

**Kauai Community College
Annual Program Review Update 2016 - 2017**

Program Name: Admissions and Records Office

Assessment Period: 2016 - 2017

Program Mission Statement:

The Admissions and Records Office is committed to recruit, admit and enroll students of various backgrounds and diverse populations.

Part I. Executive Summary of Program Status

No previous program review recommendations available

Part II. Program Description

The Admissions and Records Office maintains, preserves and disseminates student academic records and provides services to students, faculty and staff at Kauai Community College. Productivity includes the following:

- process admissions applications
- collect and distribute transcripts
- process enrollment and degree verification requests
- petition and award applications for graduation

In addition, the Admissions and Records Office provides the following services:

- develop and publish the Academic Calendar
- certify students receiving Veteran's Administration Educational Benefits
- monitor the status and registration of International Students
- manage the transcript evaluation process
- report enrollment to the National Student Clearinghouse
- provide outreach services to high school counselors and students

The service outcome for the Admissions and Records Office is to provide a clear, systematic process by which students may apply for admissions, receive transfer credits and register for Kauai Community College courses. We strive for efficient and timely processes related to academic records, registration, transcript evaluations, enrollment data and graduation.

Goal 1: Apply for Admissions

- The Admissions and Records Office will provide step-by-step assistance for students completing the online application on the computers available in the office space.
- The Office will perform frequent communication with students whose applications are incomplete and pending.
- The Office staff will collaborate with the Enrollment Management and Marketing Specialist and academic advisors to support outreach efforts at the high schools to assist students in applying to college.

Goal 2: Receive Transfer Credits

- Upon request, students will have their official transcripts reviewed and evaluated following acceptance to Kauai Community College. The final evaluation will be reflected on the student's Star report.

Goal 3: Register for Classes

- The Admissions and Records Office will maintain effective communication with the other units comprising Student Affairs, including Counseling and Advising, Financial Aid and the Office of the Vice Chancellor of Student Affairs.
- The Admissions and Records Office will collaborate and consult with academic advisors to ensure program and course accessibility.
- The Admissions and Records Office will provide registration services to all high school students participating in the Dual Credit programs, including Early College and the Running Start program.

Goal 4: Increase Certificates & Degrees Awarded

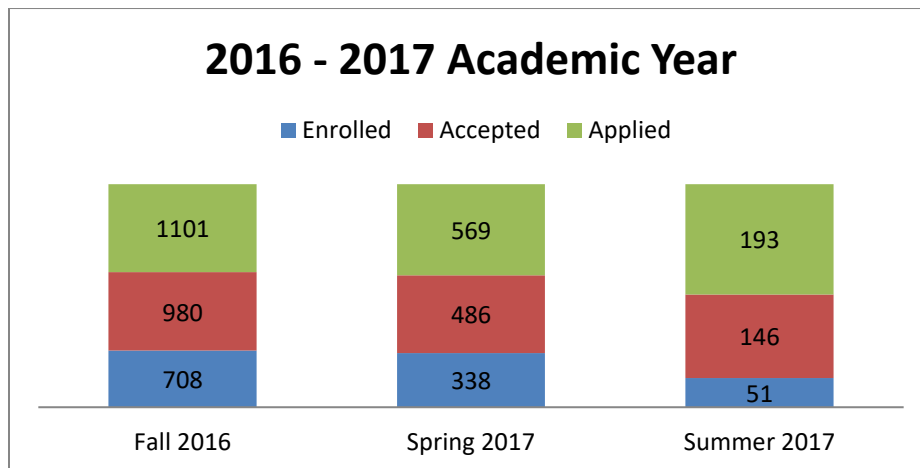
- UHCCP #5.205 Notation of Academic Credentials - Upon students' successful completion of program requirements, the Admissions and Records Office will continue to ensure the notation of academic credentials (certificates and degrees).
- The Admissions and Records Office will continue to implement the Reverse Transfer and Automatic Conferral initiatives.

Part III. Quantitative Indicators for Program Review

Yield Rates

	Demand Indicators	Academic Year		
		2014-15	2015-16	2016-17
1	Applications Received	1,495	1,676	1,863
2	Applications Accepted	1,310	1,498	1,612
3	Accepted and Enrolled	838	932	1,097
4	Yield Rate	64%	62%	68%

Data collection has found that that yield rate for enrollment was consistent throughout the years ranging from 62% - 68%. Historically, the "no show" rate has been roughly 30% supporting the estimated yield rate. During the most recent 2016 - 2017 Academic Year, the Admissions and Records Office received 1,863 online applications and 1,612 (86%) of which were completed and accepted. As a result of incomplete applications and insufficient information, the processing of applications consumes a large amount of production time and workload. Creating acceptance records, trouble-shooting errors in Banner (student management system), collecting health records and maintaining communication with students are all part of the admissions process. The following chart provides a break-down of the applications received and processed:



As indicated on the chart, the percent of students accepted during the Academic Year 16/17 averaged 84%. Similar to previous years, the yield rate for enrollment remains in the sixty percentile. However, when assessed individually, the yield rate for the Fall 2016 semester was 72%. Although there is no definitive explanation for this high percentage, there may be a correlation with the increase in Early College classes and the number of high school students enrolled in the Dual Credits programs.

