

Kaua'i Community College
2016-17 Annual Program Review for
'Oihana 'Imi Loa Center (Career Center)

Program Description:

Since opening its' doors on February 1, 2014 the Career Counselor continues to collaborate with Academic Advisors, Kipaipai Coordinator (FYE), Waialeale Project, faculty, staff, employers, community partners, and students to attain its above stated goals.

The Center is a stand alone service with one counselor providing all service/events/workshops. In total, the Center worked with approximately 689 students this year. In addition to the 689 students, the Center also networks with Employers via email/phone with interest in posting/hiring our students. This data is not collected. The Counselor also post all jobs on the three (3) main job boards on campus (Student Lounge, Library, & OSC). Jobs specific to a program is forwarded to the Division Chair and/or hard copies are posted on their program boards, as well as the three main campus boards.

Facilitation of the daily requirements of the Center, such as electronic approval of employers & students to access the online job search and approval of online job posting, resumes & internships, working one-on-one with students on career exploration, facilitating/creating campus workshops, committee assignments, and administering career assessments are part of the Career Counselor's daily responsibilities.

Program Mission Statement:

The 'Oihana 'Imi Loa Center's mission: "The 'Oihana 'Imi Loa Center, supports Kauai Community College's Mission, by providing students with career exploration, workshops, and experiences that assist students in their preparation to make informed academic and/or career choices" to enrich our community and our world.

Part I. Quantitative Indicators

The 'Oihana 'Imi Loa Center continues its' support and endeavors of the campus Strategic Goals by networking with the Kipaipai Program (First Year Experience Program), The Waialeale Program, Counseling & Advising, HOST Program, Office of Continuing Education and Training, Student Activities Director, Faculty & Staff, and community agencies with workshop facilitation, information forums, Job Fairs, and community and campus outreach. Through networking the Center attains the campus mission, its goals and the Center's service outcomes.

The 'Oihana 'Imi Loa Center for the 2016-'17 Academic Year achieved the following outcomes to meet its' mission, student outcomes, and goals:

'Oihana 'Imi Loa Center Service Outcome 1: *Students will be able to describe & analyze workshop(s) topic(s) positively through survey(s).*

The Center has continued networking with Campus entities to ensure workshop attendance. The following workshops were offered to attain Service Outcome 1.

Date	Workshop Name	Survey Overall Satisfaction Outcome
August 26, 2016	Bad Emails & Note-taking Workshop - Waialeale Fall '16 Adult Success Camp	<p>87.53% Satisfaction (16 students) Last question asked: "What have you learned?" Responses were:</p> <p>That I should keep my emails proper & complete when emailing my professors. I have the support I need to succeed in this program. I have a very strong support from Waialeale making new friends. How to write a good email for classes. How to write/compose a proper e-mail. The 5 different ways to take notes. 1.Outline Method, 2.Cornell Method, 3.Mindmap Method, 4.Flow Method, 5.Write on the Slides Method. More professional and appropriate emailing and cornell note taking. thank you How to send emails in a professional college way. Where to go for help in my career. Alot! The workshop was very refreshing which touched on subjects which I don't handle every day but will be soon! How to write a professional email. Having a different mind sets or changing our mindsets, teamwork and communications. Depending on our classmates for help. What to do the first week of school. Importance of note taking, Amazing Race following directions & helping one another. Bad email character. Sing-up for e-refund. There are many different ways to take notes and write proper emails. Comments:The game with the word pieces confused me. I thought the lesson was about keep things short & to the point.</p>
10/15/16	Time Management for Waialeale	<p>93.97% Satisfaction (29 students) Last question asked: "What have you learned?" Responses were:</p> <p>I only have 15 hours of free time a week ABC concept was a great help for me How we are supposed to manage time in order to fit everything in one day. How to manage time more effectively and how much time I actually spend per week on activities etc. How many time I used in a week. Ways to manage my time. It was fun! That I'm good at managing my time, but could use a little work. Also realized how much time I waste throughout the week. I never really thought about how much time you needed to put in through somethings, but now I know. That time management is important and that doing what's a priority vs. not is more important How many minutes are in a week How to prioritize efficiently That are sometime wasters that need to be cut out of my week. Wasn't here that long. But for the rest of the time being she was a good presenter. How to manage my time more wisely Learned how to manage my time better by getting rid of unnecessary tasks. That I need to manage my time better. How to better apply time management skills in my life, and that everyone uses time very differently. How to manage my time in the day and week. Different waysw to manage my time, so that I can get more things done. How to prioritize my time better through importance and not How to use my time wisely How to manage my time better, and show me how much I actually spend on things in a week. I learned a lot being save and manage my time perfectly. Time management ABC's of time management and to do the hard things first. That I may be over-booking myself. How to manage my time with school and activities consistently To use my time wisely and don't put too much on yourself How to time manage Time management tips Comments were: Was fun, Awesome work, Cool, Great presentation I liked the activities, Thanks! ;), I really enjoyed the workshop, Thank you !, Thank you, it was good, Fun work shop ;), Thank you for everything that we learned today ;), Nothing, BUT I do work two jobs and an a full time student with 15 credits!, None ;), could have better in "How To's"</p>
April 21, 2017	College Survival & Success Scale Assessment for Early College Waimea HS – IS-103 - Valerie Barko	<p>95.45% Satisfaction (11 students) Last question asked: "What have you learned?" Responses were:</p> <p>"I need to work on my resource skills. Just because you have a career now doesnt mean you will have to do it forever. Theres a lot of online school options. That people change careers all the time. You dont have to stay or dont stay in one job your whole life. Your previous jobs are your stepping stone to something bigger. There's always people on a college campus that will help you with your future. That changing jobs happens, and I shouldnt feel like im stuck with the career choice I make Things that I should do that will help me be more successful in college. There are different kinds of career assessments, and different kinds of classes that I can take. You dont have to stick with just one career of profession."</p>

