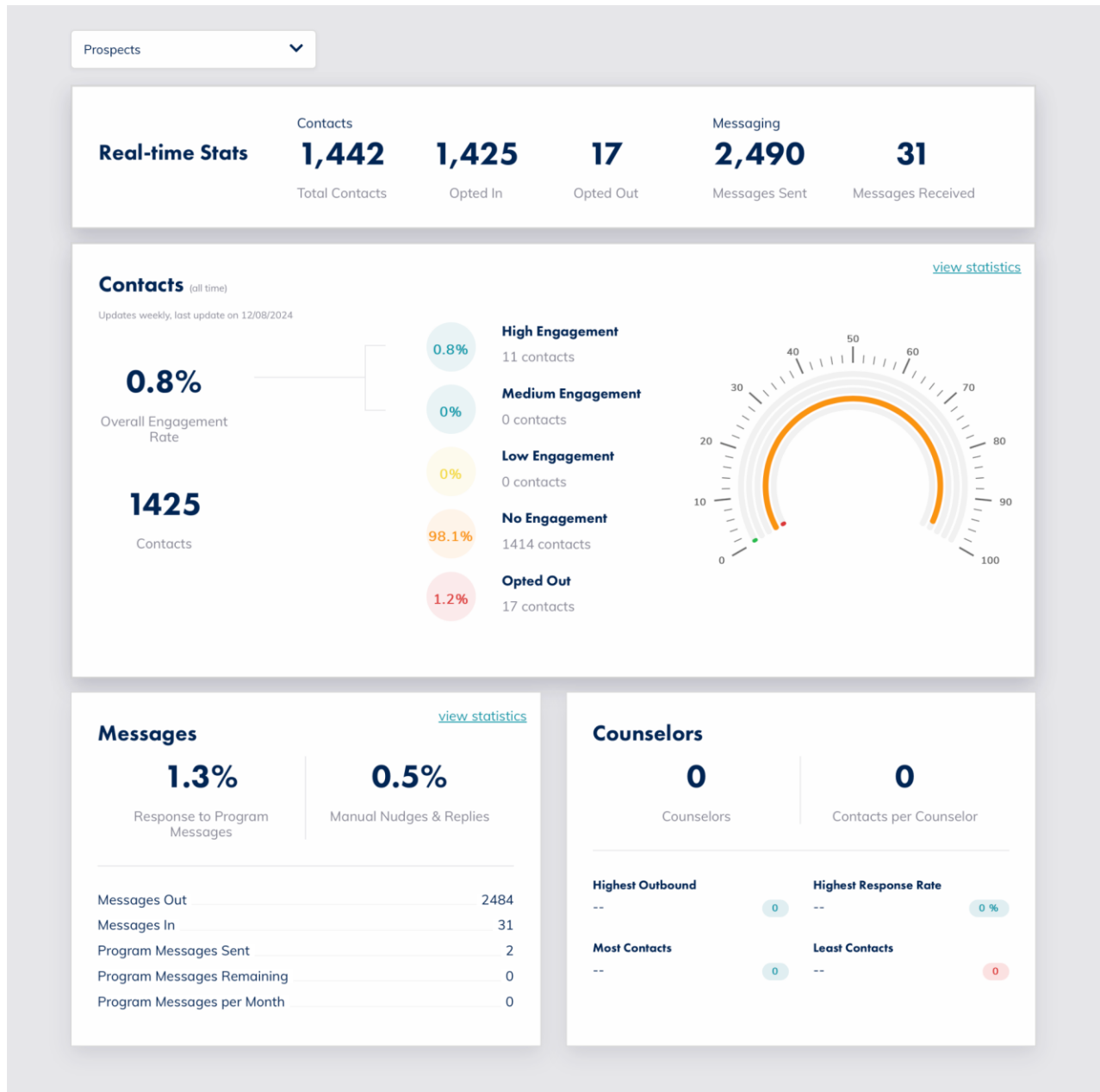
Announcement distribution:

