

Counseling & Advising



2019

ANNUAL REPORT OF PROGRAM DATA



UNIVERSITY of HAWAII®
KAUA'I
COMMUNITY COLLEGE

2019 Kaua'i Community College ARPD

Program: Counseling & Advising

At a minimum, each program or unit Annual Program Review Update shall include measures described in [UHCCP 5.202](#). Additional measures may also be used for program or unit assessment.

1. Program Description

Program or Unit Mission Statement

Kauai Community College Student Affairs increases students' and community access to higher education and training, and creates an environment which empowers students to take responsibility for their own success.

Part I. Program Description

Date of Last Comprehensive Review	2016
Date Website Last Reviewed/Updated	2019
Target Student Population	New, continuing, transfer, returning, both degree seeking and unclassified.
External Factor(s) that Affected the Program or Unit	Programs and courses offered at the college determines enrollment. High School enrollment and returning students have been targeted for recruitment and onboarding this academic year.

2. Analysis of the Program

Strengths and weaknesses in terms of demand, efficiency, and effectiveness based on an analysis of the Quantitative Indicators. CTE programs must include an analysis of Perkins Core indicators for which the program did not meet the performance level. Include Significant Program Actions (new certificates, stop outs, gain/loss of positions, results of prior year's action plan).

Include the Annual Review of Program Data (ARPD; all [Instructional programs](#) and [Academic Support](#) programs - Library, Technology Resources, Testing Center, Tutoring, and Financial Aid), program-developed metrics (Institutional Effectiveness programs, Office of Continuing Education and Training, campus committees), or metrics required by [UHCCP 5.202](#) that are not provided as ARPD ([Administrative Service](#) programs and some Student Support [programs](#)) under review in table format below (EP 5.202 and UHCCP 5.202).

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The Overall Program Health is Healthy

Describe and discuss demand, efficiency, effectiveness, and overall health categories. What has been the trend over the past three years in each of these categories? What factors (internal or external) may have contributed to the program or unit health categories? For Career and Technical Education (CTE) programs, provide a discussion on any unmet Perkins Core Indicator that includes contributing factors (UHCCP 5.202).

Based on this analysis, what are the program's strengths and areas to improve regarding demand, efficiency, and effectiveness?

Describe any significant program actions that occurred in the prior year (e.g., new certificate(s), stop outs, gain/loss of position(s), reduction in funding, new or completed grant(s), etc.).

Career and Technical (CTE) programs should provide an analysis for any unmet Perkins Core Indicators.

Demand Indicators		2016 - 17	2017 - 18	2018 - 19	
1.	Annual Headcount ALL Students	1,724	1,752	1,860	
2.	Annual Headcount NH Students	518	560	591	
3.	Actual Percent Change from Prior Year ALL	2%	2%	6%	
4.	Actual Percent Change from Prior Year NH	3%	8%	6%	
5.	Annual Headcount of Recent Hawaii High School Graduates	209	187	166	
6.	Percent of Service Area's Recent High School Graduates	28%	28%	23%	
7.	Annual Headcount of Students 25-49 Years Old	332	436	398	
8.	Annual Headcount from Underserved Regions	42	68	63	
9.	Annual Headcount in STEM programs	73	118	148	
10a.	Fall Semester Registration Status	New Students	536	524	691
10b.		Transfers Students	72	71	69
10c.		Continuing Students	615	603	565
10d.		Returning Students	109	89	104
10e.		Home Campus Other	69	59	57
11a.	Spring Semester Registration Status	New Students	266	395	462
11b.		Transfers Students	50	45	40
11c.		Continuing Students	782	775	714
11d.		Returning Students	48	58	58
11e.		Home Campus Other	88	75	84
Efficiency Indicators		2016 - 17	2017 - 18	2018 - 19	
12.	Pell Participation Rate ALL Students	48.6	47.3	49.2	
13.	Pell Participation Rate NH Students	55.2	50.7	54.5	
14.	Number ALL Students Receiving Pell	508	476	454	
15.	Number NH Students Receiving Pell	203	182	177	
16.	Total Pell Disbursed ALL	\$1,521,407	\$1,500,288	\$1,466,636	
17.	Total Pell Disbursed NH	\$592,327	\$549,038	\$571,539	
18.	Overall Program Budget Allocation	\$0	\$1,646,010	\$0	
19.	General Funded Budget Allocation	\$0	\$1,078,436	\$0	
20.	Special/Federal Budget Allocation	\$0	\$0	\$0	
21.	Cost Per Student	\$0	\$940	\$0	
Achieving the Dream					