<p><i>May 10, 2017</i></p>	<p><i>Interest Assessment Workshop - Waialeale New Student Orientation</i></p>	<p>95.9% Satisfaction (49 students) Last question asked: “What have you learned?” Responses were:</p> <p>How to use assessment's to look at what kind of careers I could be interested in I learned more careers that I could be interested in. My RIASEC test confirmed my career choice. About how the career center can help find a job. I learned what path I'm going in That I'm choosing the right occupation I've learned that college would help me obtain info about off island jobs. The path we are going to go to I learned that I am realistic What pathways I want to go What my career of interest are depending on my Interest Inventory From the looks of my pig I am very insecure I really need help I am on track for the career I am interested in. The careers that were related to my interest What career I belong to I am a Realist We took a RIASEC Test which helped us see what career pathway is right for us. We got a code that helped us better understand the certain fields I've learned that the RAISEC can help my see my carrier options based on personality. I've learned what i could be interested in to and what the drawing's of the pig tells. Where my interests for nursing stands and aligns with my career goals A lot about myself and what I am capable of. There are 8 different workshops given. You must take 2 as required. I've learned today that there is not only financial help at KCC but also scholastic help. There are different types of people. Not everyone thinks the same way of course. I've learned more about myself and what im good at by taking the RAISEC survey. That if i drew the pig a sartain way it means different things. You can just do about anything you want. You can pursue whatever career. Your personality can be based on how you draw. I learned more about myself with the piggy assessment and the RIASEC test. We went over career explorations and went on Hawai'i Industry Sectors. There are many things that are in interest to me from answering questions. Offering occupations and offerings. That my RAISEC test results all had one job career in common - teaching. Thats there's alot of people out there to help you. Also want you to help you to find what you want to do in life. They helped me find out what brings out my intres and it help me expand my options. Is that there is going to be help where ever we turn What is my personality means by drawing the pig on the paper. Answer the questions on the screen about myself and knowing my codes and what title I'm interested in. I've learned about taking this test like and it shows me the type of careers that I might enjoy That I want to be in law That I can go into any career about what I wanna do. That I actually want to take summer bridge for once. What my interests are and the different occupations that can be found in each pathway. I've learned what my interests are, and that I want to do summer bridge to get ahead in school and get 2 credits. That I'm a realist, social and enterprising Im gonna be a lawyer That I'm not alone and that there are people who can help me :) and that assessments aren't that bad. and that collage isn't that scary. That there are no right or wrong answers to taking this assessment! and everyone is different and great in theyre own way. That assessments are meant to give us results we don't expect to see. Many things that I never know and I learned how KCC is. Comments were: Very helpful! This was so fun, Thank You. Cherreh, Mahalo :), Good Stuff, I like your presentation, your voice is loud & clear.,This was very interesting!, Now I know I'm suited to teach English in South Korea. There were no question in #4., This is really effective and exciting</p>
<p><i>May 11, 2017</i></p>	<p><i>Interest Assessment Workshop - Waialeale New Student Orientation</i></p>	<p>92.13% Satisfaction (49 students) Last question asked: “What have you learned?” Responses were:</p> <p>I learned that my career path does really match up to the career that I am really interested in. My RAISEC interests How to navigate on the KCC website I might be stuck in some sort of construction career Im good at drawing pigs I learned about my career pathway That based on my three letter code & my short survey that I will do a great job at my major. I've learned that I'd do well in creative arts as a pathway That I am more of an outside person and I am strong at being realistic, social and enterprising. I learned that KCC offers many different career options and that it's an easy process I just need to do my best. I learned the different directions I can go in in sense of the types of careers that are out there. I learned that I can do well in Accounting and Culinary. How to get on to the career explorations on KCC website N/A About possible careers & occupations I could be interested in I learned the types of career goals that I'd be good at that I would love to do and benefit my everyday life.</p>

