

**Hawai'i Community College
Information Center
Assessment Results**

Assessment Plan of Action

In collaboration with Hawai'i Community College, Office of Academic Affairs and the Accreditation Committee, the Information Center set out to see how well received prospective and current students felt about its information dissemination services.

Assessment Procedure

Prospective Students

Pre-surveys were administered before the students stepped on campus visit, October 4-5, 2011. Post surveys were conducted after the visit. Both pre and post surveys were turned in the last week of October. Pre-coding was conducted to maximize efficiency of data reporting. The Information Specialist was responsible to ensure the accuracy of coding.

Current Students

Online surveys via <http://www.monkeysurvey.com> were utilized to assess student satisfaction. Current students received an email October 14, 2011, inviting them to participate in an online satisfaction survey from then until October 22, 2011. The online surveys were accessed by the Information Specialist, printed and coded with a student volunteer. The Information Specialist was ultimately responsible for the coding and write-up of the results.

The Results

According to an online survey administered between October 15 - October 22, 2011, there were approximately 118 responses by the deadline date. An additional twelve responses were observed after the deadline date. The online survey tabulated the first one hundred responses for free so those results were used for the purposes of this report. The top three types of media used by students on a regular basis were email broadcasts leading at 82%, in person at 36% and Information Boards on Manono Campus at 24%. Facebook or Twitter posts came

in at 14% and then information by phone was reported to be used on a regular basis.

Figure 1: Type of Media/Service Students Use on a Regular Basis

Satisfaction on timeliness of email broadcasts

When being asked how timely are the email broadcasts to students, 47.8 % or 44 students gave the highest ratings for timeliness and 28.3% or 26 students reported they were satisfied; approximately 19.6% or 18 students reported being satisfied with the timeliness of the information. For a graphic illustration, please see Figure 2.

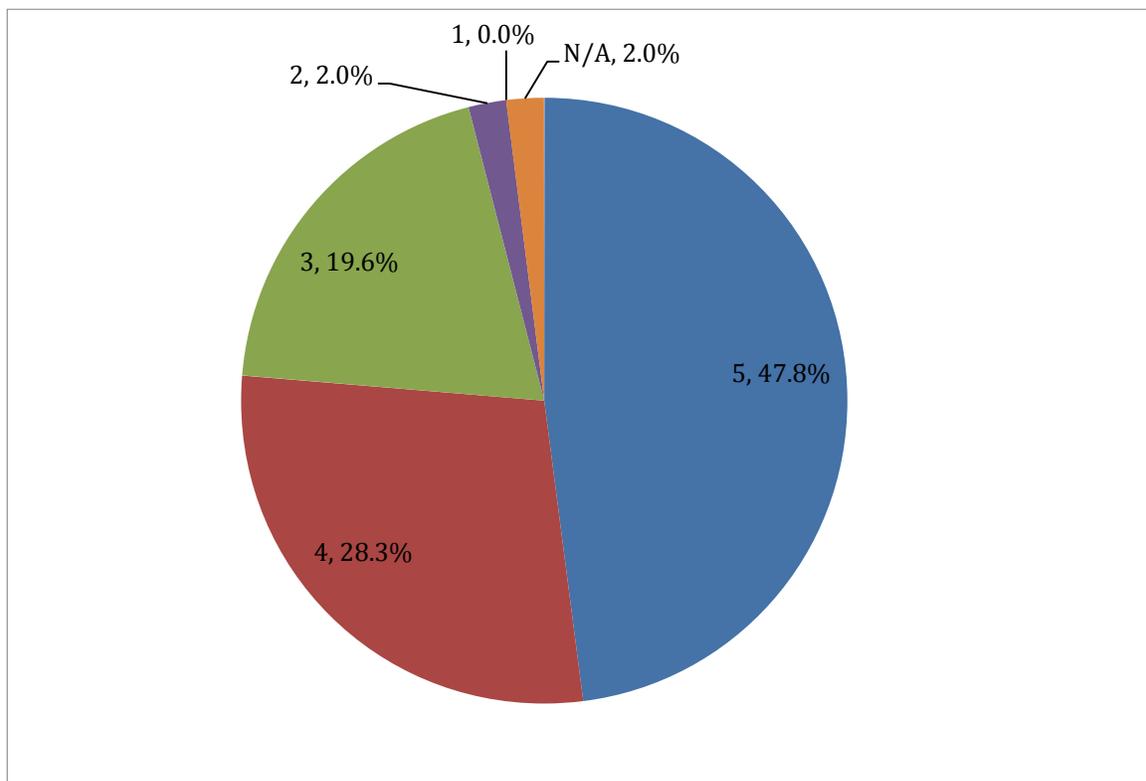


Figure 2: Satisfaction with Timeliness of E-mail Broadcast

Timeliness of Information Posted on Information Boards around Manono Campus

When surveying students rating the timeliness of the information being posted on the Information Boards around Manono Campus, 25.6% or 23 students rated the postings as most timely or the highest ratings; 22.2% rated the postings as timely and 16.7% rated as somewhat timely. Interestingly to note, 31.1% said the

