Kaua`i Community College
Annual Program Review Update (APRU)
for (Student Life)
2017-2018

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.

Program or Unit Mission Statement

Mission: Kauai Community College Student Life fosters a collegiate community by integrating academic, cultural and recreational life. The Student Life Center is a comfortable and inclusive environment, connecting students, the campus community and our many guests by providing opportunities for engagement through programs and services.

Part I. Program Description

Date of Last Comprehensive Review	2016
Date Website Last Reviewed/Updated	October 2018
Target Student Population	New, Continuing, Transfer, Unclassified, Returning and anyone seeking an education
External Factor(s) that Affected the Program or Unit	Programs and courses offered at the college determines enrollment

Part II. Analysis of Quantitative Indicators

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).

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	1.93
Satisfaction	2.33	2.39	2.27
Importance	2.67	2.72	2.60
36 Career Counseling			
Frequency	1.64	1.57	1.54
Satisfaction	2.19	2.27	2.12
Importance	2.42	2.49	2.40
37 Job Placement Assistance			
Frequency	1.21	1.29	1.30
Satisfaction	1.89	1.92	1.92
Importance	2.09	2.24	2.09
38 Financial Aid Advising			
Frequency	1.88	1.87	1.79
Satisfaction	2.36	2.40	2.19
Importance	2.58	2.60	2.47
39 Student Organizations			
Frequency	1.40	1.45	1.47
Satisfaction	2.12	2.24	2.09
Importance	2.07	2.13	2.04
40 Transfer Credit Assistance			
Frequency	1.44	1.41	1.50
Satisfaction	2.10	1.96	1.98
Importance	2.30	2.37	2.36
41 Services for People With Disabilities			
Frequency	1.24	1.24	1.27
Satisfaction	2.12	2.21	2.02
Importance	2.14	2.33	2.20

The Community College Survey of Student Engagement (CCSSE) question #39 measures the overall involvement of students in the areas of frequency, satisfaction and importance. In the first measurement of student frequency engagement, the data shows an increase from 1.45 in 2014 to 1.47 in 2016. While this is a slight improvement, it indicates that the majority of students are not aware of the existences of clubs, or are rarely involved in campus clubs or organizations. In the category of student satisfaction of organizations, the data showed a significant downward trend from 2.24 in in 2014 to 2.09 in 2016. This reiterates that students are sometimes or somewhat satisfied with the overall activities sponsored by Student Life. The third category highlights the importance of organizations which shows a declined from 2.24 in 2014 to 2.09 in 2016. The data seems to indicate that students may not see the valuable

contribution of participating in student organizations and its impact on the college experience. Overall, the CCSSE data shows a significant decrease in student engagement. An overall marketing and public relations plan is needed to improve all aspects of participation frequency, student satisfaction and increasing the importance of Student Life.

Not indicated above, is the amount of time required to plan events and process required documents, purchases for reimbursement, tracking participants, and entering data for assessment. For example, a typical event, such as Club Day, requires food purchasing and pick-up, scheduling entertainment, requisitions to pay vendors used, check existing equipment and replace as needed, purchase or solicit prize donations, set-up and breakdown, complete campus requirements for space use, reconcile all p-card purchases, develop and submit requisitions, and complete any last minute needs. For academic year 2017-2018, 22 events were offered, producing a total of 113 p-card transactions and requisitions. Depending on the size of the event, the Student Life Coordinator spends anywhere from 8-16 hours on the above duties. Many of the tasks require supervision and extensive knowledge of UH policies and procedures as well as access to the Kuali System. Since student participation varies from semester-to-semester, there is limited opportunity to train students to perform these tasks efficiently from semester-to-semester. Based on events in 2017-2018, the Student Life Coordinator spent approximately (# events*8 - # events*16) 176 to 352 hours (e.g., hrs/40 - hrs/40 months) or between 4.4 to 8.8 weeks completing clerical tasks. In order to be effective as a Student Activity Coordinator, Lead Counselor, Division Liaison for Trades Division, and Academic Advisor, clerical support (at least half-time) should be provided to not only allow for effective event management, but also support the growth of student activities to increase participation by students. Almost all UHCC campus Student Life Coordinators has dedicated clerical staff and fiscal tasks must be completed within a short period of time per procurement policy.