		<p>I learned that I am a Realistic, Artistic, and Enterprising person. That there is a lot more job out there. How to navigate to the "Career Explorations", & my interests are Artistic, Social and Investigative. I've learned how/were to go & whos I'm taking up etc. I've learned that there are a lot of people here willing to help me if I need it. Also how much this will affect my life in a positive way. If I ever want to start school where it will help me. If I am ever that code is good place to start whenever in this place again. There's many categories a person can be placed in to help determine a career. The different types of careers that go under the type of personality I have. How to navigate the career pathways I learned more on what my career heading towards. That my area's of interest fall into my career goals. I learn a little about my self. That I might be interested in law I've learned that I'm realistic, investigative, and conventional More about my educational stance and helped me understand more about getting to me self. Today I have learned that agriculture is the thing for me. I have learned I have options and they can help me I'm going in the right direction I like to work with other people That I am in the right field That there is a lot of help & info I can get if I reach out and ask for it. The purpose of the career exploration at KCC. I've learned what I want to do and what to major in. How to draw one pig I learned to choose my career choice I learned what kind career would fit with me like culinary I've learned a lot of things such as, what career fits me. And I learned that my career is depending on my personalities I learned about my personalities just from a drawing of a pig. I also, learned I was social, investigative, and enterprising. My major was in the results of my RIASEC test. I learned by my interest what career option fitted me best. The right direction to go into college My interests I learned what College is and how it works. that I'm social, artistic and conventional That I have an underlying passion for most all things in life (the results were inconclusive) - since I was able to check every box Comments were: No comment. Very helpful! FUN! Thank you for all your work. Enjoyed this workshop look forward in pursuing my career. Mahalo!!! Like having this chance to start over again. I liked the pig exercise Get good food? Looking forward to further my education. Very Nice</p>
<i>July 26, 2017</i>	<i>Note-Taking Workshop - Waialeale Adult Day Camp</i>	(26 students) Outcome Data not available yet.
<i>August 9, 2017</i>	<i>Note-taking Workshop – Waialeale Youth Camp</i>	(68 students) Outcome Data not available yet.
		Total # of students worked with in workshops = 277

‘Oihana ‘Imi Loa Center Service Outcome 2: *The Center will offer and collaborate with other campus Programs to present on-campus workshops enabling students to build on to their current knowledge of the world of work.*

To ensure students are able to build on their current knowledge of career, the Center collaborates with other campus entities to offer workshops. The Center works with the IS-103 faculty to administer the RAISEC inventories for interested students as part of the class requirement. The following outcomes, through such networking efforts as stated previously, assist the Center in reaching Service Outcome 2.

Date	Workshop Name	Survey Overall Satisfaction Outcome
<i>September 21, 2016</i>	<i>Kauai CC Club Day-Mini Job Fair</i>	<i>Working with the Student Activities Coordinator – the career center was able to have Kay Jewelers, Subway Sandwich, and Japanese Grandma Restaurant participate. No survey done.</i>
<i>October 5, 2016</i>	<i>2 - Kipaipai “Time Shifters” Workshop</i>	<i>93.8% Satisfaction Rating – There were 2 sections (12 – 1:30pm & 2:00pm – 3:30pm) Total 29 signed in & 29 responded.</i>

<i>February 26, 2017</i>	<i>FAFSA & UH Common Scholarship Wkshp</i>	<i>Due to the realized need of Career Information from the February 19th workshop, the Waialeale group felt it would be efficient if the Career Center could participate. At this workshop the center was able to work with 13 students in search of career information and jobs.</i>
<i>April 18, 2017</i>	<i>Kauai CC – Job Fair</i>	<i>See below data and info</i>
<i>August 12, 2017</i>	<i>New Student Orientation – Career Center Wkshp</i>	<i>Total of 45 students-Surveys not collected</i>
<i>August 17, 2017</i>	<i>New Student Orientation-Career Center Wkshp</i>	<i>96.3% Satisfaction Rating – There were 3 sections (1-1:20 = 20, 3-3:20 = 15, 3:30-3:50 = 19) Total = 54 signed in 52 surveys returned</i>
		Total # of students worked within workshops = 141

The center has linked The Hawaii Industry Sector website to its webpage located under Student Resources as a way for student to quickly research and receive current industry and job market information specific to Hawaii or any specific Hawaiian island. This site, along with the RAISEC Inventory, is used during the Waialeale New Student Orientations to assist students in clarifying their college major/career.

‘Oihana ‘Imi Loa Center Service Outcome 3: Students will be able to access job postings, internships, and career assessments online.

Job Center Online is the camps online job board for students to access job postings, internships, and do the RAISEC inventory. The center’s data for Employers and Students usage from August 1, 2016 to August 31, 2017 and longitudinal data can be seen below.

Year	Active Employers
2016 –‘17	395
2015 - ‘16	317
2014 - ‘15	181

Longitudinal Employer Data

Year	Active Students	Full-Time Students	Part-Time Students	Other Students
2016 –‘17	304	180	114	14 (8 Alumni)
2015 - ‘16	278	166	106	10 (5 Alumni)
2014 - ‘15	Data not collected	Data not collected	Data not collected	Data not collected

Longitudinal Student Data

Below is the Center’s longitudinal data of academic majors of students who utilized the Center. As noted, in the last two previous years, Liberal Arts students were and still is the majority of those who visit the Center. It is not unusual to see this, as these are our students who are least sure that they are in a program they want to be in. Some reasons students have remarked of why they are a Liberal Arts major are: “My high school counselor told me to put that down.” or “I

didn't know what to put down so my parents said to choose that.," but the best is "My friends told me to put that down."