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23.	FT AtD Cohort (NH) complete 20 credits first year	21	21	21
24.	PT AtD Cohort (ALL) complete 12 credits first year	39	45	40
25.	PT AtD Cohort (NH) complete 12 credits first year	29	41	36
Effectiveness Indicators		2016 - 17	2017 - 18	2018 - 19
26.	Persistence Fall to Spring ALL Students	67%	71%	67%
27.	Persistence Fall to Spring NH	68%	69%	64%
28.	Degrees & Certificates Awarded ALL	258	211	343
29.	Degrees & Certificates Awarded NH	69	60	126
30.	Degrees & Certificates in STEM ALL	22	13	26
31.	Degrees & Certificates in STEM NH	7	1	4
32.	Transfers to UH 4-yr ALL	79	80	82
33.	Transfers to UH 4-yr NH	24	23	25

[Glossary/Rubric](#)

Demand (Met with Advisor)	AY20	Healthy $\geq 90\%$ Cautionary 89%-75% Unhealthy $< 74\%$
# new (Classified First Time)		
# Continuing		
# Returning		
Transfer/Other		
Total #		
EFFICIENCY	AY20	Healthy $\geq 95\%$

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		Cautionary 52%-94% Unhealthy < 52%
% New advised		
% Continuing advised		
% Returning advised		
EFFECTIVENESS	AY20	Healthy >=90% Cautionary 89%-75% Unhealthy <74%
CCSEE		
New Counseling Survey to all Students	AY20	Healthy >=90% Cautionary 89%-75% Unhealthy <74%
Frequency <i>"how many times a student met with their counselor."</i> respondents "met"		

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<p><i>with the counselor 2-3 times during the academic year”.</i></p>		
<p>Satisfaction</p> <p><i>“After meeting with my counselor, I am aware of resources and information that will help me to succeed”</i></p> <p><i>“I felt comfortable discussing my concerns with the counselor,”</i></p>		
<p>Importance Scheduling appointments section, was <i>“really easy or easy to schedule an appointment with a counselor.”</i></p>		

The demand indicator for the annual student headcount is healthy. Counseling and Advising outreach efforts have continually improved since 2016 from 1,724 to 1,752 in 2017 and currently at 1,860. This has been a gradual of increase 108 students from AY 2017 to 2018. The same holds true for the Native Hawaiian student population. The increase of Native Hawaiian students to Kauai Community College from AY17 to AY18 has increased by 31 students. In section 10a Fall 2018 and Spring 2019, the new student population has increased for both fall and spring, as well as an increase of returning students in the fall semester. The data also shows that students do not transfer into Kauai CC, that number is actually declining over time. The same can be said for continuing students. Outreach efforts of recruiting students from other colleges is not typically a current priority. As a two-year institution, our efforts are directed towards the transfer of students to four-year colleges. There is, however, a general interest

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from academic programs on seeing students graduate with a degree from Kauai Community College prior to transferring. The counseling office has expanded the best practice of mandatory advising for new classified students from the first semester to the first year and have increased visibility on campus to encourage support for students and to provide intervention before a decision is made to stop-out of college.