Outreach

In an effort to provide high school students with the opportunity to enroll in college-level classes and earn credit toward high school graduation and a college degree, Kauai Community College began to participate in the Early College High School Program. Partnership between the public high schools and Kauai Community College has provided high school-based early college courses, including accounting, English, health, hospitality, mathematics and speech.

The Admissions and Records Office operates as the primary contact for high school counselors and/or liaison, instructors and students. The office staff frequently visits the high school campuses to assist students with the UH System online application and the Dual Credit Application. All required documents are submitted and collected by the Admissions and Records Office and closely monitored by the Registrar. The following table displays the Early College enrollment beginning from Spring 2015 through Spring 2017.

Early College Enrollment		
Term	Number of Classes	Number of Students
Spring 2015	3	48
Summer 2015	1	17
Fall 2015	5	89
Spring 2016	5	79
Fall 2016	9	183
Spring 2017	10	159

Multiple outreach efforts have been conducted at the high schools to provide information and hands-on services to students and high school counselors. During these application sessions, the staff of the Admissions & Records Office provide step-by-step instructions to assist students in completing the online UH system application and the Dual Credit application. Collaboration and consistent communication with the high school counselors have been the primary means to collecting documents and, as a result, timely registration.

In August 2017, the Admissions & Records Office organized the very first Early College Parent Night. The night served two purposes: 1) provide parents and students with information about Early College and its benefits; 2) collect any outstanding documents and complete the registration process. Instructors teaching Early College classes also presented on their experience teaching a college course to high school students and their expectations in the classroom.

In the future, the Admissions & Records Office will coordinate and execute more application sessions and parent nights at the high schools. In addition, the goal is to provide the same type of outreach efforts to distant locations where accessibility to the college is limited. The Admissions & Records Office is committed to providing efficient and accessible services.

Graduation/Success Rates

In accordance with the University of Hawaii Community College Policy #5.205 - Notation of Academic Credentials, the Admissions & Records Office will verify that students have successfully met or will meet program requirements and will award certificates and degrees appropriately. This initiative includes Reverse Transfer and Automatic Conferral. Reverse Transfer is a process in which academic credits for course work completed at one of the University of Hawaii four-year campuses transfer back to the community college to satisfy associate degree requirements. Automatic Conferral is the process in which current students in a declared program (major and degree objective) have completed the requirements for lower level certificates within the program.

As indicated in Goal 4, the Admissions and Records Office is dedicated to increase the awarding of certificates and degrees. During the academic years 2014 - 2017, the number of certificates and degrees awarded remained at a consistent quantity, as seen in the following table:

	Effectiveness Indicators	Academic Year		
		2014-15	2015-16	2016-17
1	Degrees Awarded	167	167	126
2	Certificates of Achievement Awarded	72	79	139
3	Certificates of Competence Awarded	276	267	300
4	Academic Subject Certificates Awarded	13	12	10

Term	Number of Associate Degrees Awarded		
	Associate in Arts	Associate in Science	Associate in Applied Science
Fall 2016	11	4	10
Spring 2017	35	34	26
Summer 2017	3	1	2

Part IV. Resource Request and Budget Implications

Action Plan and New Resource Request

Program Goal & Campus Strategic Goal or Priority Alignment	Increase # of graduates (includes NH, low income). Increased Enrollment for recent HS graduates, Pac Islanders, HS non completers, GED recipients, working adults
Action Item	Hire FTE APT to support Admissions, Financial Aid
Resource(s) Request	APT annual salary
Person(s) Responsible and Collaborators	Admissions & Records/Financial Aid/VCSA
Timeline	Hire in 6-8 months to start Fall 2018
Indicator of Improvement	Increase efficiency, effectiveness and timeliness of office functions and services

	Increase outreach efforts, e.g. Early College, provide application assistance, clarify exploratory majors
PSLO Impacted	Increased enrollment for populations mentioned above
Current Status	Requesting

VCSA Margaret Sanchez has developed a plan in conjunction with the Admissions & Records Office, Counseling and Financial Aid Office, to increase our efforts of outreach and on boarding by hiring an “On boarding Specialist” position. This position will be a shared resource between the Admissions & Records Office and the Financial Aid Office. Areas of relevancy for Admissions:

- Assist prospective students with choosing a major
- Complete the online application
- Direct students to a New Student Orientation
- Direct students to academic advising
- Direct students towards services to complete health screening
- Direct students to placement assessment
- Direct students to special programs such as Waialeale and Kipaipi
- Assist veterans and their dependents in completing the VA educational benefits application

This position would also:

- Outreach/FAFSA promotion to off campus recipients
- Increased Scholarship awareness to off campus recipients
- FAFSA/Scholarship application assistance with completion
- Provide clarity on financial aid process to off campus recipients
- Further reach adult learners, distance ed students, or those students that otherwise are not able to make it to campus