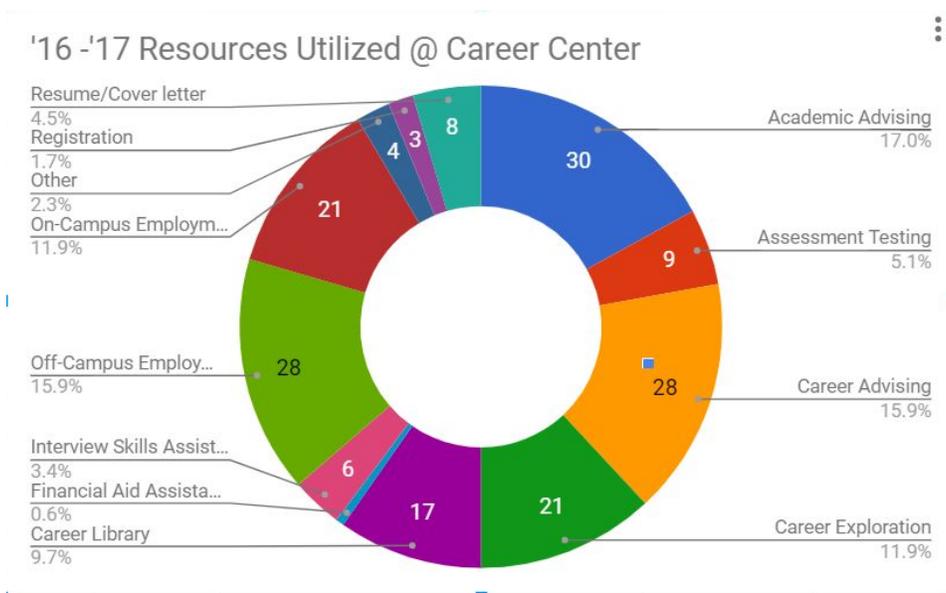
The system is moving towards the Student Success Pathway Initiative where Career Advising will assist in alleviating a major number of student initiating a "Change of Major" form. This would certainly accelerate a student's ability to timely complete a major they are truly interested in.

The data below has broken down by majors seen at the Center and it's noteworthy to say that the numbers of different majors are being seen at the Center. Although the percentage seen has gone down in 2016-2017, the number of Liberal Arts students has gone up.

Longitudinal data: Majors of students seen at the Center

<i>Major</i>	<i>2014-15</i>	<i>2015-16</i>	<i>2016-2017</i>
Liberal Arts	38.5%	50% (103)	47.3% (123)
Other	32.3%		
Alumnae		3.8% (8)	4.2% (5)
ASNS-Biology			0.8% (2)
ASNS-Physical			0.4% (1)
ASNS-Pre-Engineering			0.5% (1)
Automotive			1.2% (3)
Employers		5.8% (12)	3.7% (7)
Early Childhood Ed		5% (10)	6.2% (16)
Hawaiian Studies	24.4%	4.2% (9)	7.3% (19)
Hawaiian Language		2.5% (5)	4.8% (9)
Hospitality	4.8%	5.8% (12)	5.4% (14)
Accounting		5.4% (11)	4.6% (12)
Biology		.4% (1)	Now-ASNS
Botany		.8% (2)	Now-ASNS
Business		.8% (2)	1.2% (3)
Business Technology		5.8% (12)	4.2% (11)
Carpentry			0.5% (1)
Creative Media			1.2% (3)
Culinary			0.5% (1)
Electronics		.8% (2)	1.2% (3)
Meda		.4% (1)	1.2% (3)
MBA-Schidler			0.4% (1)
Nurse Aide			0.4% (1)
Nursing		4.6% (9)	5% (13)
University Center –Psychology		1.3% (2)	2% (5)
University Center – BUSA			3.7% (7)
University Center – BUSA Acct			0.5% (1)
Social Science		.4% (1)	
Transfer (HCC)			0.9% (2)
Unclassified		2.1% (4)	4.6% (12)
	no data	206	271 (31.6% increase)

The chart below shows which resources students utilized at the center in the 2016-2017 academic year. With the new Student Success Pathway Initiative or Integrative Student Success (ISS), as you can see, 17% of students sought Academic Advising within the Career Center’s work. This, I foresee as a growing trend with ISS, as through the integration of Academic Advising and Career Advising it’s foreseeable that our students will get a clearer picture as to their major before graduating from high-school and reached their goal in a timely manner.

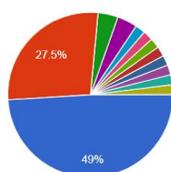


The Center works with students who are undecided as to a major/career using the Career Exploration process. The above pie chart, the bottom right corner shows that 11.9% of the Center’s activity was using this process.

The pie charts below shows types of assessments the Center administered, with The Strong Interest Inventory/Self Directed Search (SDS) at 49% (majority). The Center administers the SDS to also work with students in IS-103, workshops it facilitates, and one-on-one exploration. The Meyer’s Briggs Type Indicator (MBTI) is administered 27.5% is used only in one-on-one exploration sessions and the reason this percentage is lower. Student’s drive their Career Exploration process and most will end it after taking the interest and/or personality inventory. Some choose to continue and will work on their Values and Skills Inventory and this is the reason these numbers are even lower.

