2025 ANNUAL REPORT OF PROGRAM DATA



University of Hawai'i
Hawai'i Community College

2025 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 Kauhale 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 Kauhale. 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.
- **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.

Admissions & Records Office

- **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.

- **Designs, maintains, and updates the Admissions & Records Office (ARO) website** to ensure accurate, accessible, and current information for students, faculty, and staff.

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 managed significant changes by maintaining strategies, addressing staffing constraints, and adapting to emerging technologies across multiple platforms. The unit’s resilience is reflected in its ability to respond to environmental trends, system-wide initiatives, and the evolving needs of students, the institution, and the broader community. This adaptability has been essential in sustaining services despite ongoing challenges.

UO 1

Outcomes

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

Assessment Strategies

Admissions & Records Office

In AY 2025–2026, the unit sustained strong performance, with average application processing times consistently meeting the established target of 3–7 business days. Processing efficiency remained high, with most applications successfully managed by a single staff member, reflecting continued operational improvements and effective workflow management.

Comparative data indicates stable processing timelines from the previous year, with Fall 2025 averaging 4 days (slightly higher than Fall 2024 at 3 days) and Spring terms remaining consistent at 3 days. The average number of credits registered also remained steady across terms, suggesting consistent student enrollment behavior and no negative impact from processing timelines.

The continued use of the UH System Kama‘āina Application for Early College students and Hawai‘i high school seniors has supported streamlined access and application submission. Additionally, the Centralized Admissions Office remains a critical partner, contributing to efficient processing and enhanced communication through automated acceptance emails that clearly outline next steps for students.

Overall, the unit demonstrates sustained efficiency, effective collaboration, and consistent service delivery, with only minor fluctuations that do not significantly impact performance outcomes.

Application Processing Time (2025) Liaison & Kamaaina			
Term	Processed Dates	Avg. Days to Process	Avg. Credits Registered
Fall 2025	Sept 2024-Aug 2025	4	4
Spring 2025	Aug 2024-Jan 2025	3	3

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

Transcript Evaluation Timetable (2024-2025)				
Month	# of Transcripts	Avg. Days to Evaluate	Avg. Credits Transferred	% Of students that registered
24-Jul	34	13	36	71
24-Aug	55	6	29	85

24-Sep	12	15	29	58
24-Oct	50	4	27	26
24-Nov	11	5	51	45
24-Dec	39	5	38	58
25-Jan	17	4	29	94
25-Feb	13	3	31	23
25-Mar	28	3	26	10
25-Apr	47	2	28	55
25-May	36	3	24	58
25-Jun	34	4	26	47

Evaluation

The unit demonstrated measurable progress in improving overall processing efficiency; however, transcript evaluation timelines continue to present operational challenges due to variability in volume, complexity, and staffing capacity.

Across the academic year, transcript evaluation processing times ranged from 2 to 15 days**,** with an overall trend toward improvement in the latter half of the year. Early months such as July (13 days) and September (15 days) exceeded the desired 7–10 business day benchmark, likely reflecting increased evaluation complexity, along with competing priority tasks or staff shortages during those periods. In contrast, processing times from February through June improved significantly, averaging 2–4 days, indicating enhanced efficiency and workflow stabilization.

Transcript volume fluctuated throughout the year, with notable peaks in August (55 transcripts), October (50), and April (47). However, these higher-volume periods did not result in slower processing times; in several cases, processing efficiency improved despite increased workload. The unit also maintained relatively consistent averages in transferred credits, indicating continued accuracy and consistency in evaluation practices.

The percentage of students who registered while transcript evaluation varied widely, ranging from 10% to 94%. Higher registration rates were observed in January (94%) and August (85%), which align with the start of the spring and fall semesters. Lower registration rates in months such as March (10%) and February (23%) likely reflect timing within the academic cycle rather than processing inefficiencies, as these periods fall outside of peak enrollment activity.

Staffing transitions also played a role in operational capacity. Toward the end of the reporting period, responsibility for transcript evaluations shifted to the OA III, with support from APT B and training initiated for a new APT Graduation Pathway hire. Given that transcript evaluation is only one component of the evaluators’ broader responsibilities, these changes likely contributed to both earlier inconsistencies and later improvements as processes became more stabilized.

Admissions & Records Office

Overall, while the unit has made notable gains in reducing processing times and maintaining application efficiency within the 3–7 day target for applications, transcript evaluation remains a resource-intensive function. Continued attention to staffing, training, and process optimization will be critical to sustaining improvements, particularly during peak periods, and to better support transfer student progression and registration outcomes.

UO 2

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 on the ARO webpage to offer a platform for customers to share comments or suggestions for improvement.