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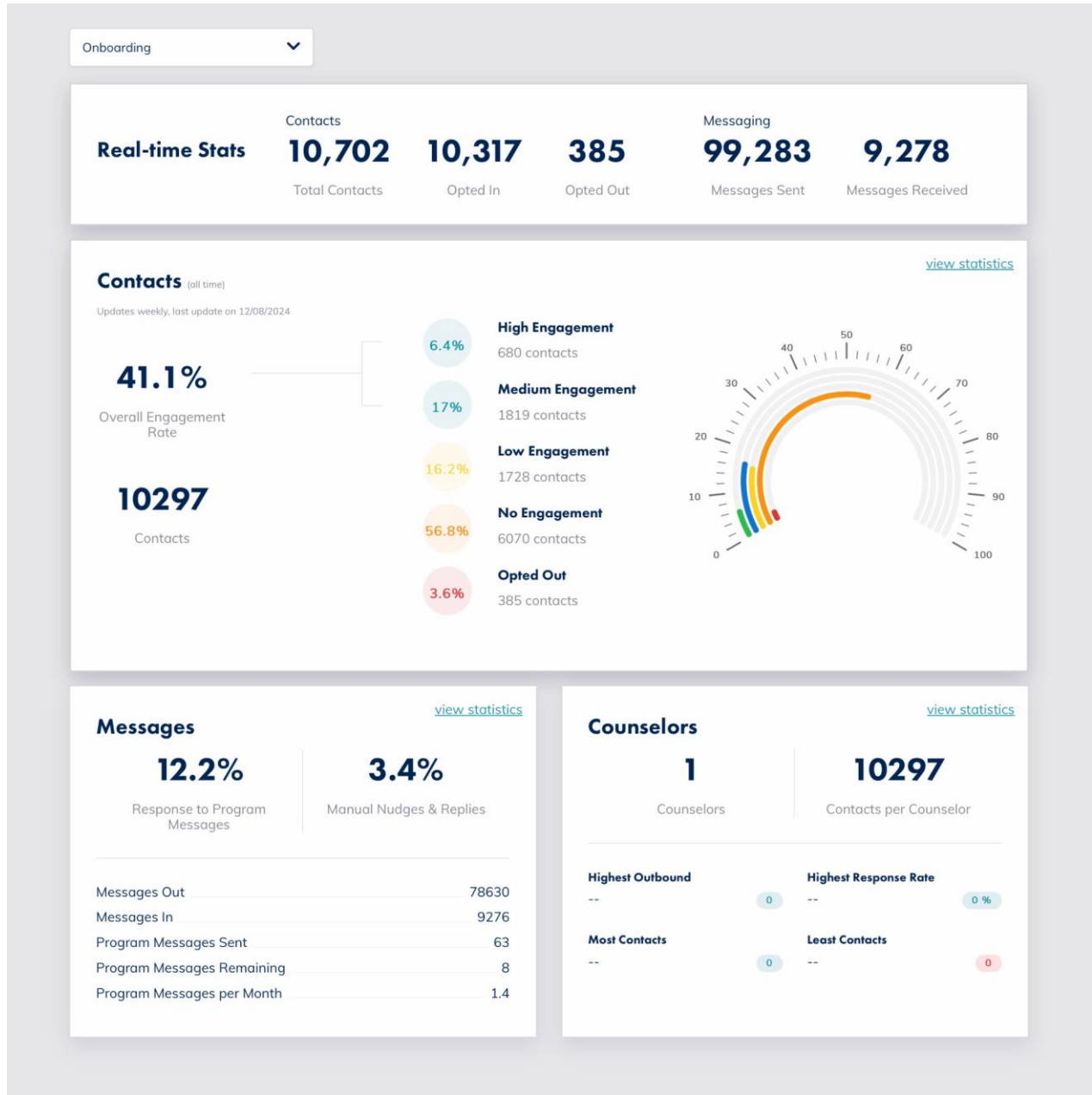
ARCHIVES: [Ka 'lo Weekly Archives beginning 23-24 AY](#)