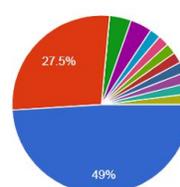
Assessments done:

51 responses



Assessments done:

51 responses



The chart below depicts the longitudinal results of the Center's Intake Survey, which is administered to each student who visits the Center. The data shows that 72.4% of students who visited the Center remarked that the center provided services that assisted them to achieve their goal, 41.7% felt the Counselor listened and understood his/her goal. Also, 46.9% felt the receptionist was polite and professional (student worker or counselor) which shows effective customer service, 27.6% said they learned about themselves through assessments, and 26.8% said they got a clearer picture of a career path that fit them. Note: these numbers and satisfaction ratings increased from the prior year's responses. Even with the 25% increase in numbers, the Center show positive service outcomes and comments.

Question: Today I was able to:	2015-2016 (200 responses)	2016-2017 (254 responses)
... achieved my goal	72.5%	72.4%
... learned about myself through assessment(s).	26.5%	27.6%
..got a clearer picture of a career path that fits who I am.	24%	26.8%
..apply online for work.	13%	13.4%
The receptionist was polite & professional.	46%	46.9%
The Counselor listened and understood my goal(s).	39%	41.7%

Comments from 2016-2017 Intake Form:

Picked up information/resources for High School Seniors.

Alana does services with Aloha. She smiles,very friendly, & professional. Awesome. Ms. Sandy is always nice, kind, Miss Aloha women. Maika'i loa ia 'oe Alana & Sandy :) Mahalo la iesu.

Mahalo ia iesu no na mea apau. amene

Thank you! So much help :)

Awesome :)

Will return after taking the Compass Writing

Amazing! :) I have a clearer idea of what I want to do and need to do! THANK YOU :) P.S. I will be back :)

It was very informative and I got a better understanding of my courses and what I had to get done.

It really helps to notice how much time I waste and how I could best manage it. It helped me a lot.

Referred by instructor

I think this will be helpful to narrow down my interest and find a career that fits me. Getting there.

The Counselor was helpful and worked with me for over an hour!

Counselor was very understanding and very willing to work me and help me be successful in life's journey so Mahalo and Aloha.

Sandy was absolutely the best. I was pleasantly surprised when the tests read me perfectly. Sandy continues to be a gentle, funny, guiding light. She fits this position perfectly.

Very helpful & polite.Guided me online with KCC/West Oahu programs. Friendly and didn't rush through anything.

Very friendly staff with great resources. Confident I will find a new career.

Picked information/ resources for high school seniors

Thank you!

Mahalo ia Iesu

Mahalo ia Iesu no na mea apau. amene

:)

Thank you! So much help :)

Awesome! :)

Amazing! :) I have a clearer idea of what I want to do & need to do! Thank You! :) P.S. I will be back :)

I think this will be helpful to narrow down my interests & find a career that fits me.

She was very helpful & worked with me for over an hour!

Counselor was very understanding and very willing to work with me and help me to be successful in in life's journey. So Mahalo and Aloha.

Aloha! :)

Academic Advising- Will return 2morrow after his Writing Compass Test

Excellent. She made me feel very comfortable.

will return

Mahalo for all your kokua, I appreciate your time...

Very resourceful place keep it open =)...

Very resourceful Place!!! Keep it open! =)

Community walk-in person seeking employment

Changed her major from Liberal Arts to Meda. Also, Clarified her interests & Academic Advising for Fall. Completed & Signed a change of major form.

Community Garden Island Grill- Job Posting for grill cook

I got help to better understand how to register for the English class I needed. Also I was assisted in navigating how to view the books required of me.

PHONE advising: change interest from Grant Writing 2 Credit Counseling overnight after seeing which career earns more money.

Guided employer through JCO website

Waialeale-Lahea's Office

Excellent help from Rheif!

Looking to posting & table on campus for Sandwich Artist

Gave WorkatUH.com website - NURS instructor position
 Thank You for being patient with me. I really appreciated! Thank You!
 I love KCC.
 Thank you. I feel secure with my choice. to Major in Business Technology.
 Very helpful instruction and advice. Recommend for all students.
 I was able to finish completing my academic plan for the Kamehameha Schools Scholarship website and then save & submit it. My goals was accomplished, thans very much!
 The Service was AWESOME!
 Very very good service.
 Sandy was very friendly and helpful in achieving what I needed to learn for returning to school for the career that best fits me.
 Awesome
 We looked for flight attendant classes.
 Thank you so much!
 look for job
 Really good staff
 Waialeale
 Mahlo Nui!
 The personality test is really cool and accurate. I enjoyed it.
 Good overall experience. Sandy was a great counselor and was extremely helpful.
 Manage to get my 2 resume done. All good :)
 Will be doing a valid test tomorrow excited to see the outcome.

The Center also converted 282 emailed job postings from employers into a one page flyer to post on our campus job boards which are located at the Career Center, Learning Resource Center, and the Student Activities Center. In the previous year, 2015-2016 this number was approximately 491 showing a decrease of 46.6%. This is a great decrease as it shows that more employers are using our online job board.

