Kaua`i Community College
Counseling and Advising
2017 Program Review

Program Description

The Counseling and Advising Office is the primary academic advising center at Kauai Community College. The office provides mandatory, intrusive advising for all new Classified students and highly encourage all students to make follow-up advising appointments to ensure curriculum alignment towards goal attainment. The counseling office also provides follow-up support to students who experience academic difficulty throughout the year. Aside from the primary advising duties, the Academic Counselors are assigned as liaisons with the academic departments. In this role, counselors offer support and guidance to academic departments lending student centered insights into curriculum development, course scheduling, serve as student advocates in grievance issues and often represent academic programs in campus Marketing and Outreach efforts.

The Counseling and Advising Office, like the rest of the campus, has been working to adapt to and support the campus' Student Success Initiatives. In regard to the APRU and CPR cycles, the department has completed our last 5 year cycle and determined that our two Service Outcomes provided us with insights but were not directly correlated to our stated outcomes. Hence the timing is right to begin our new self-study. In an effort to develop measurable Service Outcomes (SOs) that are integrated into the framework of the newly instituted Student Affairs department and the institution's Student Success Initiative (SSI), the counselors have recruited the help of our Institutional Researcher to identify various targets which may effectively support our campus mission and goals. The Student Affairs re-organization calls for counselors to adopt a Case Management approach, while supporting the campus' Student Success programs which includes multiple grant driven initiatives like STAR GPS, Purpose First, Advisor's Toolkit, My Success,and more.

Counselors have also actively participated in various UH Community College System committees which are/were affiliated with the Student Success Initiative.

[Click here to view Counseling and Advising   last comprehensive review](#)

Part I. Quantitative Indicators (Annual Report of Program Data 2017)

Demand Indicators		Program Year		
		14-15	15-16	16-17
1	Annual Headcount ALL Students	1,749	1,683	1,724
2	Annual Headcount NH Students	510	504	518
3	Actual Percent Change from Prior Year ALL	-4%	-4%	2%

4	Actual Percent Change from Prior Year NH		-10%	-1%	3%
5	Annual Headcount of Recent Hawaii High School Graduates		202	201	209
6	Percent of Service Area's Recent High School Graduates		29%	30%	28%
7	Annual Headcount of Students 25-49 Years Old		413	519	332
8	Annual Headcount from Underserved Regions		40	60	42
9	Annual Headcount in STEM programs		78	111	73
10a	Fall Semester Registration Status	New Students	391	475	536
10b		Transfers Students	54	69	72
10c		Continuing Students	770	661	615
10d		Returning Students	116	107	109
10e		Home Campus Other	93	89	69
11a	Spring Semester Registration Status	New Students	159	186	266
11b		Transfers Students	47	38	50
11c		Continuing Students	923	850	782
11d		Returning Students	70	60	48
11e		Home Campus Other	93	90	88

Efficiency Indicators		Program Year		
		14-15	15-16	16-17
12	Pell Participation Rate ALL Students	52%	52%	49%
13	Pell Participation Rate NH Students	58%	64%	55%
14	Number ALL Students Receiving Pell	623	565	508
15	Number NH Students Receiving Pell	218	211	203
16	Total Pell Disbursed ALL	$2,084,232	$1,763,959	$1,521,407

17	Total Pell Disbursed NH	$789,231	$667,697	$592,327
18	Overall Program Budget Allocation	$1,345,244	Not Yet Reported	Not Yet Reported
19	General Funded Budget Allocation	$1,108,048	Not Yet Reported	Not Yet Reported
20	Special/Federal Budget Allocation	$237,196	Not Yet Reported	Not Yet Reported
21	Cost Per Student	$769	Not Yet Reported	Not Yet Reported