To improve the overall health of the program, Student Life will improve the calculation of quantitative and qualitative indicators to measure demand, efficiency and effectiveness of its five areas that consists of: Associated Students of the University of Hawaii – Kauai Community College Student Government (ASUH-KCC SG); Student Activities Council (SAC); UH Caucus; Registered Independent Campus Organizations (RICO); Student Life Center. In addition, Student Life will develop a data glossary and a health calls rubric for the 2018-2019 academic year.

DEMAND					
# of Student Activities Planned *	25				Healthy >= Cautionary <= Unhealthy <=
# of Active Clubs	9				
# of Student Government Members*	10				Healthy >= Cautionary <= Unhealthy <=

# of Student Life Center Reservations Requested, Processed and Completed	F - S - 21				
# of Internal Proposals Processed and Completed	113				
# of Student Activities Processed	22				
# of Visits to Student Life Website					
EFFICIENCY					
% of filled Student Government Positions# (10/23)	43%				Healthy >= Cautionary <= Unhealthy <=
% of filled Student Activities Council Positions* (9/13)	69%				Healthy >= Cautionary <= Unhealthy <=
% of UH Meetings attended by KCC Caucus Members (7/9)	78%				
% of Student Activities Completed* 22/25	88%				Healthy >= Cautionary <= Unhealthy <=
% of Event Participation Goals met *					Healthy >= Cautionary <= Unhealthy <=
EFFECTIVENESS					
Student Government Survey (ex. Able to use Robert's Rules of Order; able to complete an internal proposal)					
Student Life Facilities Survey					
Survey on Activities (ex. Did the activity meet your expectations?)					
CSSEE Student Organization Score*					Healthy >= Cautionary <= Unhealthy <=

* Metrics used in Health Call Rubric

Part III. Assessment Data (EP 5.202)

Assessment results for Program Service Outcomes (PSO's)

Report on PSO assessment for the prior year.

1. List of the PSOs.
2. Indicate PSO's 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.

PSO	Assessed During this APRU Cycle (Y or N)	Findings	Improvements Implemented	Next Assessment Date
Student Government members learned to apply Parliamentary Procedures using Robert's Rules of Order	Yes	Workshop Training completed in September 2018 resulted in standardized usage of Robert's Rules of Order at every official meeting.	Practical application of Robert's Rules used at every official meeting. A table was developed to help students understand and apply different rules	May 2019
		(100% of members completed training)		
Basic knowledge of presenting proposals and funding procedures	Yes	Workshop Training completed in September 2018 resulted in the usage of standardized process and procedures for funding proposals	Students use workshop guidelines to prepare and present proposals	May 2019
		(100% of members completed training)		
Ability to	Yes	Workshop	Event Planner	May 2019

identify and complete steps to deliver an activity or function		Training completed in September 2018 resulted in the usage of	Checklist used for planning of every activity	
		standardized Event Planner Checklist (100% of members completed training)		
Demonstrate ability to supervise a facility with professionalism	Yes	100% of Employees and Volunteers completed a facilities training in September 2019	Use a morning and afternoon Facilities Checklist; implement survey to visitors assessing professionalism of student assistants	May 2019
Apply basic customer service skills	No	No Training was conducted	Workshop will be implemented in March 2019; survey will be given to visitors to assess customer service and identify areas for improvement	May 2019

Part IV. Results of Prior Year Action Plans (UHCCP 5.202)

Action Plan	Anticipated Outcome	Actual Outcome
Purchase furniture for outside areas for collaborative space	Purchase 6 seating clusters	Replaced rusted and outdated furniture to create outside spaces

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

Part V. 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.

*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
Increase Participation in Student Life activities	1, 5 (Program Review - Institutional Effectiveness) Strategic priorities)	_____% % of students that participated in an offering in 17/18	_____% participation in student life activities	# Students in that participated in a Student Life Activity/total enrollment	3, 4, 5
Grow student government membership to capacity	1, 16	N = 10 students in 17/18	N = 23	Number of members on Student Gvt	3, 4, 5
Grow Student Activities Council	1, 16	N = 9 students in 17/18	N = 13	Number of members on Student Activities Council	3, 4, 5
Increase collaboration with active student clubs to improve activities and lessen the burden for both clubs and student life	1	N=9 Number of active clubs in 17/18	Increase number of active clubs (model collaboration opportunities with Student Life)	Number of active clubs % of collaborative events	3, 4, 5

Part VI. 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).

If no resources are being requested, place an "X' here. _____X_____ .