Part II. Analysis of the Program:

Based on the data in *Part I- Quantitative Indicators*, one of the program's strength is in services delivered to 689 students (#'s duplicated if a Waialeale) as a stand alone office, which includes walk-ins. Another strength is the Center's highly positive results of Service Outcome 1, 2 and 3 as seen by the data provided.

A weakness would be in student walk-in usage of the Center, which was 271 students. As noted from the prior year, to combat this, the Center networked with other campus entities in offering workshops to create visibility and awareness to our students.

Analysis Summary of SO 1: *Students will be able to describe & analyze workshop topic(s) positively through survey(s).*

'Oihana 'Imi Loa Center continued to support of The Waialeale & Kipaipai Program by facilitating seven (7) workshops and information forums in 2016-2017. The Center notes a combined student satisfaction rating for all workshops under SO 1 at 92.99%.

The Center's 2015-16 APRU set two Benchmarks for SO 1, the second was based on the Community College Survey of Student Engagement (CCSSE) data. The indicator of improvement was to increase the satisfaction rating on the CCSSE from 2.11% to 2.22%. The campus does this survey every other year, thus the next CCSSE outcomes will be in 2018.

90% satisfaction rating or more **benchmark met.**

Analysis Summary of SO 2: *The Center will offer and collaborate with other campus Programs to present on-campus workshops enabling students to build on to their current knowledge of the world of work.*

The 'Oihana 'Imi Loa Center *defines success as assisting students in reaching their 'presented' goal(s)*. Since the center focuses on a multidimensional aspect of the world of work, the center measured its outcome success to each specific goal(s) that a student presented. Questions on the student intake survey showed that 72.4% of students who utilized the Center said: *"Today I was able to achieve my goal."*

In the 2016-2017 year, the Center offered six (6) workshops/events to measure SO 2. The Job Fair Committee positively addressed the Employer concerns at its' debriefing. Workshops offered by the Center for the Wai'ale'ale, Kipaipai, New Student Orientation and the annual Job Fair showed a 95.05% satisfaction rating.

90% satisfaction rating **benchmark met.**

Analysis Summary of SO 3: Students will be able to access job postings, internships, and career assessments online.

The Center did not meet the 75% satisfaction rating for achieving the Center's goal for SO 3. Nonetheless, considering that Center saw an increase in students from the previous year, the satisfaction percentage was similar and the Center's analysis of this is a positive satisfaction rating of stable. Also, in all other outcomes of the survey such as: learning about one-self, applying for work online, got a clearer picture of a career path that fits who they are, noted the receptionist was polite & professional, and that the Counselor listened and understood their goals all increased from the previous year.

Although data was not collected on the online RAISEC assessment, this online version is utilized when working with our Waialeale students.

75% satisfaction rating for **benchmark not met.**

The employer data showed a 24.61% increase in employers utilizing the Online Job board to post positions, surpassing the 3% benchmark set for 2016-2017. The data also shows a 9.35% increase in student accounts created to search for jobs online. This percentage surpassed the 3% benchmark set.

3% increase for employer & student accounts for **benchmark met.**

Part III. Goals, Alignment and Action Plan:

Where are you in your 5-year plan as discussed in your previous Comprehensive Program Review (CPR)?

The Center opened in February 2014 and was not in the last Comprehensive Student Affairs Program Review. Since that time, the Center has predominantly reached its' benchmarks and

has worked on meeting or exceeding both CCSSE (except last year) and Noel Levitz Survey Data. The Center will be doing its' CPR in 2018-2019 Academic Year.

What were the goals you identified for the past year as discussed on that CPR and in your last APRU?

In its' last APRU (2015-2016) the benchmarks set forth by the Career Counselor for each SO were:

- SO 1: Benchmark: 90% or more of attendees will describe & analyze the workshop(s) positively through surveys.
 - SO 1: Benchmark was to 'maintain or increase' the CCSSE Satisfaction rating from 2.11 to 2.22.
- SO 2: Benchmark was to build on student's current knowledge of the world of work by keeping a 90% positive outcome from collaborative workshop(s).
- SO 3: Benchmark was to continue partnerships & increase active student & employer accounts by 3%.
 - SO3: Benchmark was a 75% student response in achieving their goal at the Career Center.

How are they aligned with our priority goals?

Five of the Center's goals corroborates with three of Kauai Community College practices to fulfill its' commitments to its' mission:

- "The college delivers educational opportunities on campus in small classes, in the community, internationally, and through distance learning" and "the college welcomes and values diversity."
 - The Center provides any student with career information to assist them in making appropriate career choices.
 - The Center aid students in effectively participating in the job search process individually and in small groups which include developing pre-employment documents (e.g. cover letter and resume); practicing for an interview; and composing thank you notes after interviews.
- "The College prepares and supports students individually and collectively to succeed in academic endeavors and engage in life-long learning."
 - The Center networks with faculty and staff to organize relevant workshops to assist students in their career development.
- "The college provides programs that address workforce and community needs."

- The Center networks with the DOE, the University of Hawaii CC system & campuses, and local & state workforce groups.
- The Center develops partnerships with businesses to learn about employment opportunities, hiring procedures, and employment trends.