*Data element used in health call calculation   Last Updated: August 14, 2017

Effectiveness Indicators		Program Year		
		14-15	15-16	16-17
26	Persistence Fall to Spring ALL Students	70%	69%	67%
27	Persistence Fall to Spring NH	70%	74%	68%
28	Degrees & Certificates Awarded ALL	264	248	258
29	Degrees & Certificates Awarded NH	91	72	69
30	Degrees & Certificates in STEM ALL	5	9	22
31	Degrees & Certificates in STEM NH	2	1	7
32	Transfers to UH 4-yr ALL	49	75	79
33	Transfers to UH 4-yr NH	20	26	24

Community College Survey of Student Engagement (CCSSE)		Survey Year		
		2012	2014	2016
34	Support for Learners Benchmark (Percentile)	90	70	0
Means Summary All Students (1 = Not at all/Rarely, 2 = Sometimes/Somewhat, 3 = Often/Very)				
35	Academic Advising			
	Frequency	1.95	1.90	1.84
	Satisfaction	2.33	2.39	2.29
	Importance	2.67	2.72	2.59
36	Career Counseling			
	Frequency	1.64	1.57	1.46

	Satisfaction	2.19	2.27	2.11
	Importance	2.42	2.49	2.34
37	Job Placement Assistance			
	Frequency	1.21	1.29	1.26
	Satisfaction	1.89	1.92	1.88
	Importance	2.09	2.24	2.10
38	Financial Aid Advising			
	Frequency	1.88	1.87	1.85
	Satisfaction	2.36	2.40	2.26
	Importance	2.58	2.60	2.48
39	Student Organizations			
	Frequency	1.40	1.45	1.41
	Satisfaction	2.12	2.24	2.06
	Importance	2.07	2.13	1.92
40	Transfer Credit Assistance			
	Frequency	1.44	1.41	1.54
	Satisfaction	2.10	1.96	2.11
	Importance	2.30	2.37	2.27
41	Services for People With Disabilities			
	Frequency	1.24	1.24	1.34
	Satisfaction	2.12	2.21	2.10
	Importance	2.14	2.33	2.10

Part II. Analysis of the Program

Total Appointments during FY 2016-2017 (Follow-up contact via Email and Phone, out of office, Early Alert response and other relevant student contact is not included in appointment data.)

Counseling and Guidance Office Appointments During Fall 16 - Spring 17		
Fall 2016	Appointments	885
Fall 2016	Walk-in	165
Spring 2017	Appointments	652
Spring 2017	Walk-in	122

<u>**Analysis of**</u>

The overall demand for the program year 2016-2017 has improved by 2% with 41 more students. Of the 41 students 14 are Native Hawaiian which has increased goal by 3% for this population. Total headcount for recent high school graduates is up by 9 and for our location is down by 2, which suggest we had new high school students from the outer islands. Our annual headcount for students between the age of 25-49 years old is down 36% and underserved regions as well as STEM majors are down from last academic year.

Fall 2016 we did experience growth with new students, transfer students and returning students with a down turn for continuing students. Which can be attributed to the increase of early college students and the possibility that students are not attending semester after semester but periodically depending on the courses that are offered at the high schools.

Fall	2014-2015	2015-2016	2016-2017
New Students	391	475	536
Transfers Students	54	69	72
Continuing Students	770	661	615
Returning Students	116	107	109

Spring 2017 we experienced a growth in new and transfer students but a decline in returning and continuing students. For spring we can contribute some of the decline for both continuing and returning due to graduation and the high school population of running start, early college and early admit.

Spring	2014-2015	2015-2016	2016-2017
New Students	159	186	266
Transfers Students	47	38	50
Continuing Students	923	850	782
Returning Students	70	60	48

Looking at persistence for all students there is a trend of 2% decline since 2014. The good news is that with a declining persistence rate we are still increasing our graduation rates and our transfer rates for

all students. One possible explanation for the decline in persistence of Fall to Spring is the transfer that has increased for UH 4 year programs.

	2014-2015	2015-2016	2016-2017
Graduations rates	264	248	258

Community College Survey of Student Engagement (CCSSE) data shows the frequency of student advising going satisfaction went up from 2014-2015 then done from 2016-2017. The frequency and importance can be contributed the early college students that have been registered automatically by the admissions office.