The Counseling and Advising Office is engaged in the second year of conducting Onboarding activities targeting the campus goal of increasing direct high school entry. The counselors have coordinated with high school counselors during a Fall planning meeting, and with academic programs of the college to develop a strategic and comprehensive schedule of events beginning with a #Findyourfuture event where Kauai CC hosted all three public high and charter schools providing program visits and lunch. This was followed by processing UH Common Applications and Free Application for Federal Student Aid (FASFA) at the high school, and subsequent placement testing and registration events. (Appendix 1)

Effectiveness indicators show that student completion of degrees and certificates continue to increase. Under Effectiveness Indicators, #28, Kauai CC graduated 132 more students than AY16. Sixty-six of these graduates identify as being Native Hawaiian students. The transfer rate of students to a four year UH campus has increased as well. In addition, Kauai CC STEM majors that graduate and transfer into four-year campuses have also increased. (Appendix 2)

In Table 1 also indicates that 1,382 applications were processed. Of the 1,382 applications, 1,197 students accepted, with 778 students enrolled in Fall 2018. There are many reasons that contribute to the non-enrollment of potential students. Factors may include low unemployment rate, lack of financial resources or UH system purge for non-payment of tuition. Overall, Kauai CC performed well with a yield rate of 65%, which is the highest of all community colleges in the UHCC system. (Appendix 2)

A student survey was sent out in AY18 (n=89) and the overall results are positive. Students were asked 14 questions with a Likert scale (1-5) 1 being Strongly disagreed and 5 strongly agree. Table 3 indicates that Question #2 "After meeting with my counselor, I am aware of resources and information that will help me to succeed" received the highest mark of 95%. Receiving a 93% of strongly agreed was Question #3 "After meeting with my counselor I accomplished the goal of my visit." On the low end, 83% strongly agreed they "would recommend their counselor to others".

In Table 4 of the student experience section, students were asked three questions on a scale from 1-5 with 5 being strongly agree. 72% strongly agreed with the question "I felt comfortable

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discussing my concerns with the counselor,” 14% agreed with 2% did not agree. Another question asked “I felt the counselor listened to me attentively.” respondents strongly agreed with 77%, while 15% agreed, and 1% did not agree. As for a student’s overall evaluation of the counselor, 78% strongly agreed, while 1% did not agree. (Appendix 4)

The last question in Table 4 asked: “how many times a student met with their counselor.” 46% of respondents “met with the counselor 2-3 times during the academic year”. 27% said 3 to 6 times per year and 13% 1 time per year. (Appendix 4)

The downside of the survey is the return rate. Discussion is underway regarding the usage of another system that will hopefully capture more student information as this is very valuable moving forward.

In the Counseling Survey: Scheduling appointments section, 94% of students felt that it was “really easy or easy to schedule an appointment with a counselor.” This reflects the availability of counselors to meet the needs of students.

3. Program Student Learning Outcomes

- a) List of the Program Student Learning Outcomes
- b) Program Student Learning Outcomes that have been assessed in the year of the Annual Review of Program Data.
- c) Assessment Results
- d) Changes that have been made as a result of the assessments.

Report on PSLO assessment for the prior year.

1. List of the PSLOs.
2. Indicate PLSOs that were assessed in the year of this APRU.
3. Assessment findings.
4. Changes that have been made as a result of the assessment findings.
5. Next planned assessment date.

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PSLO	Assessed During this APRU Cycle (Y or N)	Findings	Improvements Implemented	Next Assessment Date
<p>Increase number of completion rate of Associate Degree, Certificate of Achievement, transfer and personal & professional development goal attainment.</p>	<p>Yes</p>	<p>The number of degrees and certificates have increased by 133 for all students and 66 for Native Hawaiian students. For the 2017-2018 school year there were a total of 211 degrees and certificates awarded. In the 2018-2019 school year there were a total of 344 degrees and certificates awarded.</p>	<p>Advisor to meet with students at least one time per semester. and more if needed</p>	<p>2019-2020</p>