Evaluation

During this reporting period, no responses were received for either the Paepae Haumāna customer satisfaction survey or the customer feedback form.

Customer Service and Efficiency Training

The unit conducted several training sessions in 2024 for students and staff at the Paepae Haumāna Welcome Center, focusing on customer service, confidentiality, and updated practices and procedures. In 2025, the Paepae Haumāna Info Center Manager collaborated with another unit to coordinate and deliver additional training workshops. The ARO Unit Manager also led multiple training sessions for new unit affiliated employees and provided ongoing guidance regarding policy and procedural updates.

UO 3

Outcome

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

Assessment Strategies

Admissions & Records Office provides clear, accurate, and relevant policy and procedural information through a variety of media, the unit implements a comprehensive and continuous review process across its primary communication platforms. Webpages and onboarding materials are evaluated each semester, annually, and as needed to reflect current policies, procedures, and institutional updates.

The unit leverages multiple communication tools to support effective information delivery and student engagement. Salesforce is used to generate customized acceptance emails that clearly outline next steps, with content developed collaboratively between the ARO unit and the UH System Centralized Admissions Team. In addition, Signal Vine is utilized to deliver timely and targeted onboarding messages via text, coordinated with campus partners to reinforce key information throughout the student onboarding process.

To further improve accessibility and efficiency, the unit continues to expand electronic service delivery through the development of Kuali e-forms, reducing reliance on paper-based processes. During the 2024–2025 reporting period, several forms were successfully implemented, with additional forms in progress. Simultaneously, ARO webpages were regularly updated and restructured to enhance clarity, navigation, and the accuracy of admissions and records information.

Evaluation of these strategies indicates that the unit has effectively maintained up-to-date and accessible information across its primary platforms. Key improvements include the ongoing conversion of paper forms to electronic formats, restructuring of webpages to better align with student needs, and the use of dynamic content in acceptance communications. This includes tailored messaging for high-demand or limited-capacity programs, such as Nursing, Electronics Technology, and Diesel Mechanics—to better inform students and support timely decision-making.

Additional services

Additional services within the ARO continue to reflect high demand and operational impact. Enrollment verifications increased by 24%, demonstrating continued reliance on administrative documentation services despite being offered at no cost. Transcript requests remain consistently high, with a strong preference for electronic delivery, accounting for approximately 95% of all requests.

ARO email volume exceeded 7,900 inquiries in AY 24–25, highlighting the unit’s role as a central hub for student support across multiple service areas. While there was a slight decline in email volume, the complexity and range of inquiries continue to require significant staff time and expertise.

Veteran student support remains a critical, compliance-driven function, serving 126 students in AY 24–25, with measurable student success outcomes.

Overall, these additional services represent substantial, ongoing workload demands and should be considered in staffing and resource planning.

Enrollment Verification	
AY	QTY
24-25	160
23-24	129
*Enrollment verification is a free service to students	

Transcript Request	
AY	QTY
24-25 (Campus print)	94
24-25 (Electronic NSC)	1,870
23-24 (Campus print)	128
23-24 (Electronic NSC)	1,921

ARO Emails	
AY	QTY
24-25	7,915
23-24	8,850
* Emails include questions about the following: (Onboarding, application, transcripts, medical, electronic forms processing, etc.)	

Veteran Students		
AY	Students Certified	Degree and/or Certificates Awarded
24-25	126	49
23-24	179	33

Recruitment / Community Engagement

During this reporting period, the unit had limited in-person recruitment and community outreach activities. However, it remained actively engaged in the Onboarding Committee, contributing to and supporting events focused on admissions and registration processes.

3. Analysis of the Program/Unit

ARPD data

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

Assessment of ARO Contributions to Student Services Demand and Efficiency Indicators

The data presented in the ARPD 2024–2025 report for Student Services Demand Indicators reflects the institution as a whole, rather than being specific to the Admissions & Records Office (ARO). Nonetheless, the unit contributes to these indicators through its application processing, onboarding support, and student communications.

Contribution to Demand Indicators
ARO supports demand indicators by facilitating timely application processing, which aligns with broader enrollment trends. Comparative ARPD data from AY 2023–24 to 2024–25 shows increases in certain areas, such as the annual headcount of Native Hawaiian (NH) students and Recent Hawai‘i High School Graduates. A comprehensive analysis of factors driving enrollment growth in these areas is still unknown. Community outreach, collaborative partnerships, and engagement with feeder schools and local organizations likely contribute to these trends.

Some indicators, such as total annual headcount for all students, have declined. The reasons for these decreases remain unclear and warrant further investigation, as they contrast with growth in other student populations.