Part III. Action Plan

The Action Plan included in the 2016 Comprehensive Program Review determined a goal date of January 2018 to develop our new Service Outcomes. The counseling and advising office is working with the Institutional Researcher (IR) and are determined to develop Service Outcomes which are aligned with our Institutional and Department goals to effectively guide our work.

Presently, the Counseling and Guidance Office has been instrumental in supporting the campus Student Success Initiatives, more importantly, supporting our students to ultimately register in the "correct" English and Math courses. Our IR has begun analyzing course placement and early indications are that students have been placed conservatively. The counselors are awaiting course completion data.

The counselors have also supported our students through the "full" implementation of STAR GPS Registration in Fall 2017. Counselors have, again, played an important role in this implementation, helping Instructional Faculty understand the need to engage in the Foundations and Diversification course approval process which ultimately populates the appropriate courses to the student's GPS during Registration. Counselors have assisted our students process their registration through GPS and provided feedback to the Star Coordinator to address schedule conflicts, course level misplacement and other important registration issues. VCAA and the Liberal Arts departments have been working on exploratory majors/concentrations/pathways, to be built as options for Liberal Arts majors. The counselors offered "ground level" input to ensure that the curriculum offerings in STAR GPS are broad enough to allow "exploration" and a direct pathway for those sure of their transfer major. Counselors have tried to convey to the campus community that GPS is in its infancy stage which requires a high degree of advising guidance and oversight, contrary to the what the GPS registration system was designated to promote self registration. The Counseling and Guidance office is currently forwarding
a position recommendation to the College Council to provide the necessary resources to update and remove the glitches currently impeding GPS accuracy. The Student Affairs and Academic Affairs departments are starting work to ensure that the necessary workflow strands are formalized to meet this same goal.

Proposed GOALS:

1. Increase number of graduates
   a. Will increase completion rate of classified students. Associate Degree, Certificate of Achievement, transfer and personal & professional development goal attainment. (By tracking 30 hours hold)
2. Increase number of transfers (auto admit) (by tracking 30hr holds) graduation and transfer (by tracking 30hr holds)
3. Increase retention thru hi touch student engagement (track appts in MySuccess)

College Strategic Goals (2016-2021) Counseling and Guidance Support of Goal	
UHCC/KCC Initiative: Hawaii Graduation Initiative	
Strategic Goal 1: Increase the Number of Graduates	Working with UH System Integrated Student Support (ISS)
Strategic Goal 2: Increase the Number of Native Hawaiian Graduates	Dedicated Counselor for the population working with students and community organizations.
Strategic Goal 3: Increase the Number of Low Income Student Graduates	Included in ISS Team Goals
Strategic Goal 4: Increase the Number of Students Who Transfer	Included in ISS Team Goals
Strategic Goal 5: Eliminate Access and Success Gaps	Included in ISS Team Goals
Strategic Goal 6: Reduce the Time to Degree: Accelerate College Readiness	ISS Goals
Strategic Goal 7: Reduce the Time to Degree: Increase Student Retention and Credit Accumulation	ISS Goals
UHCC/KCC Initiative: Hawaii Innovation Initiative	
Strategic Goal 8: Increase Job Placement for Kauai CC Students	Included in ISS Team Goals
Strategic Goal 9: Increase the STEM Workforce	Counselors are promoting STEM programs at Kauai CC
Strategic Goal 10: Increase Lifelong Learning and Professional Development Opportunities for community members	
UHCC/KCC Initiative: Modern Teaching and Learning Environment	