Appendix C: SignalVine Texting Analytics

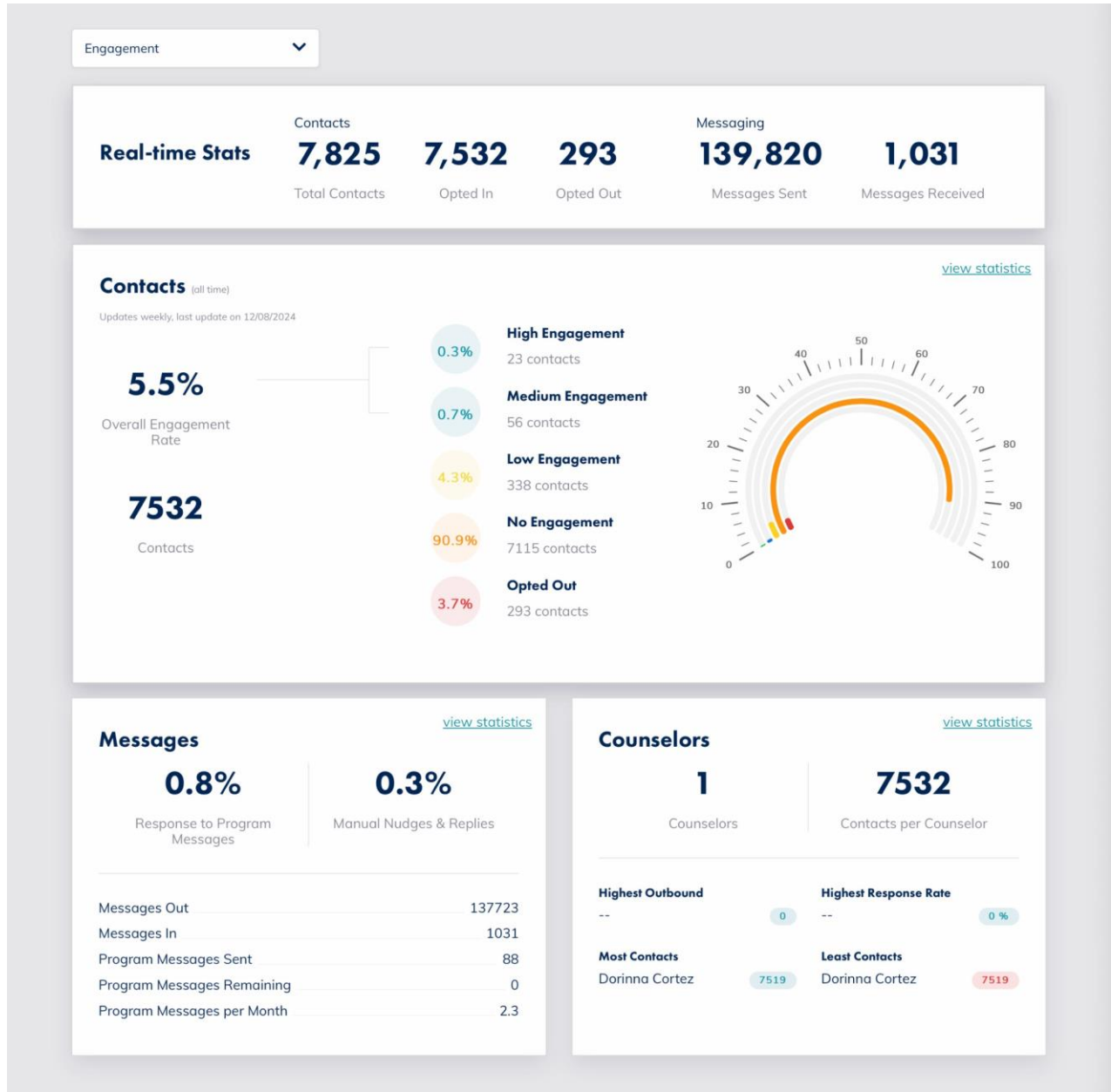
SignalVine Prospects Student Profile



SignalVine Onboarding Student Profile



SignalVine Engagement Student Profile



Appendix D: Hawai'i CC Campus Tour Evaluation Form

[Hawai'i CC Campus Tour Evaluation Google Form](#)



Hawai'i CC - Campus Tour Evaluation

Thank you for visiting us! We hope your tour was an informative and memorable one. To help us continually strive to improve our tour program, please take a moment to answer the following:

keshas@hawaii.edu [Switch account](#)



Not shared

The Faculty, Staff, and Students of Hawai'i CC were friendly and welcoming.

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

How satisfied were you with the knowledge of your tour guide?

	1	2	3	4	5	
Unsatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

The information I received was...

	1	2	3	4	5	
Too Little	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Too Much

How would you rank the length of the campus tour?

	1	2	3	4	5	
Too Short	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Too Long

I feel that this campus tour prepared me for enrolling in college.

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

Who was your Campus Tour Guide?

Your answer _____

What did you enjoy the MOST about the tour?

Your answer

What did you enjoy the LEAST about the tour?

Your answer

Is there anything we could have done to make the tour better for you?

Your answer

Submit

Clear form

Never submit passwords through Google Forms.

This form was created inside of University of Hawaii.
Does this form look suspicious? [Report](#)

Google Forms