Application Yield and Registration
The yield rate (% Registered) has consistently been an area in need of improvement. While ARO plays a role in supporting accepted students, 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 units within the Onboarding Committee to develop strategies aimed at improving yield rates, including effective communication and identifying potential enrollment barriers. Limited data and resources, however, make it challenging to determine specific reasons, beyond informed speculation, why some accepted students do not register.

Differences between the number of applicants and accepted students often arise from students being admitted to other UH System campuses, canceled applications, or incomplete/pseudo-applications. Historically, the overall yield rate averaged 51.75% in AY 2023–24 and 48.6% for AY 2024-25. A key

metric for ARO remains the percentage of accepted students who ultimately register, as it directly reflects the effectiveness of onboarding and communication efforts.

Application Processing Efficiency
The unit continues to prioritize operational efficiency, aiming to meet revised processing goals of 3–7 business days**.** In the 2024–25 academic year, the unit maintained its acceptance processes, and the integration of the online application feed into Banner has reduced the timeline for reviewing and processing applications. The data demonstrates that ARO has generally maintained processing times within the target range, contributing to overall operational efficiency while ensuring timely support for students and program enrollment.

Summary
Overall, while ARO contributes to demand indicators, yield rates, and operational efficiency, it is not solely responsible for broader enrollment outcomes. The unit plays a critical supporting role through application processing, onboarding communications, and collaboration with campus partners. Continued attention to workflow optimization, data collection, and interdepartmental collaboration will strengthen the unit’s impact on student registration and overall institutional enrollment performance.

#	Demand Indicators	2020 - 21	2021 - 22	2022 - 23	2023 - 24	2024 - 25
1.	Annual Headcount ALL Students	3,107	2,829	2,801	3,040	2,948
2.	Annual Headcount NH Students	1,310	1,183	1,117	1,105	1,144
3.	Actual Percent Change from Prior Year ALL	-3%	-9%	-1%	9%	-3%
4.	Actual Percent Change from Prior Year NH	-4%	-10%	-6%	-1%	4%
5.	Annual Headcount of Recent Hawaii High School Graduates	311	310	289	323	350
6.	Percent of Service Area's Recent High School Graduates	15%	14%	14%	15%	17%
7.	Annual Headcount of Students 25-49 Years Old	1,009	890	804	995	839
8.	Annual Headcount from Underserved Regions	2,828	2,517	2,503	2,650	2,632
9.	Annual Headcount in STEM programs	208	188	201	178	192
10a	Fall Semester Registration Status - New Students	868	739	414	443	484
10b	Fall Semester Registration Status - Transfers Students	177	156	177	169	192
10c.	Fall Semester Registration Status - Continuing Students	1,020	910	725	731	742
10d.	Fall Semester Registration Status - Returning Students	194	191	191	180	184
10e.	Fall Semester Registration Status - Home Campus Other	171	252	620	737	687
11a.	Spring Semester Registration Status - New Students	505	409	129	120	140
11b.	Spring Semester Registration Status - Transfers Students	101	82	114	97	108
11c.	Spring Semester Registration Status - Continuing Students	1,318	1,082	1,016	1,031	1,154
11d.	Spring Semester Registration Status - Returning Students	150	97	108	80	99
11e.	Spring Semester Registration Status - Home Campus Other	229	263	625	826	649

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4. Action Plan

Review your Action Plan from your last Comprehensive Program/Unit Review here, as well as any additional items you've added to your Plan from your Annual Reviews since then.

Ka‘ao Ka‘ika‘i Strategic Plan.

The Admissions & Records Office (ARO) has actively implemented the action plan outlined in the last Comprehensive Program/Unit Review, along with additional items identified through subsequent Annual Reviews. The unit's initiatives focused on improving application and transcript processing timelines, enhancing onboarding and student engagement, increasing the acceptance-to-registration yield rate, expanding electronic services, and refining communication strategies with students and campus partners.

Since the last review, ARO has made measurable progress in several areas:

- **Application Processing:** Average processing times for Liaison and Kama‘āina applications have consistently met the goal of 3–7 business days, supported by integration of the online application feed into Banner.
- **Electronic Services:** Implementation of Kuali e-forms has improved efficiency, enabled timely notifications, and streamlined document tracking for students and staff.
- **Onboarding and Student Engagement:** The unit continues to work closely with the Onboarding Committee, using collaborative high-touch strategies in both virtual and face-to-face formats to support students through acceptance, registration, and enrollment.
- **Web Presence:** ARO webpages have been updated and restructured for clarity, ease of navigation, and timely access to essential information for students, faculty, and the community.
- **Customer Service and Satisfaction:** Collaboration with Paepae Haumāna – Welcome Center on student satisfaction surveys has informed strategies to enhance student interactions, while ongoing staff training has reinforced excellence in service delivery.