Strategic Goal 11: Increase Campus and Community Sustainability	
Strategic Goal 12: Strengthen Distance Education Offerings	Several of our counselors are working with our system team to develop the online distance AA degree.
Strategic Goal 13: Enhance Facilities with Appropriate Technology and Ensure Facilities Support 21st Century Learning and Teaching Environments	Included in ISS Team Goals
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	Native Hawaiian Counselor working with campus (Makaloa) and other system teams on this
Strategic Goal 16: Increase Opportunities for and Participation in Professional Development	A couple of our counselors are offering professional development as facilitators
UHCC/KCC Initiative: Enrollment	
Strategic Goal 17: Increase Recent High School Graduates Enrollment	Part of the 6-16 goals that counseling and advising are working with admissions
Strategic Goal 18: Increase Pacific Islander	Included in ISS Team Goals
Strategic Goal 19: Increase High School Non-Completers and GED Recipient Enrollment	
Strategic Goal 20: Increase Enrollment of Working Adults	Counselors are working with industry leaders (General Managers) to understand training needs for future onboarding activities.
Strategic Goal 21: Increase Enrollment of International Students	

Counseling and advising is diligently working on supporting our campus goals especially the priority goals as seen in the above chart. We are committed to the system and the college goals overall.

Action Plan(s)

Program Goal & Campus Strategic Priority or Goal	Action Item	Resources Needed	Person(s) Responsible	Timeline	Indicator of Improvement	SLO Impacted
Strategic Goals 1-8 and 13	Student Affairs	Technology position	VCSA	Fall 2018	Increase of 5% from the previous year	1,2 and 3

Part IV. Resource Implications

APT Position for MySuccess and other technologies used in Student Affairs Division

Title: Student Services Specialist (Technology Systems)
Position Number:
Hiring Unit: Student Affairs
Location: Student Affairs
Date Posted:
Closing Date:
Band: B
Salary Information: salary schedule and placement information
Full Time/Part Time: Full Time or Part Time
Temporary/Permanent: Permanent
Funding: General Funds

Duties and Responsibilities:

1. Communicate and work with managerial, administrative, and technical staff to determine information needs, data flows, and system definitions and document these requirements.
2. Define project tasks, subtasks, and interrelationships. Schedule tasks and resources to be utilized. Modify schedules and tasks as required.
3. Develop system specifications including timelines and functional specifications.

4. Translate system specifications into programming requirements including program modules and data element dictionaries; determine feature lists of programs.
5. Determine software, equipment, and other tools necessary to implement the system.
6. Determine feature lists of programs; evaluate progress during project stages; and modify work schedule and tools utilized to meet project requirements.
7. Keep abreast of advances in information technology and assess the feasibility of incorporating into project plans and specifications.
8. Advise individuals and groups having diverse viewpoints and opinions on the most appropriate, effective, and efficient solutions.

Minimum Qualifications:
1. Possession of a pertinent baccalaureate educational degree in Management Information Systems (MIS) and/or Information & Computer Sciences (ICS) and 3 years of progressively responsible professional information technology experience with responsibilities for applications development, of which 2 years of the experience must have been comparable in scope and complexity to the next lower pay band in the University of Hawai'i broadband system; or equivalent education/training or experience.
2. Considerable working knowledge of applications development as demonstrated by the broad knowledge and understanding of the full range of pertinent standard and evolving information technology concepts, principles and methodology.
3. Considerable working knowledge and understanding of the broad technology, systems, hardware and software associated with applications development.

Desirable Qualifications:
1. Ability to train users in a PC environment for interactive record updating, editing, and correction of data.
2. Experience in a community college setting.
3. Experience with college success programs

RESOURCES NEEDED			OUTCOMES
Initial Acquisition Cost	Annual Recurring Cost	Useful Life	(Identify and Quantify)

Part V. Program Learning Outcomes and Assessment

Old SLO'S
Counseling and advising guides and supports students in developing an educational plan and pursuing that plan. Assessments: Student persistence, completion rates, student educational plan completion, using Google to track students achievement of academic goal.

Student Learning Outcome: All students, with an emphasis on academic probation students will collaborate with an academic advisor to develop an academic plan and/or contract for academic success.

Proposed New SLO'S

1. Counseling and advising will implement a graduation progression check (GPC) for all classified students by identifying students who have completed 30 plus credit hours.
   a. Benchmark: 5% up of # of graduates from the previous year's number.
2. Transfer Progression Check (TPC) (same as above)
3. Professional and personal development, who are seeking
   a. Identify students PD and develop a PD plan (PDC) and track goal attainment.