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<p>Increase number of transfers.</p>	<p>Yes</p>	<p>Transfers overall to 4 year schools up from 270 to 296 an increase of 26 which met our campus goal of 204. The chart below shows Kauai and another CC are the only two campuses that went up in all transfers. Transfer to UH four-year schools increased by two and did not meet the campus goal of 117. The good news is we did better than any other CC in the system, we did not meet by 35 and the next highest CC did not meet by 41, the highest did not meet by 254.</p>	<p>We will continue meeting with students at midterm and sending our transfer information.</p>	<p>2019-2020</p>
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Increase retention.	Yes	Fall 2018 to Spring 2019 we see an increased rate for retention of 149 students. Fall to Spring has been good for the last three academic years.	Advisor to meet with students at least one time per semester and more if needed	2019-2020
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4. Action Plan

Include how the actions within the plan support the college's mission. In addition to the overall action plan for the program, include specific action plans for any Perkins Core Indicator for which the program did not meet the performance level.

Action Plan	Anticipated Outcome	Actual Outcome
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List any additional significant actions that impacted your program (e.g., new certificate, loss or gain of faculty or staff, stop outs, etc.).

NA

Analysis of Alignment with CPR

List the goals that were identified to be initiated, continued, or completed during this APRU cycle, in your last CPR, and if they were achieved. Be sure to include the benchmark, desired outcome, actual outcome, and unit of measure. If you completed your last CPR prior to 2018, please refer to * in this section.

Goal/Strategic Goal or Priority**	Achieved (Y or N)?	Benchmark	Desired Outcome	Actual Outcome	Unit of Measure
Hire a full-time Star Writer (Refer to CPR)	Yes	N/A	Full-time STAR Writer	Part-time dedicated STAR Writer	Click or tap here to enter text.
Hire a Full-time Admissions	No	N/A	Full-time Admissions Counselor	This position may be hired as a Grant funded non	Click or tap here to enter text.

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Goal/Strategic Goal or Priority**	Achieved (Y or N)?	Benchmark	Desired Outcome	Actual Outcome	Unit of Measure
Counselor under VCSA				faculty position.	
STAR Registration	Yes	Within the month prior to the first date of registration during each semester	100%	90%	Counselor Evaluation Report (Appendix 3)

**All Strategic Goals and Priorities are Aligned to the College Mission.

Describe any impacts these goals had on your health indicator(s).

Click or tap here to enter text.

*Based on findings in Parts I – IV, develop an action plan for your program or unit from now until your next CPR date. This should include goals that align with the College Mission, measurable outcomes, benchmarks, and alignment to the College’s Strategic Priorities, and/or Strategic Goals. Be sure to focus on weaknesses identified in ARPD data, PSLO outcomes, results of survey data, and other data used to assess your unit or program. This plan should guide your program and subsequent APRUs, but may be amended based on new initiatives, updated data, or unforeseen external factors.

Goal	Strategic Goal/Priority (List number)	Benchmark	Desired Outcome	Unit of Measure	Year(s) Implemented
Continue mandatory advising for first time, classified students through the first year (Fall 2019 to Spring 2020)	AC Holds on Student accounts	100%	Increase fall to fall retention.	Appointment data	Outcome will be measured in Fall 2020

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Goal	Strategic Goal/Priority (List number)	Benchmark	Desired Outcome	Unit of Measure	Year(s) Implemented
Our goal is to create an efficient structure for advising contacts of all new and continuing students. Recording all methods of touch point advising - in person, online, text, group, zoom.	Develop a strong structure for meeting counselors reviewing the surveys for best practices Recording all methods of touch point advising - in person, online, text, group, zoom	Reliable metric to measure outcome	Increase fall to fall retention	Appointment data	2020-2021

5. Resource Implications

Resource Request(s) for next year (from CPR Plan for your program or unit, or one(s) developed in Part V above if CPR was completed prior to 2018).

X I am NOT requiring resources for my program/unit.