postings on Manono campus were not applicable. One factor that could be attributed to the high percentage to this question could be those students are not attending classes on the Manono campus but possibly in West Hawai'i or upper campus.

Accuracy of Information:

Approximately 46.7 % or 42 students reported that the information they received was accurate.

Analyzing the Results

**What are we doing that we should get rid of?
What are we not doing that we should be doing?**

Action Steps

1. Appendices

**APPENDIX 1
Information Center
Prospective Student Survey**

Before the Visit:

Rating Scale:

**5= Highly Important 4 = Important 3 = Somewhat Important
2=Unimportant 1=Highly Unimportant**

What questions do you need answered to be better prepared for college?

I need to know what programs are available at Hawai'i CC	5	4	3	2	1
I need to know where programs are available at Hawai'i CC	5	4	3	2	1
I need to know how to fill out an application	5	4	3	2	1
I need to know what steps to take to register for classes	5	4	3	2	1
I need to know about financial aid	5	4	3	2	1
I need to know where student services offices are located	5	4	3	2	1
Other: _____	5	4	3	2	1

After the Visit:

Were your questions answered today?

Yes No Unsure

What was done to answer your questions: _____

The following activities helped me to answer my questions:

Rating Scale:

5= Very Helpful 4 = Helpful 3 = Somewhat Helpful 2=Not Helpful 1=Not Very Helpful

Campus Tour/Visiting the Program

5 4 3 2 1 NA

Instructor's Information about the Program

5 4 3 2 1 NA

Information by the Information Specialist

5 4 3 2 1 NA

Other: _____

5 4 3 2 1 NA

Appendix 2

Information Center

Current Student Survey

1. 1. What form(s) of media do you use on a regular basis to get your information about the college?

a. a. Information Boards around Manono Campus

b. b. E-mail broadcasts sent to your hawaii.edu

c. c. Facebook or Twitter Posts

d. d. Other: _____

1. 2. How helpful is the information sent to your hawaii.edu/default email?

a. a. Very Helpful

b. Helpful

c. Somewhat Helpful

d. Not Helpful

e. Not Helpful at all

a. 3. How current is the information to meet your academic needs?

b. a. Very Current

- c. b. **Current**
- d. c. **Somewhat Current**
- e. d. **Not Current**
- f. e. **Late (After the fact)**
- g. 4. **What kind(s) of information do you find most helpful?**
 - h. a. **Admissions and Registration Deadlines**
 - i. b. **Counseling, Advising, and Support Services Center Workshops**
 - j. c. **Academic Resources (Tutoring, Computer Labs, etc.)**
 - k. d. **Student Life Programs (Academic Planners, Welcome Back Event, etc)**
 - l. e. **Financial Aid (Scholarships)**
 - m. f. **Hawai`i CC Construction Notices**
 - n. g. **Community Events**
 - o. h. **Kukui News**
 - p. i. **Ke Kalahea Student Newspaper**
 - q. j. **Guest Speakers**
 - r. k. **Other: _____**

Appendix 3
Hawai'i Community College
Information Center
General Public Survey/Former Students

a. 1. Please share what services were used (if any) during your visit to/from the Information Center.

Directory

a. 2. If you did receive services, how helpful was the information in accomplishing your objective?

b. 3. (Please rate: strongly agree, agree, neutral, disagree or strongly disagree:

c. 4. Information Center has increased your knowledge of the opportunities and services available at Hawai'i Community College.

d. 5. What kinds of information would you like to have available?

e. 6. Where did you learn that the Information Center was a resource?

f. 7. How can the Information Center better serve you?

g. 8. Please indicate your level of satisfaction with assistance with each of the following:

	Very Satisfi	Satisfied	Neutral	Dissatisfied	Very Dissati
Amount of Provided					
Assistance of					
Accuracy of I					
Usefulness of					
Clarity of Inf					
Timeliness of					
Staff Knowle					

Hours of Op					
Friendliness					
Overall Qual					