Areas Still in Progress

While significant progress has been made, certain areas remain ongoing priorities:

- **Yield Rate Improvement:** The percentage of accepted students who register continues to be an area for growth. ARO collaborates with other units to enhance communications and identify barriers, but limited data and resources constrain a full understanding of why some accepted students do not register.
- **Transcript Evaluation Timelines:** Efficiency during periods of competing priorities or staff transitions requires continued monitoring and workflow refinement.
- **Data-Driven Decision Making:** Expanded use of analytics is needed to better identify enrollment trends, assess the effectiveness of communication strategies, and inform targeted interventions.

Building on past progress, ARO has identified the following updated and ongoing action items for the upcoming year, each aligned with the College's Core Commitment of Kai'ika'i Haumāna – developing successful students for a better future**:**

Enhance Yield Rates:

- Strengthen collaborative initiatives with the Onboarding Committee to reduce enrollment barriers, improve communication, and provide targeted support to accepted students.
- Implement strategies to increase the acceptance-to-registration ratio (yield rate) through proactive outreach and data-informed interventions.
- Strategic Alignment: Supports Kai'ika'i Haumāna by empowering students to complete enrollment and begin their academic journey successfully.

Optimize Application and Transcript Processing:

- Continue refining workflows, providing staff training, and leveraging technology to ensure processing timelines remain within 3–7 business days.
- Address efficiency challenges during staff transitions or periods of competing priorities.
- Strategic Alignment: Supports Kai'ika'i Haumāna by removing administrative barriers, facilitating timely access to academic programs, and enabling students to focus on their educational goals.

Expand Electronic Services and Web Access:

- Maintain and enhance the ARO website for easy navigation, accessibility, and timely updates.
- Continue Kuali e-form implementation to streamline submissions, approvals, and notifications.
- Strategic Alignment: Supports Kai'ika'i Haumāna by ensuring students have convenient access to essential resources and accurate information, supporting informed decision-making.

Strengthen Customer Service and Student Feedback:

Admissions & Records Office

- Collaborate with Paepae Haumāna – Welcome Center to refine student satisfaction surveys and improve response rates.
- Use survey results to guide ongoing staff training and continuous improvement in service delivery.
- Strategic Alignment: Supports Kai'ika'i Haumāna by fostering a student-centered environment that promotes persistence, engagement, and overall success.

Professional Development and Staff Training:

- Provide ongoing training for staff to improve service delivery, adapt to evolving virtual and face-to-face engagement methods, and maintain high standards of customer service.
- Strategic Alignment: Supports Kai'ika'i Haumāna by ensuring staff are equipped to empower students effectively and respond to their needs throughout enrollment and academic progression.

These recommendations and updated action items will guide ARO's focus over the next review cycle by:

- Prioritizing initiatives that directly impact student success and enrollment outcomes.
- Ensuring continuous evaluation of processes and services to maintain efficiency and responsiveness.
- Leveraging technology, collaboration, and data-informed strategies to streamline workflows and enhance communication.
- Maintaining alignment with the College's Core Commitment of Kai'ika'i Haumāna**,** ensuring that operational improvements support students in achieving their educational goals and contributing meaningfully to society.

5. Resource Implications

Special Resource Requests

Detail any special resource requests not funded by your regular operating budget, including reallocation of existing resources (physical, human, financial) that are necessary to support your action plans or Perkins proposals.
**Note that CTE programs seeking future funding via UHCC System Perkins proposals must reference their ARPD Section 4: Action Plan, and this ARPD Section 5: Resource Implications, to be eligible for funding.*

☐ **I am NOT requesting additional resources for my program/unit.**
☐ **I AM requesting additional resource(s) for my program/unit.**
Total number of items being requested: _____1_____(4 items max.)

✔ **Item Description:** Assistant Registrar

- **Justification:** The position was eliminated during the COVID-19 pandemic; however, it continues to be essential to the institution. The increasing complexity of state and federal regulations requires precise and accurate reporting, which has become even more critical over time. Failure to ensure reporting accuracy may lead to significant financial consequences or the loss of federal funding.

  While the position will include a range of duties and responsibilities, its primary focus will be to ensure compliance with all applicable regulations. Additionally, as technology continues to advance, this role is critical in maintaining data accuracy, supporting institutional accountability, and assisting with the implementation and management of evolving systems and platforms.

- **Alignment to the Ka‘ao Ka‘ika‘i Strategic Plan AY2023 - AY2029**
  Ka’ika’I Kauhale – Build and Maintain the Wellbeing of the College Kauhale

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 # Position #81687