Did you achieve them?

Yes, the Center achieved SO 1, SO 2, but fell partially short on SO3.

Part III. Action Plan

What are your goals for the current year?

(Benchmarks for 2017-2018 are set below)

Action Plan(s)

2017-2018 'Oihana 'Imi Loa Center Student Outcome Action Plan

Program Goal	Action Item	Resources Needed	Person(s) Responsible	Timeliness	2017-2018 Indicator of Improvement	SO impacted	Status 2016-17
Career Center Goal: The Center will deliver educational opportunities on campus, at High school Onboarding activities, and in small classes/community.	1. Provide students with career information through workshops.	Student Worker Career Assessments	Career Counselor	Ongoing	Benchmark for SO1 in 2017-18 will be: * Keep workshop survey outcomes above 90%. * Participate in 2 High School Onboarding activities. * Increase Satisfaction rating on the CCSSE from 2.11 to 2.22.	Student Outcome 1: Student is able to describe and analyze workshop(s) topic(s) positively through survey(s).	Benchmark Met Benchmark for 16-17 was set at 90% positive outcomes. Center exceeded benchmark with a 92.99% satisfaction ratings. Benchmark Not Measured: The CCSSE was not administered this past year.
Career Center Goal : Increase number of students who transfer.	1. Work with faculty, staff, Waialeale and Kipaipai Project, and Student Activities in assisting student's workforce development and transfer needs. 2. track transfer #'s of students who visited the Center.	Student Worker Career Assessments	Career Counselor	Ongoing	Benchmark for success in 2017-18 will be to maintain this satisfaction rating at 90%. Benchmark for 2017-18 will be to have 1% of students who visited the Center, transfer.	SO 2: The Center will offer & collaborate with other campus Programs to present on-campus workshops enabling students to build onto their current knowledge of the world of work and life.	Benchmark Met Benchmark for 16-17 was set at keeping a 90% positive outcome. Center exceeded this with a 95.05% satisfaction rating.

<p>Career Center Goal:</p> <p>Increase Student Retention & Credit Accumulation</p> <p>GOAL - Hawaii Innovation Initiative: Increase Life-long Learning and Professional opportunities for community members.</p>	<p>1. Develop partnerships with businesses to learn about employment opportunities, hiring procedures, and employment trends.</p> <p>2. Provide assistance in finding employment while attending college.</p> <p>3. Aid students in effectively participating in the job search process.</p> <p>4. Track persistence #s of students who utilize the Center.</p>	<p>Student Worker</p>	<p>Career Counselor</p>	<p>Ongoing</p>	<p>Benchmark for 2017-2018 success will be to continue to strive for 75% of students using the Career Center responding to achieving their goal,</p> <p>Benchmark for 2017-18 success will be to continue the partnerships and increase active student and employer by 3% from 2016-17.</p> <p>Benchmark for 2017-18 success will be that 10% of students who utilize the Center persist from Fall-Spring.</p>	<p>SO 3: Students will be able to access job postings/internship s/and career assessments online & paper.</p>	<p>Benchmark Not Met</p> <p>Benchmark for 16-17 was 75% achieving their goals. 72.4% of attendees achieved their goal.</p> <p>Benchmark Met</p> <p>Benchmark for 2016-17 to increase active student and employer by 3%. Achieved with a 24.61% increase in employers and 9.35% increase in students accounts</p>
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(2017-2018 Priority Goals are underlined)

<p>Goal Alignment UH System Goals, Kauai Community College Goals, and Strategic Goals</p>	<p>Program Goals</p>
<p>UHCC/KCC Initiative: Hawaii Graduation Initiative</p>	
<p><u>Strategic Goal 1: Increase the Number of Graduates</u></p>	<p>SO 1, 2, & 3: By working with students to either obtain work so they may continue their educational goals or working with them to clarify a major to shorten their tenure and enter the workforce earlier are strategies to enable their graduation completion.</p>
<p><u>Strategic Goal 2: Increase the Number of Native Hawaiian Graduates</u></p>	
<p><u>Strategic Goal 3: Increase the Number of Low Income Student Graduates</u></p>	

<p><u>Strategic Goal 4: Increase the Number of Students Who Transfer</u></p>	<p>SO 2 & 3: The Center does contribute to this by working with students on assessments which helps them clarify their career goals, especially those who understand they will need to transfer to get a Bachelor's degree in order to work in their desired field. The Center will be tracking the amount of student who transfer whom have utilized the Center's services.</p>
<p>Strategic Goal 5: Eliminate Access and Success Gaps</p>	
<p>Strategic Goal 6: Reduce the Time to Degree: Accelerate College Readiness</p>	<p>SO 1 addresses High school Onboarding activities to increase enrollment and college readiness. SO 3 Through Career Assessments a student decreases time "trying" different majors - diminish need for Change of Major Form.</p>
<p><u>Strategic Goal 7: Reduce the Time to Degree: Increase Student Retention and Credit Accumulation</u></p>	<p>SO1 Center does workshops for the FYE program that focus on retention & completion. SO3 Center will track student persistence from Fall to Spring of students who've utilized the Center.</p>
<p>UHCC/KCC Initiative: Hawaii Innovation Initiative</p>	
<p>Strategic Goal 8: Increase Job Placement for KauaiCC Students</p>	<p>SO 2 and 3 all addresses job placement.</p>
<p>Strategic Goal 9: Increase the STEM Workforce</p>	
<p>Strategic Goal 10: Increase Lifelong Learning and Professional Development Opportunities for community members</p>	<p>SO 2 The Center works with community, alumna and campus entities to do outreach and workshops.</p>

UHCC/KCC Initiative: Modern Teaching and Learning Environment	
Strategic Goal 11: Increase Campus and Community Sustainability	SO 2 – through working with our community & campus the Center is able to keep partnerships vibrant.
<u>Strategic Goal 12: Strengthen Distance Education Offerings</u>	
Strategic Goal 13: Enhance Facilities with Appropriate Technology and Ensure Facilities Support 21st Century Learning and Teaching Environments	
UHCC/KCC Initiative: High Performance Mission-Driven System	
Strategic Goal 14: Reduce the Cost of Education for Students	
Strategic Goal 15: Implement Hawai'i Papa O Ke Ao	
Strategic Goal 16: Increase Opportunities for and Participation in Professional Development	SO 1 & 2 address increasing PD opportunities for STUDENTS & community.
UHCC/KCC Initiative: Enrollment	
Strategic Goal 17: Increase Recent High School Graduates Enrollment	SO 1 addresses High school Onboarding activities to increase enrollment.
Strategic Goal 18: Increase Pacific Islander Enrollment	
Strategic Goal 19: Increase High School Non-Completers and GED Recipient Enrollment	
Strategic Goal 20: Increase Enrollment of Working Adults	SO1 & 2: The Career Counselor networks with the Waialeale Program and is a part of the Application Screening Committee for the Program.

Strategic Goal 21: Increase Enrollment of International Students	
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Status Report for the prior year requests:

Program Goal & Campus Strategic Goal or Priority Alignment	
Action Item	
Resource Acquired	
Outcome(s)	
Outcome(s) Evaluation (Improvements made to program based on assessment data)	
Action Plan if outcome was not met	

Action Plan and New Resource Request:

Program Goal & Campus Strategic Goal or Priority Alignment	SO-1 Action Plan 1: Aligns with Strategic Goal 1: Increase the Number of Graduates, Strategic Goal 6: Reduce the Time to Degree - Accelerate College Readiness, Strategic Goal 17: Increase Recent High School Graduates Enrollment SO-2 Action Plan 1 & 2: Aligns with Strategic Goal 4: Increase Number of Students Who Transfer, Strategic Goal 11: Increase Campus & Community Sustainability, Strategic Goal 10: Increase Lifelong Learning & Professional Development Opportunities for community members SO-3: Action Plan 1, 2 & 3: Aligns with Strategic Goal 6: Time to Degree, Strategic Goal 7: Reduce the Time to Degree-Increase Student Retention & Credit Accumulation
Action Item	Embedded above
Resource(s) Request	1) Full-time (20hrs/wk) student worker. 2) Assessment Resources from JIST and Career Brochures for Onboarding Activities

Person(s) Responsible and Collaborators	Career Counselor
Timeline	1) ASAP 2) Once Integrative Student Success get's implemented.
Indicator of Improvement	The Center has added more goals to align with the new System Initiatives such as Integrative Student Success (prior-Student Success Pathway).
PSLO Impacted	Impact SO's 1, 2 and 3
Current Status	The Center has not student worker and the current counselor will be retiring at the end of the semester. There is a need to have the Center covered until a new person is in place. It is unknown who will be replacing the current counselor so ordering assessment that does not require certification is being looked at through JIST.

Part IV. Resource Implications:

RESOURCES NEEDED			OUTCOMES
Initial Acquisition Cost	Annual Recurring Cost	Useful Life	(Identify and Quantify)
\$11,000.00 (Student Worker)	\$11,000.00		This APRU, the center worked with 689 students with workshops, events, and walk-in services. With the impending retirement of Career Counselor, these students are used to having the Career Center as a place to go to when needed - someone needs to keep the lights on for them if we are to service our students to attain the college's Strategic Goals. Also, the new career personnel will be working towards the new ISS initiative of "onboarding" to achieve the Center's stated outcomes, and there needs to be coverage at the Center to ensure

			the students on campus are being served as our catalog & web-page advertises.
\$7,500.00 (assessments & brochures)			With the impending retirement of the Certified Career Counselor, there is a need to purchase assessments that an un-certified career person could administer and interpret. With the new SO to achieve the campus ISS Onboarding activities at the high schools, these assessments are necessary to ensure students enter knowing where their interest are.

Part V. Program Learning Outcomes and Assessment:

- A. Provide evidence that your PSLOs are aligned with industry needs.
- B. What is the expected level of achievement for your PSLOs?
- C. List the courses whose outcomes have been assessed.
- D. Describe the assessment methods or instrument used to measure PSLOs.
- E. Provide the results of PSLO assessment, and analyze the results.
- F. Other comments.
- G. Describe your next steps.

Part VI. Programs Cost Per SSH

Part VII. Capacity